



I would like to thank each one of you for being here today. We have a lot of material to cover. So, to help keep our time together down to around an hour, the presentation will be completed first and then we will take questions. So, hold your questions till the end. However, if you want to submit your questions in writing before you forget them, you can write your questions in the cue anytime you want to, and it will get answered at the end.

To let everyone know, there will be 5 other people to help me answer questions today. 4 QA Trainers and a representative from TAC. The QAs are Ron Kluck, Lawrence Clay, Dexter Brady and Brian Easthom. And Orlando from TAC. Everyone knows Orlando and depends on him for help at one time or another.

For today, we will not be taking any questions concerning how the Corona virus will affect how we do inspections in the future or when inspections will resume or anything else related to the virus. Sorry about that. All questions today should be related to the material being presented or concerning protocol prior to the virus. For your information, and tentatively in the near future, there is another group working on meeting with contractors and contract inspectors in this type of environment we are using today to discuss how the Corona virus will impact REAC, contractors, and contract

inspectors moving forward. That group will be able to best answer your questions on how the virus will affect all of us when we start inspections again.

So, back to the presentation. Once again remember, the presentation will be completed before any written or verbal questions will be answered.

So, buckle up and let's get started.

## PASS TRAINING – DINE & LEARN

Presented June 24, 2020

**Presenter:**

PowerPoint – Robert (Whitt) Whittington – General Engineer & REAC Training Coordinator & Facilitator

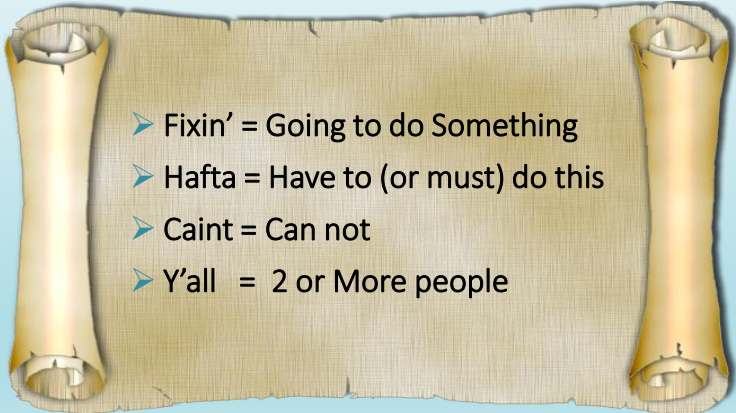
Staff available for Questions & Answers:

Ron Kluck	–	QA Construction Analyst / REAC UPCS Trainer
Lawrence Clay	–	QA Construction Analyst / REAC UPCS Trainer
Dexter Brady	–	QA Construction Analyst / REAC UPCS Trainer
Brian Easthom	–	QA Construction Analyst / REAC UPCS Trainer
Orlando Vanegas	–	TAC Customer Service Representative

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This is a list showing today's presenter and staff available for Q&As after the presentation. The QAs are Ron Kluck, Lawrence Clay, Dexter Brady and Brian Easthom. And Orlando from TAC. These are the same ones we had at the last Dine & Learn.

## Translations

- 
- Fixin' = Going to do Something
  - Hafta = Have to (or must) do this
  - Caint = Can not
  - Y'all = 2 or More people

I know what you're thinking about my accent, he's probably from the Northeast, maybe Boston or New York City. Just kidding. I grew up in Memphis, just down the street from Elvis house when Elvis was still alive. I now live in Nashville. The Music City.

A few years ago, I was teaching a class in DC and several of the students were from Boston. At first, every time I referenced the rent roll, they thought I was doing a Scooby-Doo imitation – Ruh-roh.

Anyway, these are a few words I may slip up and say. I try not to use them, but they do slip out occasionally. So, here are the translations when the here these.

Fixin' – we are going to do something important. So, pay close attention.

Hafta – this means to have to, or must, do this, or it could cause you to get in some serious trouble later on. Like getting an OS or worse.

Caint – this means you can not do this. Otherwise, it could cause you to get in some serious trouble later on. Like getting an OS or worse.

Y'all is plural, not singular. So, y'all is used for 2 or more people.

## What are We going to Discuss & Talk about Today?

### Defects and Other Issues the PASS Review

#### Team are Finding on a Daily Basis:

- Necessary Comments are Missing from nearly every Recorded Defect, including Level 1 & 2 defects
- Some incorrectly recorded defects are being found several times on a daily basis
- Most of these incorrectly recorded defects have a direct affect on the final score
- These incorrectly recorded defects are causing a lot of man hours on appeals, technical reviews, & data base adjustments
- To prevent all of these incorrectly recorded defects just requires a better (and deeper) understanding of the "REAC Compilation Bulletin" and other documents used to complete REAC inspections in accordance to protocol



Again, Today, we are going to talk about things that the PASS Review Team finds on a routine bases. Some of these are on a daily basis, and some are found multiple times almost everyday. These are defects that are being incorrectly recorded and observed by the PASS Review Team. It is great that you all are finding and recording these defects, but you need to make sure every defect is being recorded correctly. These miss recorded defects can have a direct affect on the final score and could result in the inspection being rejected and the property having to be re-inspected.

Even though a defect exist, if it is recorded under the wrong "Inspectable Defect" or under the wrong "Inspectable Area", the property can appeal it and have it removed. This may result in the inspection not being a true reflection of the property at the time of the inspection.

