

**Updated
May 2024**



Property POC Experience User Guide

HUD NSPIRE



NSPIRE Property POC Experience App User Guide

The Property POC Experience App helps Property POCs review Deficiencies and upload mitigation evidence for HUD review. Property POCs also submit Inspection Appeals using this app.

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REAC TAC Contact Information

Please contact the **REAC Technical Assistance Center (TAC)** if you need assistance with the Property POC Experience.

REAC TAC Contact Information



Phone: 1(888)-245-4860



Email: REACTAC@hud.gov



Version Management

Version	Date	Notes
1.2	May 31, 2024	Formatting updates.
1.1	December 6, 2023	Reviewed prior to sharing; Changed "POC" to "Property POC"
1.0	August 25, 2023	Updated screenshots, revised text, revised appeals section, added troubleshooting section

Disclaimer: Due to ongoing development, the text and screenshots shown in the live applications may differ slightly from the text and screenshots that appear in this document.



Navigate the App





Navigate the Property POC Experience

The screenshot displays the NSPIRE app interface. At the top, there is a navigation bar with a home icon, 'Inspections', and 'Deficiencies' tabs. A yellow callout box labeled 'View/appeal inspections and deficiencies' points to the 'Inspections' tab. Another yellow callout box labeled 'View deficiencies' points to the 'Deficiencies' tab. Below the navigation bar, the main content area shows 'Inspections My Completed Inspections' with a search icon. A yellow callout box labeled 'Change/pin list view' points to the search icon. Below this, there is a search bar and a table of 17 items. The table has columns for Inspection Name, Property ID, Inspection Date, Local Scheme, Inspection Stage, and Inspection Type. Each row represents a completed inspection with its respective details.

	Inspection Name ↑	Property ID	Inspec...	Local Sche...	Inspection Stage	Inspection Type	
1	INSP-00692	AK001000263	5/11/2023		Ready for Review	NSPIRE Inspection	▼
2	INSP-00698	NC010000012	5/11/2023		Review Complete	NSPIRE Inspection	▼
3	INSP-00710	TN001000063	5/12/2023		Review Complete	NSPIRE Inspection	▼
4	INSP-00722	OR002000111	5/19/2023		Ready for Review	NSPIRE Inspection	▼
5	INSP-00723	800015141	5/22/2023		PI Completed	NSPIRE Inspection	▼
6	INSP-00799	DE004000015	5/25/2023		PI Completed	NSPIRE Inspection	▼
7	INSP-00802	CT007000006	5/26/2023		PI Completed	NSPIRE Inspection	▼
8	INSP-00806	800059748	5/31/2023		PI Completed	NSPIRE Inspection	▼
9	INSP-00809	800056813	5/31/2023		Review Complete	NSPIRE Inspection	▼
10	INSP-00814	800112413	5/31/2023		Review Complete	NSPIRE Inspection	▼
11	INSP-00817	800018235	6/1/2023		In Review	NSPIRE Inspection	▼



Find an Inspection

1 | Click the **Inspections** tab.

2 | Click the **caret** next to **Recently Viewed** to see all list view options.

The screenshot shows the NSPIRE app interface. At the top left is the NSPIRE logo. To its right is a red number '1' pointing to the 'Inspections' tab in the navigation bar. The navigation bar also contains a home icon, 'Inspections', and 'Deficiencies'. In the top right corner, there is a notification bell, a user profile icon for 'Meadow Sunny POC', and a dropdown arrow. Below the navigation bar, there is a red number '2' pointing to a dropdown menu with 'Inspections' and 'Recently Viewed' options. Below this menu, it says '2 items • Updated a few seconds ago'. To the right of this text is a search bar with the placeholder 'Search this list...' and several utility icons (settings, list view, refresh, share, filter). Below these elements is a table with the following data:

	Inspection Name	Property ID	Inspection Date	Inspection Stage	Inspection Vendor	Program	
1	INSP-01059	OK042000001	8/10/2023	Review Complete	Sunshine Inspectors - Test	Public Housing	▼
2	INSP-01054	AL001000046	8/8/2023	Review Complete	Sunshine Inspectors - Test	Public Housing	▼



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

This list view shows inspections with an **Inspection Stage** of “PI Completed,” “Ready for Review,” “In Review,” or “Review Complete.”

The screenshot shows the NSPIRE app interface. At the top, there is a navigation bar with a home icon, 'Inspections', and 'Deficiencies'. The user is logged in as 'Meadow Sunny POC'. The main content area shows a dropdown menu for 'Inspections' with 'Recently Viewed' selected. A red box highlights 'My Completed Inspections (Pinned list)' with a red number '3' next to it. Below the dropdown, there is a table with columns for 'Inspection Vendor' and 'Program'. The table contains two rows of data.

Inspection Vendor	Program
Sunshine Inspectors - Test	Public Housing
Sunshine Inspectors - Test	Public Housing



4 | Click an **Inspection Name** to access the Inspection record.

