



HAND No-Show Policy

When a HAND rental inspection is scheduled, property management staff are expected to meet on-site to give the HAND inspector access to the property (the exception being a complaint inspection, when the tenant provides access). Please be on time for your scheduled inspection. Our inspectors are on tight schedules, so we appreciate management staff meeting them at the agreed upon time.

If no one is present to meet our inspector at the time of the scheduled inspection, HAND staff will attempt to reach the individual who scheduled the inspection by phone. If management staff can arrive within 15 minutes of the scheduled start time, the inspection will go forward. However, if management staff are unable to arrive within the 15-minute grace period, HAND will record the appointment as a no-show and a fee may be assessed. HAND staff will call management within 24 hours to reschedule the inspection.