

National Standards for the Physical Inspection of Real Estate

# NSPIRE Demonstration Volunteer Property Benefits Webinar Script

This webinar presents information about the ongoing NSPIRE Demonstration and is intended for multifamily property owners and agents and public housing agencies. Learn how to participate in the NSPIRE Demonstration and what the benefits of participation are.

View this Webinar on the HUD.gov website:

[https://www.hud.gov/program\\_offices/public\\_indian\\_housing/react/nspire/webinars/nspire\\_demonstration\\_benefits](https://www.hud.gov/program_offices/public_indian_housing/react/nspire/webinars/nspire_demonstration_benefits)

## Slide 1: Introduction

Hello, and welcome to the NSPIRE Demonstration Volunteer Property Benefits webinar. This webinar spotlights the ongoing Demonstration of the National Standards for the Physical Inspection of Real Estate, or NSPIRE, and is intended for multifamily property owners and agents and public housing agencies.

## Slide 2: Agenda

This webinar covers:

- A summary of the NSPIRE Model
- What we will accomplish during the NSPIRE Demonstration
- Why it is SMART to volunteer your property for the Demonstration
- How you can easily apply to volunteer your property for the NSPIRE Demonstration
- Some caveats and considerations for volunteers to keep in mind

Finally, we will recap the information we presented and provide contact information.

## Slide 3: What is the NSPIRE Model?

Simply put, NSPIRE is an inspection model that prioritizes residents' health and safety over asset management. It differs from the Uniform Physical Condition Standards, or UPCS, in that it gives precedence to dwelling units—where people live—over the physical condition of other areas of properties. NSPIRE replaces the 20-year-old UPCS inspection model and reflects changes in the industry, technology, and resident expectations regarding living conditions.

NSPIRE implements an improved assessment using objective standards in the form of Critical to Quality standards, or CTQs. CTQs use indicators aligned to quality and enable property inspectors to expediently identify health and safety deficiencies.

Under NSPIRE, volunteer properties will complete and submit their annual self-inspection results to REAC.

The NSPIRE Model is a simpler inspection model that reduces the number of inspectable areas at properties. It simplifies the process and reduce administrative errors related to deficiency misclassification by regrouping the inspectable items into three categories from five – note that this only changes the grouping of inspectable items; it does not change which items are being inspected.

NSPIRE uses a new scoring model and groups deficiencies into three categories: health and safety, function and operability, and condition and appearance. NSPIRE's emphasis is on better identifying those issues that impact livability for the residents we serve, particularly all health and safety deficiencies.

## Slide 4: NSPIRE Demonstration

The NSPIRE Demonstration is a two-year process wherein HUD will test and evaluate the development and efficacy of NSPIRE. By performing inspections under the NSPIRE Model at volunteer properties, HUD will be able to test and evaluate the revised standards, the new scoring model, the newly designed inspection software, and new information exchange and support services.

During the Demonstration, HUD will evaluate inspection accuracy, objectivity, and efficacy. Through the course of the Demonstration period, the results of these tests and evaluations will allow HUD to refine NSPIRE standards, scoring, and protocols to their best achievable version.

Through participation in the NSPIRE Demonstration, volunteer properties will be able to provide invaluable input and feedback on standards, protocols, and scoring under NSPIRE.

The NSPIRE Demonstration will also allow HUD to test and evaluate rollout models to determine the most effective way to roll out NSPIRE nationwide across multiple programs.

**It is important to remember that scores attained during the demonstration are advisory in nature and will help PHAs learn the future state of the NSPIRE model before full implementation.**

## Slide 5: Why Volunteer? Because It's S.M.A.R.T.!

Why should you volunteer to participate in the NSPIRE Demonstration? Because it's S.M.A.R.T.! Participating in the Demonstration has many benefits to include:

- Set the standard
- Maintain your current score
- Act now to get ahead
- Receive advisory scores
- Train for the future

Let's talk through each of these SMART benefits.

## Slide 6: Set the Standard

While participating in the NSPIRE Demonstration, PHAs and POAs can maintain ongoing communication with HUD through webinars, focus groups, conference calls, training sessions, field testing, and access to HUD Subject Matter Experts to provide invaluable feedback supporting the development of NSPIRE physical inspection standards and processes.

During the Demonstration, HUD will work with volunteer properties to establish a process for validating repair of health and safety deficiencies. This collaborative effort will include determining reasonable times for repair for health and safety deficiencies.

Updates will be posted on the HUD website as best practices are determined and refined.

## Slide 7: Maintain Your Current Score

During the Demonstration, UPCS inspections will **not** be required on your participating property, and participating properties will carry forward their most recent UPCS inspection score.

HUD will inspect participating properties at least once, and properties will receive an advisory score which is used for testing and evaluation purposes. The advisory score will not replace your UPCS score.

