

PASS TRAINING

Dine
& Learn



PASS TRAINING – DINE & LEARN

Presented May 26, 2021

Presenter: Ben Benning

PowerPoint – Unit Inspection ~ Part 1 created by Ben Benning, James Cutler, Paul Rania & James Westmoreland

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

Some Updates since the Last Dine & Learn

- **June 1st is when we will start back with physical inspections.**
 - **262 Inspections scheduled through June 23 (28 Days out)**
 - **For more details on this, go to REAC's home webpage located on HUD.GOV**
 - **Inspection Guidance**
 - **Frequently Asked Questions (FAQs)**
 - **Property & Unit Inspection Information for Residents**
- **UPCS Training Team has been working on updating all the materials on the online LMS (Learning Manage System)**
- **REAC UPCS Training Team and some QA staff are developing training videos on a variety of subjects.**
- **Tentatively, going to restart Inspector Candidate training. It is going to be different. Details are being worked out.**

Upcoming Dine & Learns and the Subjects to be Covered

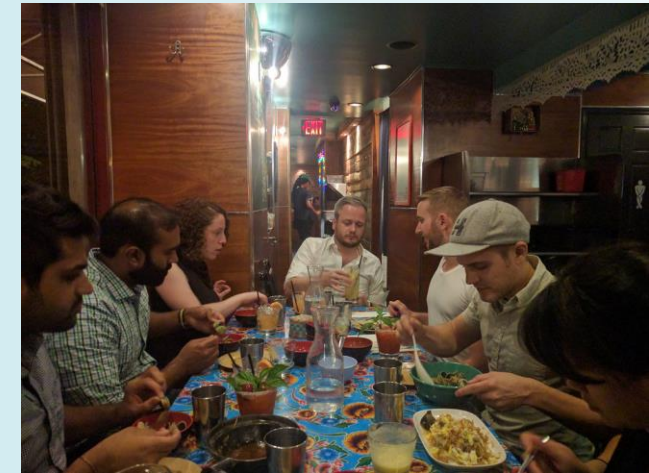
Upcoming Dine & Learns

Tentative June 30, 2021 @ 7:00 pm (EST) – **Inspecting a Unit Pt 2**

Tentative July 28, 2021 @ 7:00 pm (EST) – **Inspecting a Unit Pt 3**

Aug 18, 2021 @ 7:00 pm (EST) – **TBD**

Nov 10, 2021 @ 7:00 pm (EST) – **TBD**



Survey Monkey

- **Last Dine & Learn on May 19, 2021, Survey Monkey sent out yesterday to every**
 - **Remember responses are anonymous**
 - **Have received 18 responses**
 - **If you have not received an email about survey**
 - **Check Junk Email Box**
 - **Your listed email may be incorrect**
 - **Send me a request to the survey to you**
- **After this Dine & Learn, each person in attendance will receive an email asking for anonymous feedback through Survey Monkey**

UNIT INSPECTION

DICTIONARY OF DEFICIENCY DEFINITIONS

CREATED BY:

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START

COURSE OBJECTIVE

- Welcome to the Unit Inspection training course. The objective of this course is to provide an overview of areas and items that are required to be inspected during a UPCS Unit Inspection. Additionally, this course will give descriptions, photos, and possible deficiency levels for each inspectable area or item within a unit, in accordance with the Revised Dictionary of Deficiency Definitions (Reference: Federal Register/Vol.77, No. 154/Thursday, August 9, 2012/Notices).