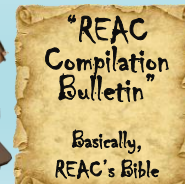
**Next Page**

## What are We going to Discuss & Talk about Today?

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To help cut down on miss recorded defects, we all need to get more familiar, and actually become an expert, with the "REAC Compilation Bulletin", which is basically REAC's Bible on clarifications on how to handle and record particular defects when observed and provide guidance on following REAC's protocol. The Compilation Bulletin also gives specific directions on how we are to handle and deal with a "some door defects that could be recorded in 2 or more places", gives specifics on how to handle defects on resident owned items, we all need to be aware of "Inspector Notices" sent out by "IA" that effect how we inspect, and be aware of how to deal with "Health & Safety" defects.

## Why are Comments Required for Virtually every Recorded Defect?

"REAC Compilation Bulletin" on page 7, paragraph 10.b., titled "Additional Comments", states the following: "For any deficiency recorded, . . . the Comments field must be used if the location and/or condition are not fully described by the decision tree selected. . . ."

- Defect Location – without additional commenting, rarely will there be enough information for someone not at the inspection to easily find the defect
- Decision Tree – many definitions list multiple reason for a defect to be Recorded. Which one is causing the defect?

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Why are comments required for every recorded defect, including L1 & L2 defects?

Basically, if the decision tree does not clearly state where the defect is located and what is causing the defect, you need to add a comment. The comment should be as short and simple as possible while giving enough information for someone that was not at the inspection to locate the defect and know what they are looking for.

Now, lets look at an example of what is probably the most recorded defect that is missing additional information in the comment section explaining what is exactly causing the defect. Also, the Health & Safety associated mold and mildew with this defect is not recorded about half the time or more often.

(CLICK)



## Why are Comments Required for Virtually every Recorded Defect?

“REAC Compilation Bulletin” on page 7, paragraph 10.b., titled “Additional Comments”, states the following: “For any deficiency recorded, . . . the Comments field must be used if the location and/or condition are not fully described by the decision tree selected. . . .”

**Checklist**

- ☒ Water Stains
- ☒ Water Damage
- ☒ Mold or Mildew

Does a Health & Safety need to be Recorded?

- ☒ Yes
- ☒ No

- Defect Location – without additional commenting, rarely will there be enough information for someone not at the inspection to easily find the defect
- Decision Tree – many definitions list multiple reason for a defect to be Recorded. Which one is causing the defect?
  - **Mold/Mildew or Water Stains or Water Damage?**

When you record a defect under ceilings, walls or floors for **“Water Damage”**, **“Water Stain”** or **“Mold / Mildew”**, very few add a comment for which one these is causing the defect. Is it “Water Damage”, “Water Stain” or “Mold / Mildew”? Or a combination of the three? If the defect is a Level 3 for Mold or Mildew, then you will also need to record a “Health & Safety” defect under “Air Quality”. The Health & Safety caused by mold and mildew is missing half of the time or more on PASS Team reviews. Usually, if someone does add a comment about the Level 3 defect being caused by “Mold or Mildew”, they forget (or may not even know) to also record the “Health & Safety” under “Air Quality”.

**(CLICK)**

## Why are Comments Required for Virtually every Recorded Defect?

"REAC Compilation Bulletin" on page 7, paragraph 10.b., titled "Additional Comments", states the following: "For any deficiency recorded, . . . the Comments field must be used if the location and/or condition are not fully described by the decision tree selected. . . ."

**Checklist**

- ☒ Water Stains
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- ☒ Mold or Mildew

Does a Health & Safety need to be Recorded?

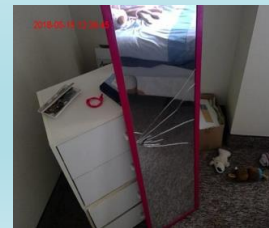
- ☒ Yes
- ☒ No

- Defect Location – without additional commenting, rarely will there be enough information for someone not at the inspection to easily find the defect
- Decision Tree – many definitions list multiple reason for a defect to be Recorded. Which one is causing the defect?
  - Mold/Mildew or Water Stains or Water Damage?
  - Missing or Broken?
  - Peeling or Cracking or Flaking or Deteriorated?
  - How big is the defect?
  - Which Hardware is causing the Defect?

What are some more commonly used decision trees with multiple items that can be causing a defect? Missing/Broken? Need to let everyone know if it is broken or missing. It cannot be both. Is that "Inspectable Defect" peeling, cracking, flaking or deteriorated? It could be any one of these, or a combination of two or three, or maybe all four. Your comment needs to clearly define what is causing the defect. How big is the defect? You need to clearly state the defect is as big or bigger than the definition requires. Or it is between a specific size to be a lower level recorded defect. Which hardware is causing the defect and what is the defect. An example: is the door closure missing or just inoperable? Clearly state in your comment field what the defect is.

(CLICK)

## What are Some of the Most Incorrectly Recorded Defects?



So, what are some of the most commonly miss recorded defects and missing comments that the PASS Review Team sees on a daily basis?

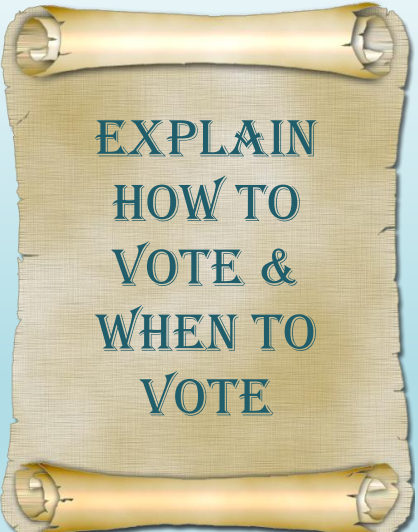
**DOORS** Some of the miss recorded defects are associated with Missing Hardware on doors, or holes in doors caused from missing hardware.