NSPIRE
NATIONAL SYSTEM FOR THE PROFESSIONAL INSPECTOR OF REAL ESTATE

Home | **Inspections** | Deficiencies

Inspections
My Completed Inspections ▾

3 items • Sorted by Inspection Name • Filtered by All inspections - Inspection Status • Updated a few seconds ago

	Inspection Name ↑ ▾	Property ID ▾	Inspection Date ▾	Local Schedule... ▾	Inspection Stage
1	INSP-01054	AL001000046	8/8/2023		Review Complete
2	INSP-01059 4	OK042000001	8/10/2023		Review Complete
3	INSP-01085	FL009000056	8/21/2023	10:30:00 AM	Review Complete



View Inspection Details



Inspections
Deficiencies

Inspection
INSP-01085

Property ID: [FL009000056](#) Inspection Type: NSPIRE Inspection Inspection Date: 8/21/2023

Inspection Name: INSP-01085

Property ID: [FL009000056](#)

Inspection Type: NSPIRE Inspection

Ready for HUD Review: Yes

Inspection Release Date: 8/21/2023

Inspection Date: 8/21/2023

Local Scheduled Time: 10:30:00 AM

Inspection Status: Completed

Inspection Stage: Review Complete

Inspection Vendor: [Sunshine Inspectors - Test](#)

▼ Preliminary Scoring Information

Preliminary Calculated Score: 86

Preliminary Inspection Score: 86

Preliminary Property Threshold: 14

Preliminary Units Threshold: 13

Preliminary Inspection Score Pass/Fail: ✔

Preliminary Non-Scored Symbols: **^

Preliminary Property Letter Grade: B

Preliminary Units Threshold Pass/Fail: ✔

Submit an appeal for the inspection

+ Follow
Submit Appeal

Notes & Attachments (0) Upload Files

Upload Files
 Or drop files

ExAM Deficiencies (6+)

Deficiency ...	Appeal?	Deficiency Lo...	Room/Location
QR-54520	<input type="checkbox"/>	DUNBAR VILLAGE PROJECT	Exterior S
QR-54524	<input type="checkbox"/>	DUNBAR VILLAGE PROJECT	Patios/Porch...
QR-54527	<input type="checkbox"/>	DUNBAR VILLAGE PROJECT	Sidewalks/W...
QR-54571	<input type="checkbox"/>	Sable Palm	Kitchen
QR-54574	<input type="checkbox"/>	Sable Palm	Office

Review preliminary scores for the inspection

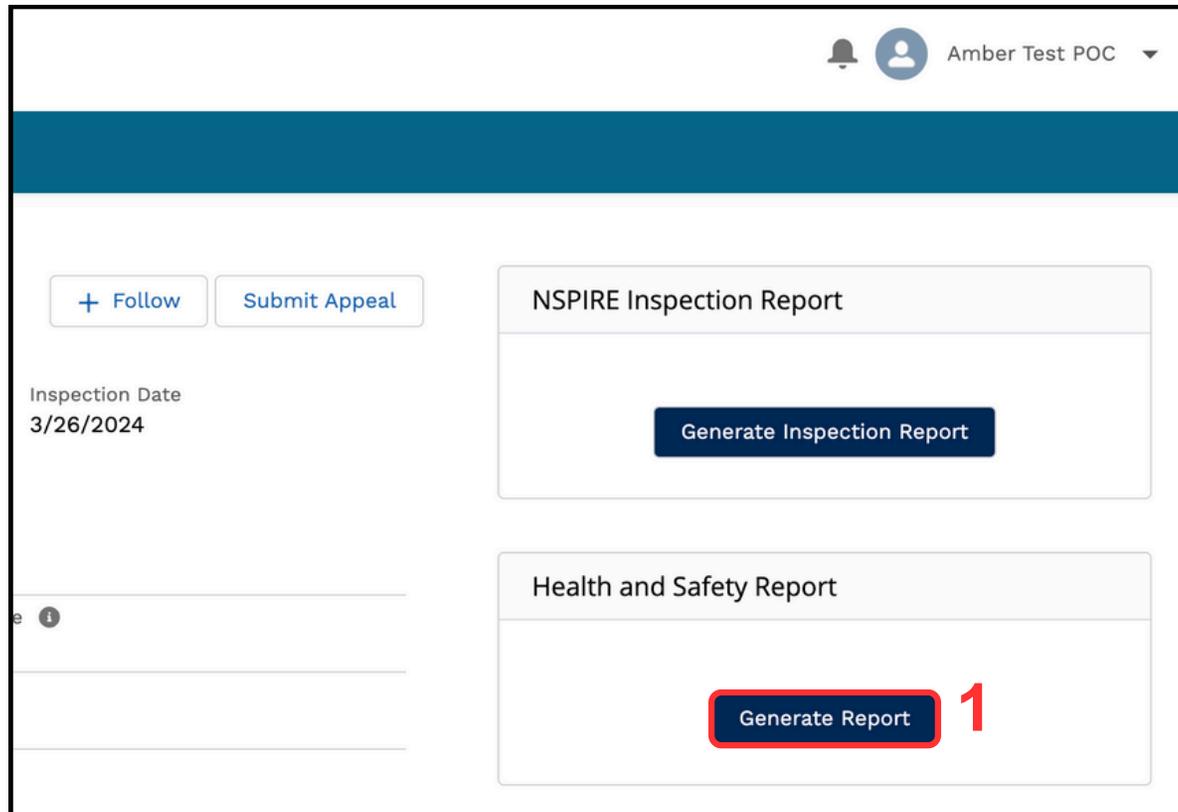
Review deficiencies



Generate the H&S Report

1 | Click the **Generate Report** button under “Health and Safety Report.”

The report will download to your device folders.





Access Deficiencies

1 | Hover over a **Deficiency Name** on the Inspection record to preview deficiency details.

2 | Click the **Deficiency Name**, or click **View All** to see all deficiencies for the inspection.

