

**Updated
May 2023**



POC EXPERIENCE TRAINING GUIDE

HUD NSPIRE



HUD NSPIRE POC Experience App

The POC Experience App helps Property POCs review deficiencies and upload mitigation evidence for review by HUD. Property POCs can also submit inspection appeals within this app.

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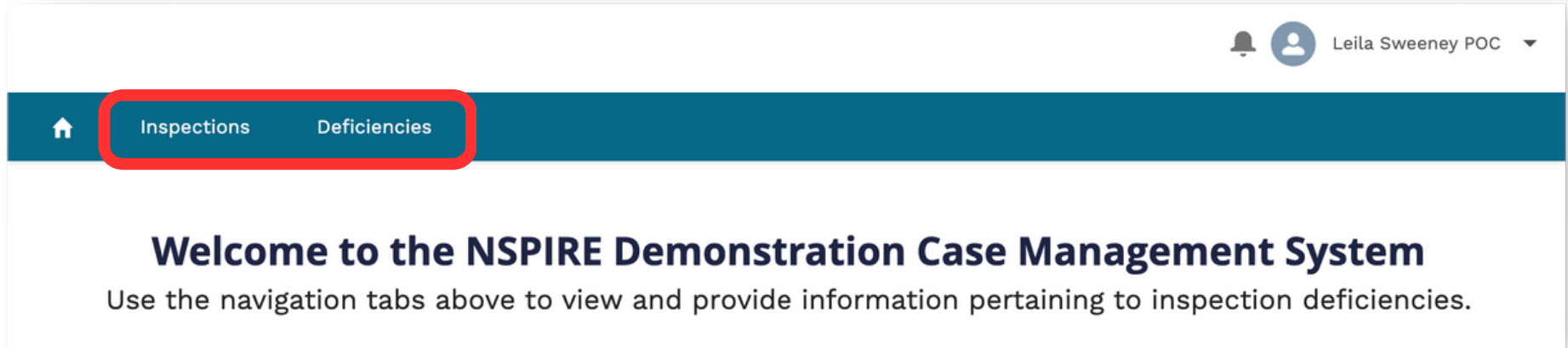
MANAGE DEFICIENCIES

Section One



Navigate the POC Experience

The POC Experience homepage displays two tabs: **Inspections** and **Deficiencies**.



Find an Inspection

1 | **Click the Inspections tab.** Note that you can see your inspections and deficiencies using different list views.

2 | **Click the arrow next to Recently Viewed** to select a list view. Use the pin icon to save the current list view as your default.

The screenshot shows the 'ExAM Inspections' interface. At the top, there is a navigation bar with a home icon, a red '1' next to the 'Inspections' tab, and a 'Deficiencies' tab. Below the navigation bar, there is a dropdown menu for 'ExAM Inspections' with 'Recently Viewed' selected. A red box highlights this dropdown, and a red '2' is next to it. The dropdown menu shows four options: 'My Completed Inspections', 'My Scheduled Inspections', 'My Unscheduled Inspections', and 'Recently Viewed (Pinned list)' which is checked with a blue checkmark. Below the dropdown, there is a table with 10 items. The table has columns for 'Inspection ID', 'Location', 'Inspection Type', and 'Status'. The first three items are 'My Completed Inspections', 'My Scheduled Inspections', and 'My Unscheduled Inspections'. The remaining items are 'Recently Viewed (Pinned list)' which is checked with a blue checkmark. Below the dropdown, there is a table with 10 items. The table has columns for 'Inspection ID', 'Location', 'Inspection Type', and 'Status'. The first three items are 'My Completed Inspections', 'My Scheduled Inspections', and 'My Unscheduled Inspections'. The remaining items are 'Recently Viewed (Pinned list)' which is checked with a blue checkmark.

Inspection ID	Location	Inspection Type	Status
1	My Completed Inspections	My Completed Inspections	Ready for Review
2	My Scheduled Inspections	My Scheduled Inspections	Ready for Review
3	My Unscheduled Inspections	My Unscheduled Inspections	Ready for Review
4	INSP-00211	Valdez	REAC QA Internal
5	INSP-00100	Wytheville	REAC QA Internal
6	INSP-00069	Valdez	REAC QA Internal



Find an Inspection

Click a column heading to sort the list of inspections (optional).

