QhIC App

Qld Housing Inspection Checklist

Queensland
Government

Welcome to the department's new app, QhIC (Qld Housing Inspection Checklist)

This app is available for download on Android, Apple and Windows devices

*If using **Apple**, a user can search for QhIC,*

*if using **Android**, a user will need to search for Queensland Housing*

This app is available for download on:

- Android,
- Apple and
- Windows devices

Please note:

- You cannot view or login to QhIC without a valid ID and PIN.
- When a provider decides to 'opt in' to use QhIC, the department will supply the provider with an ID and PIN.
- At the time of 'opt in' the provider is required to supply a valid email account and contact details.
- The email account is required to allow each completed inspection to be emailed to the nominated email account.


Once you've registered and downloaded QhIC you will see the login screen.

- Enter your **Provider ID** Number provided by DCHDE.
- Enter your **4 digit PIN** provided by DCHDE.

You will only need to enter the ***Provider ID*** Number once however the ***PIN*** will need to be entered weekly as the App is designed to log users out after seven days.

Please note that your inspections are safe, and data will not be lost due to this login procedure.
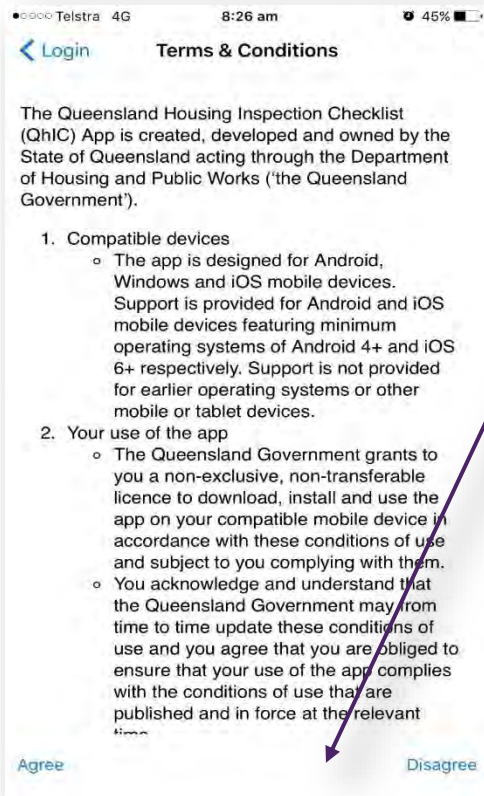
Please read the Terms and Conditions and then select '**Agree**' to take you to the '**Dashboard**'.

The Terms and Conditions like all apps is required to protect the department's legal position in relation to the app and its use.
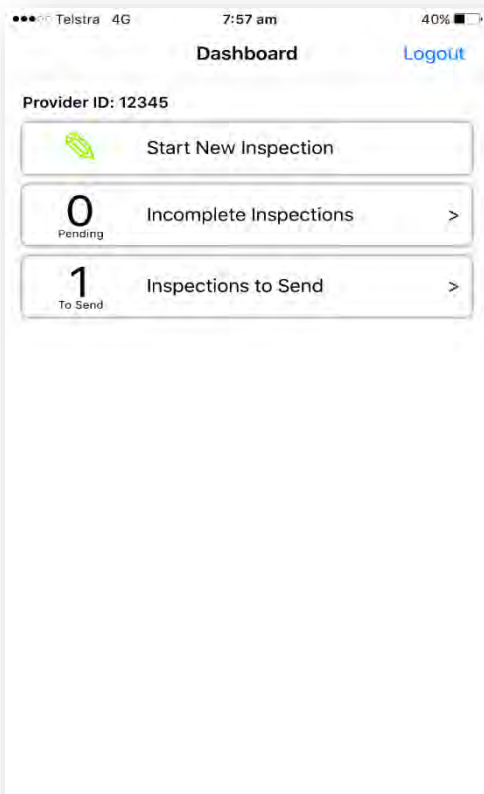

This is the Dashboard screen that allows you to:

- Start a - '**New Inspection**'
- View and access inspections that are only partially completed - '**Incomplete Inspections**' or
- Completed inspections that have not been finalised - '**Inspections to Send**'.

QhIC is designed to work completely offline and for completed inspections to be finalised or sent once a user has access to Wi-Fi or a mobile internet connection.

