

Lincoln Students' Union Accommodation Services Accreditation Scheme - Virtual Compliance Check 'What to expect' Guide



Due to Covid-19, Lincoln Students' Union Accommodation Services are currently undertaking property inspections 'virtually' via the smartphone video messaging app 'Zoom'. All you will need to do is make sure you have the 'Zoom' mobile application installed on your smartphone. Don't worry if you have never used it or completed a video call before, it's really easy!

The process:

1. Our inspector will call or email you to arrange a convenient date and time to undertake the 'virtual inspection'. You will need to make sure you inform the tenants that every room will need to be seen at this date and time, and take any relevant Covid-19 related measures to protect your safety and that of the occupiers.
2. Make sure you have a charged-up smartphone with a working video camera and the 'Zoom' app is downloaded and ready to go before the inspection. Do a test video call with a friend in advance if you're unsure. It's also handy to know how to turn the camera around to face away from you during the call to help our inspector see where you are going. It's usually just a matter of pressing the 'camera' symbol during the call.



3. Our inspector will call you at exactly the date and time agreed via 'Zoom', so please be at the property in advance, with access already arranged with the tenants. Make sure both your smartphone ringing volume and media volumes are turned up so you can hear the video call.
4. It may help the quality of the video call to log into the Wi-Fi at the property that is being inspected, so please try and do that before the inspection if possible (with the tenants permission if necessary).
5. During the call, point the camera as directed by our inspector. They will have a floor plan and will be making notes so you don't have to. You won't need to do any prior preparation, or be asked any difficult questions, just be ready to point the camera as directed.
6. If there are going to be any access limitations, please let the inspector know at the start of the call. If you have any questions during the inspection, please try to wait until the inspection is complete so the inspector can finish their notes. They will ask if you have any questions before the call ends and will be more than happy to answer them.

The length of the inspection is dependent on the size of the property and its condition, but most take about 15 minutes. After the inspection, the inspector will complete a short report. You will then be notified of the result and of any works or advisory matters that require attention.