



# NSPIRE

## Overview for Public Housing Agencies and Property Owners/Agents

August 27, 2020



# Agenda



**Transparency and  
Continuous Feedback**



**CTQ Deficiencies**



**What Is the NSPIRE  
Model?**



**NSPIRE Development**



**NSPIRE Inspection Types**



**NSPIRE Resources and  
Ways to Participate**



**NSPIRE Inspectable Areas**



# NSPIRE Mission, Vision, and Values



## NSPIRE Mission

- Equip REAC with a transformed, operationally-ready line of business that assists our customers in understanding and anticipating risks to their housing portfolios.

## NSPIRE Vision

- Efficient services that maximize customer value.

## NSPIRE Values

- Customer Service, Accountability, Transparency, and Trust.



- HUD is committed to prioritizing resident health & safety and streamlining the inspection process.
- We are asking for your help to develop and refine NSPIRE.
  - NSPIRE Demonstration
  - Standards/feedback on the NSPIRE website

# What Is the NSPIRE Model?



- Accurate assessment of property's physical condition
- Streamlined inspection process
- Increased emphasis on the unit
- Prioritizes residents' health and safety

# What Is the NSPIRE Model?



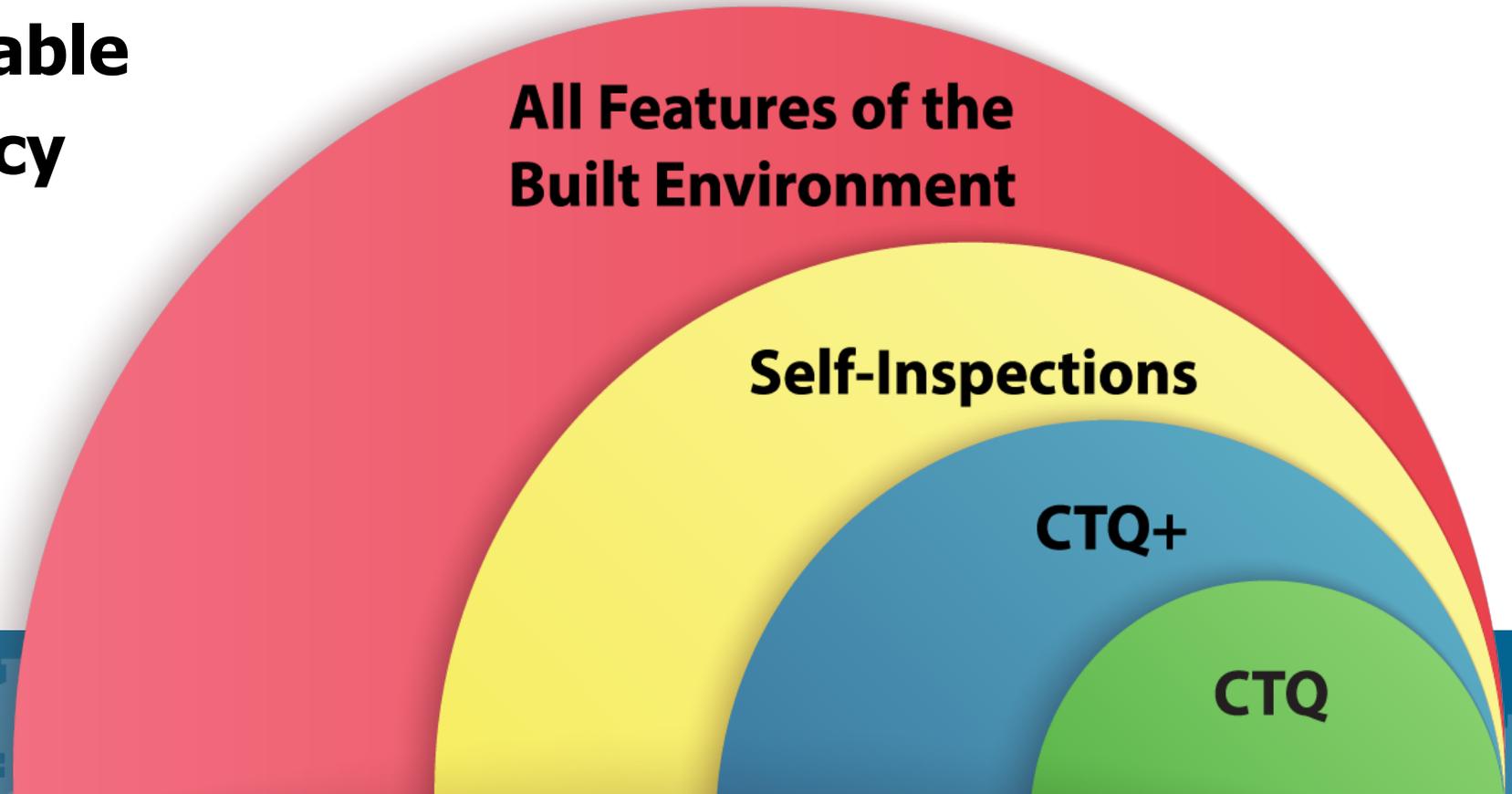
- Improved assessment
- Updated, clearly defined standards
  - Three categories of deficiencies
  - Critical to Quality (CTQ)
  - Rationales
- Three types of inspection
- Three inspectable areas
- New scoring model
- New technology and data
- Standards aligned across HUD programs



