

PASS TRAINING

Dine
& Learn



PASS TRAINING – DINE & LEARN

Presented May 25, 2022

Presentation: **Recording Defects Correctly**

Presenter:

PowerPoint – Lawrence Clay – QA Construction Analyst / REAC UPCS Trainer

Staff available for Questions & Answers:

Dexter Brady	–	QA Construction Analyst / REAC UPCS Trainer
Bobby West	–	QA Construction Analyst / REAC UPCS Trainer
Robert (Whitt)	–	General Engineer & REAC Training Coordinator
Whittington		& Facilitator

Some Updates since the Last Dine & Learn

- **REAC UPCS Training webpage has some new updates:**
 - **Updates are for the Dine & Learns, &**
 - **Locations & dates on all upcoming Training for Phases Ib & II in 2022**
- **The new Phase Ib & Phase II Training methods are similar to prior COVID**
 - **Phase II – REAC is finding and providing mock inspections for Inspector Candidates to use.**
 - **Trying to expose Inspector Candidates to all Building Types during Phase II Training & Testing**
 - **Phase IIs will be done the following week in the same city after Phase Ib, and an additional Phase II will be done the week after the initial Phase II in a different city**
- **UPCS Certification Training is coming to a location near you this year**
 - **There are 15 Phase IIs scheduled between April and December 2022**
 - **4 Phase IIs completed this year**
 - **New Orleans – Phase Ib & II**
 - **Phoenix, AZ – Phase II**
 - **Ft. Worth – Phase Ib & II**
 - **Kansas City, MO – Phase II**

Some Updates since the Last Dine & Learn

- **For calendar year 2022 –**
 - **We will be covering all areas of the Country with Phase IIs**
 - **Goal is to decrease travel expenses for new Inspector Candidates**
 - **Salt Lake City will be the next Phase Ib & II**
 - **Phase Ib the week of June 6 - 10**
 - **Phase II the week of June 13 - 17**
 - **Cleveland Phase II the week of June 27 – July 1**
 - **Other Phase II locations in 2022 are:**
 - **Minneapolis** ➤ **Portland, ME** ➤ **Los Angeles**
 - **St. Louis** ➤ **Albuquerque**
 - **Denver** ➤ **San Francisco**
 - **Portland, OR** ➤ **Raleigh, NC**

Upcoming Dine & Learns and the Subjects to be Covered

Upcoming Dine & Learns

TBD - August 24 @ 7:00 pm (EST)

TBD – November 30 @ 7:00 pm (EST)