The screenshot displays the NSPIRE app interface. On the left, the 'Inspections' tab is active, showing details for an inspection with ID 'INSP-01085'. The 'Deficiencies' tab is also visible. A modal window for 'QR-54520' is open, showing details for an 'ExAM Inspection' with an 'H&S Determination' of 'Low 60 days'. The property name is 'DUNBAR VILLAGE PROJE...'. A table of 'ExAM Deficiencies (6+)' is shown, with the first row highlighted. A red box highlights the 'QR-54...' link in the first row, and a red '1' is next to it. A red '2' is next to the 'View All' button at the bottom right of the table.

Defici...	Appeal?	Deficie...	Room/L...
QR-54...	<input type="checkbox"/>	DUNBAR VILLAGE PROJECT	Exterior S
QR-54...	<input type="checkbox"/>	DUNBAR VILLAGE PROJECT	Patios/...
QR-54...	<input type="checkbox"/>	DUNBAR VILLAGE PROJECT	Sidewal...
QR-54...	<input type="checkbox"/>	Sable Palm	Kitchen
QR-54...	<input type="checkbox"/>	Sable Palm	Office
QR-54...	<input type="checkbox"/>	2	Bathroo...



3 | If you clicked “View All,” then select a **Deficiency Name** in the table to access the deficiency record.

Inspections > INSP-01085
ExAM Deficiencies

12 items • Sorted by Appeal? • Updated a few seconds ago

	Deficien... ▾	Ap... ↓ ▾	Deficiency Location Name ▾	Room/Location ▾	Prop... ▾	Prop... ▾	Appeal Stat... ▾	Appe... ▾	Correc... ▾	
1	QR-54520	<input type="checkbox"/> 3	DUNBAR VILLAGE PROJECT	Exterior S			Not Appealed		60 days	▾
2	QR-54524	<input type="checkbox"/>	DUNBAR VILLAGE PROJECT	Patios/Porches/Balconies			Not Appealed		30 days	▾
3	QR-54527	<input type="checkbox"/>	DUNBAR VILLAGE PROJECT	Sidewalks/Walkways/Stoops			Not Appealed		30 days	▾
4	QR-54571	<input type="checkbox"/>	Sable Palm	Kitchen			Not Appealed		60 days	▾
5	QR-54574	<input type="checkbox"/>	Sable Palm	Office			Not Appealed		30 days	▾
6	QR-54638	<input type="checkbox"/>	2	Bathroom 1			Not Appealed		30 days	▾
7	QR-54641	<input type="checkbox"/>	2	Laundry Room			Not Appealed		24 hours	▾
8	QR-54674	<input type="checkbox"/>	4	Other			Not Appealed		24 hours	▾
9	QR-54677	<input type="checkbox"/>	4	Bathroom 2			Not Appealed		30 days	▾
10	QR-54711	<input type="checkbox"/>	5	Living Room			Not Appealed		24 hours	▾



View Deficiency Details




 Meadow Sunny POC

🏠
Inspections
Deficiencies



Deficiency
QR-54520

View the deficiency location, comments, history, and status

+ Follow

Add/Remove from Appeal

Submit Evidence of Mitigation

ExAM Inspection

[INSP-01085](#)

H&S Determination (LT-24hr / Std 30 Day)

Low 60 days

NSPIRE Health & Safety

Low

Property ID

FL009000056

Property Name

DUNBAR VILLAGE PROJECT

▼ Deficiency Information

NSPIRE Health & Safety

Low

Deficiency Name

QR-54520

Deficiency Details

Water runoff is unable to flow through the site drainage system.

Status

Acknowledged/Unmitigated

Corrective Timeframe

60 days

Deficiency Comments

There is flooding and standing water throughout the property

Score Deduction

0.3

▼ Deficiency Location Information

Property ID

[FL009000056](#)

 Notes & Attachme... (1) [Upload Files](#)

 Mobile App Im...
Aug 21, 2023 +...

[View All](#)

 Deficiency History (1)

Date	Field	User	Orig...	New ...
8/21...	Creat...	Sunn...		▼

[View All](#)

View deficiency images

Review mitigation and appeal details



Submit Evidence of Mitigation





Submit Evidence of Mitigation

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

The screenshot shows the NSPIRE interface for a deficiency record. The top navigation bar includes 'Inspections' and 'Deficiencies'. The user is identified as 'Meadow Sunny POC'. The deficiency record for QR-54520 is displayed, with the 'Submit Evidence of Mitigation' button highlighted in red. The record details include:

- ExAM Inspection: [INSP-01085](#)
- H&S Determination (LT-24hr / Std 30 Day): Low 60 days
- NSPIRE Health & Safety: Low
- Property ID: FL009000056
- Property Name: DUNBAR VILLAGE PROJECT

Deficiency Information

NSPIRE Health & Safety	Status
Low	Acknowledged/Unmitigated
Deficiency Name	Corrective Timeframe
QR-54520	60 days
Deficiency Details	Deficiency Comments
Water runoff is unable to flow through the site drainage system.	There is flooding and standing water throughout the property
	Score Deduction
	0.3

Deficiency Location Information

Property ID	Building Name
-------------	---------------

Notes & Attachments (1)

- Mobile App Im... (Aug 21, 2023 ...)

Deficiency History (1)

Date	Field	User	Orig...	New ...
8/21...	Creat...	Sunn...		



2 | Click the calendar and time pickers to select the **Date/Time Mitigated**.

3 | Enter comments in the **Mitigation Details** text box.