Adopting this approach could also help you minimise your mobile data charges
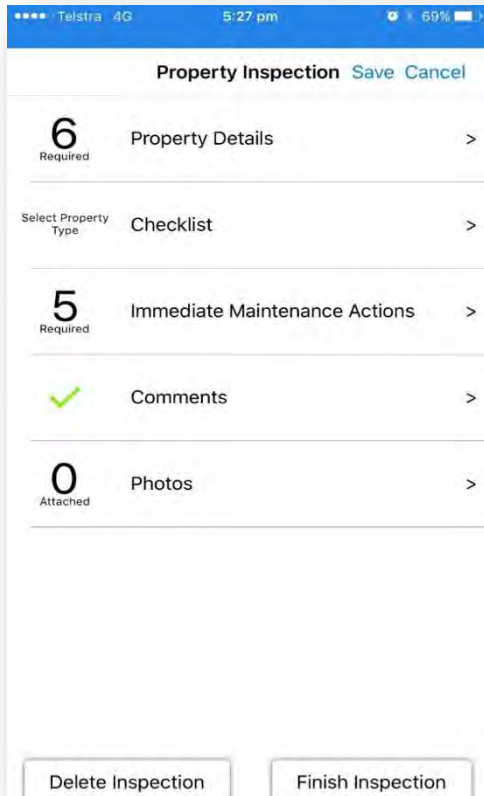
The Property Inspection screen appears when you select '**Start New Inspection**' from the Dashboard.

'**Property Details**' includes questions relating to:

- The Inspector's Name,
- Inspection Date (defaults to current date),
- The Property type,
- The Street Address of the property,
- The Suburb of the property,
- Department Owned Property (defaults to 'Yes'),
- The DCHDE Property ID.

The '**Checklist**' includes the inspection questions that relate to the Property type selected in Property Details.

'**Immediate Maintenance Actions**' has questions relating to maintenance and tenancy actions identified during the inspection.

'**Comments**' allows you to enter free text at anytime during the inspection.

'**Photos**' shows the number of photos taken.

A user can delete an inspection from this screen.

A user can select '**Finish Inspection**' once each section is completed as confirmed by green ticks.
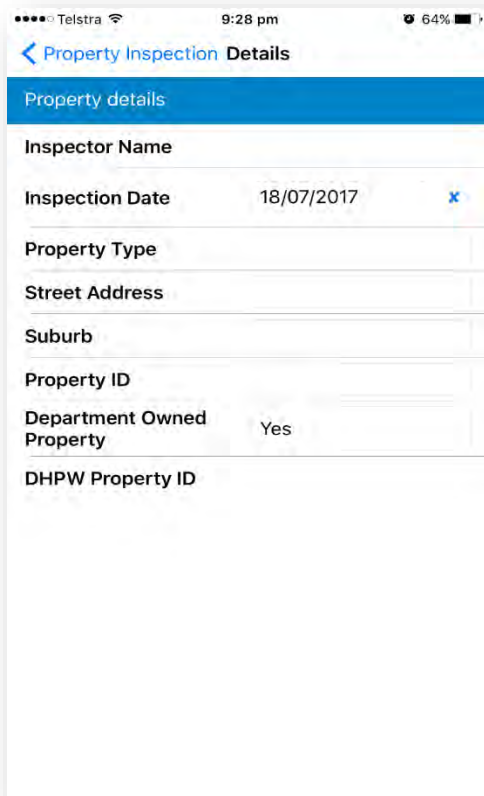
This is the screen that appears when you select '**Property Details**' from the '**Property Inspection**' screen.

Note that the '**Inspection Date**' and '**Department Owned Property**' indicator are pre-populated as the current date and Yes respectively. You can change both of these pre-populated fields.

You need to enter the:

- Inspectors Name,
- Select a Property Type of Site, Building, Rental Unit or Detached House.

You also need to enter the:

- Street Address,
- Suburb,
- Property ID (Provider's Property ID if applicable) and
- DCHDE Property ID.

The inspection type is selected through the '**Property Type**' box and the following inspection levels are available.

- **Site** (This inspection relates to the block of land that a unit complex is located) and includes facilities such as boundary fences, communal car parking, gazebos, gardens, and lawn areas.

- **Building** (This inspection relates to the building(s) that are located on the site that contain units of accommodation) and includes facilities such as steps, balconies, handrails, fences other than those located on the boundary.

- **Rental Unit – RU** (This inspection relates to everything inside of the front door as well as the front door).

- **Detached House – DH** (This inspection includes all of the above as a DH has a site, building and rental unit).

- Once all details have been entered you need to select the blue return arrow at the top left hand corner of the page, this will return you to the **Property Inspection** page.