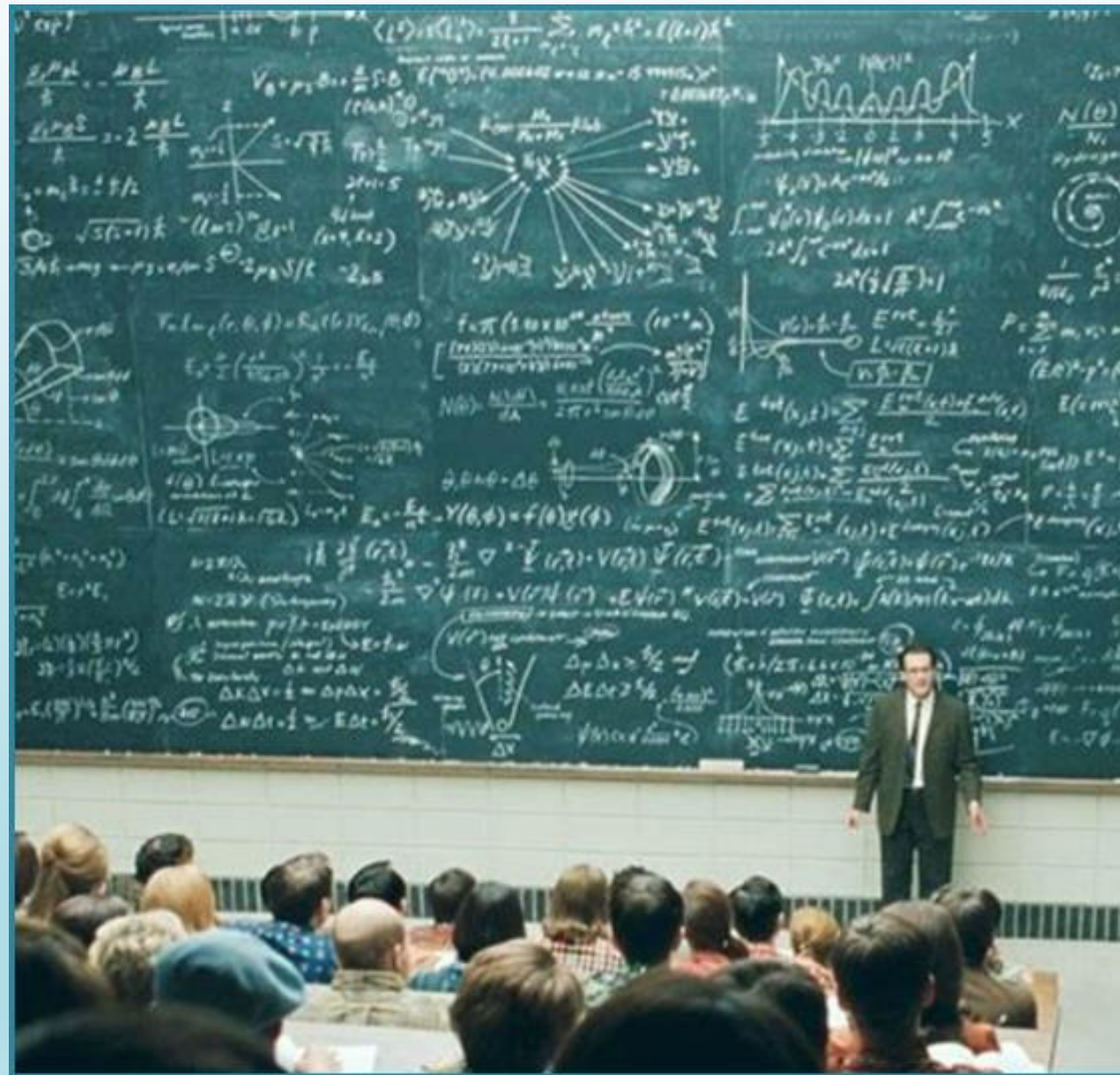
What are We going to Discuss & Talk about Today?

Defects and Other Issues the PASS Review Team are Finding on a Daily Basis:



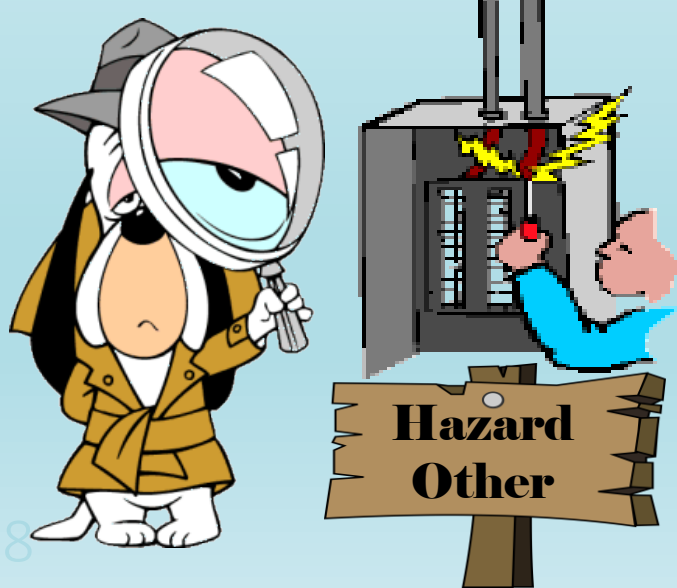
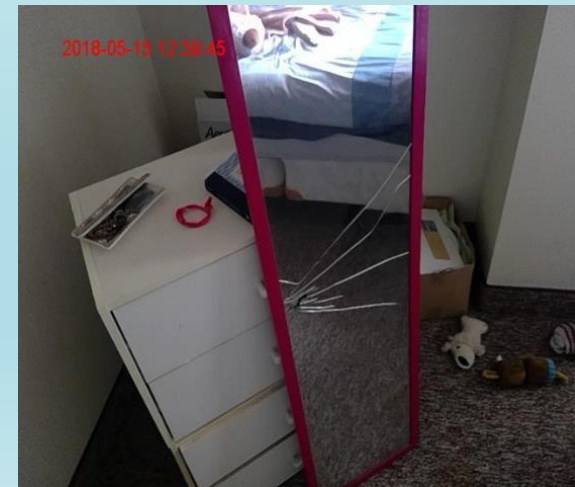
- Some incorrectly recorded defects are being found several times on a daily basis by the PASS Review Team
- Most of these incorrectly recorded defects have a direct affect on the final score
- These incorrectly recorded defects can result in your inspection being rejected or a delay in payment
- To prevent all of these incorrectly recorded defects just requires a better (and deeper) understanding of REAC's Protocol, "REAC Compilation Bulletin" and REAC Protocol for Inspecting Electrical Devices
- Be Professional and Polite while on a Property





