



CITY of CRYSTAL

4141 Douglas Drive North • Crystal, Minnesota 55422-1696

Tel: (763) 531-1000 • Fax: (763) 531-1188 • www.crystalmn.gov

CITY OF CRYSTAL COVID-19 RENTAL INSPECTION PROTOCOL

1. This protocol is intended to enable the city to perform rental property inspections in a way that protects the health and safety of the tenants, property owners/managers and city inspectors.
2. If the tenant, property owner/manager, or anyone in their respective households feels sick, the city requests that they contact Chee Yang at chee.yang@crystalmn.gov or 763.531.1144 to cancel and reschedule the inspection.
3. The inspector will be wearing gloves and a mask at all times during an inspection. New gloves will be worn for each inspection.
4. The inspector will ask if everyone in the household is feeling healthy, and if not, will ask to reschedule the inspection.
5. As was standard procedure before COVID-19, tenants may deny the inspector entry and may end the inspection at any time, for any reason, by asking the inspector to leave. But due to COVID-19, the city will not charge a re-inspection fee in these circumstances.
6. Tenants and property owners/managers must stay at least six feet away from inspector at all times. To the extent practical, tenants will be asked to minimize the number of people in the dwelling at the time of the inspection.
7. Tenants will open all doors, windows, cabinets, or similar items that need to be opened to perform the inspection. Inspectors will not touch anything in the home, except in rare circumstances when the inspector must touch a specific item to verify compliance, such as checking to see if a loose plumbing fitting has been tightened.
8. To verify completion of interior orders, the inspector will accept alternatives to an in-person inspection if they can achieve the same outcome. Some examples:
 - Documentation such as an invoice of repair made by a licensed contractor
 - Photo of a corrected trap under the kitchen sink
 - Video of a successful test of a smoke or CO alarm
9. To verify completion of exterior orders, the inspector will not interact with the tenant except to confirm that it is OK to enter the yard to perform the inspection. Inspectors will seek permission through nonverbal means, such as a small placard with that message which can be viewed by the tenant through a window.