- The app allows you to complete inspections on Non-Department owned property by changing the '**Department Owned Property'** answer to '**No**'. The app will not send an email to the Department when 'No' is selected, however the inspection data will still be sent to the provider supplied email address.

- The '**DCHDE Property ID**' can be found within the **Maintenance Output Report** provided by the department, please contact your **Contract Officer** if you require assistance with this report.

Below is an example of a DCHDE Property ID:

- **Site** – S1001231
- **Building** – B1001231
- **Rental Unit** – 10012312
- **Detached House** – 10012312

- On return to the '**Property Inspection'** page, you will note that the '**Property Details'** section has a green tick indicating all fields are populated.

- The 'Checklist' section is now populated with the number of inspection questions that relate to the '**Property Type'** you selected.

- This number will count down as each inspection question is answered.

- You can save an inspection whilst on this page of the app. Saving the inspection will add the inspection to the '**Incomplete Inspection**' list on the '**Dashboard**' page.


- When you select '**Checklist**' the list of inspection questions are presented as shown.

- The inspection questions are broken down into key areas of the property including:

  - Yard,
  - Termite Issues,
  - Access,
  - Residual Current Devices,
  - Smoke Alarms,
  - Stove anti-tilt bracket,
  - Stickers/Plans,
  - Electrical/Gas fittings,
  - Possible Structural failure, and
  - Possible Environmental Issues.

- Most questions are structured for you to answer **Yes** or **No** to whether the item is compliant with the requirements as outlined in the information boxes.

- You select the response as per your assessment.
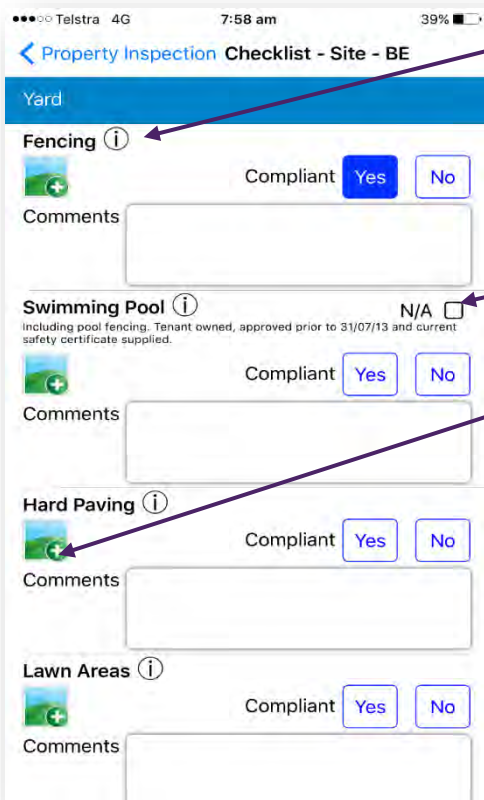
- The information icon provides you with some general guidance to determine if a component is **compliant** or n**on-compliant**.

- Each information icon provides specific information to that component as it relates to the different property types of **Site**, **Building**, **Rental Unit** and **Detached House**.

- If a particular component is not present at the property such as fencing or a swimming pool you can select **N/A**.

- Whilst completing an inspection you are able to take photographs to support your assessment by tapping on the icon that appears as a green field with a **+** sign.
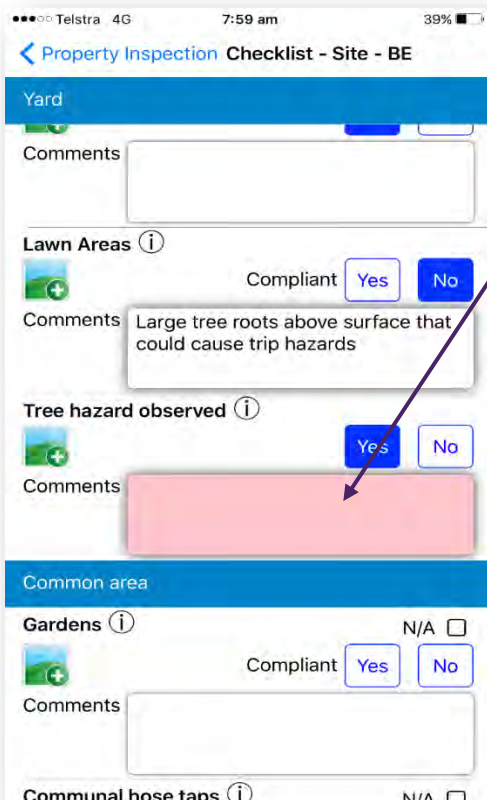
- **QhIC** has in-built validations requiring which prompt you to provide further information.