	Inspection Name ▾	Development Name ▾	Inspection Vendor ▾
1	INSP-00049	Cordova	REAC QA Internal
2	INSP-00253	ASHLEY COLLEGETOWN I/Harris Homes V	REAC QA Internal
3	INSP-00097	JUNEAU	REAC QA Internal
4	INSP-00211	Valdez	REAC QA Internal
5	INSP-00100	Wytheville	REAC QA Internal



Access an Inspection

1 | Click the **Inspections** tab.

3 | Click an **Inspection Name**.

2 | Use the list views and column headings to **locate an inspection**.

The screenshot shows the ExAM Inspections interface. At the top, there is a navigation bar with three tabs: 'Home' (represented by a house icon), 'Inspections' (with a red '1' indicating it is the selected tab), and 'Deficiencies'. Below the navigation bar, the main content area is titled 'ExAM Inspections My Completed Inspections' (with a red '2' indicating the title area). Below the title, there is a summary line: '22 items • Sorted by Inspection Name • Filtered by All exam inspections - Inspection Status • Updated a fe'. Below this, there is a table with three columns: 'Inspection...' (with a dropdown arrow), 'Development' (with a dropdown arrow), and 'Development Name' (with a dropdown arrow). The table contains three rows of data. The first row is highlighted with a red box around the 'Inspection...' column value 'INSP-00253' and a red '3' next to it. The second row shows 'INSP-00241' and 'SPEER HOMES'. The third row shows 'INSP-00237' and 'EASTMAN ROAD GROUP'.


	Inspection... ↓	Development	Development Name
1	3 INSP-00253	A-2549542	ASHLEY COLLEGETOWN I/Harris Homes V
2	INSP-00241	A-2549543	SPEER HOMES
3	INSP-00237	A-2527242	EASTMAN ROAD GROUP



View Inspection Details

View development, vendor,
and inspector information

Submit an inspection appeal

 ExAM Inspection
INSP-00253

Inspection Name

INSP-00253

Inspection ID

GA006000930ND03

Development

[A-2549542](#)

Development Id

GA006000930

Development Name

[ASHLEY COLLEGETOWN I/Harris Homes V](#)

Inspection Unsuccessful Reason ⓘ

N/A

Occupancy Percentage

Appeal Reviewed/Rescore

☒

Inspect No Earlier Than

Owner

[Amber Shimkus](#)

Inspection Vendor

[REAC QA Internal](#)

Number of Sample Buildings

1

Total Number of Buildings

1

Min Num of Buildings Required to Inspect

1

Total Num of Sample Buildings Inspected

1

Number of Sample Units

13

Total Number of Units

19


Min Number of Units Required to Inspect

13

Submit Appeal

NSPIRE Inspection Report

Generate Inspection Report

 ExAM Deficiencies (6+)

Deficien...	Correctiv...	Status	Appeal?	
QR-18454	N/A	Acknowle...	<input checked="" type="checkbox"/>	▼
QR-18493	30 days	Acknowle...	<input checked="" type="checkbox"/>	▼
QR-18622	24 hours	Acknowle...	<input checked="" type="checkbox"/>	▼
QR-18496	24 hours	Acknowle...	<input checked="" type="checkbox"/>	▼
QR-18500	30 days	Acknowle...	<input checked="" type="checkbox"/>	▼
QR-18526	30 days	Acknowle...	<input checked="" type="checkbox"/>	▼

[View All](#)

Review inspection data

Access related
deficiencies



Access a Deficiency

1 | Click the **Deficiencies** tab.

2 | Use the **list views, column headings, or search bar** to locate a deficiency.

3 | Click a Deficiency **Name**.

Deficiencies can be accessed from an inspection record *or* the Deficiencies tab.

The screenshot shows the 'Deficiencies' tab selected in the top navigation bar. Below the navigation bar, there is a section titled 'ExAM Deficiencies' with a 'Recently Viewed' dropdown and a search bar containing '18493'. A table of deficiencies is displayed below, with the first row highlighted. The table columns are: Deficiency Name, Development, Building Address, D..., Locati..., Room/Location, and S. The first row contains the following data: 1, QR-18493, A-2549542, NA - 385 Legacy Drive Atlanta GA NA, Inside, Kitchen, and A.