**Windows** Recording window defects correctly and under the correct “Inspectable Area”.

**Resident Owned Property** And, how to correctly record defects caused by resident owned property so that the property is not penalized.

**Property Profile** Depending on your situation on whether the Building/Unit is temporarily off-line or permanently off-line, the property profile for building count and unit count must be accurate prior to generating the sample and accurate after generating the sample. When you come across situation dealing with temporarily off-line and permanently off-line, you need to reference the CB and understand what the CB requires.

## Explain How to Vote & When to Vote



### EXPLAIN HOW TO VOTE & WHEN TO VOTE

Question?: What part of the country do you live in?

- A) Northeast
- B) East Coast
- C) South
- D) Mid-West
- E) Southwest
- F) Northwest
- G) West Coast

On the upcoming slides, you will be asked to provide the correct answer from several choices. Everyone will be shown several possible answers and given a chance to vote on which one you think is the correct answer. No one will know how anyone else is voting. When the voting has been completed, each possible answer will show the percentages of total votes for that specific answer. Then, the correct answer will be revealed and an explanation as to why that is the correct answer supported with backup REAC materials.

Before you start voting, the moderator is going to explain how to vote. So, now, everyone is going to learn how to vote from the moderator.

Here is our first Question of the day). So, what part of the country do you live in? This question should be pretty easy for everyone and will give you a chance to learn how to vote and SUBMIT your answer. If you are not sure where you live, just make "H".

**(May need to explain how to vote and when to vote.)**

So, start voting now on whether it is A, B, C, D, E, F or G. You will have 1 minute to vote.

**After voting** Looks like the largest percentage is from \*\*\*\*\*.

## Explain How to Vote & When to Vote

EXPLAIN  
HOW TO  
VOTE &  
WHEN TO  
VOTE

Question?: What part of the country are you from?

- A) Northeast
- B) East Coast
- C) South
- D) Mid-West
- E) Southwest
- F) Northwest
- G) West Coast

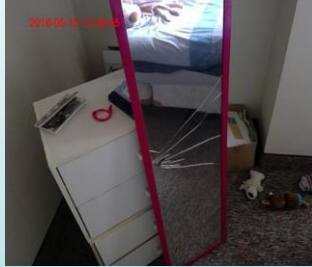
Correct Answer:

We all live in the United States of America!

So, the Correct Answer is “any of the above”.

After you have been given a chance to vote, then we will go to the next slide to see what the correct answer is and why it is the correct answer. The correct answer will be backed up with the CB or other supporting documentation.

## What are Some of the Most Incorrectly Recorded Defects in a Unit?



Question?: You see one of these Defects while Inspecting a Unit. How would You Record the Defect?

- A) Health & Safety – Hazards – Sharp Edges
- B) No defect recorded because it belongs to a resident
- C) Health & Safety – Hazards – Any Other

Continued on next slide

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When inspecting a property, you come across one of these defects. How should it be recorded?

Is it “A” – Health & Safety – Hazards – Sharp Edges? Or, is it “B” – No defect recorded because it belongs to a resident? Or, could it be “C” – Health & Safety – Hazards – Any Other”?

So, start voting now on whether it is A, B or C. And remember, you will have 45 seconds to make your selection. **Give them 45 seconds or so.**

**(WAIT – while voting is on going and till it appears to be finished)** Now, lets see what the correct answer is.

**(CLICK)**

## What are Some of the Most Incorrectly Recorded Defects in a Unit?



Question?: You see one of these Defects while Inspecting a Unit. How would You Record the Defect?

- A) Health & Safety – Hazards – Sharp Edges
- B) No defect recorded because it belongs to a resident
- C) Health & Safety – Hazards – Any Other

Correct Answer:

- C) Health & Safety – Hazards – Any Other

WHY?

Continued on next slide

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So, the Correct Answer is “C) Health & Safety – Hazards – Any Other”.

How come this is the correct answer? Why? Well, let’s see why.

Let’s go to the next slide to see why this is the correct answer for this particular defect.

(CLICK)



## What are Some of the Most Incorrectly Recorded Sharp Edges Defects?



Why is this the Correct Answer According to "REAC Compilation Bulletin"?

C) Health & Safety – Hazards – Any Other

Click ["REAC Compilation Bulletin"](#) to access online

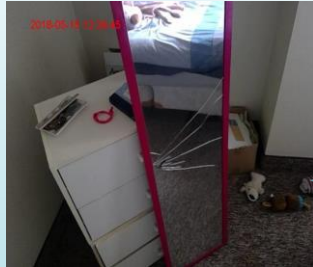
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The "Compilation Bulletin" tells us this is the correct answer. Why?

If we click on the hyperlink "REAC Compilation Bulletin", and you will be able to do this on the PDF version when it is available, it will take us to the Compilation Bulletin. Do you remember seeing this common routine and theme throughout these slides last month? The Compilation Bulletin and other official documents are always referenced to make sure we are correctly recording all defects. Other wise, we run the risk of not recording defects correctly and our inspection being "REJECTED". . . . So, lets take a closer look at what the Compilation Bulletin has to say about this defect and how to record this defect.

**(CLICK)**

## What are Some of the Most Incorrectly Recorded Sharp Edges Defects?



Why is this the Correct Answer According to ["REAC Compilation Bulletin"](#)?

C) Health & Safety – Hazards – Any Other

Click ["REAC Compilation Bulletin"](#) to access online

Go to Pages 75 in REAC Compilation Bulletin, paragraph A.1.c., which states the following: – "... resident owned property ... inspected for Health & Safety deficiencies only ... deficiencies observed ... recorded as "Health & Safety – Hazards – Any Other" ... Examples ... mirrors, ... fan covers ...".