# NSPIRE Inspection Types



## NSPIRE Inspectable Item/Deficiency Relationship



# Three Types of Inspection

		PHA and MF Properties	Housing Choice Voucher Properties	
<b>Self-Inspections</b> 	<b>Who:</b> Property Owners / Management <b>What:</b> All deficiencies reported to HUD <b>When:</b> Once a year <b>Where:</b> All units <b>Why:</b> To gain reasonable level of confidence in results & to ensure work orders are being generated.			Reasonable Assurance into Property's Condition
<b>CTQ Inspections</b> 	<b>Who:</b> Contract Inspectors and PHAs <b>What:</b> CTQs <b>When:</b> Periodic inspections (1-5 years) <b>Where:</b> High sample rate <b>Why:</b> To gain high level of confidence in results.			
<b>CTQ+ Inspections</b> 	<b>Who:</b> HUD Federal Inspectors <b>What:</b> CTQ+ <b>When:</b> Requested, or triggered by poor conditions <b>Where:</b> Highest sample rate <b>Why:</b> To gain highest level of confidence in results.			Evidentiary Support to Enforcement and/or Sanctions

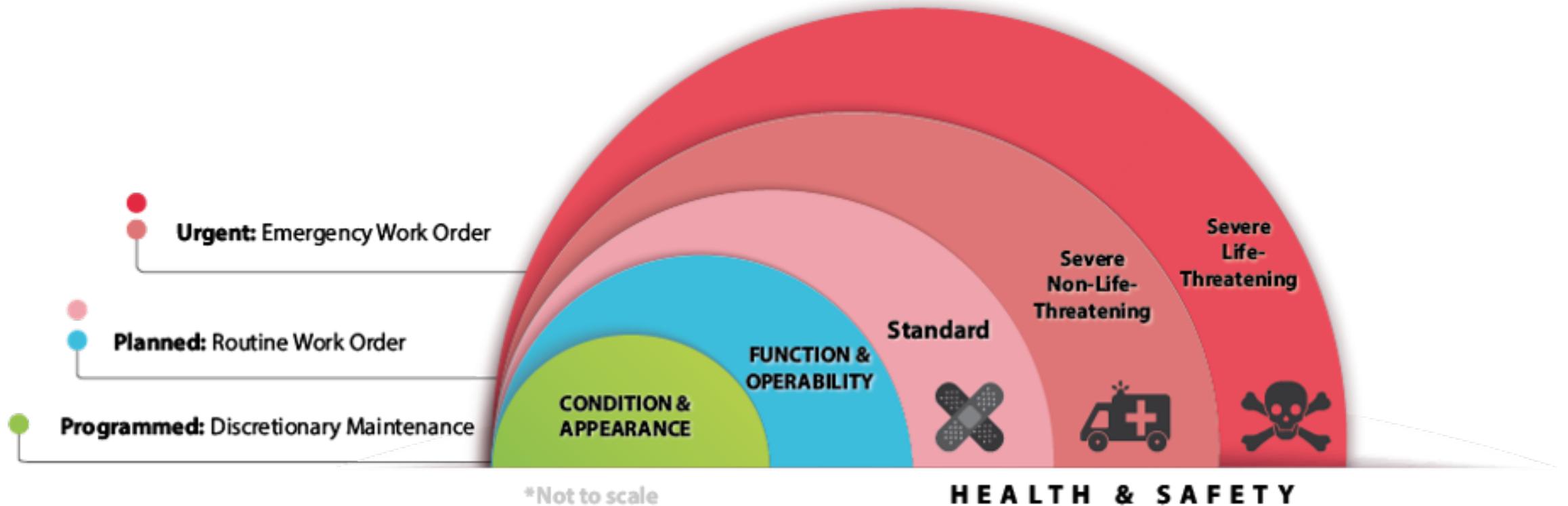
\* CTQs = Critical to Quality indicators; inspection standards that have a high correlation to quality