	Deficiency Name	Development	Building Address	D...	Locati...	Room/Location	S
1	QR-18493	A-2549542	NA - 385 Legacy Drive Atlanta GA NA		Inside	Kitchen	A



View Deficiency Details

View deficiency details, location, comments, history, and status

ExAM Deficiency
QR-18493

Deficiency Information

Deficiency Name

QR-18493

NSPIRE Health & Safety

Moderate

Deficiency Details

Cabinet components are damaged or missing.

Development

[A-2549542](#)

Development Id

GA006000930

Development Name

[ASHLEY COLLEGETOWN I/Harris Homes V](#)

Deficiency Location

[A-2550888](#)

Deficiency Location Address

385 Legacy Drive

Room/Location

Kitchen

HUD Appeal Rejection Reason

Mitigation

Date/Time Mitigated

Date/Time Mitigation Submitted

Deficiency Mitigation Reported By

Mitigation Details

Appeal Information

Appeal?

☒

Appeal Date

5/4/2023

Appeal Status

Appeal Rejected

Status

Acknowledged/Unmitigated

Corrective Timeframe

30 days

Deficiency Comments

Missing hinge on kitchen cabinets

Building Address

NA - 385 Legacy Drive Atlanta GA NA

Location (Unit/Inside/Outside)

Inside

Property Appeal Reason

Factors not reflected in score

Property Appeal Comments

Cabinets for all units are being replaced on 5/8

HUD Appeal Comments

Please provide the order or invoice as evidence

+ Follow

Edit

Submit Evidence of Mitigation

ExAM Deficiency History (6+)

Date	Field	User	Original V...	New Value
5/4/202...	Appeal St...	Calliope ...	Appeal in...	Appeal R... <div></div>
5/4/202...	HUD App...	Calliope ...		Please pr... <div></div>
5/4/202...	Appeal St...	Leila Swe...	Not Appe...	Appeal in... <div></div>
5/4/202...	Appeal D...	Leila Swe...		2023-05-... <div></div>
5/4/202...	Appeal?	Leila Swe...	<input type="checkbox"/>	<input checked="" type="checkbox"/> <div></div>
5/4/202...	Property ...	Leila Swe...		Cabinets ... <div></div>

View All

Approval History (0)

Notes & Attachments (1)

Upload Files

[Mobile App Image - 89-...](#)
May 4, 2023 • Attachment

View All

Below you will find the Chatter widget. This widget is used to facilitate communication between the property and Field Office representative. Click on the "Share an Update" box to begin typing your message, and make sure you tag your representative by typing @ followed by their name! You can even include attachments in your message. You will receive an email when they reply!

Post

Share an update...

Share

Sort by:

Most Recent Activity

Search this feed...

View deficiency images and mitigation evidence

Review mitigation and appeal details









SUBMIT EVIDENCE OF MITIGATION



Submit Evidence of Mitigation


1 | Click **Submit Evidence of Mitigation** on a deficiency record.

 Leila Sweeney POC 

 Follow

Edit

Submit Evidence of Mitigation

 ExAM Deficiency History (6+)

Date	Field	User	Original ...	New Val...
5/4/20	Appeal	Leila Sweeney	Appeal 1	Appeal 2



Submit Evidence of Mitigation

2 | Add the following information in the pop-up window:

a | **Date/Time Mitigated.**

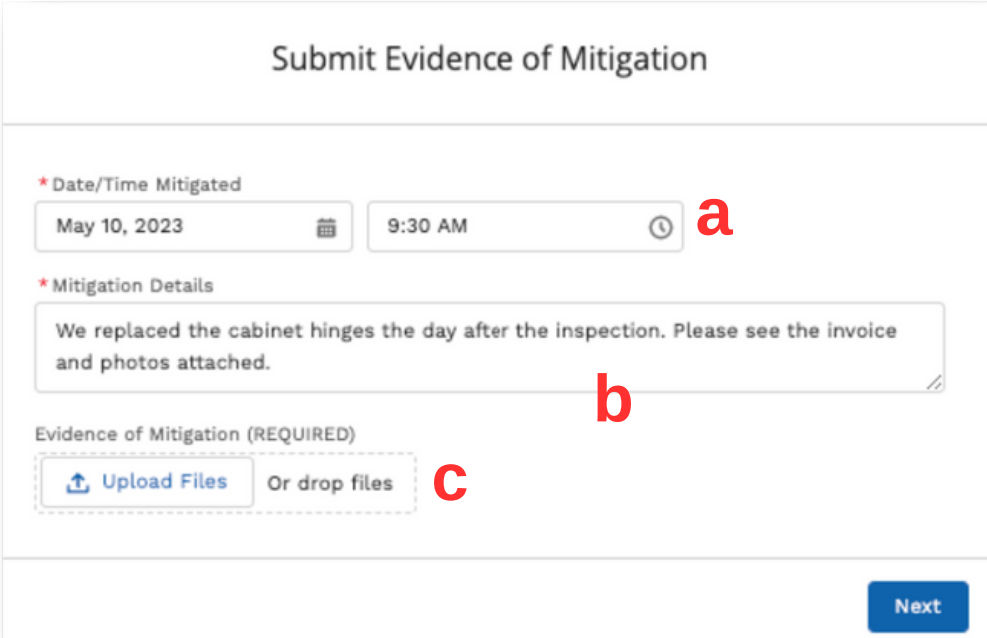
Click the calendar and clock icons to adjust the date and time.

b | **Mitigation Details.**

Add comments in the text field.

c | **Evidence of Mitigation.**

Click Upload Files, or drag and drop files from your device.



The screenshot shows a web form titled "Submit Evidence of Mitigation". It contains three main sections:

- *Date/Time Mitigated:** This section has two input fields. The first field contains "May 10, 2023" and has a calendar icon to its right. The second field contains "9:30 AM" and has a clock icon to its right. A red letter "a" is placed to the right of the clock icon.
- *Mitigation Details:** This section has a large text area containing the text: "We replaced the cabinet hinges the day after the inspection. Please see the invoice and photos attached." A red letter "b" is placed to the right of the text area.
- Evidence of Mitigation (REQUIRED):** This section has a dashed border and contains two options: "Upload Files" with an upward arrow icon, and "Or drop files". A red letter "c" is placed to the right of the "Or drop files" text.

At the bottom right of the form is a blue button labeled "Next".



Submit Evidence of Mitigation

3 | Click **Next**.

Uploaded files and images will appear under **Notes and Attachments**.

Submit Evidence of Mitigation

*** Date/Time Mitigated**

May 10, 2023

9:30 AM

*** Mitigation Details**

We replaced the cabinet hinges the day after the inspection. Please see the invoice and photos attached.

Evidence of Mitigation (REQUIRED)

Upload Files

Or drop files

3

Next

Notes & Attachments (2)

