

Contacts:
Technical Assistance Center (TAC):
Phone 888-245-4860
or
Sara Shelton:
Sara_B_Shelton@hud.gov

Real Estate Assessment Center
1280 Maryland Avenue, SW
Washington, D.C. 20024

Physical Inspection Operations (PI-Ops)

Special Bulletin # 14

Clarification of Inspection Protocol

Inspector Guidelines and Protocol

In response to the various questions raised at inspector training, and in an effort to improve the transparency and usefulness of physical inspection activity, REAC is providing information on some basic inspector protocol. This information is not meant to place an undue burden on inspectors, but merely to ensure that the physical inspection process runs smoothly. Please remember the following rules and guidelines:

- Call out all deficiencies to property representatives as you perform the inspection. Inspectors can notify the property representatives of any deficiencies that are not scored, e.g., smoke detectors or FHEO defects.
- Inspectors must reschedule any inspection in which residents have not been notified.
- Inspectors must notify REAC of any inspections to be conducted outside the normal protocol hours (9:00 a.m. and 1:00 p.m.) **prior** to the day of the inspection. Such a change may affect our quality assurance schedule.
- Inspectors may not carry a firearm onto a property.
- Inspectors should visually verify all property profile data (such as # of buildings) prior to beginning the inspection and generating the sample. A property representative must be present during the verification.
- Inspectors may not utilize local HUD offices to conduct inspection business, including making phone calls or uploading inspections.
- If a property representative does not show up for the inspection, or does not accompany you throughout the **entire** inspection, contact your help desk and report the inspection as unsuccessful.
- Delete inspections from the DCD only after they have been accepted by REAC.

In addition, below is some general information beneficial to inspectors.

- To purchase a DCD, consult the Internet or an inspection contractor. HUD cannot recommend a particular product or brand.
- For mortgagee inspections, the mortgage bankers themselves will assign inspections to REAC-certified inspectors and will act as contractors for any scheduling issues.
- Collaborative quality assurance reviews (CQAs) are used to evaluate an inspector's proper interpretation and execution of the inspection protocol. If a protocol question arises in which you disagree with the CQA inspector, or you have other concerns, you may contact your contractor's help desk at any time throughout the review.

To see previous Special Bulletins, visit the REAC web site at:

http://www.hud.gov/reac/pass/pass_bulletins.html