CHAPTER 4. REMOTE MONITORING

4-1 OBJECTIVE. The objective of this Chapter is to provide guidance to Field Offices in remote monitoring.

4-2 GENERAL REQUIREMENTS. Remote monitoring is the primary method by which PHAs will be monitored the majority of the time. Staffing and travel funds, coupled with demand workload, limit the amount of time for On-site reviews. Remote monitoring provides information that can be used to offer technical assistance to PHAs, alert HUD and PHAs to potential problems, correct PHA errors and minor problems before they worsen, and assure HUD that PHAs are performing at an acceptable level. Second, remote monitoring provides some of the information that serves as the foundation for an on-site review. Remote monitoring identifies the issues, problems, concerns, and negative trends in each of the functional areas, which assists in determining the necessity for an on-site review, and in sharpening its focus.

   A.Remote monitoring information. Field Offices receive cyclical reports, copies of newly adopted/revised PHA policy documents, independent audit reports, Inspector General audit reports, follow-up information from the PHAs on these audit reports, as well as on the Field Office's own review reports, contracting actions, and fund requisitions/LOCCS reports (see LOCCS Desk Reference Guide).

   B.Remote monitoring follow-up. The Field Office must follow up with those PHAs if problem areas are identified through remote monitoring. Follow-up may take the form deemed most efficient to address the specific problem(s); e.g., telephone communication, written inquiry or instruction(s), request for the PHA Executive Director/staff to visit the Field Office, etc.). Follow-up activities should be documented in the Field Office's files.