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After the Compilation Bulletin is opened, we need to go to page 75 to read about how we are to record this defect. The Compilation Bulletin tells us we have to record this defect under "Health & Safety – Hazards – Any Other". Most of the REAC inspectors are incorrectly recording this under **"Sharp Edges"**. Recording this defect under "Sharp Edges" is considered wrong.

**Basically, the CB states that "Resident Owned Property", . . . "inspected for Health & Safety deficiencies ONLY", have to be "recorded under "H&S – Hazards – Any Other", and then under "Examples", two of the items listed are Mirrors and fan covers".**

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These defects are often observed as a defect, but then incorrectly miss recorded under the wrong "Inspectable Defect", "Sharp Edges". So, when the "Compilation Bulletin" gives us specific directions on how to record a particular defect, then that specific defect must be recorded that way, or it is considered to be incorrectly recorded.

Why is this so important? If this defect is recorded under “Sharp Edges”, it will have a direct affect on the final property score. Also, REAC did not want the property to lose points for these types of defects caused by residents on resident owned items, but there needs to be a recorded record of a defect that could cause harm to residents. Especially, young children. So remember, it is important for all inspectors to record defects as required by protocol in the Compilation Bulletin or other REAC official documents.

**(CLICK)**

## What is one of the Most Incorrectly Recorded Defects Associated with Mold/Mildew?



**Question?:** While Inspecting a Unit Bathroom, You see Mold/Mildew Greater than 1 Sq. Ft. on the Wall, another area of Mold/Mildew on the Ceiling greater than 1 Sq. Ft., and a third area of Mold/Mildew Greater than 1 Sq. Ft. on the Floor. How would You Record the Defects?

- A) Record only the defect under “Wall (or Ceiling or Floor) – Mold/Mildew or Water Stains or Water Damage – L3” so as not to Double (or multiple) Hit for the same defect under Wall, Ceiling and Floors
- B) Record “Inspectable Defect – Mold/Mildew – L3” under Wall, Ceiling & Floor, & record a “H&S – Air Quality – Mold/Mildew” for Wall, Ceiling & Floor
- C) Record only “H&S – Air Quality – Mold/Mildew” once since it is the same H&S Defect in all three areas

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Answer on next slide

When inspecting a property, you come across this in a resident bathroom. You see over 1 sq. ft. of Mold or Mildew on the bathroom wall, and you also see over 1 sq. ft. of Mold or Mildew on the bathroom ceiling, and then you realize there is over 1 sq. ft. of Mold or Mildew on the bathroom floor, too. How should it be recorded?

What about the rubber duck? Would you want your toddler bathing in this bathtub?

This time we have 3 choices. Is it **“A) - Record only the defect under “Wall (or Ceiling or Floor) – Mold/Mildew or Water Stains or Water Damage – L3” so as not to Double (or multiple) Hit for the same defect under Wall, Ceiling and Floors”**? Or, is it **“B) – Record “Inspectable Defect – Mold/Mildew – L3” under Wall, Ceiling & Floor, & then record a “H&S – Air Quality – Mold/Mildew” for Wall, Ceiling & Floor”**? Or, could it be **“C) – Record only “H&S – Air Quality – Mold/Mildew” once since it is the same H&S Defect in all three areas”**?

So, start voting now on whether it is A, B or C. And remember, you will have 30 seconds to make your selection, and you will have 30 seconds to vote on all remaining questions today. **Give them 30 seconds or so.**

**(WAIT – while voting is on going and till it appears to be finished)**

Now, lets go to the next page to see what the correct answer is.

**(CLICK)**

## What is one of the Most Incorrectly Recorded Defects Associated with Mold/Mildew?



Correct Answer:

B) Record "Inspectable Defect – Mold/Mildew – L3" under Wall, Ceiling & Floor, & record a "H&S – Air Quality – Mold/Mildew" for Wall, Ceiling & Floor



REALLY?

WHY?

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Detailed Answer on next slide

So, the Correct Answer is "B". We would be required to record a Level 3 defect under walls, floors and ceilings, and then record a H&S defect for each location of the Mold & Mildew for walls, floors & ceilings.

Really? Would this be considered double hits (or triple hits in this case) for the same mold & mildew defect?

Why is this the correct answer? Well, let's see why.

Let's go to the next slide to see & discuss all the details as to why this is the correct answer for these particular defects.

**(CLICK)**

## Many Inspectors are Still Recording a L3 Without also Recording the “H&S – Air Quality – Mold/Mildew” or the Reverse



### Why Should all 6 Defects be Recorded?

1. All 3 Level 3 Defects associated with the Ceiling, Floor and Wall exist independently of each other. So, all 3 have to be recorded.
2. If Mold/Mildew (and not Water Stains or Water Damage) is the reason for recording a Level 3 Defect, then when prompted, a defect under “H&S – Air Quality – Mold/Mildew” must be recorded, too.
3. Important: When recording a Level 3 under this “Inspectable Defect”, it is important to clearly state in the “Comment” section whether the defect was caused by Water Stains or Water Damage or Mold/Mildew.
4. Note: An Inspector Could Record a Level 3 Defect under the Same “Inspectable Defect” for Water Stains or Water Damage under Ceilings, Floors and/or Walls without being required to record a Defect under “H&S – Air Quality – Mold / Mildew”

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So, let’s get into the details requiring all 6 defects to be recorded.