And this is how you record a defect. Any Questions?

What are Some of the Defects Most often Recorded Incorrectly?



What are Some of the Most Incorrectly Recorded Electrical Defects?





What are Some of the Most Incorrectly Recorded Electrical Defects?



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

- A) Inspectable Area – Electrical System – Missing Cover
- B) Inspectable Area – Health & Safety – Electrical Hazards– Opening in Electrical Panel
- C) Inspectable Area – Electrical System – Missing Breakers/Fuses
- D) NOD – you cannot see any exposed copper wiring causing an electrical shock hazard



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- C) Inspectable Area – Electrical System – Missing Breakers/Fuses
- D) NOD – you cannot see any exposed copper wiring causing an electrical shock hazard

Correct Answer:

**B) Inspectable Area – Health & Safety –
Electrical Hazards - Opening in Electrical Panel**

WHY?

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What are Some of the Most Incorrectly Recorded Electrical Defects?



Why is this the Correct Answer?

B) Inspectable Area – Health & Safety – Electrical Hazards - Opening in Electrical Panel

Reference “Understanding HUD’s UPCS Protocol for Inspecting Electrical Devices”

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



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What are Some of the Most Incorrectly Recorded Electrical Defects?



Why is this the Correct Answer?


B) Inspectable Area – Health & Safety – Electrical Hazards - Opening in Electrical Panel

Reference “Understanding HUD’s UPCS Protocol for Inspecting Electrical Devices”

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



Level:	Level 3 - Life threatening H&S deficiency for having an opening in electrical panel.
Definition:	Dictionary of Deficiency Definitions: Exposed Wires/Open Panels (Electrical Hazards) Deficiency: You see exposed bare wires or openings in electrical panels.

Understanding HUD's UPCS Protocol for Inspecting Electrical Devices Revised Oct. 2010											
	<table><tr><td>Scenario:</td><td>While inspecting the mechanical room you observe the "knock-out" missing from the side of this electrical panel.</td></tr><tr><td>Protocol:</td><td>Unlike timers and disconnects, when a "knock-out" is missing on a panel, regardless if bare connections or wiring exists, it will be recorded as a defect for having an opening in the electrical panel.</td></tr><tr><td>Defect:</td><td>The "knock-out" is missing creating an opening in the panel.</td></tr><tr><td>Level:</td><td>Level 3 - Life threatening H&S deficiency for having an opening in electrical panel.</td></tr><tr><td>Definition:</td><td>Dictionary of Deficiency Definitions: Exposed Wires/Open Panels (Electrical Hazards) Deficiency: You see exposed bare wires or openings in electrical panels.</td></tr></table>	Scenario:	While inspecting the mechanical room you observe the "knock-out" missing from the side of this electrical panel.	Protocol:	Unlike timers and disconnects, when a "knock-out" is missing on a panel, regardless if bare connections or wiring exists, it will be recorded as a defect for having an opening in the electrical panel.	Defect:	The "knock-out" is missing creating an opening in the panel.	Level:	Level 3 - Life threatening H&S deficiency for having an opening in electrical panel.	Definition:	Dictionary of Deficiency Definitions: Exposed Wires/Open Panels (Electrical Hazards) Deficiency: You see exposed bare wires or openings in electrical panels.
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What are Some of the Most Incorrectly Recorded Electrical Defects?