- The **Comments** boxes will turn **pink** if a validation is triggered, indicating comments are required.

- Please note that comments can be entered regardless of validation requirements.

- All information entered by you in the comments boxes is included in the inspection file that is sent to you once an inspection is completed.
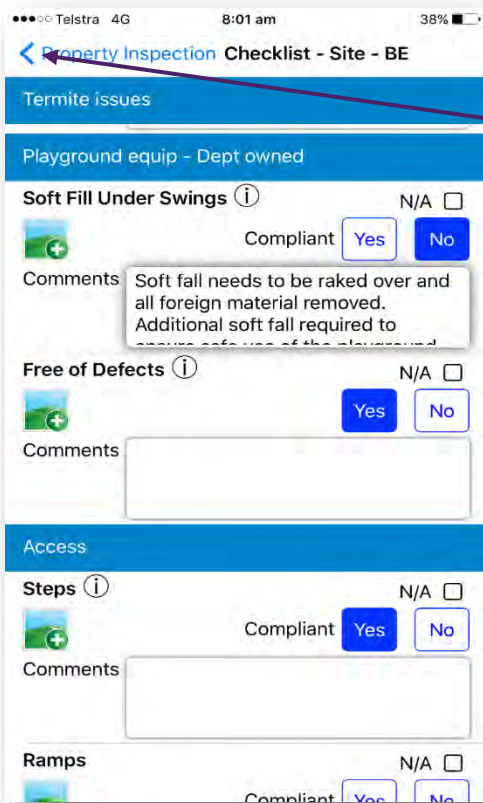
- **Please note** once you have added comments the pink background will change to white indicating that a validation rule has been met.

Once all inspection questions have been answered select the return to property inspection option from the top left-hand corner of the screen, this will return you to the **Property Inspection** screen.
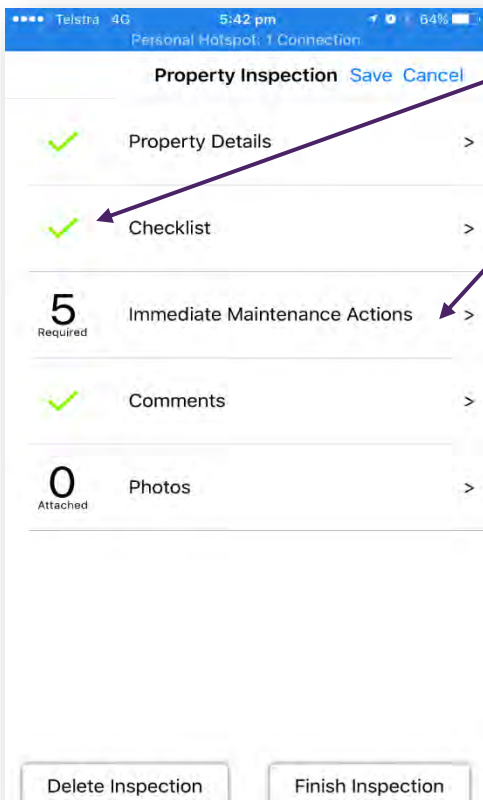
On return to the **Property Inspection** page, you will note that the **Checklist** has a green tick indicating all fields have been completed.

To complete the inspection a user is required to now complete the questions within '**Immediate Maintenance Actions**'.

- **Please note** that the count of photos will detail the number of photos taken during the inspection. In this example no photos were taken during the checklist component of the inspection.

- Please note that whilst this page of the inspection is titled '**Immediate Maintenance Actions**' it actually has questions relating to maintenance and tenancy.

- The questions on this page are not compliance questions but relate to general maintenance and tenancy issues.

- The questions on this page have validation rules and additional information is required as previously described. Photos can be taken on this page to support your answers to the questions.

- Once all the questions have been answered select the **blue arrow** at the top left-hand corner of the screen.

- You should include the details of any actions taken particularly if **urgent maintenance** is identified.

- You have now successfully **completed** the inspection.

- You have the option to record additional notes and capture photos in the '**Comments**' section. You could include details of conversations with tenants, neighbours and/or contractors as this is a free text page. You might even use this section to take a photo of the **entry notice issued** for this inspection prior to leaving the office.

- You have the option to '**Save**', '**Cancel**', '**Delete Inspection**' or '**Finish Inspection**' from this page.