Upload Files

Door Hinge Invoice for...
May 8, 2023 • 804B • pdf

Mobile App Image - 8...
May 4, 2023 • Attachment

View All





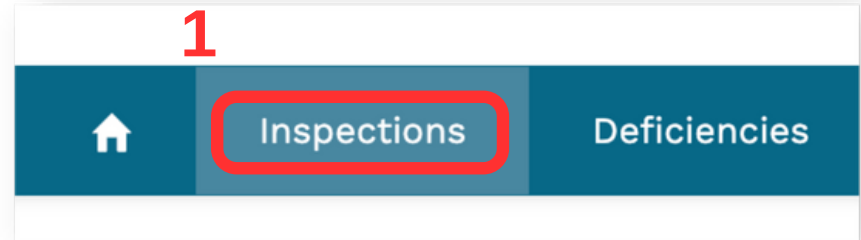
MANAGE INSPECTION APPEALS

Section Two

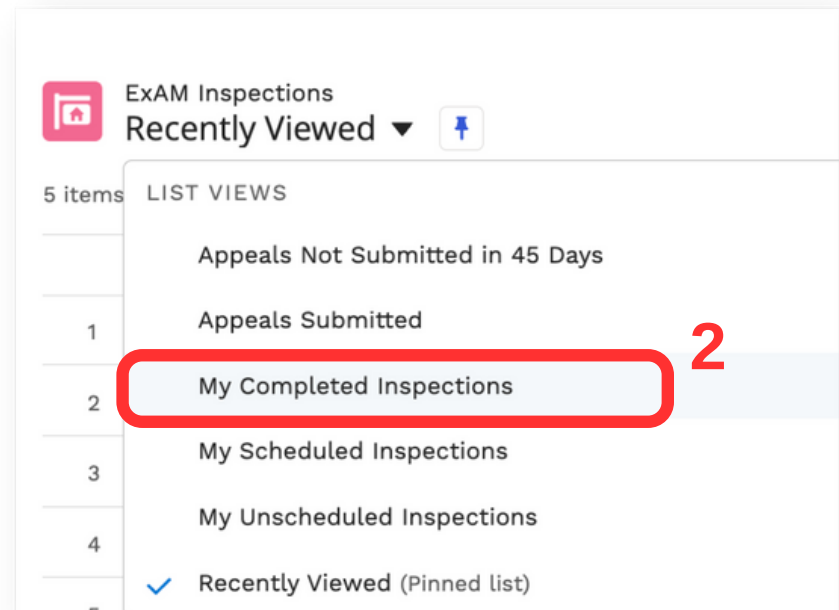


Submit an Appeal

1 | Click the **Inspections** tab.



2 | Select the **My Completed Inspections** list view.



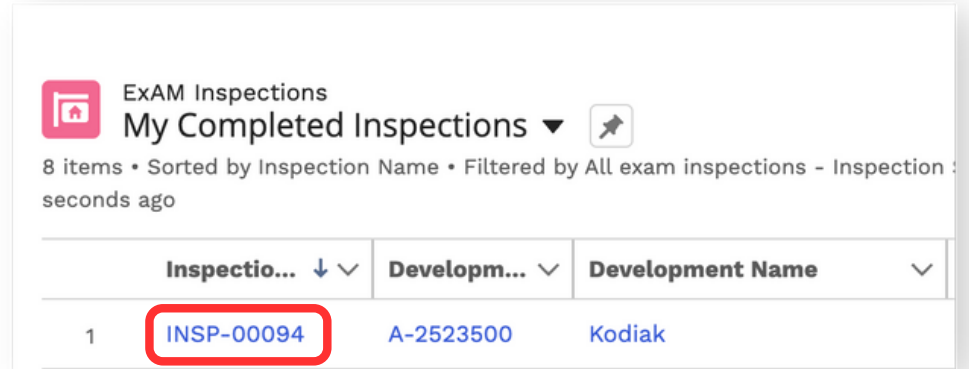
NOTE: This list view shows all inspections with an Inspection Stage of **PI Completed, Ready for Review, or In Review**.

An inspection must have an Inspection Stage of **Ready for Review** to be eligible for appeal.



Submit an Appeal

3 | Click an **Inspection Name** to access the inspection record.



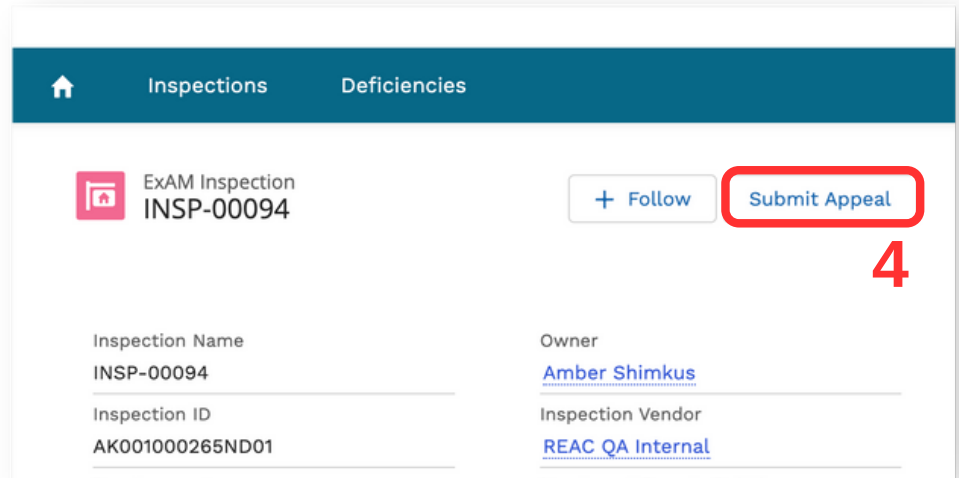
ExAM Inspections
My Completed Inspections ▾

8 items • Sorted by Inspection Name • Filtered by All exam inspections - Inspection : seconds ago

	Inspectio... ▾	Developm... ▾	Development Name ▾
1	INSP-00094	A-2523500	Kodiak

3

4 | Click **Submit Appeal** on the inspection record.