In Addition, this is the Correct Answer

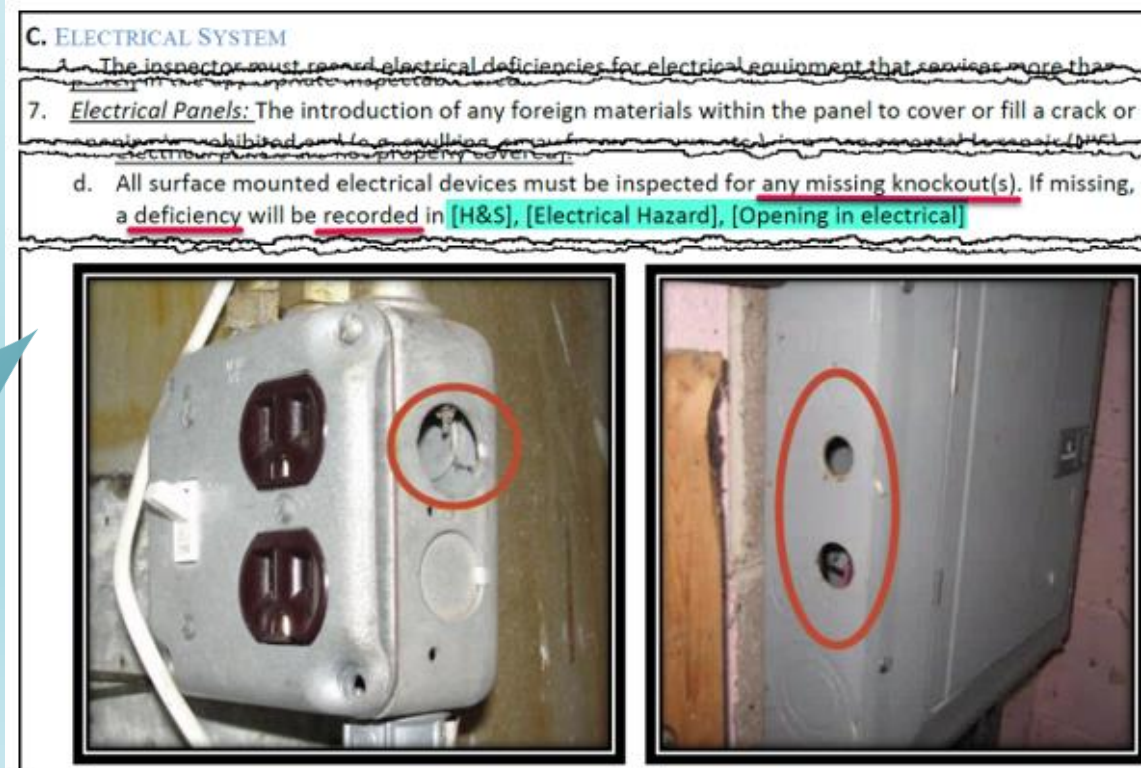
According to the “[REAC Compilation Bulletin](#)”



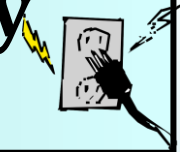
B) Inspectable Area – Health & Safety –
Electrical Hazards - Opening in
Electrical Panel

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

Go to Pages 52 - 53 in
REAC Compilation
Bulletin to see how to
record missing
Knockouts in
Electrical
Panels/Boxes/Devices



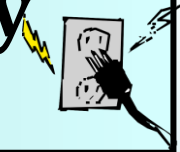
What are Some of the Most Incorrectly Recorded Electrical Defects?



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

- A) Inspectable Area – Outlets/Switches – Cover Plate Missing or Broken
- B) Inspectable Area – Health & Safety – Electrical Hazards - Opening in Electrical Panel
- C) Inspectable Area – Electrical System – Missing Cover
- D) Any of the above would be acceptable as a recorded defect

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- C) Inspectable Area – Electrical System – Missing Cover
- D) Any of the above would be acceptable as a recorded defect

WHY?

Correct Answer:

B) Inspectable Area – Health & Safety – Electrical Hazards - Opening in Electrical Panel

WHY?

Reference same pages on “Understanding HUD’s UPCS Protocol for Inspecting Electrical Devices” and “REAC Compilation Bulletin”



What are Some of the Most Incorrectly Recorded Electrical Defects?



