

Dine & Learn – 1st NSPIRE Updates Pt 1 – May 17, 2023



Inspections – Road Ahead

JULY 1-SEPTEMBER 30, 2023
 REAC will provide LMS and Dine and Learn sessions to all current UPCS contract inspectors to provisionally approve them for NSPIRE inspections.

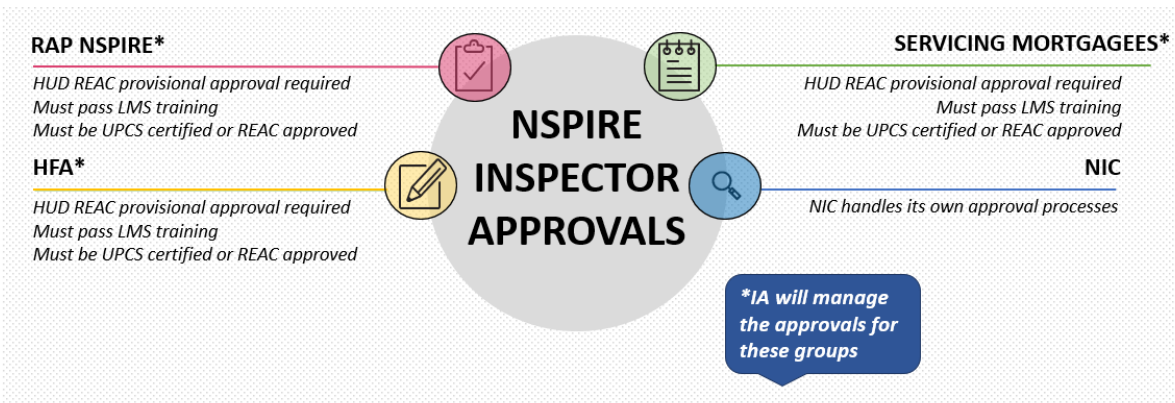
REAC is provisionally approving these inspectors by using the LMS.

BY OCTOBER 1, 2023
 The provisionally approved inspectors will be authorized to perform inspections for RAP NSPIRE, Servicing Mortgagees, and HFA.

JULY 1-SEPTEMBER 30, 2023
 NSPIRE Inspections for Public Housing and a small group of Multi-Family properties begin. The only two inspection groups conducting NSPIRE inspections are NIC and QA.

MAY 18-25, 2023
 National Inspection Contract (NIC) will receive inspector Train The Trainer training.

NIC approves inspectors to inspect for their assigned inspections.



NOTE: Inspector Groups
 RAP NSPIRE, HFA, Service Mortgages are not limited to respective areas for inspections; if any group has HUD REAC provisional approval, LMS training, and UPCS certification, they are authorized to perform NSPIRE inspections.

Frequently Asked Questions – Inspectors

Category	Question	Answer
General	What date will NSPIRE begin?	Effective date per the final rule is 7/1 for Public Housing (PH), 10/1 for Multi-Family (MF) and Housing Quality Standards (HQS)
	It is my understanding that HQS Inspections will also be changing to an NSPIRE type program, but despite attempts to research this, I am finding nothing online. Can you help me with locating this information?	Yes, the NSPIRE standards will apply to the voucher program as well. The effective date for HQS transition is 10/1/23.
	Will there be any more Reverse Auction Program (RAP) inspections under the old format?	Inspections will be conducted by the National Inspection Contract (NIC) vendors and RAP auctions.
Training/Certification	What training will be provided to gain familiarity and proficiency with new software/tablet use? (on-line, mentoring, or escorted)	The LMS will provide training on navigating the software. REAC will develop e-Learning systems, webinars, YouTube videos, and Dine and Learns to assist inspectors in navigating the federal inspection app.
	Are there any NSPIRE Training classes scheduled for this year? (a long notice would eliminate conflicting schedules with onsite inspections)	We will be providing training dates in the next couple of weeks for inspectors.
	I am interested in the NSPIRE program. Do I need to be REAC certified to be in this training?	Not necessarily - if inspectors work for the NIC, they must meet the NIC's Contract requirements to be eligible to conduct inspections for the vendor. REAC will have existing UPCS inspectors complete the NSPIRE LMS for provisional approval to conduct NSPIRE inspections that will fall under Servicing Mortgage, NSPIRE RAP, and Alignment Inspections.
	Will Housing Finance Agencies (HFA) inspectors be given the opportunity to train and be certified prior to roll out of NSPIRE? If so, what is the timeline for this?	REAC will have existing UPCS inspectors complete the NSPIRE LMS for provisional approval to conduct NSPIRE inspections that will fall under Alignment Inspections. The timeline for this will fall between 7/1 and 8/31.
	I understand HUD will have an online training Learning Management System (LMS) – will completing that result in a NSPIRE inspector certification for EXISTING certified REAC inspectors? Will there be additional steps for brand new (not REAC certified) inspectors?	If inspectors work for the NIC, they must meet the NIC's Contract requirements to be eligible to conduct inspections for the vendor. REAC will have existing UPCS inspectors complete the NSPIRE LMS for provisional approval to conduct NSPIRE inspections that will fall under Servicing Mortgage, NSPIRE RAP, and Alignment Inspections. For inspectors not currently REAC-certified, these inspectors will have to meet NIC requirements or requirements that REAC sets when they begin recruiting new inspectors.
	Do you have to be certified to be an NSPIRE inspector? If no, why not?	Currently, there is not a requirement to be NSPIRE certified. The national contracts will have a minimum set of qualifications to perform inspections. However, we will provide training soon on the NSPIRE standards and protocols for the national inspection contract. We are in the planning stages for a new certification program.
Technical/Application	Is this software iPad/APPLE compatible?	Yes, it is IOS compatible. It is compatible with Windows and Android.
	Do we have to install a different software?	Yes, there will be a new software platform for performing REAC inspections