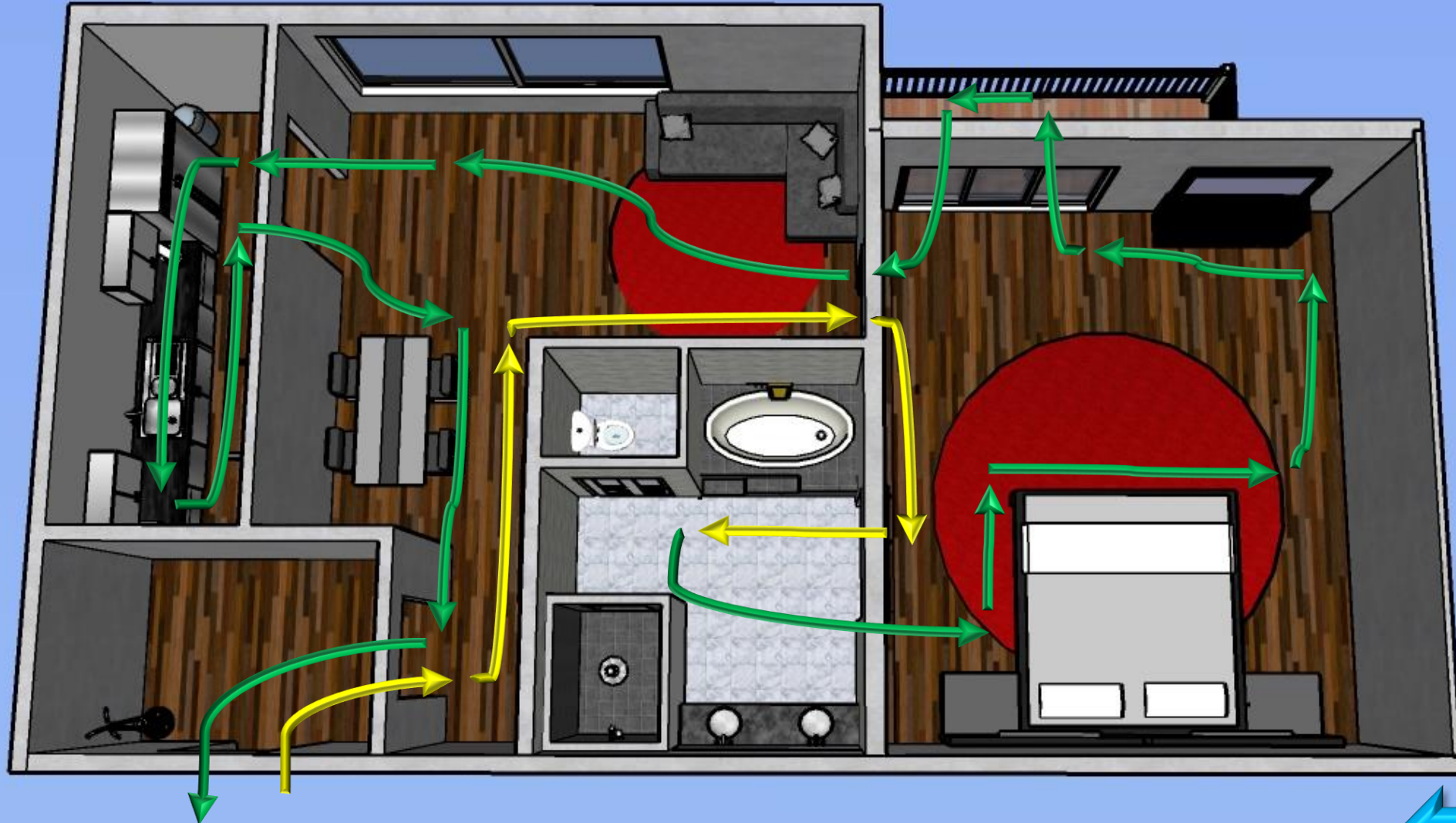


SYSTEMATIC INSPECTION ROUTINE

Unit Inspection:

It is recommended that the inspector brief the escort(s) on how he/she will conduct the unit inspection. This is typically accomplished prior to starting the walkthrough of the property (see UPCS Checklist). Moreover, the inspector should clarify how he/she will perform their own systematic routine (e.g., move to right/left, escorts duties during the inspection of the units, COVID-19 protocols regarding the tenants/inspectors/escorts, etc.)

SYSTEMATIC INSPECTION ROUTINE: MOVING THROUGH THE UNIT



UNIT INSPECTIONS TABLE OF CONTENTS | PART 1

ITEMS TO INSPECT IN A "UNIT" ARE AS FOLLOWS:

- Bathroom
- Call-for-Aid
- Ceiling
- Doors
- Electrical System
- Floors
- Hot Water Heater
- HVAC System
- Kitchen
- Laundry Area
- Lighting
- Outlets/Switches
- Patio/Porch/Balcony
- Smoke Detector
- Stairs
- Walls
- Windows
- Health & Safety

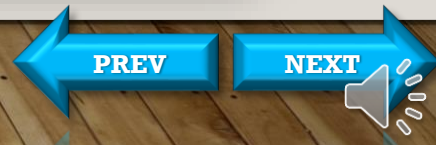
PREV

NEXT

BATHROOM

A room equipped with a water closet or toilet, tub and/or shower, sink, cabinet(s) and/or closet. This inspectable area/item can have the following deficiencies:

- [Bathroom Cabinets - Damaged/Missing](#)
- [Lavatory Sink - Damaged/Missing](#)
- [Plumbing - Clogged Drains](#)
- [Plumbing - Leaking Faucet/Pipes](#)
- [Shower/Tub - Damaged/Missing](#)
- [Ventilation/Exhaust System – Inoperable](#)
- [Water Closet/Toilet - Damaged/Clogged/Missing](#)



Bathroom Cabinets – Damaged/Missing (Bathroom – Unit)

Deficiency: You see damaged or missing cabinets, vanity tops, drawers, shelves, doors, medicine cabinets, or vanities.

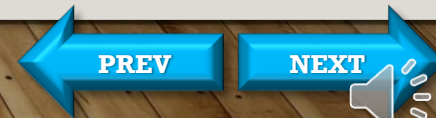
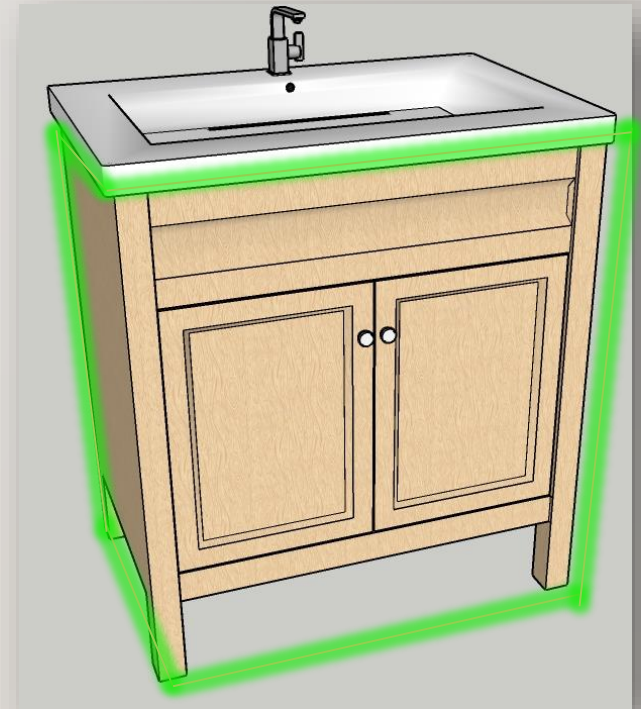
Level of Deficiency:

Level 1: You see damaged or missing cabinets, vanity tops, drawers, shelves, doors, medicine cabinets or vanities that are not functioning as they should for storage or their intended purpose.

Level 2: N/A

Level 3: N/A

EXAMPLE
PHOTOS

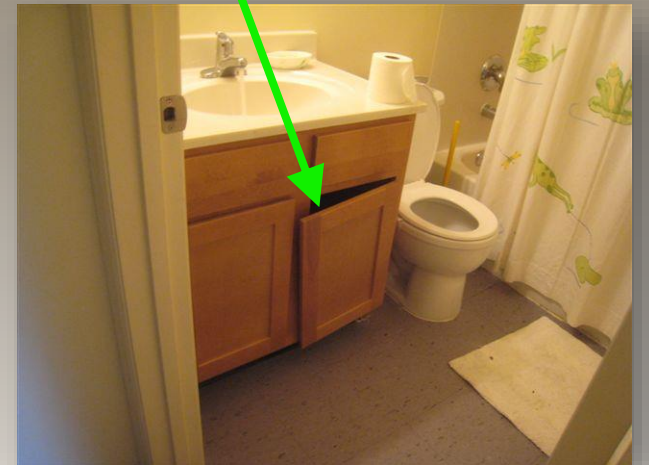


Bathroom Cabinets – Damaged/Missing Photos



Missing/Damaged
Shelves

Damaged Cabinet Door



PREV

NEXT

Lavatory Sink – Damaged/Missing (Bathroom – Unit)

Deficiency: A basin (sink) is missing or shows signs of deterioration or distress.

Level of Deficiency:

Level 1: The sink can be used, but you see either of these:

- There are cracks or extensive discoloration in more than 50% of the basin;
- OR- A stopper is missing.

Level 2: N/A

Level 3: The sink cannot be used, because the sink or associated hardware is missing or has failed.

Note: If you see the stopper near the sink area, do not record it as a deficiency.

EXAMPLE
PHOTOS



Lavatory Sink – Damaged/Missing Photos



Damaged Sink
Hardware



Missing Stopper



Missing Sink



PREV

NEXT

Plumbing – Clogged Drains (Bathroom – Unit)

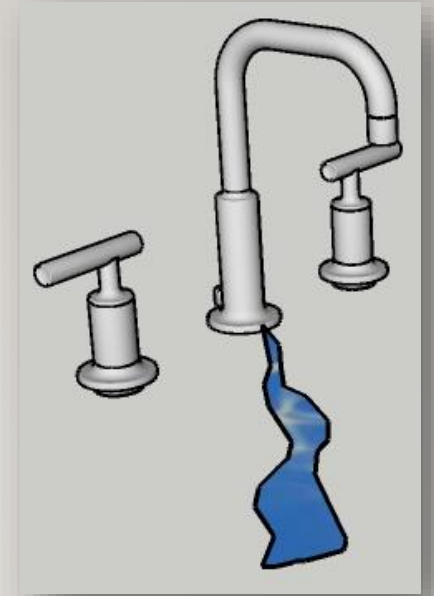
Deficiency: Water does not drain adequately in the shower, tub, or basin (sink).

Level of Deficiency:

Level 1: Water does not drain freely, but the fixtures can be used.

Level 2: N/A

Level 3: The fixtures are not usable, because the drain is completely clogged or shows extensive deterioration.



Plumbing – Leaking Faucet/Pipes (Bathroom – Unit)

Deficiency: You see that a basin, shower, water closet, tub faucet, or associated pipes are leaking water.

Level of Deficiency:

Level 1: You see a leak or drip that is contained by the basin, and the faucet or pipe can be used.

Level 2: N/A

Level 3: You see a steady leak that is adversely affecting the area around it.

-OR- The faucet or pipe cannot be used.

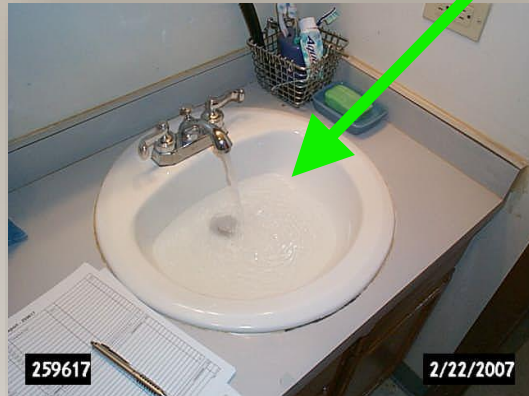
EXAMPLE
PHOTOS



Plumbing – Clogged Drains | Leaking Faucet/Pipes Photos



Clogged Drains



Leaking Pipe



PREV

NEXT

Shower/Tub – Damaged/Missing (Bathroom – Unit)

Deficiency: The shower, tub, or components are damaged or missing. This includes associated hardware, such as grab bars, shower doors, etc.