Under #1, it is telling us that Mold or Mildew can exist independently on either the ceiling, floor and/or wall. Depending on the size of the Mold/Mildew, you could record NOD under Unit Ceiling for Mold/Mildew because the size is less than 4 sq. inches. Then, you could record a Level 1 under Unit Walls for Mold/Mildew because the size of Mold/Mildew is between 4 sq. inches and up to 1 sq. ft. Then, for the Unit Floor, you could record a Level 3 because the size of the Mold/Mildew is greater than 1 sq. foot. In addition to recording the Level 3 under Unit Floor, you would also be required to record a defect under “Health & Safety – Air Quality – Mold/Mildew” due to the size of the Mold/Mildew on the Unit Floor being over 1 square foot.

Let’s see what is under #2. If you recorded a Level 3 defect under Unit Ceiling for either “**Water Stains**” or “**Water Damage**”, you would never record a “Health & Safety – Air Quality – Mold/Mildew”. Why, you ask? Because the Level 3 defect was not caused by Mold/Mildew. The Level 3 defect was caused by either “**Water Stains**” or “**Water Damage**” and has nothing to do with Air Quality caused by Mold/Mildew. The same logic would apply to the Unit Floors and Unit Walls. And the same logic would apply in Common Areas for ceilings, floors and walls.

Let's see what is under #3. This was discussed under #1 above. Basically, if you record a Level 3 defect caused by Mold/Mildew on either the Ceiling, Floor and/or Wall, you must also record a defect under "Health & Safety – Air Quality – Mold/Mildew".

What is under #4? It is very important to clearly state in your comment section what is causing the Level 3 or Level 1 defect under this "Inspectable Defect". Reason – because it can be either "Water Stains" or "Water Damage" or "Mold/Mildew". In addition, this is also true for every defect recorded in your DCD. Always, clearly state in your comment section about a defect; what it is and where it is when necessary.



## What is one of the Most Incorrectly Defects Associated with Doors?



Question?: You see this Door Defect while Inspecting a Property. How would You Record the Defect?

- A) Doors – Hardware Damaged or Missing
- B) Doors – Surface Damage, Holes
- C) Record A and B
- D) Record either A or B, but not both

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Continued on next slide

When inspecting a property, you come across a door with missing hardware. How should it be recorded? **Use pointer and circle to explain each picture.**

Is it **“A) – Doors – Hardware Damaged or Missing”**? Or, is it **“B) – Doors – Surface Damage, Holes”**? Or, could it be **“C) – do you record both A and B”**? Or, could it possibly be **“D), you can record either A or B, but not both”**?

So, start voting now on whether it is A, B, C or D. And remember, you will have 30 seconds to make your selection. **Give them 30 seconds or so.**

**(WAIT – while voting is on going and till it appears to be finished)**

Let's go to the next slide to see what the correct answer is.

**(CLICK)**

## What is one of the Most Incorrectly Defects Associated with Doors?



Question?: You see this Door Defect while Inspecting a Property. How would You Record the Defect?

- A) Doors – Hardware Damaged or Missing
- B) Doors – Surface Damage, Holes
- C) Record A and B
- D) Record either A or B, but not both

Correct Answer:

B) Doors – Surface Damage, Holes

WHY?



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Continued on next slide

So, the Correct Answer is “B) – Doors – Surface Damage, Holes”.

How can this be the correct answer? Why? Well, let’s see why.

Let’s go to the next slide to see why this is the correct answer for this particular defect.

(CLICK)

## What is one of the Most Incorrectly Defects Associated with Doors?

Why is this the Correct Answer?

B) Doors – Surface Damage, Holes

Reference “REAC Compilation Bulletin”

- Building Exterior – page 39, paragraph A.5.
- Common Areas – page 60, paragraph D.7.
- Units – page 79, paragraph E.7.

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What tells us the correct answer is B?

The Compilation Bulletin will give us the correct answer. For Exterior Doors, we would go to page 39. For Common Area Doors, we would go to page 60 to see how to record this defect. And for online Dine & Learn purposes, we are going to page 79 paragraph E.7. to see how to record this in a Unit.

If we click on the hyperlink “here”, it will take us to the Compilation Bulletin. . . . So, let's take a closer look at what the Compilation Bulletin has to say about holes left in doors from missing hardware and how it should be recorded.

**(CLICK)**

## What is one of the Most Incorrectly Defects Associated with Doors?

Why is this the Correct Answer?

B) Doors – Surface Damage, Holes

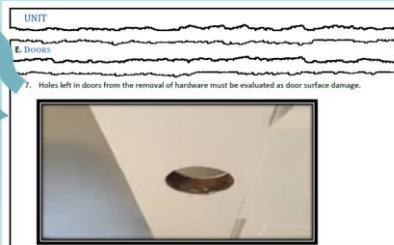
Reference “REAC Compilation Bulletin”

- Building Exterior – page 39, paragraph A.5.
- Common Areas – page 60, paragraph D.7.
- Units – page 79, paragraph E.7.

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Holes left in doors from the removal of hardware must be evaluated as door surface damage.



22

After the Compilation Bulletin is opened, we need to go to page 79 to read about how we are to record this defect. The Compilation Bulletin tells us “Holes left in doors from the removal of hardware must be evaluated as door surface damage”. The Comp Bulletin even has a picture to help inspectors understand better what is being said. Recording this defect under “Damaged Hardware or Missing Hardware” is considered incorrect.

So, when the “Comp Bulletin” gives us specific directions on how to record a particular defect, then that specific defect must be recorded that way, or it is considered to be incorrectly recorded.

Why is this so important? If this defect, as with all defects are recorded under the wrong “Inspectable Defect”, it will have a direct affect on the final property score. That is why it is so important for all inspectors to record defects as required by protocol in the Compilation Bulletin or other REAC official documents.