## Inspection Locations

- Three inspectable areas
- Cite deficiencies where you are standing.
- Impact on health and safety may change applicable standards.



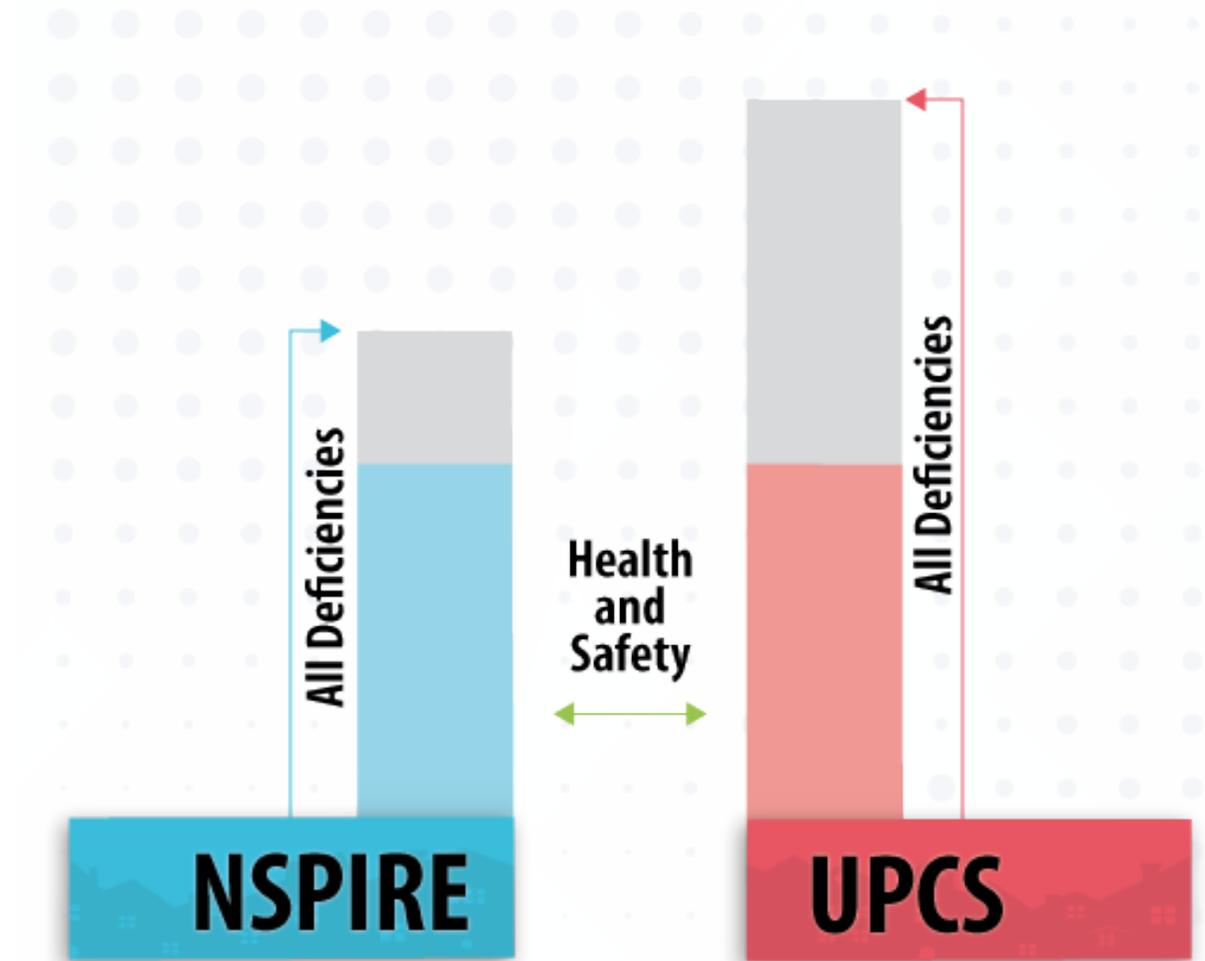
# CTQ Deficiency Types



# CTQ Deficiency Types

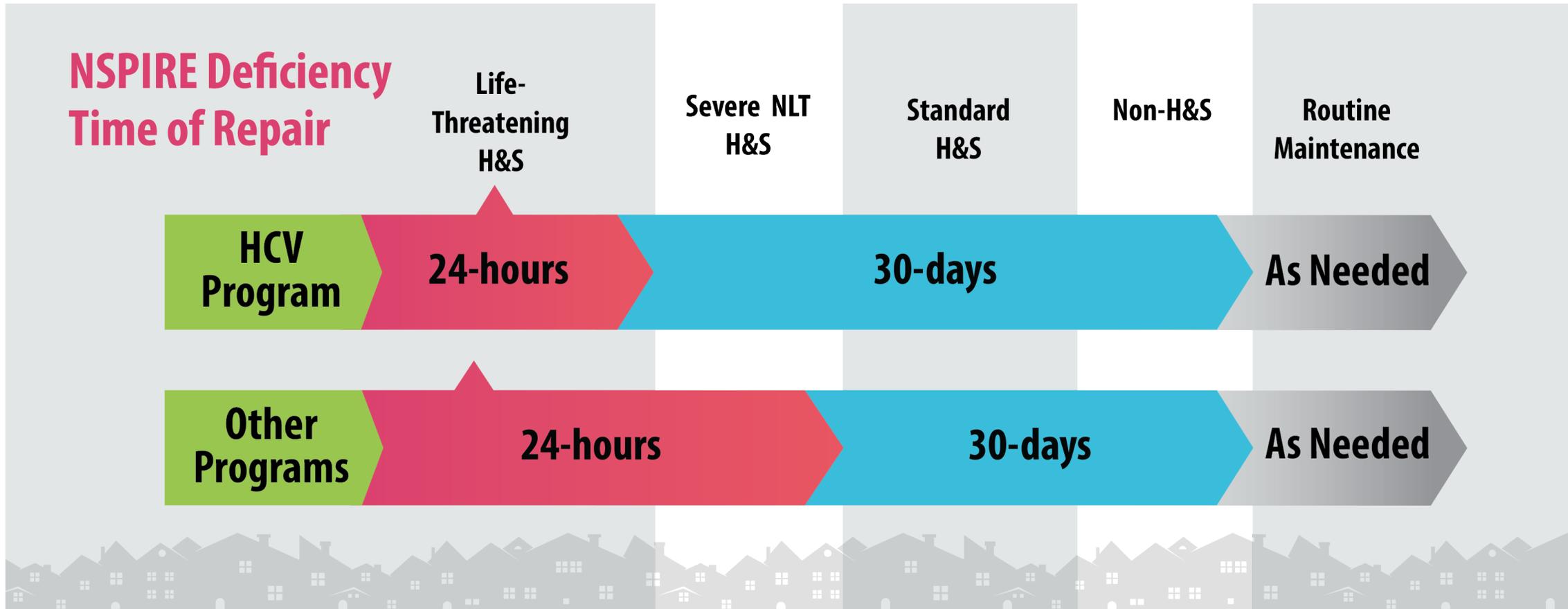


## NSPIRE VS. UPCS Health and Safety Deficiencies





# CTQ Deficiency Types



# Rationales

- All deficiencies must tie back to a rationale.
- Rationales are clear and concise explanations of the potential risk a defect presents.
- Direct rationale – If the deficiency were no longer present, the risk would be resolved.
- Indirect rationale – If the deficiency were no longer present, and other contributory factors remained, the risk would be substantially reduced or mitigated, but would remain present.

RATIONALE:

CODE	CATEGORY	TYPE	DESCRIPTION	EXPLANATION
R3	Sanitary	Direct	Special sub-set of health hazards related to hygiene. Resident cannot clean or dispose of waste or does not have clean drinking water.	If sink or component thereof is missing, then resident may not be able to properly dispose of wastewater.
R6	Usability and Operability of Fixtures	Direct	Because of this condition, the resident is unable to use certain fixtures, features, or appliances, which are reasonably assumed to be part of their rent.	If sink or component thereof is missing, then resident may not be able to utilize a fixture that is assumed to be included in their rent.