Level of Deficiency:

Level 1: A stopper is missing.

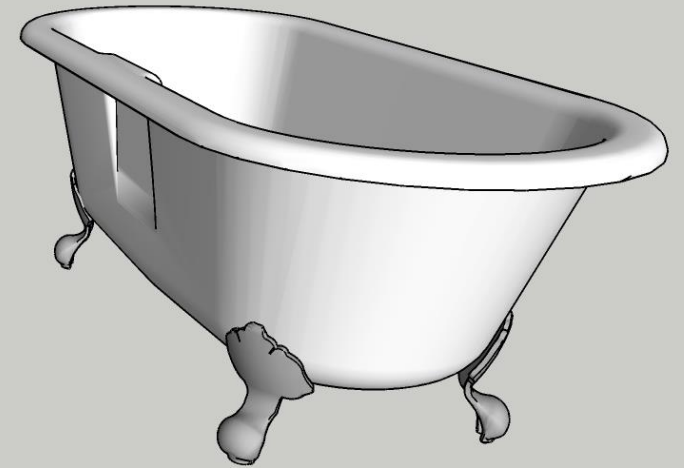
Level 2: The shower or tub can be used, but you see cracks or extensive discoloration in more than 50% of the basin.

Level 3: The shower or tub cannot be used for any reason. The shower, tub, faucets, drains, or associated hardware is missing or has failed.

Note:

1. This does not include leaking faucets and pipes.
2. If you see the stopper near the shower/tub area, do not record it as a deficiency.

EXAMPLE
PHOTOS



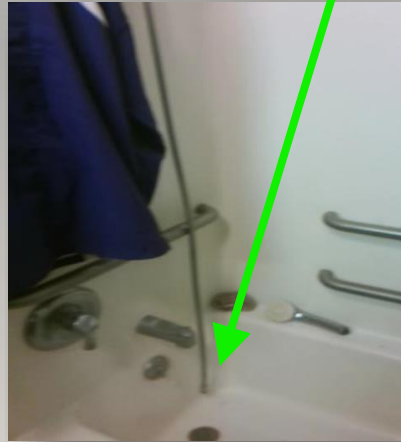
Shower/Tub – Damaged/Missing (Bathroom – Unit)



Leaking Shower Head



Missing Hardware



Leaking Pipe



PREV

NEXT

Ventilation/Exhaust System – Inoperable (Bathroom – Unit)

Deficiency: The apparatus used to exhaust air has failed.

Level of Deficiency:

Level 1: N/A

Level 2: An exhaust fan is not functioning.

-OR- Bathroom window cannot be opened.

Level 3: N/A

Note:

1. If a resident has blocked an exhaust fan but it can function properly, do not record this as a deficiency.
2. If a resident has disconnected a fan, consider it functional if it can be immediately reconnected for your inspection.
3. If there was never a bathroom fan, do not record this as a deficiency.



**EXAMPLE
PHOTOS**



Ventilation/Exhaust System – Inoperable Photos



Bathroom
Exhaust Fan



PREV

NEXT

Water Closet/Toilet – Damaged/Clogged/Missing (Bathroom – Unit)

Deficiency: A water closet/toilet is damaged or missing.

Level of Deficiency:

Level 1: N/A

Level 2: Fixture elements, seat, flush handle, cover etc., are missing or damaged.

-OR- The toilet seat is cracked, or the hinge is broken.

Level 3: The bowl is fractured or broken and cannot retain water.

-OR- The water closet/toilet is missing.

-OR- There is a hazardous condition.

-OR- The water closet/toilet cannot be flushed, because of obstruction or another defect.

EXAMPLE
PHOTOS



Water Closet/Toilet – Damaged/Clogged/Missing (Bathroom – Unit) Photos



Missing
Toilet/Parts

Damaged Toilet



PREV

REVIEW



**CLICK TO
INSPECT**

PREV

NEXT



SCENARIO

After testing the sink, the inspector discovers that it does not drain adequately.

The drain is completely clogged.

What level deficiency is recorded for a clogged bathroom sink?

Level 1

Level 2

Level 3

PREV

What level deficiency is recorded for missing/damaged shelves?

Level 1

Level 2

Level 3

SCENARIO

After inspecting the right cabinet, the inspector discovers that shelves are missing.

