

KHC Design & Construction Review New Jotform Inspection Reporting Process

Kentucky Housing Corporation
Management Innovation: Technology

HFA Staff Contact
Molly Tate
mtate@kyhousing.org

KHC Design & Construction Review New Jotform Inspection Reporting Process

Kentucky Housing Corporation (KHC) Multifamily Asset Compliance Design and Construction Review (DCR) Team conducts inspections on new construction and rehabilitated multifamily and single-family units. In the past, inspectors would take notes during the inspection and then type those notes into a report once they returned to the office. This process was far from efficient. Inspectors travel all over the state. They conduct multiple inspections per day. By the time they returned to the office and were able to type and submit a report, for example, precious days may have passed. The paper-based workflow created significant delays in communicating findings to property owners who could not make funding draws until an inspection passed. The DCR Team experimented with other options, including Adobe Acrobat, but none was able to address every need.

Innovative Solution

This year, KHC took a major step forward by moving to a new electronic inspection reporting process through a simple online software called Jotform. The new process allows the report to be generated during the inspection on their mobile phones, which leads to greater accuracy, efficiency, and the speed with which they are shared with partners. Jotform has proven to be the optimal solution for KHC's DCR Team that allows inspectors to focus more on thorough evaluations rather than paperwork. Through Jotform, inspectors simultaneously deliver reports instantly to both developers and in-house staff without requiring any new equipment investments.

The application's offline functionality is particularly valuable because Kentucky has many rural areas where cell service is often unavailable. Jotform automatically saves progress and transmits completed forms once connectivity is restored—without requiring any additional action from inspectors. This digital transformation eliminated numerous pain points in the workflow: inspectors can now dictate or type detailed notes directly into their phones, attach photos without USB transfers, select from specialized form templates for different inspection types, and avoid all post-inspection administrative tasks that previously delayed the entire process. The impact has been transformative for construction timelines. Developers now receive immediate inspection results, allowing them to process funding draws and pay contractors promptly, accelerating housing development statewide.

The new Jotform inspection reporting process offers several advantages over paper-based reporting:

- **Efficiency:** Jotform enables inspectors to complete and submit reports digitally eliminating the time-consuming process of manually filling out paper forms and subsequently entering the data into a digital system.
- **Real-time data:** Jotform allows inspectors to generate and submit reports on-site, providing real-time data and immediate insights, which can help get issues addressed promptly.
- **Offline functionality:** Kentucky has many rural areas where cell service is often unavailable. Jotform automatically saves progress and transmits completed forms once connectivity is restored—without requiring any additional action from inspectors.
- **Accessibility:** The PDF inspection reports are more accessible, allowing for immediate online sharing, review, and collaboration among team members and partners, regardless of their locations.

- Environmentally friendly: Transitioning to electronic inspections reduces the need for paper, contributing to a more sustainable and eco-friendly process.
- Security: Jotform provides various security features, such as data encryption, user authentication, and access controls, ensuring the confidentiality and integrity of the inspection data.

Replicability

Jotform allows users to share forms as templates that others can customize to fit their specific needs. Other housing finance agencies, for instance, can make a copy of any form we have created and modify it according to their needs. Customizations include adding file upload fields, inserting photo elements, incorporating additional checkbox options, adjusting dropdown menus, creating new text fields, or modifying existing question formats. All these changes can be made to ensure compliance with their contracts and funding entities.

Measurable Benefits

The implementation of Jotform for KHC's inspection process has delivered measurable benefits to inspectors and partners. Inspection reports are now being received by partners before inspectors even return to their offices. This digital transformation has dramatically reduced processing time from days to hours, eliminating manual data entry while improving accuracy through structured form fields and photo documentation. The inspection team reports significant efficiency improvements through real-time data collection and integration capabilities, allowing them to provide detailed, professional reports to development partners on the same business day as inspections—a dramatic improvement over the previous paper-based system that streamlines both the inspection and draw processes. The new process means inspectors can spend more time in the field. And KHC needs only five inspectors to cover all single-family, multifamily, and contract inspections across Kentucky.

Conclusion

The transition from paper-based reporting to Jotform's electronic inspection system represents a significant advancement for KHC's Multifamily Asset Compliance DCR Team. This modernization effort has transformed an outdated, inefficient process into one that delivers immediate results, enhances accuracy, and improves communication with partners. By embracing digital technology, KHC has not only accelerated their inspection workflow but also created a more sustainable, accessible, and secure reporting system. The easily replicable nature of these forms extends the benefits beyond KHC, allowing other organizations to adapt the templates for their own compliance needs. As demonstrated by the enthusiastic feedback from both partners and inspection teams, this digital solution has created tangible improvements in service delivery while supporting KHC's core mission of ensuring safe, secure housing for Kentuckians. The success of this initiative demonstrates how strategic technology adoption can significantly enhance operational effectiveness in housing compliance management.

Visual Aids

9:34 📶 🔋 86

< KHC Design and Construction R... 📄

Project Name *

Representative/Specialist

Activity / Project #

Use n/a if the project is not funded by KHC.

Address *

City *

9:34 📶 🔋 86

< KHC Design and Construction R... 📄

Date *

 📅

Date of Review

Activity *


 ▾

KHC Employee Name *

<input type="text"/>	<input type="text"/>
First Name	Last Name

KHC Employee Email *

9:34 📶 🔋 86

← KHC Design and Construction R... 

Recipient


Contact Name *

Phone

KHC Funding *

- Home
- AHTF
- Tax Credit
- GAP
- Davis Bacon
- NSP
- MFP
- NHTF
- Loan Servicing
- Other

9:35 📶 🔋 86

← KHC Design and Construction R... 

Inspection Notations

Section II

Name of Contractor *

Phone

Contractor Phone

Estimated Project Completion Percentage *

Inspection Labels *

	Not Present	Rough In	Final	N/A
Electrical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HVAC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plumbing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>


9:35 📶 🔋 86

← KHC Design and Construction R... 📄

Check all that Apply *

- Un-Inspectable: Access Reinspection - Fee \$500
- Inspector to Review Follow Up Information
- Deficiencies Noted and Require Correction
- Deficiencies Corrected
- No Deficiencies Noted at this time
- Project 100% Complete and Approved

Photo Upload



Browse Files

Choose a file

Upload your photos or take them by clicking browse and selecting the location.

Comments

🔍

Type your comments here. If you need more space, click the arrows to expand the field

9:35 📶 🔋 86


← KHC Design and Construction R... 📄

ability in relation to the stage of construction and any observed deficiencies have been noted.

KHC Construction Specialist

Automatically filled from SSO Login.

Signature *



Clear

Use your finger or stylus to sign here.

Submit