Submit Evidence of Mitigation

*** Date/Time Mitigated** 2

Aug 21, 2023  12:38 PM 

*** Mitigation Details** 3

We asked a local environmental company to pump out excess water and provide suggestions on preventing this in the future. Please see the invoice attached.

Evidence of Mitigation (REQUIRED)

 Upload Files Or drop files

Next



4 | Click **Upload Files** to select a file, or drag and drop files from your device.

5 | Click **Done** when the file finishes uploading.

Submit Evidence of Mitigation

*Date/Time Mitigated
Aug 21, 2023 12:38 PM

* Mitigation Details
We asked a local environmental company to pump out excess water and provide suggestions on preventing this in the future. Please see the invoice attached.

Evidence of Mitigation (REQUIRED)

4 [Upload Files](#) Or drop files

Next

Submit Evidence of Mitigation

Upload Files

JBR Environmental - Invoice for Servi... 803 B

1 of 1 file uploaded

5 Done

Upload Files Or drop files

Next

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



6 | Click **Next** to submit the mitigation evidence.

Submit Evidence of Mitigation

* Date/Time Mitigated

Aug 21, 2023  12:38 PM 

* Mitigation Details

We asked a local environmental company to pump out excess water and provide suggestions on preventing this in the future. Please see the invoice attached.

Evidence of Mitigation (REQUIRED)

 Upload Files Or drop files

6 **Next**



The Status changes to **Evidence of Mitigation Submitted** (under “Deficiency Information”). **Date/Time Mitigated** and **Mitigation Details** are visible in the “Mitigation” section.

▼ Deficiency Information

NSPIRE Health & Safety
Low

Deficiency Name
QR-54520

Deficiency Details
Water runoff is unable to flow through the site drainage system.

Status
Evidence of Mitigation Submitted

Corrective Timeframe
60 days

Deficiency Comments
There is flooding and standing water throughout the property

Score Deduction
0.3

▼ Mitigation

Date/Time Mitigated
8/21/2023 12:38 PM

Date/Time Mitigation Submitted
8/21/2023 12:44 PM

Deficiency Mitigation Reported By
 [Meadow Sunny POC](#)

Mitigation Details
We asked a local environmental company to pump out excess water and provide suggestions on preventing this in the future. Please see the invoice attached.

▼ Additional Details

ExAM Inspection
[INSP-01085](#)



Submit Appeals





Who submits and reviews appeals?



Property POC

- Carries read/edit permissions for the **Property POC Experience App**
- Adds deficiencies to an appeal
- Submits inspections for appeal



HUD Quality Control User

- Carries read/edit permissions for the **Quality Control App**
- Reviews inspection quality
- Reviews inspection appeals



Who finalizes appeals?



HUD Quality Control Supervisor

- Carries read/edit permissions for the **Quality Control App**
- Reviews inspection quality
- Reviews inspection appeals
- Finalizes review of appeals



Appeals Process Prerequisites

Following the completion of a physical inspection, the Vendor Admin Quality Control user selects **Yes** for the **Ready for HUD Review** field in the Vendor Experience.

Ready for HUD Review

No

--None--

Yes

✓ No

The image shows a screenshot of a web form. At the top, the text 'Ready for HUD Review' is displayed. Below it is a dropdown menu with a white background and a light gray border. The menu is currently open, showing four options: 'No', '--None--', 'Yes', and '✓ No'. The 'Yes' option is highlighted with a light blue background and is enclosed in a red rectangular border. The 'No' option at the bottom has a small checkmark icon to its left. A small blue downward-pointing triangle is visible on the right side of the 'No' option in the closed state.



Appeals Process Prerequisites

This change enables **HUD Quality Control Users** to review and either **accept or reject** the inspection. **Quality Control Supervisors** perform a **final review** for each inspection.

Once HUD Quality Control Users and Supervisors complete their reviews, the Inspection Stage moves to **Review Complete**. The Property POC can then submit an appeal **within a 60-day window**.

The screenshot displays the HUD Quality Control process flow and review details. The top section shows a progress bar with three stages: a green arrow with a checkmark, a blue arrow labeled "Review Complete" (highlighted with a red box), and a grey arrow labeled "Canceled/Terminated". Below this, the "Inspection Review" section shows a QC Reviewer named "Amber Internal User" who has accepted the inspection. The reviewer's comment is "This adheres to our quality standards." The "Final Review" section shows a Final Reviewer who has also accepted the inspection, with a comment of "Thank you.".

Inspection Review			
QC Reviewer	Amber Internal User		Reviewer Inspection Comment
QC Recommendation	Accept		This adheres to our quality standards.

Final Review			
Final Review	Accept		Final Reviewer Inspection Comment
			Thank you.



Locate an Inspection to Appeal

1 | Click the **Inspections** tab.

2 | Click the caret next to **Recently Viewed**.

The screenshot shows the NSPIRE interface. At the top left is the NSPIRE logo. Below it is a navigation bar with three tabs: 'Inspections' (highlighted with a red box and a red '1'), 'Deficiencies', and a home icon. Below the navigation bar is a filter dropdown menu with 'Inspections' selected and 'Recently Viewed' (highlighted with a red box and a red '2') selected. Below the filter is a table with 17 items, updated a few seconds ago. The table has four columns: Inspection Name, Property ID, Inspection Date, and Inspection Stage. The table contains five rows of data.