## Here is Another Door Defect that is Frequently Miss Recorded?



Question?: This is an exterior door that swings into an office. As You enter this Door from Outside of the Building, you Discover the Closure on the Door is Inoperable. Where do You Record the Defect?

- A) Building Exterior
- B) Common Areas
- C) A or B is acceptable

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Continued on next slide

As you push the door open into an office as you enter the building from the Site, you test the door closure and the door does not click shut. Under which “Inspectable Area” should this defect be recorded?

Is it “A) – Building Exterior”? Or, is it “B) – Common Areas”? Or, could it be “C) – A or B is acceptable”?

So, start voting now on whether it is A, B, or C. And remember, you will have 30 seconds to make your selection. **Give them 30 seconds or so.**

**(WAIT – while voting is on going and till it appears to be finished)**

Now, let’s go see what the answer is.

**(CLICK)**

## Here is Another Door Defect that is Frequently Miss Recorded?



Question?: This is an exterior door that swings into an office. As You enter this Door from Outside of the Building, you Discover the Closure on the Door is Inoperable. Where do You Record the Defect?

- A) Building Exterior
- B) Common Areas
- C) A or B is acceptable

*WHY?*

Correct Answer:  
B) Common Areas

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Continued on next slide

So, the Correct Answer is “B) – Common Areas”.

How come this is the correct answer? Why? Well, let’s see why.

Let’s go to the next slide to see why this is the correct answer for this particular defect.

**(CLICK)**

**Below Shows how this Defect is to be Recorded According the CB.**



Why is this the Correct Answer?

B) Common Areas



Reference "REAC Compilation Bulletin"

- Building Exterior – page 38, paragraph A.1.c.
- Common Areas – page 59, paragraph D.1.c.
- Units – page 79, paragraph E.1.c.

Click [here](#) to access this document online

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What tells us the answer is B?

The Compilation Bulletin will give us the correct answer. For Exterior Doors, we would go to page 38. For Common Area Doors, we would go to page 59 to see how to record this defect. And for Units, we would go to page 79 to see how to record this in a Unit. Since this door is located on the exterior of the building, we are going to look a page 38.

If we click on the hyperlink "here", it will take us to the REAC Compilation Bulletin. . . . So, let's take a closer look at what the Compilation Bulletin has to say about doors we enter a building from the outside and how to record this defect.

**(CLICK)**

## Below Shows how this Defect is to be Recorded According the CB.



Why is this the Correct Answer?

B) Common Areas

Reference "REAC Compilation Bulletin"

- Building Exterior – page 38, paragraph A.1.c.
- Common Areas – page 59, paragraph D.1.c.
- Units – page 79, paragraph E.1.c.

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BUILDING EXTERIOR  
A. DOORS

c. If common area doors exist, whether exterior or interior, any observed defects are to be recorded in the associated common area into which the door swings. The only exceptions are for doors that swing outward leading to the building exterior. In this case record any deficiencies identified in [Building Exterior], [Doors]...

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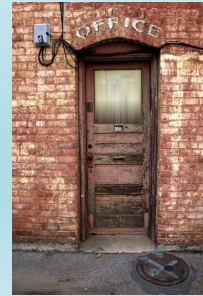
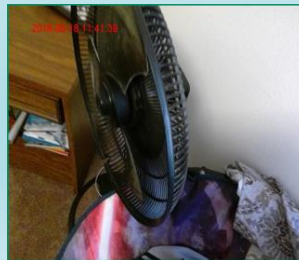
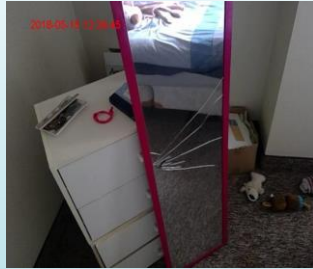
After the Compilation Bulletin is opened, we need to go to page 38 to read about how we are to record this defect. The Compilation Bulletin tells us "If common area doors exist, whether exterior or interior, any observed defects are to be recorded in the associated common area into which the door swings. The only exceptions are for doors that swing outward leading to the building exterior. In this case record any deficiencies identified in [Building Exterior], [Doors] ... ". Recording this defect under "Building Exterior" is considered incorrect.

So, when the "Comp Bulletin" gives us specific directions on how to record a particular defect, then that specific defect must be recorded that way, or it is considered to be incorrectly recorded.

Why is this so important? If this defect, as with all defects is recorded under the wrong "Inspectable Area", it will have a direct affect on the final property score. If the score change is substantial enough to change the frequency of the property inspections or the status of a property, it could result in the inspection being rejected. That is why it is so important for all inspectors to record defects as required by protocol in the Compilation Bulletin or other REAC official documents.



## What did we learn? We need to Investigate.



Ok. So, let's review and see how much we have learned from the previous materials we covered today.

We are going to go back to the previous questions to review again and vote again. And see if we can raise the percentages for the correct answers.

**(CLICK)**

## What are Some of the Most Incorrectly Recorded Defects in a Unit?



Question?: You see one of these Defects while Inspecting a Unit. How would You Record the Defect?

- A) Health & Safety – Hazards – Sharp Edges
- B) No defect recorded because it belongs to a resident
- C) Health & Safety – Hazards – Any Other

Continued on next slide

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Here was our first Question of the day with 3 possible answers and only one is correct.

When inspecting a property, you come across one of these defects. How should it be recorded?

Is it “A”? Or, is it “B”? Or, could it be “C”?

From these 3 choices, what is the correct way to recorded these defects.