	When will the NSPIRE Inspection software be available for current REAC Inspectors to upload?	Software to be provided by REAC.
	How can I use my own company's developed software for the NSPIRE inspection (i.e. where do I find the IT technical details on how our software communicates to HUD's systems).	NSPIRE inspections will need to be performed on REACs software platform.
	Will RAPID have a major update?	Rapid will not be used for performing NSPIRE inspections. A salesforce-based inspection platform will be used for performing NSPIRE inspections
Standards/Protocols	From what I've read, the Inspector will test all receptacle outlets. Will furniture have to be moved to enable testing?	Under the inspection process portion of the standards, all accessible receptacles should be inspected in the units. New instructions are forthcoming. Possibly one outlet per wall or area in the other inspectable locations.
	Will 100% of units be inspected?	The new sample size will be larger, however there will not be a 100%-unit inspection requirement unless there are a small number of units in the property.
	What standards will stay the same and what standards will be different under NSPIRE?	There are very few standards that are identical to UPCS. The standards are materially different from UPCS. For an inspector performing an inspection, it would be useful to not compare NSPIRE to UPCS
	When will the updated standards (3.0) be released?	Currently in OMB review for approval.
	Overview of main differences between current inspection protocol and new? Protocol and recording of deficiencies?	Mostly H&S defects. C&A defects are not a majority of defects.
	I know EH&S deficiencies have to be corrected within 24 hours but do the other deficiencies have to be corrected in 30 days?	The LT and Severe defects should be corrected within 24 hours for PH & MF. The Moderate defects must be corrected within 30 days. The Low defects are not currently required to be corrected, but that may change based on OMB review.
Scoring	Is there a change in defects value?	Yes, the scoring model has changed. The scoring notice with the new model and defect values was published in the FR and comments just closed.
	Will the first NSPIRE inspections for PHAs and MF be non-scoring?	We do not currently plan for NSPIRE inspections to be non-scoring.
Ordering/Procurement	How will the inspections be awarded? Will the auctions continue as currently offered or will there be a new method of contract award?	There will be RAP inspections available depending on the need for inspections.
	I heard there will be only 4 Contractors that vie for inspections from HUD, is this true?	There may be multiple vendors that compete for inspection contracts. We don't know that we have an exact number, but no vendor is excluded if they are qualified.
	How do we get work? Are you doing away with small contractors and RAP?	For the initial PH contract inspections, REAC will be utilizing national inspection contracts. Servicing mortgagee inspections will be awarded by the same entities as in the past. RAP inspections will occur and will be available based on inspection needs.

	Will there be Auctions for all Contractors to participate?	See above.
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Questions from Standards Training Session on 5/25:

Question Type	Question	Answer
General Q&A	Are photos required for all deficiencies?	Yes, should be clearly able to determine what the deficiency is using a picture
	When does the "Correction Period" begin?	When the report is generated/signed
	Is the "correction period" in business hours?	No, defects should be corrected in the timeframe given
	HCVs have 30 days for some corrections, will Servicing Mortgagee have the same benefit?	
	Will inspectors be notified when Standards are changed?	
	Where is property profile data pulled from	PIC/iREMS
Technical	Does the app work on android?	The app works on both android and iPhone
	What environment should I log into on Salesforce?	
	How do I access the LMS?	
	How do I log into the HUD staging environment?	
Protocols	Do we have any guidelines for hoarders?	
	If I operate with offline mode disabled, will I be found "out of standard"? With the demonstration program, I found that I saved a lot of time working in online mode when I had a good cellular connection.	No, offline mode is offered as an option when cell signal is suboptimal
	How will alternate units be selected?	Alternate units will be listed in the federal inspection app; you should select one if a sample unit is otherwise uninspectable
	What does "Functionally Adequate" mean?	
	Are common buildings still inspected?	Yes, but there is a maximum number of non-residential buildings that should be inspected
	For MFH, how will the protocol change if there is an active HUD insured loan vs. no loan?	
	How is a defect that appears multiple times scored?	
	Will the 15% vacancy rate still apply when the property is more than 15% vacant	Yes (MFH Only?)
	Will we still have the discretion to write up what we may deem life-threatening	No, you must only cite what is listed in the standards
	Will we inspect offline/renovated units or buildings?	Yes; this is addressed in the protocols

Standard-Specific	If we find fire doors open, will that be cited?	Yes, fire doors that are propped open should be cited
	Will Fire Ants be a "Life-Threatening" HS deficiency?	Fire ants should be cited as "evidence of other pests" which is a moderate HS deficiency
	Will CO detector deficiencies score against the property	CO deficiencies will not be scored at the roll-out of NSPIRE
	Does foreign matter on a sprinkler head include rust and corrosion?	Yes, rust and corrosion should be cited under the sprinkler head standard
	If a gas boiler/heater is in a utility closet on the roof, does the CO requirement still apply?	
	How should we record a missing Smoke Alarm in the case where a studio is both a living and a sleeping area?	
	If the entry fire door has a self-closing mechanism but has been disabled for the resident in the wheelchair do we still write it?	
	Is a window in a room considered an emergency egress path	Yes, provided it is not obstructed, and the window works properly
	Are thumb locks allowed on aluminum windows?	
	If a thermal pane window shows evidence of seal leakage/condensation but still permits illumination, then is it a deficiency?	Condensation is not a deficiency; a leak would be a deficiency