	Inspection Name	Property ID	Inspection Date	Inspection Stage
1	INSP-00994	800015141		Review Complete
2	INSP-00992	AL001000040	7/27/2023	Review Complete
3	INSP-00882	800252636	7/6/2023	Review Complete
4	INSP-00698	NC010000012	5/11/2023	Review Complete
5	INSP-00710	TN001000063	5/12/2023	Review Complete



3 | Select the “**Inspections Available for Appeal**” list view.

NOTE: This list view shows all inspections with an Inspection Stage of **Review Complete**, that have not yet been appealed.

The screenshot shows the NSPIRE web application interface. At the top, there is a navigation bar with a home icon, 'Inspections', and 'Deficiencies'. Below this, the 'Inspections' section is active, showing a 'Recently Viewed' dropdown menu. The dropdown menu is open, displaying a list of list views. The 'Inspections Available for Appeal' option is highlighted with a red box and a red number 3. To the right of the dropdown menu, there is a table with columns for 'Inspection Stage' and 'Review Complete'. The table contains five rows, all with 'Review Complete' in the 'Inspection Stage' column.

Inspection Stage
Review Complete



4 | Click an **Inspection Name** to access the Inspection Record.

The screenshot shows the NSPIRE website interface. At the top, there is a navigation bar with a home icon, 'Inspections', and 'Deficiencies'. Below this, there is a section titled 'Inspections' with a sub-section 'Inspections Available for Appeal'. A summary line indicates '3 items • Sorted by Created By • Filtered by All inspections - Last Date to Appeal, Inspection Stage, Inspection Appeal Stage • Updated a few seconds ago'. The main content is a table with the following columns: 'Appeal Eligibility Indicator', 'Days Since Review Complete', 'Last Date to App...', 'Inspection Name', 'Property ID', and 'Inspection Appeal Stage'. Three rows of data are shown, with the second row's 'Inspection Name' 'INSP-00981' highlighted by a red circle and a red number '4' next to it.

	Appeal Eligibility Indicator	Days Since Review Complete	Last Date to App...	Inspection Name	Property ID	Inspection Appeal Stage
1		0	9/4/2023	INSP-00882	800252636	Not Appealed
2		0	9/29/2023	INSP-00981 4	800056810	Not Appealed
3		0	9/29/2023	INSP-00994	800015141	Not Appealed



Add a Deficiency to the Appeal

1 | Click a **Deficiency Name**, or click **View All** under “Deficiencies” to review the full list.

The screenshot displays a web interface for managing appeals. On the left, there are buttons for '+ Follow' and 'Submit Appeal'. Below these are several fields for inspection details: 'Inspection Date' (7/20/2023), 'Local Scheduled Time' (with a help icon), 'Inspection Status' (Completed), 'Inspection Stage' (Review Complete), and 'Inspection Vendor' (REAC QA Internal). On the right, a table titled 'ExAM Deficiencies (6+)' lists several deficiencies. The deficiency with ID 'QR-38934' is highlighted with a red box and a red '1' next to it. A 'View All' button is also highlighted with a red box at the bottom right of the table.

Deficiency N...	Appeal?	Deficiency Lo...	Room/Location
QR-38930	<input type="checkbox"/>	233 ALLEN STREET	Garage/Carport
1 QR-38934	<input type="checkbox"/>	233 ALLEN STREET	Grounds
QR-38938	<input type="checkbox"/>	233 ALLEN STREET	Exterior W
QR-38942	<input type="checkbox"/>	233 ALLEN STREET	Grounds
QR-38945	<input type="checkbox"/>	233 ALLEN STREET	Sidewalks/Walk ways/Stoops
QR-38979	<input type="checkbox"/>	1	Lobby

[View All](#)



2 | **Review** the deficiency location, inspector comments, and deficiency photos submitted by the inspector.

Deficiency **QR-38930** + Follow Add/Remove from Appeal Submit Evidence of Mitigation

ExAM Inspection [INSP-00981](#) H&S Determination (LT-24hr / Std 30 Day) Life-Threatening 24 hours NSPIRE Health & Safety Life-Threatening Property ID [800056810](#) Property Name 233 ALLEN STREET

▼ Deficiency Information

NSPIRE Health & Safety Life-Threatening	Status Acknowledged/Unmitigated
Deficiency Name QR-38930	Corrective Timeframe 24 hours
Deficiency Details Fire extinguisher service tag is missing, illegible, or expired.	Deficiency Comments The fire extinguisher expired 2 months ago. It needs to be replaced.
	Score Deduction 6.2

▼ Deficiency Location Information

Property ID 800056810	Building Name
---------------------------------------	---------------

Notes & Attachments (2) Upload Files

Jul 27, 2023 • Attachment	Jul 26, 2023 • Attachment
---------------------------	---------------------------

[View All](#)

Deficiency History (1)

Date	Field	User	Original ...	New Val...
7/26/2...	Created.	Amber Q...		

[View All](#)



3 | Click **Add/Remove from Appeal**.

NSPIRE Amber POC

Home Inspections Deficiencies

Deficiency QR-38930 + Follow **Add/Remove from Appeal** Submit Evidence of Mitigation

ExAM Inspection [INSP-00981](#) H&S Determination (LT-24hr / Std 30 Day) Life-Threatening 24 hours NSPIRE Health & Safety Life-Threatening Property ID [800056810](#) Property Name 233 ALLEN STREET

Deficiency Information

NSPIRE Health & Safety Life-Threatening

Deficiency Name QR-38930

Deficiency Details Fire extinguisher service tag is missing, illegible, or expired.