- Saving the inspection will save the inspection to the '**Incomplete Inspection**' list.
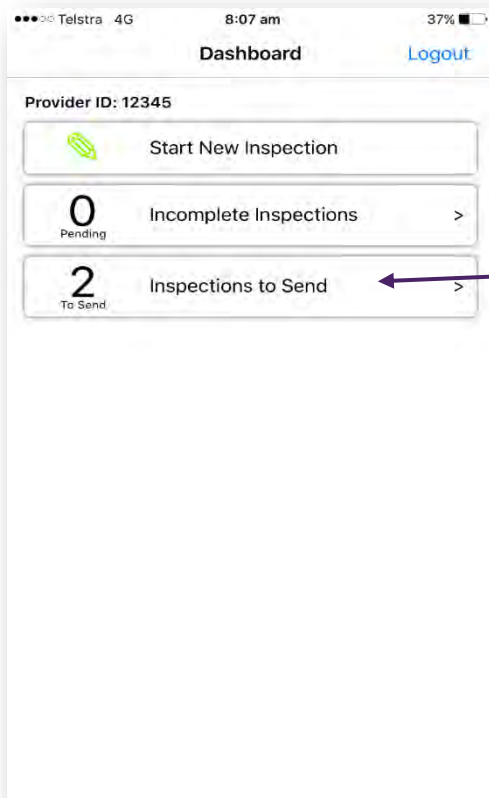
- You will be returned to the '**Dashboard**' after selecting 'Finish Inspection' from the '**Property Inspection**' page.

- This is the screen where you can **finalise** and send your **inspection data** and photos to your nominated email account that was captured during the inspection.

  Selecting '**Inspections to Send**' will take you to the '**Submit Inspections**' screen and allows you to send your inspections.

- You should select the '**Send Inspection**' option. QhIC will send the inspection and you will receive a message advising if the upload was successful or unsuccessful.
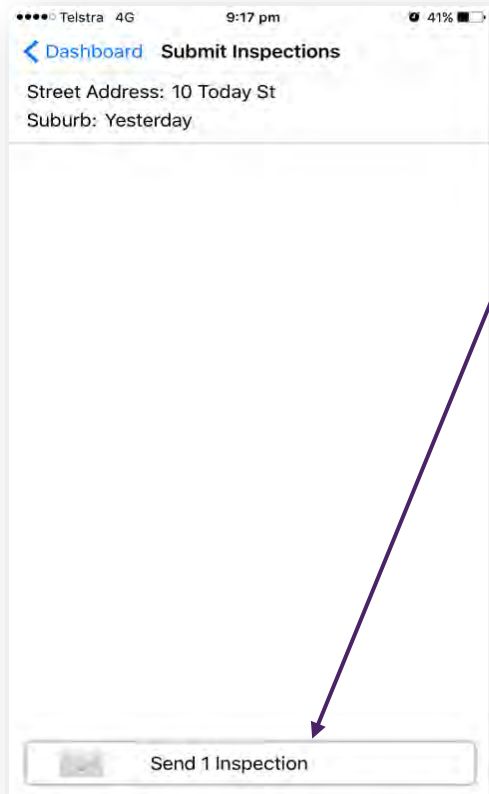
- You need to select '**Send 1 Inspection**' box at the bottom of the page, the number in this box will change depending on the number of completed inspections that are ready to be sent.

- QhIC will send an inspection output email to your registered email account. The email will include an inspection output file containing all data inputted by you and will also include all photos taken during the inspection as separate attachments.

- QhIC also sends an email to the department detailing the date of the inspection, the **DCHDE Property ID** and the address of the property.

Please note:

All inspection data is held on your device until the inspection is completed, on selecting the send inspection option QhIC will refresh the device to remove the inspection data and photos.

The inspection data is **not backed up to cloud storage** or **department servers** and therefore in the event that your device is damaged, prior to sending an inspection, your data cannot be retrieved by the department.

If on completion of this demonstration of QHIC you wish to 'opt in' to use **QhIC** please contact your **Contract and Partnership Officer**.

You will need provide your **Contract and Partnership Officer** with an active email address, contact person and contact phone number to have an **QhIC** account activated for your organisation.

Providers, who choose to use **QhIC** will be assigned a single account which can be accessed by multiple people from multiple devices.

Assistance will be provided through the department's Mobile Computing Help Desk in Asset Management & Information Unit. (**HHSCAssetmanagement@chde.qld.gov.au**)

This **Help Desk** is for assistance with **QhIC only**, staff cannot provide help you with app store accounts or the operation of your device.