ExAM Inspection
INSP-00094

+ Follow Submit Appeal

Inspection Name INSP-00094	Owner Amber Shimkus
Inspection ID AK001000265ND01	Inspection Vendor REAC QA Internal

4



Submit an Appeal

5 | Select all the deficiencies you wish to appeal.

6 | Click Next.

×

Submit Appeal

Please select the deficiencies that you would like to review, then click Next. You will be able to add or delete the selected deficiencies on the next screen.

Deficiency...	Appeal?	Appeal Status	Property Appeal Re...
<input checked="" type="checkbox"/> QR-7903	5	Not Appealed	
<input checked="" type="checkbox"/> QR-7907		Not Appealed	
<input checked="" type="checkbox"/> QR-7910		Not Appealed	
<input type="checkbox"/> QR-7913		Not Appealed	

6Next

Total Number of Units



Submit an Appeal

7 | Check the box next to **Appeal?**

8 | Select an **Appeal Reason** from the picklist.

9 | Enter **Property Appeal Comments**.

NOTE: This text box has a 255 character limit.

Submit Appeal

Please enter an Appeal Reason and comments for the following deficiency. If you would like to remove the deficiency, uncheck the Appeal Checkbox and click Next.

Deficiency Name: QR-7907
Deficiency Details: Auxiliary lighting fails to illuminate when tested.

☒ Appeal? **7**

* Appeal Reason **8**

Non-existent deficiency

* Property Appeal Comments

We tested this later that same day and it was working fine. Please take this off the

Attachment **9**

[Upload Files](#) Or drop files

[Previous](#) [Next](#)



Submit an Appeal

10 | Upload at least one **supporting document** for each appealed deficiency.

One file can be uploaded at a time.

NOTE: You can upload a maximum attachment size of 2 gigabits.

Acceptable file types include docx., pdf., ppt., pptx., xls., xlsx., gif, jpg, and png.

Submit Appeal

Please enter an Appeal Reason and comments for the following deficiency. If you would like to remove the deficiency, uncheck the Appeal Checkbox and click Next.

Deficiency Name: QR-7907
Deficiency Details: Auxiliary lighting fails to illuminate when tested.

☒ Appeal?

* Appeal Reason
Non-existent deficiency

* Property Appeal Comments
We tested this later that same day and it was working fine. Please take this off the

Attachment
[Upload Files](#) Or drop files

[Previous](#) [Next](#)

10



Submit an Appeal

11 | Click **Next**.

12 | **Repeat steps 7-11** to add appeal information for each selected deficiency.

Submit Appeal

Please enter an Appeal Reason and comments for the following deficiency. If you would like to remove the deficiency, uncheck the Appeal Checkbox and click Next.

Deficiency Name: QR-7907
Deficiency Details: Auxiliary lighting fails to illuminate when tested.

☒ Appeal?

* Appeal Reason

Non-existent deficiency

* Property Appeal Comments

We tested this later that same day and it was working fine. Please take this off the

Attachment

[Upload Files](#) Or drop files

[Previous](#) [Next](#)



Submit an Appeal

13 | When you are finished adding appeal information, click **Save** (recommended).

The system confirms your submission and calculates the last possible appeal date for the inspection.

IMPORTANT: Only click **Submit to HUD** when you have added and reviewed *all* deficiencies that you wish to appeal.

You cannot edit your appeal once it has been submitted.

Submit Appeal

Would you like to save or submit the appeal to HUD?

NOTE: Once you submit, you will no longer be able to modify the appeal.

13

Submit Appeal

Your appeal has been saved. Reminder, you need to submit the appeal by April 29, 2023.



