

# Resident Feedback on NSPIRE Inspections

*Update: September 2024*

HUD's Real Estate Assessment Center (REAC) is committed to building enduring relationships with residents. Through the development and evaluation of the National Standards for the Physical Inspection of Real Estate (NSPIRE), REAC seeks to maintain a resident-focused approach that prioritizes resident health and safety.

REAC sought feedback from resident stakeholders throughout the development and implementation of NSPIRE via in-person meetings and formal requests for public comment. HUD's Strategic Plan includes two initiatives to gather continuous feedback to improve collaboration and resident engagement in the inspection process:

1. Provide a survey to capture tenants' opinions of the inspection process, and
2. Allow a resident council or equivalent to recommend units for inspection.

## Resident Survey

REAC created a survey in 2023 with 5 questions: <https://tinyurl.com/HudInspectFeedbackSurvey>. When HUD inspectors completed an inspection, they left a flyer with a QR code to access the survey in the unit or directly with a tenant. In Fiscal Year 2024, more than 10,000 unit inspections were performed, and REAC received 492 completed surveys. Though few, the results of the survey were extremely positive. Most tenants felt that HUD provides safe housing and were happy with their inspector and inspection process:

- I trust HUD to provide housing that is safe and habitable. *average 4.2 out of 5.0*
- How would you rate your experience with HUD's inspection process? *average 4.2 out of 5.0*
- How would you rate your satisfaction with your housing conditions? *average 4.0 out of 5.0*

In Fiscal Year 2025, REAC will enable all residents to provide feedback directly to HUD:

- HUD will increase the number of surveys that are provided after inspection. Both REAC inspectors and contractors will distribute the survey to all inspected units.
- REAC will work to increase survey response from 5 to 10%.
- REAC commits to continue to evaluate the survey data and make it available to residents.

## Recommended Inspections

HUD is designing a process for resident councils or tenant organizations to select up to 5 additional units for REAC inspections. These units will be scored like the randomly selected units using the NSPIRE protocol. The recommended units will not be part of the property score; however, the PHA or property owner is still required to repair any identified deficiencies in these units.

In Fiscal Year 2025, REAC will publish the process for resident councils and tenant organizations to recommend units for inspection.