Deficiency Location Information

Property ID [800056810](#)

Status Acknowledged/Unmitigated

Corrective Timeframe 24 hours

Deficiency Comments The fire extinguisher expired 2 months ago. It needs to be replaced.

Score Deduction 6.2

Building Name

Notes & Attachments (2) Upload Files

[Mobile App Image - 4...](#) Jul 27, 2023 • Attachment [Mobile App Image - 2...](#) Jul 26, 2023 • Attachment View All

Deficiency History (1)

Date	Field	User	Original ...	New Val...
7/26/2...	Created.	Amber Q...		

View All



4 | Select an **Appeal Reason** from the dropdown picklist.

Life-Threatening 800056810 233 ALLEN STREET

Add/Remove from Appeal

4

* Appeal Reason
--None--

* Property Appeal Comments

Attachment
[Upload Files](#) Or drop files

Save

Building Address

Appeal Status - Available Values

Add/Remove from Appeal

* Appeal Reason

- ✓ --None--
- Building data error
- Unit count error
- Non-existent deficiency
- Factors not reflected in score
- Adverse conditions beyond control
- Modernization/rehab work in progress



5 | Enter **Property Appeal Comments** (255 character limit).

The screenshot shows a web form titled "Add/Remove from Appeal" with the following details:

- Property ID: 800056810
- Property Name: 233 ALLEN STREET
- Appeal Reason: Modernization/rehab work in progress
- Property Appeal Comments: We ordered a few new extinguishers for tenants. Please see order invoice attached.
- Attachment: Upload Files Or drop files
- Save button

A red box highlights the "Property Appeal Comments" field, and a large red number "5" is placed next to the "Attachment" section.



6 | Click **Upload files**, or drag and drop files to add supporting documents or images (optional)

One file can be uploaded at a time.

7 | Click **Done** when the file finishes uploading.

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.

The screenshot shows a web form titled "Add/Remove from Appeal". At the top, there are fields for "Property ID" (800056810) and "Property Name" (233 ALLEN STREET). Below these are two dropdown menus: "Appeal Reason" (set to "Modernization/rehab work in progress") and "Property Appeal Comments" (containing the text "We ordered a few new extinguishers for tenants. Please see order invoice attached."). Under the "Attachment" section, there is a red box around the "Upload Files" button and the text "Or drop files". A large red number "6" is positioned to the right of this box. A "Save" button is located at the bottom right of the form.

The screenshot shows a dialog box titled "Upload Files". It displays a file upload progress bar for a file named "ORDER 3F552 - Residential Fire Exting..." with a size of "806 B". The progress bar is full, and there is a green checkmark icon to the right. At the bottom left, it says "1 of 1 file uploaded". A red number "7" is next to the "Done" button at the bottom right.

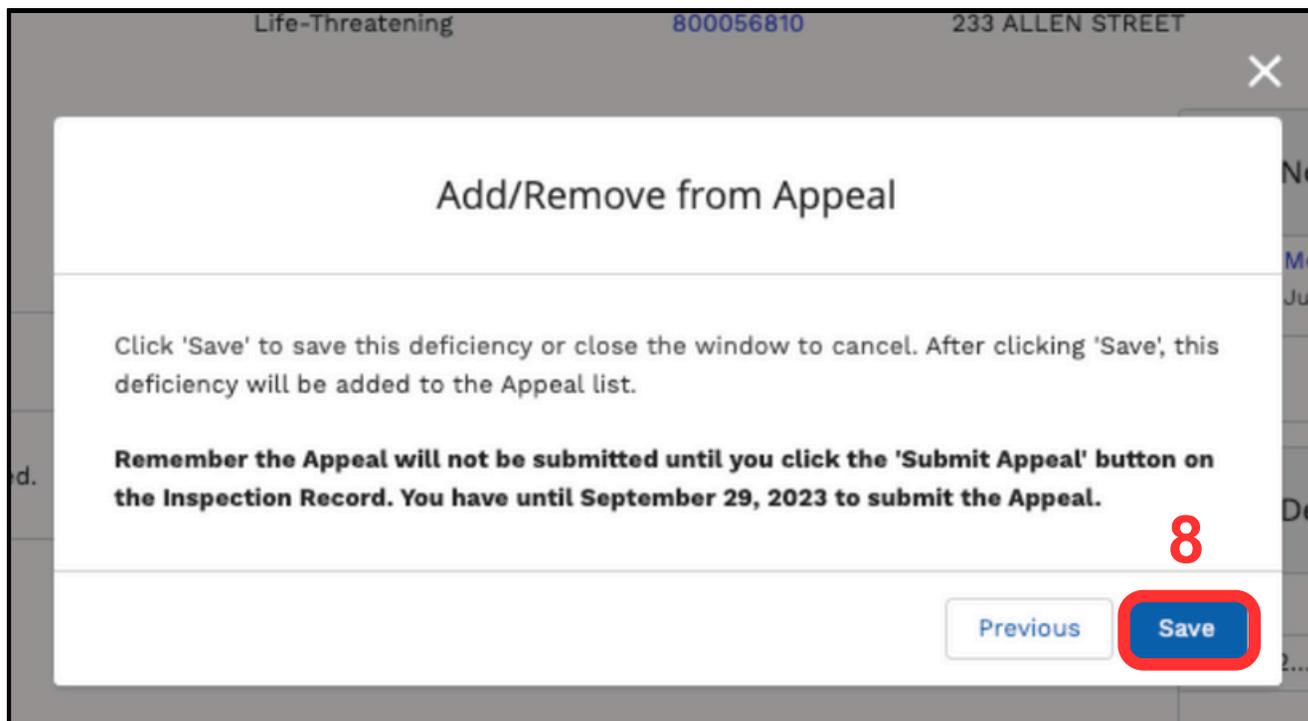


8 | Click **Save** to finish adding the deficiency to the appeal.