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

- A) Electrical System – Missing Cover
- B) Electrical System – Breaker/Fuse Missing, or Open Port not Properly Blanked Off
- C) Health & Safety – Electrical Hazards - Opening in Electrical Panel
- D) Health & Safety – Electrical Hazards – Exposed Bare Wires



What are Some of the Most Incorrectly Recorded Electrical Defects?

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

- A) Electrical System – Missing Cover
- B) Electrical System – Breaker/Fuse Missing, or Open Port not Properly Blanked Off
- C) Health & Safety – Electrical Hazards - Opening in Electrical Panel
- D) Health & Safety – Electrical Hazards – Exposed Bare Wires

Correct Answer:

C) Inspectable Area – Health & Safety –
Electrical Hazards – Exposed Bare Wires

WHY?

Continued on next slide



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- C) Health & Safety – Electrical Hazards - Opening in Electrical Panel
- D) Health & Safety – Electrical Hazards – Exposed Bare Wires

Correct Answer:

C) Inspectable Area – Health & Safety –
Electrical Hazards - Opening in Electrical Panel

WHY?



What are Some of the Most Incorrectly Recorded Electrical Defects?



This is the Correct Answer According to the
[“REAC Compilation Bulletin”](#)

B) Inspectable Area – Health & Safety –
Electrical Hazards - Opening in
Electrical Panel

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

Go to Pages 52 in REAC
Compilation Bulletin,
paragraph C.7.c., which
states the following: – “An
opening or gap ... greater
than a ¼” ... is an electrical
hazard. This deficiency ...
recorded under ... “Health &
Safety ... Openings in
electrical panels ...”.

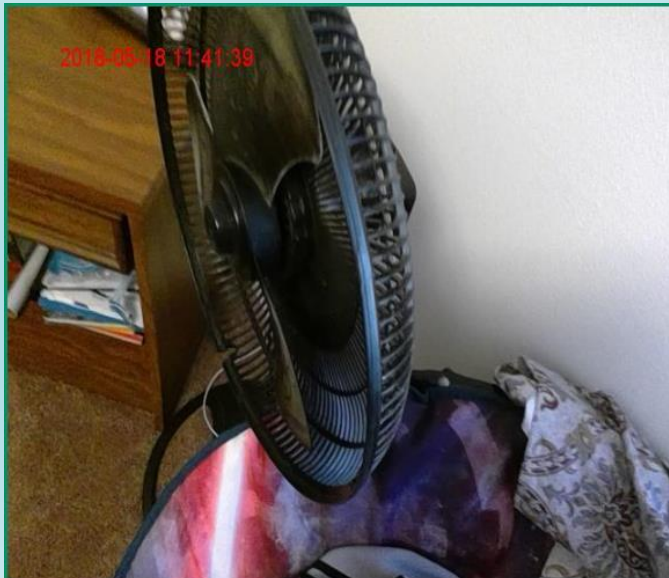


What are Some of the Most Incorrectly Recorded Defects in a Unit?



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



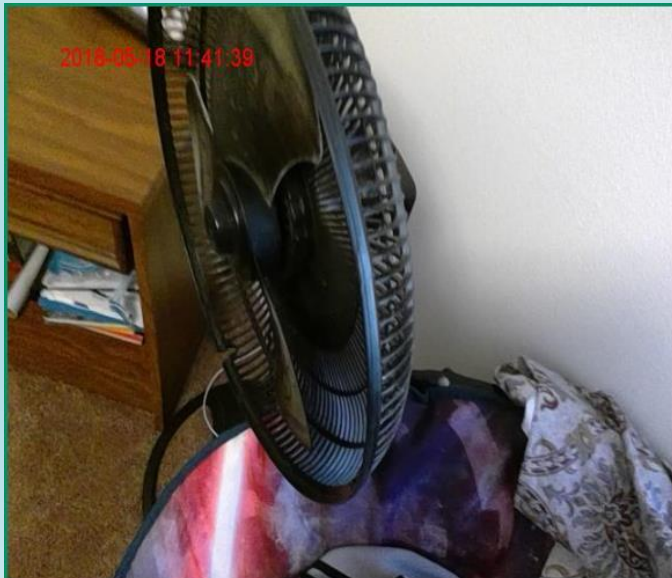
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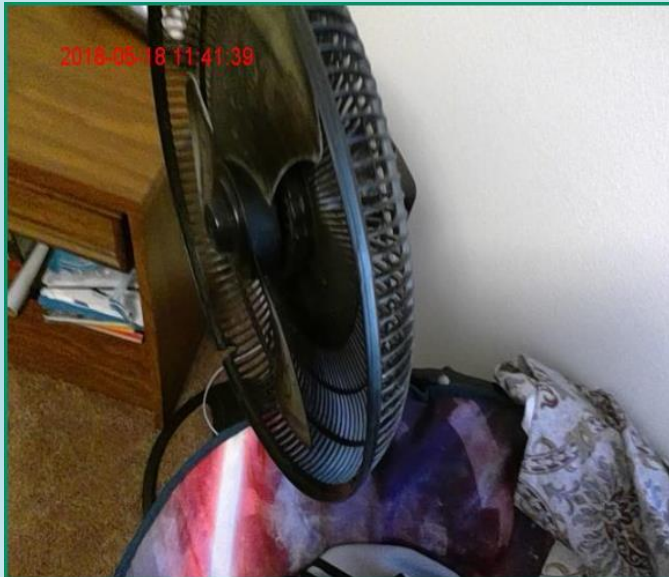
Correct Answer:

- C) Health & Safety – Hazards – Any Other

WHY?

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

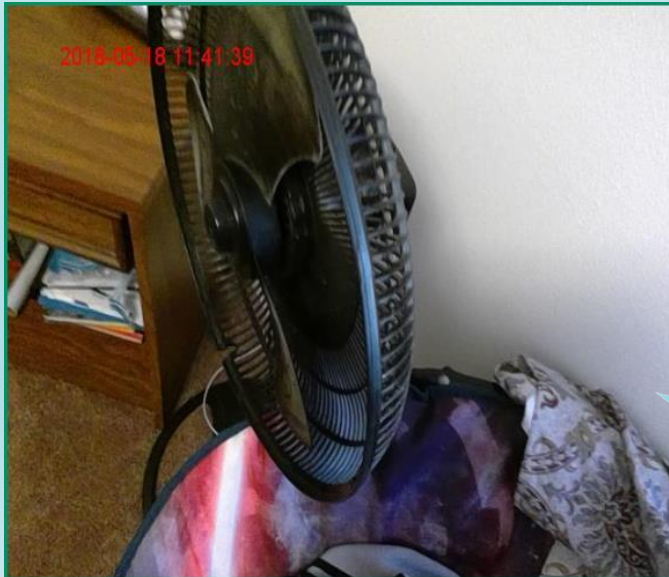


Why is this the Correct Answer According to “[REAC Compilation Bulletin](#)”?

C) Health & Safety – Hazards – Any Other

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

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 ...”.

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

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?

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”

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

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



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- 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?



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 is one of the Most Incorrectly Defects Associated with Doors?

Why is this the Correct Answer?

B) Doors – Surface Damage, Holes

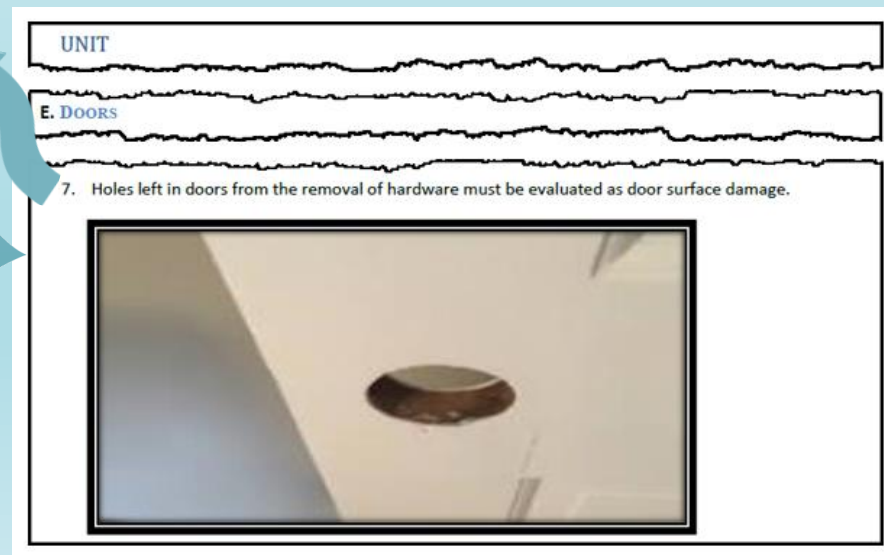
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- Building Exterior – page 39, paragraph A.5.
- Common Areas – page 60, paragraph D.7.
- **Units** – page 79, paragraph E.7.