## Slide 8: Act Now to Get Ahead

Sign up now! Empower yourself and your business by becoming an early adopter of NSPIRE. Your participation allows for sharing of information and keeps you informed of the latest NSPIRE updates. We encourage you to sign up today. Remember that only 4,500 properties will be selected to participate in the NSPIRE Demonstration – and 3,400 properties have already applied. Act now to get ahead.

## Slide 9: Receive Advisory Scores

During the Demonstration, you will receive at least one single inspection and a resulting advisory score to help you be better informed and prepared for when NSPIRE goes into effect. This advantage will let you try out the process and get ahead with an inspection-ready maintenance strategy.

Experience and lessons learned will allow you and your staff to focus on professional development and training for success under NSPIRE, instead of preparing for another UPCS inspection.

While you will perform self-inspections as part of your participation in the Demonstration, the results of a self-inspection will be evaluated but not scored. Your advisory score will come from the HUD-facilitated NSPIRE inspection.

## Slide 10: Train for the Future

You and your staff will receive technical assistance with the new standards, scoring, sampling, and health and safety deficiencies.

Your team will learn about changes in protocols and processes to help refine their understanding of NSPIRE.

Your participation in NSPIRE focus groups, workshops, listening sessions, field tests, and direct access to HUD subject matter experts will keep you up to date on impacts to you, your staff, and your properties.

You will have access to the software HUD is currently developing to support NSPIRE inspections, as well as training on how to use the software to support self-inspections. You will be able to work with HUD on upcoming IT approaches to minimize the burdens to you.

You will be able to learn from and share best practices across all participants.

### Slide 11: How to Volunteer

You can easily sign up to participate in the NSPIRE Demonstration on the NSPIRE website registration page.

Participation does not automatically include all of your properties; you can decide which of your properties you want to volunteer. Properties are considered and approved on an individual basis.

In the next few slides, we will discuss the application and approval process in more detail.

### Slide 12: Caveats and Considerations

Regrettably, properties and PHAs are not eligible to participate in the Demonstration if they are subject to an existing HUD Compliance, Disposition, and Enforcement or Corrective Action Plan.

If a property's most recent UPCS score was 70 or less, and the property is not currently subject to corrective action, the property will be considered for participation in the Demonstration on a case-by-case basis. There is an expedited approval process for properties with 85-and-above scores and no troubled status.

Due to the current COVID-19 pandemic, HUD has made the decision to postpone all NSPIRE field testing until further notice. Meanwhile, standards refinement and scoring testing will continue to further the development of the NSPIRE Model. We'll be communicating with properties participating in the Demonstration to keep them apprised. Updates can also be found on the HUD NSPIRE website.

### Slide 13: Signup Process

Currently, only PHAs and POAs are eligible to apply to participate in the Demonstration.

When you are ready to sign up for the Demonstration, you can do so at the HUD NSPIRE website. At the registration page, clicking the **Download button** on the bottom of the page will allow you to download the registration Excel file. You must complete columns A through J in the Excel file with the required property information. You can list multiple properties you manage on the same Excel file, but you do not have to list all of the properties you manage. Save the completed file to your computer, then email the form to [nspire@hud.gov](mailto:nspire@hud.gov).

### Slide 14: Application Review and Approval

HUD reviews applications in the order they are received. PHAs and POAs should not submit the same property twice as this will delay the application review process. If you have already submitted a property to HUD and wish to check up on approval status, please visit the link shown which is the Demonstration Property Approval webpage. If you would like to submit another

property to be considered for the Demonstration, please fill out and submit another registration Excel spreadsheet on the Demonstration Registration webpage.

## Slide 15: Summary

Be S.M.A.R.T. and collaborate with HUD in the NSPIRE Demonstration to get involved in the modernized inspection protocol and set the condition for future success.

Remember, your UPCS inspection score will carry forward, so UPCS inspections will **not** be required on your participating property during the NSPIRE Demonstration.

Act now and become an early adopter of NSPIRE to empower yourself and your business.

You will receive an advisory inspection score to help you be better informed and prepared for when NSPIRE goes into effect.

Easily register to participate in the Demonstration on the NSPIRE website!

## Slide 16: Questions and Feedback

This completes the NSPIRE Demonstration Volunteer Property Benefits webinar. We welcome comments and feedback about this webinar. There are two options to contact us directly. You can email questions to [NSPIRE@hud.gov](mailto:NSPIRE@hud.gov) or call our NSPIRE Information Center at 1-800-883-1448.

For additional information on NSPIRE, you can visit our website. The easiest way to find the website is by searching for HUD NSPIRE in your web browser. You can also connect with the NSPIRE team via Twitter at HUD REAC, and make sure to sign up for the *Get NSPIREd* newsletter.