Or, click **Previous** to continue editing.

NOTE: Click **X** at any time to **cancel** adding the deficiency to the appeal.

Clicking **X** will erase any data you have entered.





9 | Scroll down on the **Deficiency record** to review updated **Appeal Information** fields:

- The **Appeal?** box will be checked.
- The current date will be entered for **Appeal Date**.
- The **Appeal Status** value will be **Appeal in Progress - Not Submitted**.

▼ Appeal Information

Appeal?

Appeal Date
7/6/2023

Appeal Status
Appeal in Progress - Not Submitted 



10 | Click the **Inspection Name** to return to the Inspection record.

The screenshot shows the NSPIRE interface for a deficiency record. The top navigation bar includes a home icon, 'Inspections', and 'Deficiencies'. The main content area displays a deficiency card for 'QR-38930'. A red box highlights the 'ExAM Inspection INSP-00981' link, with a red '10' next to it. Below the card is a 'Deficiency Information' section with details on the left and right.

ExAM Inspection	H&S Determination (LT-24hr / Std 30 Day)	NSPIRE Health & Safety	Property ID	Property Name
INSP-00981	Life-Threatening 24 hours	Life-Threatening	800056810	233 ALLEN S

Deficiency Information	Status
NSPIRE Health & Safety Life-Threatening	Acknowledged/Unmitigated
Deficiency Name QR-38930	Corrective Timeframe 24 hours
Deficiency Details Fire extinguisher service tag is missing, illegible, or expired.	Deficiency Comments The fire extinguisher expired 2 months ago. It needs to be replaced.



The deficiency added to the appeal now appears in the “Deficiencies” list with the **Appeal?** box checked.

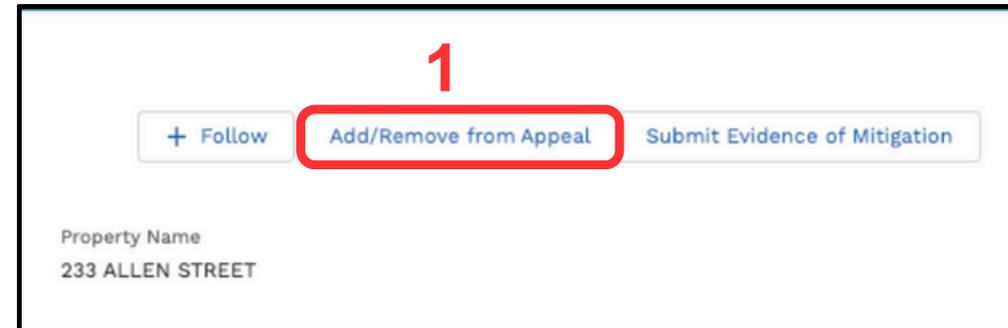
Deficienc...	Appeal?	Deficiency ...	Room/Loc...
QR-38930	<input checked="" type="checkbox"/>	233 ALLEN STREET	Garage/Carp ort
QR-38934	<input type="checkbox"/>	233 ALLEN STREET	Grounds
QR-38938	<input type="checkbox"/>	233 ALLEN STREET	Exterior W
QR-38942	<input type="checkbox"/>	233 ALLEN STREET	Grounds
QR-38945	<input type="checkbox"/>	233 ALLEN STREET	Sidewalks/W alkways/Sto ops
QR-38979	<input type="checkbox"/>	1	Lobby

[View All](#)



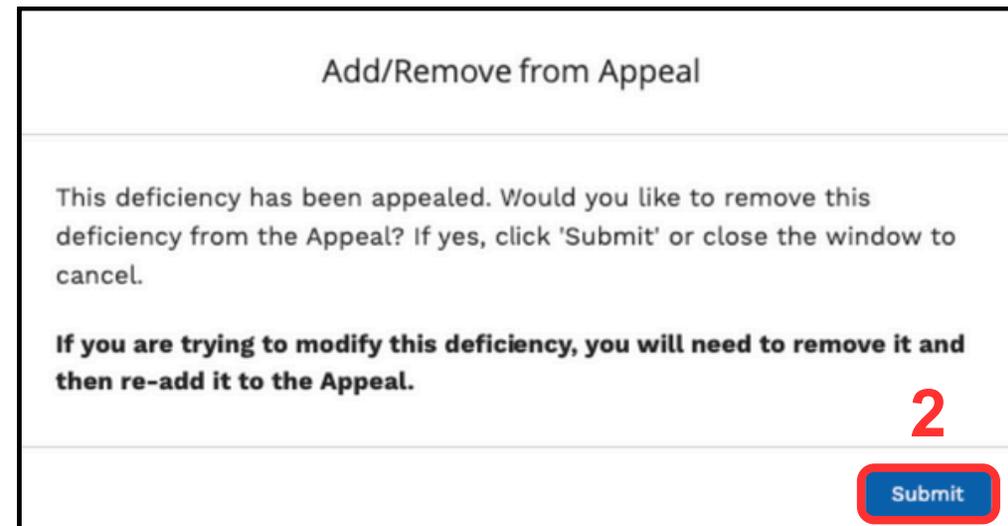
Remove a Deficiency from the Appeal

1 | Click **Add/Remove from Appeal** on the Deficiency record.