So, start voting now on whether it is A, B or C. And remember, you have 30 seconds to vote. **(They have 30 seconds to vote.)**

**(CLICK)**

## What are Some of the Most Incorrectly Recorded Defects in a Unit?

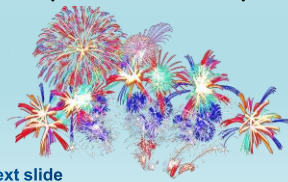


Question?: You see one of these Defects while Inspecting a Unit. How would You Record the Defect?

- A) Health & Safety – Hazards – Sharp Edges
- B) No defect recorded because it belongs to a resident
- C) Health & Safety – Hazards – Any Other

Correct Answer:

- C) Health & Safety – Hazards – Any Other



Continued on next slide

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So, the Correct Answer is “C) – Health & Safety – Hazards – Any Other”. Fireworks for those that got the answer correct. Did the percentage of correct answers increase or decrease?

(CLICK)

## What is one of the Most Incorrectly Recorded Defects Associated with Mold/Mildew?



**Question?:** While Inspecting a Unit Bathroom, You see Mold/Mildew Greater than 1 Sq. Ft. on the Wall, another area of Mold/Mildew on the Ceiling greater than 1 Sq. Ft., and a third area of Mold/Mildew Greater than 1 Sq. Ft. on the Floor. How would You Record the Defects?

- A) Record only the defect under “Wall (or Ceiling or Floor) – Mold/Mildew or Water Stains or Water Damage – L3” so as not to Double (or multiple) Hit for the same defect under Wall, Ceiling and Floors
- B) Record “Inspectable Defect – Mold/Mildew – L3” under Wall, Ceiling & Floor, & then record a “H&S – Air Quality – Mold/Mildew” for Wall, Ceiling & Floor
- C) Record only “H&S – Air Quality – Mold/Mildew” once since it is the same H&S Defect in all three areas

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Answer on next slide

Here was our second Question of the day with 3 possible answers and only one is correct.

When inspecting a property, you come across these defects. How should it be recorded?

Is it “A”? Or, is it “B”? Or, could it be “C”?

From these 3 choices, what is the correct way to recorded these defects.

So, start voting now on whether it is A, B or C. And remember, you have 30 seconds to vote. **(They have 30 seconds to vote.)**

**(CLICK)**

## What is one of the Most Incorrectly Recorded Defects Associated with Mold/Mildew?



### Correct Answer:

B) Record “Inspectable Defect – Mold/Mildew – L3” under Wall, Ceiling & Floor, & then record a “H&S – Air Quality – Mold/Mildew” for Wall, Ceiling & Floor



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Detailed Answer on next slide

So, the Correct Answer is “**B) Record “Inspectable Defect – Mold/Mildew – L3” under Wall, Ceiling & Floor, & then record a “H&S – Air Quality – Mold/Mildew” for Wall, Ceiling & Floor”**”. Cake and ice cream for getting the correct answer. Did the percentage of correct answers increase or decrease?

**(CLICK)**

## What is one of the Most Incorrectly Defects Associated with Doors?



Question?: You see this Door Defect while Inspecting a Property. How would You Record the Defect?

- A) Doors – Hardware Damaged or Missing
- B) Doors – Surface Damage, Holes
- C) Record A and B
- D) Record either A or B, but not both



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Continued on next slide

And here was our third Question of the day with 4 possible answers and only one is correct.

When inspecting a property, you come across this defect. How should it be recorded?

Is it “A”? Or, is it “B”? Or, could it be “C”? Or, could it possibly be “D”?

From these 4 choices, what is the correct way to recorded these defects.

So, start voting now on whether it is A, B, C or D. And remember, you have 30 seconds to vote. **(They have 30 seconds to vote.)**

**(CLICK)**

When inspecting a property, you come across a door with missing hardware. How should it be recorded? **Use pointer and circle to explain each picture.**

Is it “A) – Doors – Hardware Damaged or Missing”? Or, is it “B) – Doors – Surface

**Damage, Holes”?** Or, could it be **“C) – do you record both A and B”?** Or, could it possibly be **“D), you can record either A or B, but not both”?**

So, start voting now on whether it is A, B, C or D. And remember, you will have 30 seconds to make your selection. **Give them 30 seconds or so.**

**(WAIT – while voting is on going and till it appears to be finished)**

Let’s go to the next slide to see why this is the correct answer for this particular defect.

**(CLICK)**

## What is one of the Most Incorrectly Defects Associated with Doors?



Question?: You see this Door Defect while Inspecting a Property. How would You Record the Defect?

- A) Doors – Hardware Damaged or Missing
- B) Doors – Surface Damage, Holes
- C) Record A and B
- D) Record either A or B, but not both

Correct Answer:

B) Doors – Surface Damage, Holes



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Continued on next slide

So, the Correct Answer is **“B) Doors – Surface Damage, Holes”**. Free puppies for everyone getting the correct answer? Did the percentage of correct answers increase or decrease?

**(CLICK)**



## Here is Another Door Defect that is Frequently Miss Recorded?



Question?: This is an exterior door that swings into an office. As You enter this Door from Outside of the Building, you Discover the Closure on the Door is Inoperable. Where do You Record the Defect?

- A) Building Exterior
- B) Common Areas
- C) A or B is acceptable

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Continued on next slide

And the last voting question of the day. When opening the door inside this building into an office, you test the door closure and the door does not click shut. Under which "Inspectable Area" should this defect be recorded?