Submit an Appeal

The Inspection Appeal Stage changes from **Not Appealed (default)** to **Appeal in Progress - Not Submitted** if appeal information has been entered and saved for at least one deficiency.

When an appeal is submitted to HUD, the Inspection Appeal Stage changes to **Appeal Submitted**.

▼ Appeal Information

Inspection Appeal Stage

Appeal in Progress - Not Submitted

▼ Appeal Information

Inspection Appeal Stage

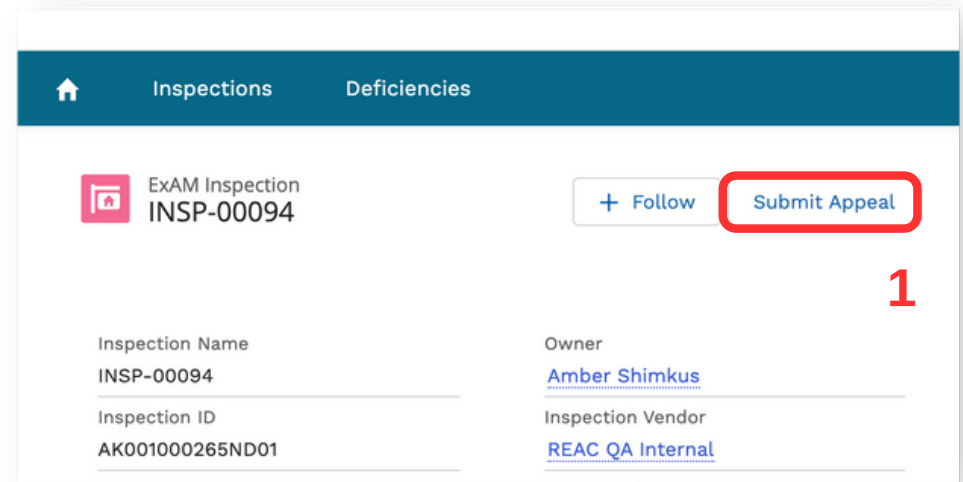
Appeal Submitted



Edit Appeals

If you have saved at least one appealed deficiency, click Submit Appeal to **add** more deficiencies; **review and modify** existing deficiencies; and/or **delete** deficiencies from the appeal.

1 | Click **Submit Appeal**.



Edit Appeals

2 | Select each deficiency you would like to review or add.

3 | Click **Next**.

Submit Appeal

Please select the deficiencies that you would like to review, then click **Next**. You will be able to add or delete the selected deficiencies on the next screen.

<input type="checkbox"/> Deficiency... ▾	Appeal? ▾	Appeal Status ▾	Property Appeal Reas...
<input checked="" type="checkbox"/> QR-10662	✓	Appeal in Progress	Factors not reflected in score
<input checked="" type="checkbox"/> QR-10688	✓	Appeal in Progress	Modernization/rehab work in progress
<input type="checkbox"/> QR-10722		Not Appealed	
<input type="checkbox"/> QR-10775		Not Appealed	

Next



Edit Appeals

4 | Change the Appeal Reason and Appeal Comments as desired, and/or upload additional documents.

5 | Click **Next** to continue editing the selected deficiencies.

6 | Click **Save**, or Submit to HUD if you are done making changes to all of your appealed deficiencies.

Submit Appeal

Please enter an Appeal Reason and comments for the following deficiency. If you would like to remove the deficiency, uncheck the Appeal Checkbox and click Next.

Deficiency Name: QR-7903
Deficiency Details: Water runoff is unable to flow through the site drainage system.

☒ Appeal?

* Appeal Reason
Adverse conditions beyond control

* Property Appeal Comments
We have a company coming out to pump this water tomorrow

Attachment
[Upload Files](#) Or drop files

Previous **Next**

Submit Appeal

Would you like to save or submit the appeal to HUD?