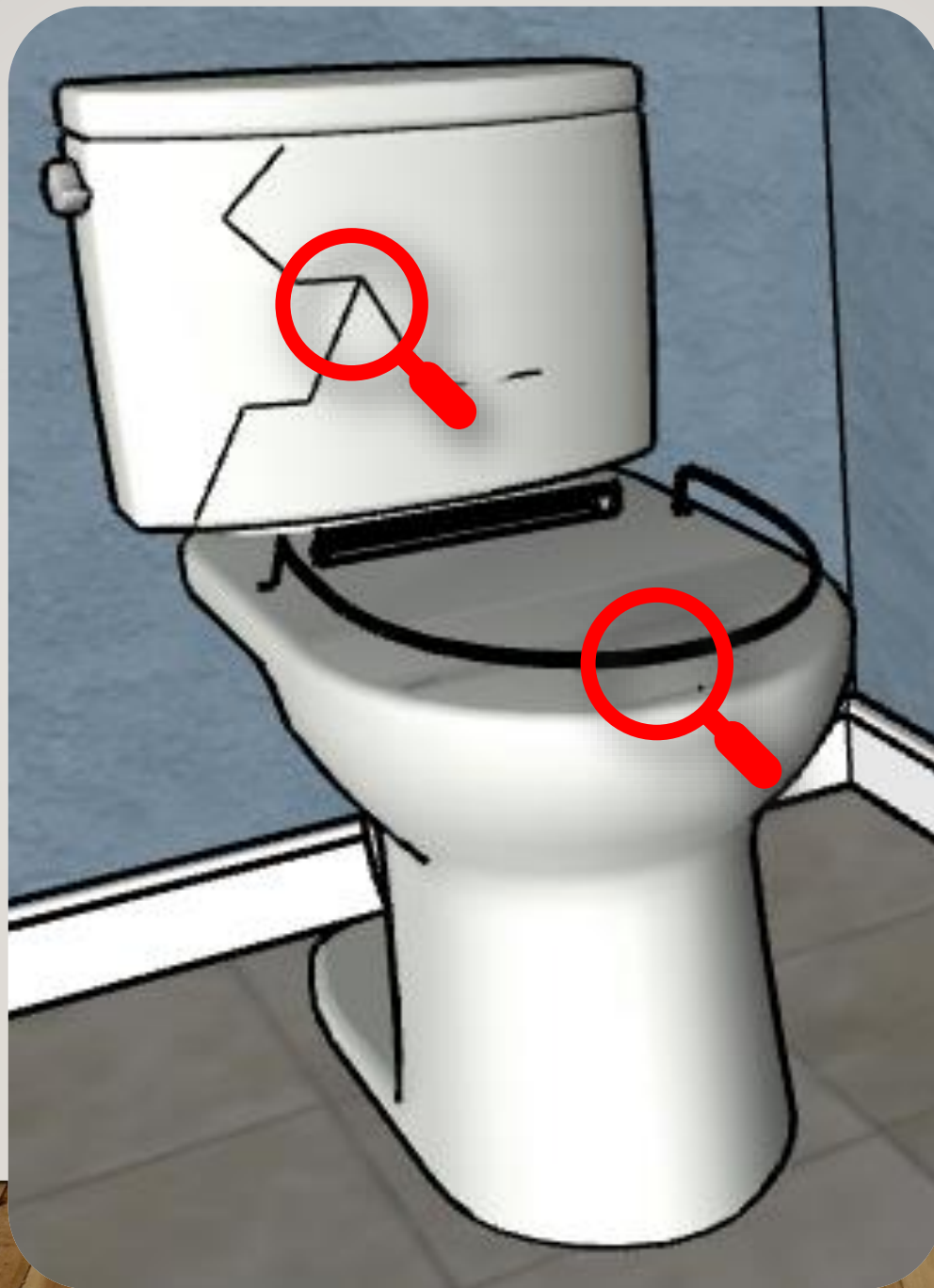
Missing/Damaged Shelves

PREV



PREV

NEXT



SCENARIO

The water closet/toilet cannot be flushed, because of obstruction or another defect.

What level deficiency is recorded if the tank is fractured or broken and cannot retain water?

Level 1

Level 2

Level 3

PREV

SCENARIO

The toilet seat is missing.



What level deficiency is recorded for a missing toilet seat?

Level 1

Level 2

Level 3

PREV



**CLICK TO
INSPECT**



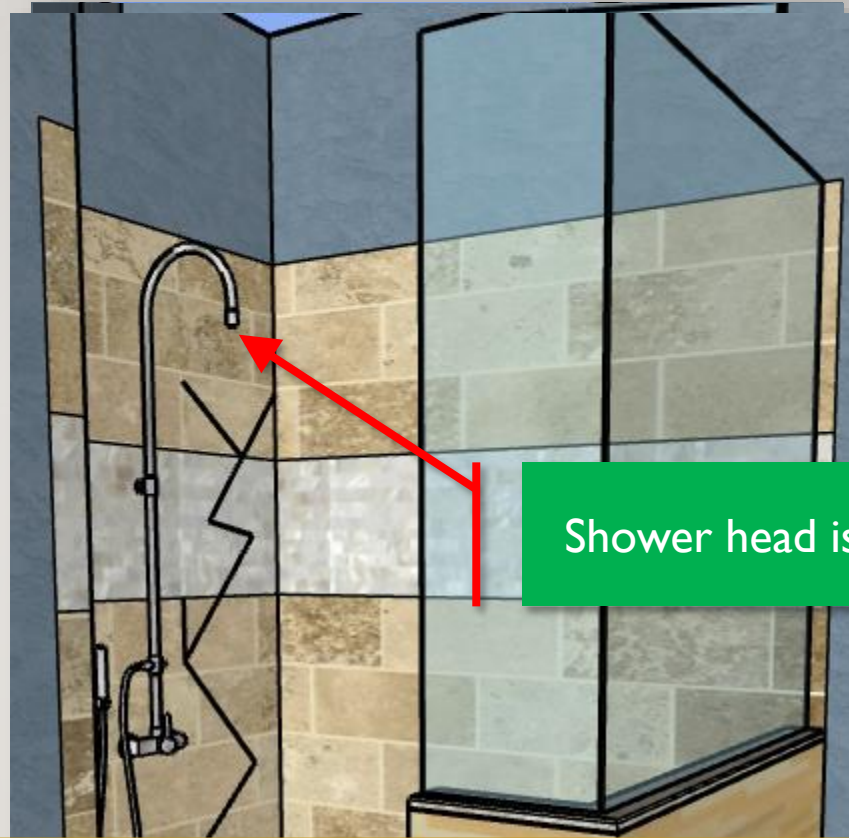
PREV

CALL-FOR-AID



SCENARIO

The shower head is missing.