MI	Corrective Maintenance	Direct	It is reasonable to expect a tenant to report this deficiency, and for facilities management to prioritize a work order response to fix that deficiency.	If sink or component thereof is missing, then resident will likely report, and the presence of this deficiency may indicate complaint-based maintenance orders are not being addressed.



# NSPIRE Development



- Continuous evaluation and refinement of NSPIRE standards throughout NSPIRE Demonstration
  - Gathering and analysis of your feedback
  - Refinement of deficiency set and outcomes
  - Standards adjusted for improved accuracy, objectivity, and consistency
  - Nearing goal of 4,500 participating properties
- Even if not part of the Demonstration, you can still be part of the process
- Commitment to transparency



# NSPIRE Development



- Communications outreach initiatives
  - Launch of new NSPIRE website
  - NSPIRE standards and residents workshops
  - NSPIRE topical webcasts/webinars
  - *Get NSPIREd* newsletters
- Released full version of standards V1.3
  - Published lists of life-threatening deficiencies and health and safety risks
  - New standards template
  - Integrating NSPIRE standards into HCV and project-based programs



# NSPIRE Development



- Policy and regulatory
  - Release of proposed rule targeted for 1st Quarter FY21
  - Federal Register notices to be released covering standards, scoring, and administrative processes
- Preparing for return to operations



# NSPIRE Resources



- Visit our website:  
[https://www.hud.gov/program\\_offices/public\\_indian\\_housing/react/nspire](https://www.hud.gov/program_offices/public_indian_housing/react/nspire)  
Or search for “HUD NSPIRE”
- Join our mailing list/newsletter:  
<https://www.hud.gov/subscribe/signup?listname=National%20Standards%20for%20Physical%20Inspection%20of%20Real%20Estate&list=RE>
- Provide feedback on the NSPIRE Model and standards:
- [https://www.hud.gov/program\\_offices/public\\_indian\\_housing/react/nspire/standards](https://www.hud.gov/program_offices/public_indian_housing/react/nspire/standards)



# Summary



**Transparency and  
Continuous Feedback**



**CTQ Deficiencies**



**What Is the NSPIRE  
Model?**



**NSPIRE Development**



**NSPIRE Inspection Types**



**NSPIRE Resources and  
Ways to Participate**



**NSPIRE Inspectable Areas**



# NSPIRE

Email us: [NSPIRE@hud.gov](mailto:NSPIRE@hud.gov)

**NSPIRE Information Center: 1-800-883-1448**

**Follow us on Twitter: @HUDREAC**