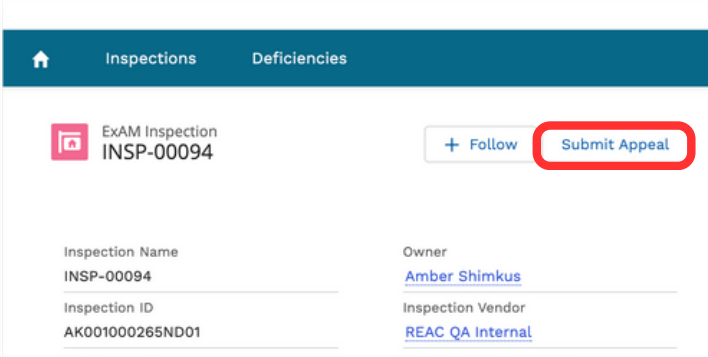
NOTE: Once you submit, you will no longer be able to modify the appeal.

Save Submit to HUD



Delete Appeals

1 | Click **Submit Appeal**.

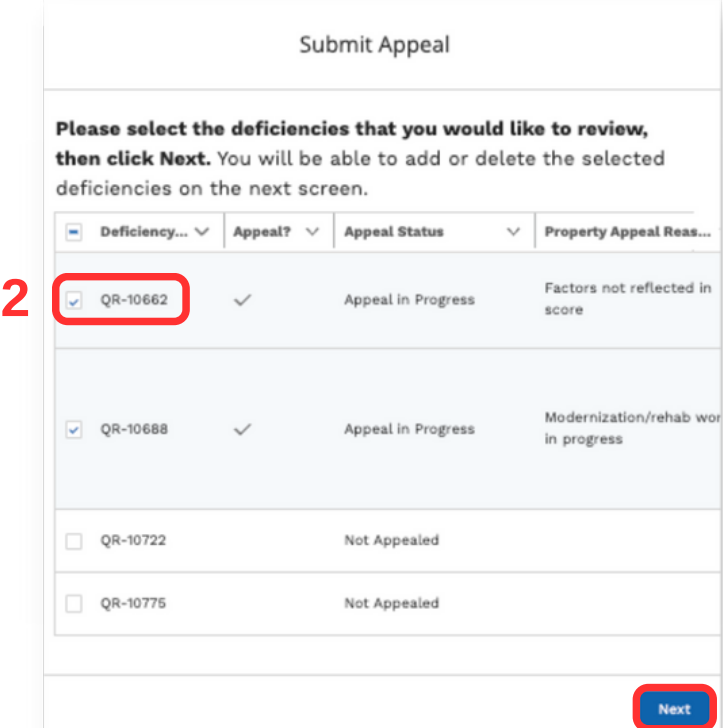


ExAM Inspection
INSP-00094

+ Follow Submit Appeal

Inspection Name: INSP-00094
Inspection ID: AK001000265ND01
Owner: [Amber Shimkus](#)
Inspection Vendor: [REAC QA Internal](#)

2 | **Select each deficiency** you wish to delete.



Submit Appeal

Please select the deficiencies that you would like to review, then click **Next**. You will be able to add or delete the selected deficiencies on the next screen.

Deficiency...	Appeal?	Appeal Status	Property Appeal Reas...
<input checked="" type="checkbox"/> QR-10662	✓	Appeal in Progress	Factors not reflected in score
<input checked="" type="checkbox"/> QR-10688	✓	Appeal in Progress	Modernization/rehab wor in progress
<input type="checkbox"/> QR-10722		Not Appealed	
<input type="checkbox"/> QR-10775		Not Appealed	

Next

3 | Click **Next**.



Delete Appeals

5 | Uncheck the **Appeal?** checkbox.

6 | Click **Next**.

7 | Click **Save**, or **Submit to HUD** if you are done making changes to all of your appealed deficiencies.

Please enter an Appeal Reason and comments for the following deficiency. If you would like to remove the deficiency, uncheck the Appeal Checkbox and click Next.

Deficiency Name: QR-8026
Deficiency Details: Obstructed egress on a building 3 stories or less.

☐ Appeal? **5**

* Appeal Reason
Factors not reflected in score

* Property Appeal Comments
Tenant was going on vacation and had their suitcases stacked against the door.

Attachment
[Upload Files](#) Or drop files

[Previous](#) [Next](#) **6**

Submit Appeal

Would you like to save or submit the appeal to HUD?

NOTE: Once you submit, you will no longer be able to modify the appeal.

[Save](#) [Submit to HUD](#) **7**