Shower head is missing.

What level deficiency is recorded for a missing shower head?

Level 1

Level 2

Level 3

PREV

CALL-FOR-AID

Call-for-Aid – Inoperable (Unit)

System to summon help. May be visual, audible, or both. May be activated manually or automatically when pre-programmed conditions are met.

Deficiency: The system does not function.

Note: Inspector should verify that the Call-for-Aid only alerts local entities (on-site) prior to testing.

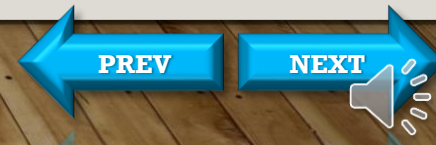
Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The system does not function as it should.

EXAMPLE
PHOTOS



Inoperable (Unit) System Photos



Cord is Tied-up

Blocked Cord



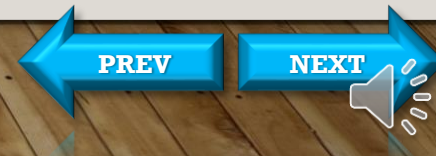
PREV

CEILING

CEILING

The visible overhead structure lining the inside of a room or area. This inspectable item can have the following deficiencies:

- [Bulging/Buckling](#)
- [Holes/Missing Tiles/Panels/Cracks](#)
- [Peeling/Needs Paint](#)
- [Mold/Mildew/Water Stains/Water Damage](#)



Bulging/Buckling (Ceiling – Unit)

Deficiency: The ceiling is bowed, deflected, sagging, or is no longer aligned horizontally to the extent that ceiling failure is possible.

Level of deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see bulging, buckling, sagging, or a problem with alignment.

**EXAMPLE
PHOTOS**



CEILING

PREV

NEXT



BULGING/BUCKLING (CEILING – UNIT) PHOTOS

Ceiling damage,
bulging/buckling



CEILING

PREV

NEXT

Holes/Missing Tiles/Panels/Cracks (Ceiling – Unit)

Deficiency: The ceiling surface has punctures that may or may not penetrate completely.
-OR- Panels or tiles are missing or damaged.

Level Of Deficiency:

Level 1: You see small holes that are no larger than a sheet of paper, 8½ inches by 11 inches.

-OR- No hole or crack penetrates the area above.

-OR- You see that no more than 3 tiles or panels are missing.

-OR- You see a crack more than 1/8 inch wide and 11 inches long.

Level 2: You see a hole that is larger than a sheet of paper, 8½ inches by 11 inches, but it does not penetrate the area above. You cannot see through it.

-OR- You see that more than 3 tiles or panels are missing.

-OR- You see a crack more than 1/8 inch wide and 11 inches long.

Level 3: You see a hole that penetrates the area above. You can see through it.

Comment:

Level 3: If a hole or crack is a health and safety concern, you must record it manually under “Hazards (Health and Safety).”

EXAMPLE
PHOTOS



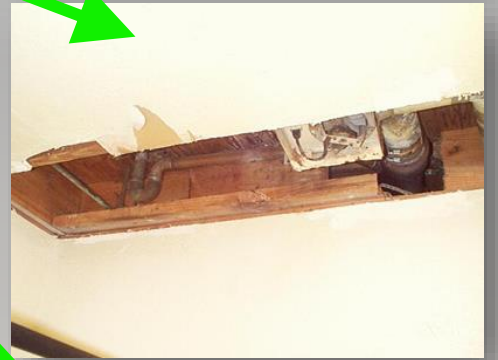
CEILING

PREV

NEXT



Ceiling damage, bulging/buckling



CEILING

PREV

NEXT

Peeling/Needs Paint (Ceiling – Unit)

Deficiency:

- You see paint that is peeling, cracking, flaking, or otherwise deteriorated.
- OR- You see a surface that is not painted.

Level of deficiency:

Level 1: The affected area is larger than 1 square foot, but smaller than 4 square feet.

Level 2: The affected area is larger than 4 square feet.

Level 3: N/A

EXAMPLE
PHOTOS



CEILING

PREV

NEXT



PEELING/NEEDS PAINT (CEILING – UNIT) PHOTOS



Ceiling damage,
peeling/needs
paint.



CEILING

PREV

NEXT

Mold/Mildew/Water Stains/Water Damage (Ceiling – Unit)

Deficiency: You see mold or mildew that may have been caused by saturation or surface failure or evidence of water infiltration or other moisture producing conditions.

Level of Deficiency:

Level 1: On 1 ceiling, you see evidence of mold or mildew, such as a darkened area, over a large area (4 square inches to 1 square foot). You may or may not see water.