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



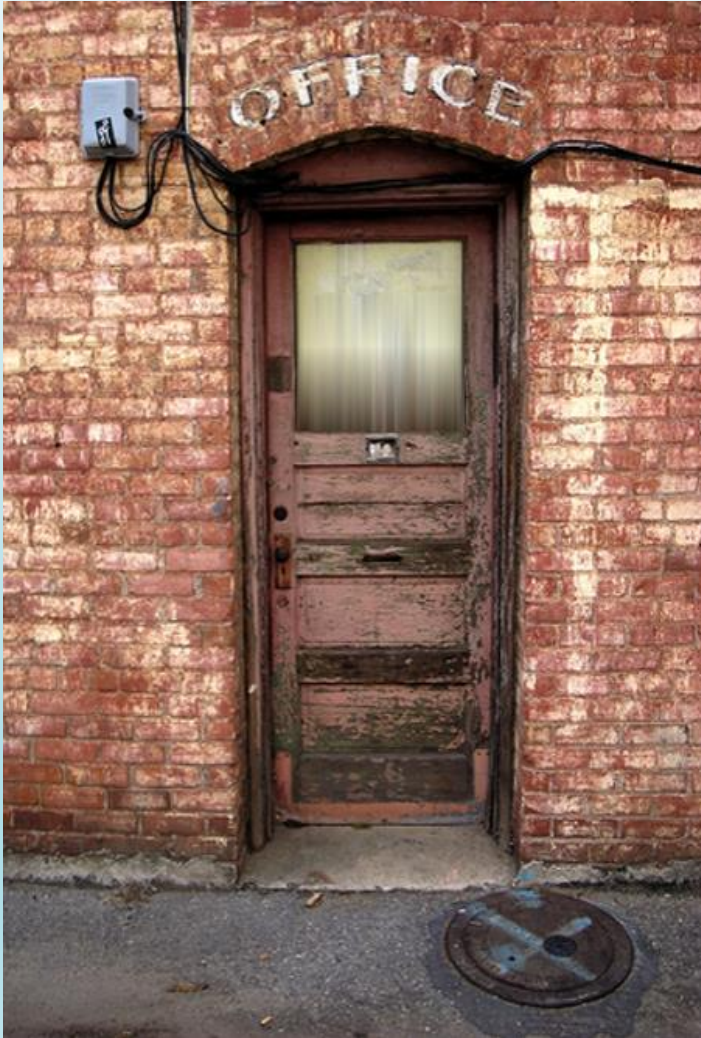
Here is Another Door Defect that is Frequently Miss Recorded?



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

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

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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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]...

What are Some of the Most Incorrectly Recorded Window Defects?



Question?: While Inspecting the Exterior of a Sample Building with sample units, you see this on a Unit **NOT** in the Sample. How do you Deal with this Broken Window with Sharp Edges and a Window frame that needs Painting?

- A) Record all 3 defects under “Building Exterior”
- B) Record only the “H&S – Hazards – Sharp Edges” under “Building Exterior”
- C) Record “H&S – Hazards – Any Other” and “Window – Needs Paint” under “Building Exterior”
- D) Record only “H&S – Hazards – Any Other” under “Building Exterior”
- E) Do not record any defects because this is a non-sample Unit

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- B) Record only the “H&S – Hazards – Sharp Edges” under “Building Exterior”
- C) Record “H&S – Hazards – Any Other” and “Window – Needs Paint” under “Building Exterior”
- D) Record only “H&S – Hazards – Any Other” under “Building Exterior”
- E) Do not record any defects because this is a non-sample Unit

WHY?

Correct Answer:

D) Record only “H&S – Hazards – Any Hazards” under “Building Exterior”

Why does an Inspector only record “H&S – Hazards – Any Other”?



Why is this the Correct Answer?

D) Record only “H&S – Hazards – Any Hazards” under “Building Exterior”

Reference “REAC Compilation Bulletin”

- Building Exterior – page 47 & 48, paragraph K.1.a.
- Common Areas – page 72, paragraph T.1.a.
- Units – page 90 - 91, paragraph R.1.a.