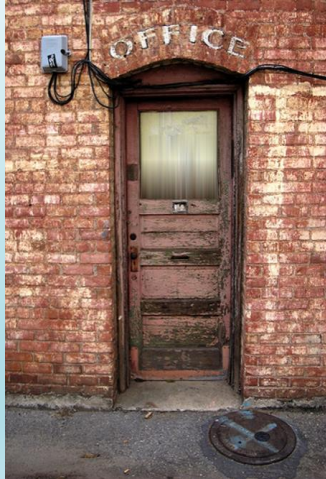
Is it "A"? Or, is it "B"? Or, could it be "C"?

So, start voting now on your choice of the correct answer. And remember, you have 30 seconds to vote. **Give them 30 seconds or so.**

**(WAIT – while voting is on going and till it appears to be finished)**

**(CLICK)**

## Here is Another Door Defect that is Frequently Miss Recorded?



Question?: This is an exterior door that swings into an office. As You enter this Door from Outside of the Building, you Discover the Closure on the Door is Inoperable. Where do You Record the Defect?

- A) Building Exterior
- B) Common Areas
- C) A or B is acceptable



Correct Answer:  
B) Common Areas

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Continued on next slide

So, the Correct Answer is **“B) Common Areas”**. Free kittens to go with your puppies for everyone getting the correct answer? Did the percentage of correct answers increase or decrease?

**(CLICK)**



So, that concludes the presentation part of tonight's Dine & Learn. Hope you enjoyed the presentation and learned some new information. Also, the Training Team would like for each of you to fill out and return a "Dine & Learn Evaluation Summary" form, and if you receive an email from Survey Monkey concerning this Dine & Learn, please fill it out. This information will help us to keep doing the things you like best, do away with things that are not of any benefit and improve the overall experience.

Now, it's time to start answering some of your questions. But, before we do that, I am going to turn it over to Lawrence Clay. Before he gets into the Question & Answer portion of our program, he wants to explain how to observe and record an inoperable Exit Sign.

## What are Some of the Most Incorrectly Recorded Defects in a Unit? – “Exit Signs”

### Rapid Software

**Navigator**

- Select Inspection
  - 200-Main Street Apartments
    - Property Information
    - Site
      - Building 01: A
        - Building Exterior
        - Building Systems
        - Common Areas**
        - Unit # 1: 1
        - Unit # 2
      - Building 02: B

**Common Areas**

**Items**

Restrooms/Pool Structures+	<input type="radio"/> NOD	<input type="radio"/> OD	<input type="radio"/> NA
Storage+	<input type="radio"/> NOD	<input type="radio"/> OD	<input type="radio"/> NA
Trash Collection Areas+	<input type="radio"/> NOD	<input type="radio"/> OD	<input type="radio"/> NA
Health and Safety	<input checked="" type="radio"/> OD		

**Common Areas Inspection**

Record your observation by choosing one of the options presented below. RAPID will continue to present the next set of options based on your response until a decision is determined. You may exit this screen at any time by clicking the Cancel or OK button, as applicable. Any unsaved observations would be discarded.

**Record Observations**

☐ Missing from one or more emergency exits (note: exit signs are not required if they never existed)

☒ No adjacent or other internal/external illumination on or near the sign

TAC [Icon] Back Finish Cancel

Continued on next slide 37

## What are Some of the Most Incorrectly Recorded Defects in a Unit? – “Exit Signs”

Compilation Bulletin, page 66

### F. EXIT SIGNS

1. All exit signs need to be illuminated day and night either internally or externally. Exit signs designed with a testing feature are to be tested and must function as designed. If deficient, record under [Common Area], [Health and Safety], [appropriate floor level], [Emergency/Fire Exits], [Exit Signs] . . .

#### Rapid Software

**Navigation**

- Select Inspection
- 200 Main Street Apartments
- Property Information
- Site
- Building 01 A
- Building Exterior
- Building Systems
- Emergency Areas
- Unit # 1
- Unit # 2
- Building 02 B

**Common Areas**

**Rooms**

Restrooms/Pool Structures ☐ NOD ☐ OD ☐ NA

Storage ☐ NOD ☐ OD ☐ NA

Trash Collection Areas ☐ NOD ☐ OD ☐ NA

Health and Safety ☐ NOD ☐ OD ☐ NA

**Record Observations**

Record your observation by choosing one of the options presented below. RAPID will continue to present the next set of options based on your response until a decision is determined. You may exit this screen at any time by clicking the Cancel or OK button, as applicable. Any unused observations would be discarded.

**Record Observations**

☐ Missing from one or more emergency exits (note: exit signs are not required if they never needed)

☐ No adjacent or other internal/external illumination on or near the sign

TAC OK Cancel

Continued on next slide 38

## What are Some of the Most Incorrectly Recorded Defects in a Unit? – “Exit Signs”

**Dictionary of Deficiency Definitions Reference: Federal Register/Vol. 77, No. 154**

**Missing Exit Signs (Emergency/Fire Exits – Health and Safety)**

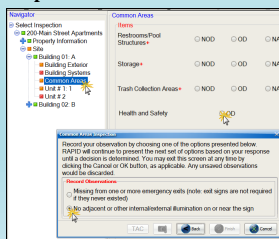
**Deficiency:**

Exit signs that clearly identify all emergency exits are missing.

**-OR-**

There is no adjacent or other internal illumination in operation on or near the sign.

### Rapid Software



### Compilation Bulletin, page 66

#### F. EXIT SIGNS

1. All exit signs need to be illuminated day and night either internally or externally. Exit signs designed with a testing feature are to be tested and must function as designed. If deficient, record under [Common Area], [Health and Safety], [appropriate floor level], [Emergency/Fire Exits], [Exit Signs] . . .