Level 2: N/A

Level 3: On 1 ceiling, you estimate that a very large area (more than 1 square foot) of its surface has been substantially saturated or damaged by mold or mildew. The ceiling surface may have failed.

**EXAMPLE
PHOTOS**



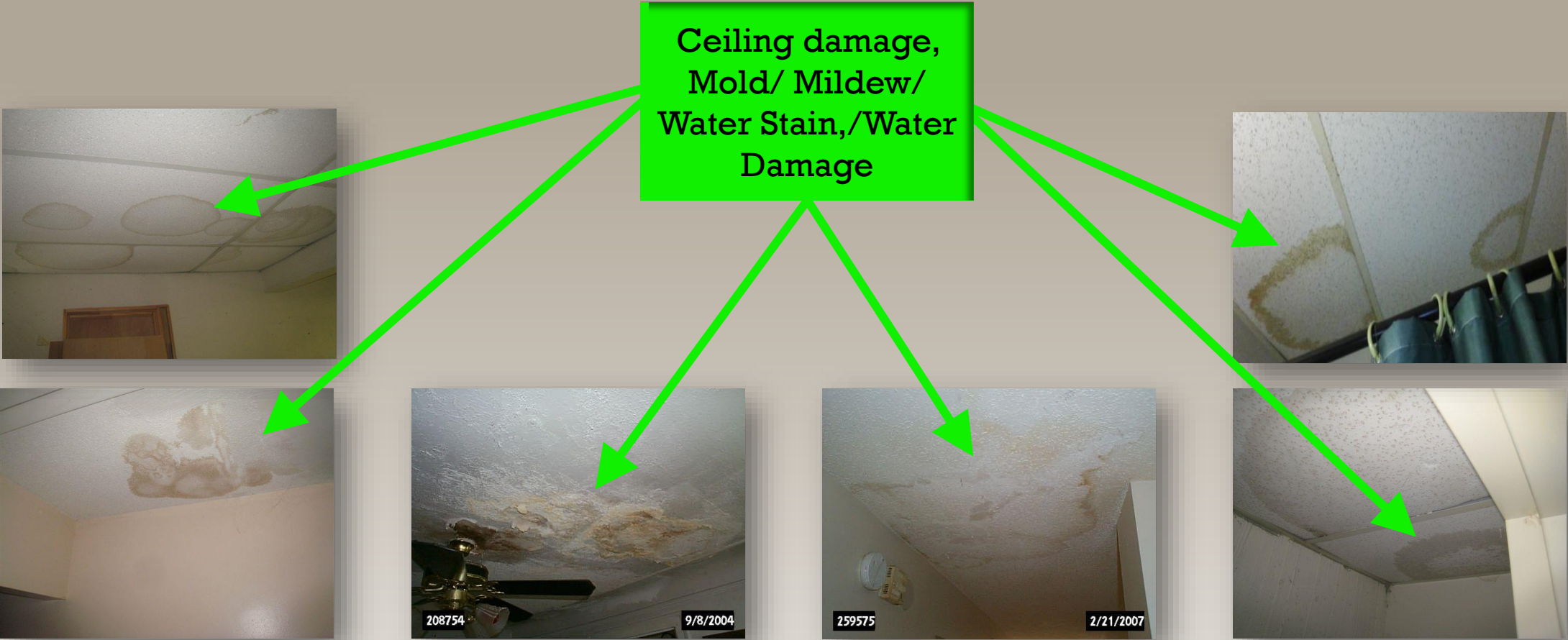
CEILING

PREV

DOORS



MOLD/MILDEW/WATER STAINS/WATER DAMAGE (CEILING - UNIT) PHOTOS



CEILING

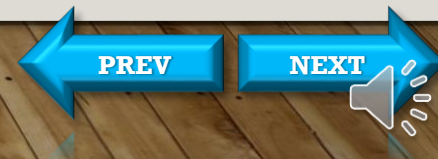
PREV

DOORS

DOORS

Means of access to the interior of a unit, room within the unit, or closet. Doors provide privacy and security, control passage, provide fire and weather resistance. This inspectable item can have the following deficiencies:

- [Damaged Frames/Threshold/Lintels/Trim](#)
- [Damaged Hardware/Locks](#)
- [Damaged Surface \(Holes/Paint/Rust/Glass\)](#)
- [Damaged/Missing Screen/Storm/Security Door](#)
- [Deteriorated/Missing Seals \(Entry Only\)](#)
- [Missing Door](#)



Damaged Frames/Threshold/Lintels/Trim (Doors – Unit)

Deficiency: You see a frame, header, jamb, threshold, lintel, or trim that is warped, split, cracked, or broken.

Note: If you see damage to a door's hardware, (locks, hinges, etc.) record this under "Damage Hardware/Locks (Doors – Unit)."

Level Of Deficiency:

Level 1: N/A

Level 2: At least 1 door is not functioning or cannot be locked because of damage to the frame, header, jamb, threshold, lintel, or trim.

Level 3: At least 1 bathroom door or entry door is not functioning or cannot be locked because of damage to the frame, header, jamb, threshold, lintel, or trim.

EXAMPLE
PHOTOS

Comment:

Level 3: If the condition is a health and safety concern, you must record it manually under "Hazards (Health and Safety)."