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Why does an Inspector only record “H&S – Hazards – Any Other”?



Reference “REAC Compilation Bulletin”

- Building Exterior – page 47 & 48, paragraph K.1.a.
- Common Areas – page 72, paragraph T.1.a.
- Units – page 90 - 91, paragraph R.1.a.

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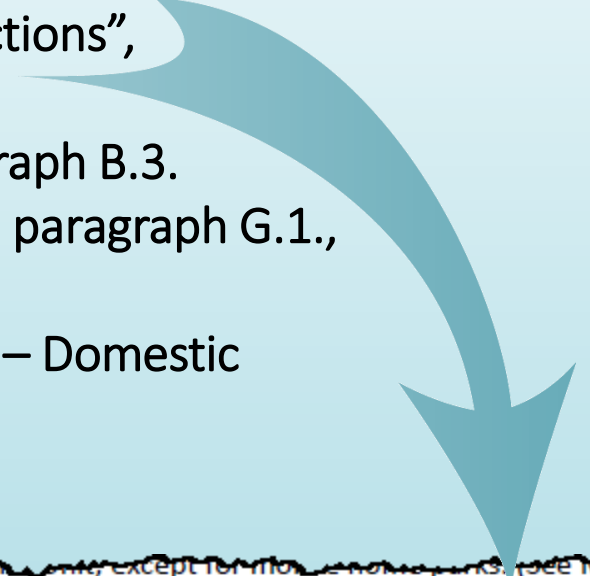
R. WINDOWS

1. Sample buildings may be generated that contain no sample units. Therefore, window deficiencies may have to be recorded in different inspectable areas depending on whether the sample building has sample units to be inspected or not. They are to be recorded as follows:
 - a. If a sample building has sample units and common areas, record window deficiencies in the units and common areas in which they are observed. Health and Safety window deficiencies that are observed on non-sample units should be recorded under [Exterior or Common Area].

[appropriate floor level (if applicable)], [Health and Safety], [Hazards], [Any Other - This does pose a risk of bodily injury].

Where Else is there Information on when to Record a defect under “H&S – Hazards – Any Other”?

Reference “REAC Compilation Bulletin”

- Page 7, under “Conducting Inspections”, paragraph 3
 - Page 43, under “Electrical”, paragraph B.3.
 - Page 45, under “Exterior Outlets”, paragraph G.1., G.3., & G.5.
 - Page 50, under “Building Systems – Domestic Water”, paragraph B.2.
 - And Other Locations
- 

3. Inspectors are required to record all Health and Safety (H&S) deficiencies observed during the inspection. All Health and Safety deficiencies must be recorded when observed whether located in areas selected for inspection or not. This includes buildings not in the sample and structures that do not meet the REAC definition of a building. Exigent Health and Safety (EH&S) deficiencies observed on non-sample buildings, units, and structures will be recorded as [Site, Exterior or Common Area], [Health and Safety], [appropriate building, nearest building or floor level], [Hazards], [Any Other - This Does Pose a Risk of Bodily Injury]. For deficiencies observed on structures that do not meet the REAC definition of a building, assign the deficiency to the nearest building and provide the specific location and appropriate description in the optional comments field. These deficiencies must be included on the EH&S form.
4. Inspectors must download the inspection prior to arriving at the property.

Physical Inspection Code of Conduct

- Always maintain professional conduct and demeanor during the inspection and interaction with the inspection participants
- Display the HUD-issued photo id during the inspection
- Dress appropriately
- Be courteous and professional
- Be aware of cultural differences
- Defer resident questions concerning maintenance to the property representative
- Do not make promises about inspection results



Physical Inspection Code of Conduct

- Conflicts of interest – be aware!
- Do not offer an opinion as to the quality of the site, building or unit
- Do not bring a firearm or other weapons onto a property
- Do not invade a resident's privacy by attempting to open a closed door within a unit (bedroom, bathroom, etc.) without the permission of the resident or the property representative



Physical Inspection Code of Conduct

- Do not disclose any information to a third party about the inspection results. Defer to the property owner/representative.
- Do not utilize local HUD offices, MF or PHA offices to conduct personal business (phone calls, inspection uploads, etc.)