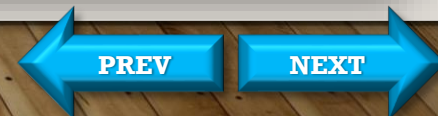
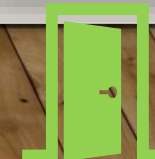
DAMAGED FRAMES/THRESHOLD/LINTELS/TRIM (DOORS – UNIT) PHOTOS



Damage Frame



Frame is damaged, light observed through door (only if seal is not damaged)



Damaged Hardware/Locks (Doors – Unit)

Deficiency: The attachments to a door that provide hinging, hanging, opening, closing, surface protection, or security are damaged or missing. These include locks, panic hardware, overhead door tracks, springs and pulleys, sliding door tracks and hangers, and door closers.

Level 1: A closet door does not function as it should because of damage to the door's hardware. -OR- A closet door that requires locking cannot be locked because of damage to the door's hardware.

Level 2: A door, other than a closet door, does not function as it should because of damage to the door's hardware. -OR A door, other than a closet door, that requires locking cannot be locked because of damage to the door's hardware.

Level 3: A bathroom door or entry door does not function as it should because of damage to the door's hardware. -OR- A bathroom door or entry door that requires locking cannot be locked because of damage to the door's hardware.

Note:

1. If a door is designed to have a lock, the lock should work. If a door is designed without locks, do not record it as a deficiency.
2. If a lock has been removed from an interior door, do not record this as a deficiency.
3. 504 units have had locks removed. Before you start the inspection, you should be given a list of units relative to UFAS. Do not record these missing locks as deficiencies.
4. For public housing, if a lock on a bedroom door is missing or damaged, do not record it as a deficiency.

EXAMPLE
PHOTOS



DAMAGED HARDWARE/LOCKS PHOTOS



Missing door
closer

Damaged
hardware, missing
door handle



Missing hardware

Missing Door
handle



Damaged Surface (Holes/Paint/Rust/Glass) (Doors – Unit)

Deficiency: This includes holes, peeling/cracking/no paint, broken glass and significant rust. You see damage to the door surface that:

- May affect either the surface protection or the strength of the door.
- OR- May compromise building security.

EXAMPLE
PHOTOS

Level of Deficiency:

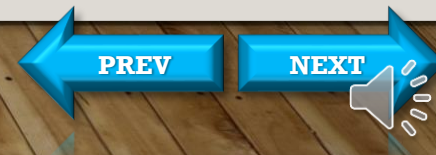
Level 1: N/A

Level 2: One interior door, not a bathroom or entry door, has a hole or holes with a diameter ranging from $\frac{1}{4}$ inch to 1 inch.

Level 3: One door has a hole or holes larger than 1 inch in diameter, significant peeling/cracking/no paint, rust that affects the integrity of the door surface, or broken/missing glass.

-OR- If a bathroom door or entry door has Level 2 damage.

Note: If the door is a bathroom door or entry door, this is a Level 3 deficiency.



DAMAGED SURFACE (HOLES/PAINT/RUST/GLASS) PHOTOS



Damaged
Surface, needs
paint

Surface damage



Rust



Damaged/Missing Screen/Storm/Security Door (Doors – Unit)

Deficiency: You see damage to surfaces, including screens, glass, frames, hardware, and door surfaces.

Level of Deficiency:

Level 1: At least 1 screen door or storm door is damaged or is missing screens or glass, as shown by an empty frame or frames.

Level 2: N/A

Level 3: A security door is not functioning or missing.

Comment:

Level 3: "Missing" applies only if a security door that should be there is not there.

EXAMPLE
PHOTOS

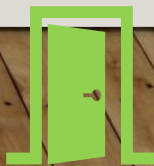


DAMAGED/MISSING SCREEN/STORM/SECURITY DOOR PHOTOS



Hole in Screen Door

Damaged Storm Door



Deteriorated/Missing Seals (Entry Only) (Doors – Unit)

Deficiency: The seals and stripping around the entry door(s) to resist weather and fire are damaged or missing.

Note: This defect applies only to entry doors that were designed with seals. If a door shows evidence that a seal was never part of its design, do not record it as a deficiency.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The seals are missing on 1 entry door, or they are so damaged that they do not function as they should.

EXAMPLE
PHOTOS

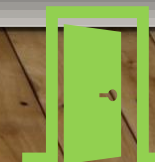


DETERIORATED/MISSING SEALS (ENTRY ONLY)

Missing/damage
entry door seal



Missing\damaged
entry door seal



Missing Door (Doors – Unit)

Deficiency: A door is missing.

Level of Deficiency:

Level 1: A door is missing, but it is not a bathroom door or entry door.

Level 2: Two doors or up to 50% of the doors are missing, but they are not bathroom doors or entry doors, and the condition presents no hazard.

Level 3: A bathroom door or entry door is missing.

-OR- You estimate that more than 50% of the unit doors, not including bathroom doors and entry doors, are missing.

Note:

1. If a bathroom or entry door is missing, record this as a Level 3 deficiency.
2. If a bedroom door has been removed to improve access for an elderly or handicapped resident, do not record this as a deficiency.

EXAMPLE
PHOTOS



MISSING DOOR PHOTOS



Missing Door



PREV

ELECTRICAL