2 | Click **Submit** to remove the deficiency from the appeal.

Or, click **X** to cancel and return to the Deficiency record.





Edit Deficiencies on Appeal

In order to edit the appeal information for a deficiency that has already been added to the appeal, you must remove the deficiency from the appeal, then add it once again from the Deficiency record.

- 1 | Follow the steps to **Remove a Deficiency from the Appeal.**
- 2 | Follow the steps to **Add a Deficiency to the Appeal.**



Submit the Appeal

1 | Navigate to the **Inspection record.**

2 | Click **Submit Appeal.**

The screenshot displays the NSPIRE web application interface. At the top, there is a navigation bar with 'Inspections' and 'Deficiencies' tabs. The main content area shows an inspection record for 'INSP-00981' with details such as Property ID (800056810), Inspection Type (NSPIRE Inspection), and Inspection Date (7/20/2023). A 'Submit Appeal' button is highlighted with a red circle and a red '2', indicating the next step in the process. To the right, a table lists 'ExAM Deficiencies (6+)' with columns for Deficiency ID, Appeal status, Deficiency Location, and Room/Location. The table contains six rows of deficiency data.

Deficiency ...	Appeal?	Deficiency L...	Room/Locat...
QR-38930	<input checked="" type="checkbox"/>	233 ALLEN STREET	Garage/Carport
QR-39842	<input checked="" type="checkbox"/>	10	Living Room
QR-39801	<input checked="" type="checkbox"/>	9	Bathroom 1
QR-39804	<input checked="" type="checkbox"/>	9	Bathroom 2
QR-38934	<input type="checkbox"/>	233 ALLEN STREET	Grounds
QR-38938	<input type="checkbox"/>	233 ALLEN STREET	Exterior W



3 | Review the **Deficiencies list** in the modal window to ensure that you have added the correct deficiencies.

4 | Click **Submit** if all of the deficiencies look correct, or click **X** to return to the inspection and make changes to the appeal.

Submit Appeal

Below are the deficiencies set to Appeal. If you are ready to finalize the Appeal and submit to HUD, please click 'Submit'. If you would like to add or remove deficiencies from this list, close this window and go to the individual deficiencies.

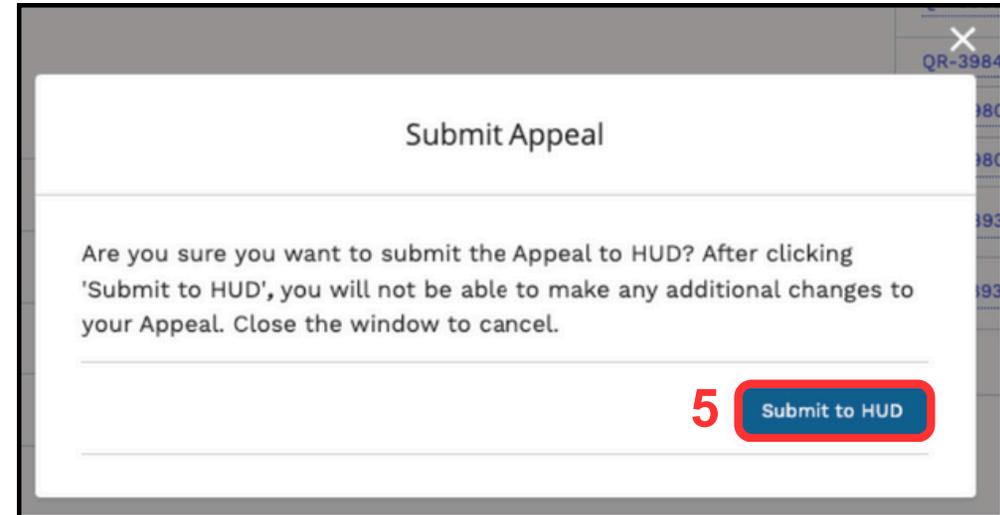
Deficiency...	Building Address	Room/Location	Deficiency
QR-38930		Garage/Carport	Fire extinguisher illegible, or
QR-39842	10 -	Living Room	A permanent inoperable.
QR-39801	9 -	Bathroom 1	Grab bar is
QR-39804	9 -	Bathroom 2	Sink or sink missing and adequate.

Submit



5 | If you clicked Submit, click **Submit to HUD** to finish submitting the appeal.

NOTE: The appeal **cannot** be edited after submission.





6 | Scroll down on the inspection record to review updated **Appeal Information** fields:

- The **Inspection Appeal Stage** value will change to **Appeal Submitted**.
- The current date will be entered for **Appeal Date**.
- **Days Since Appeal** will be set to **0**.

▼ Appeal Information	
Inspection Appeal Stage Appeal Submitted	Appeal Date 7/31/2023
Finalize Appeal Review <input type="checkbox"/>	Last Date to Appeal 9/29/2023
Ready for Review Date 7/31/2023	Days since Appeal 0
Review Complete Date 7/31/2023	Appeal Review Flag



If you click **Submit Appeal** after an appeal has been submitted for the inspection, you will receive a message indicating that the appeal has already been submitted and cannot be modified.

Submit Appeal

This Appeal can not be added or modified. The last day to Submit the Appeal is/was September 29, 2023 or the Appeal has already been submitted.

[Finish](#)



Troubleshooting





Troubleshooting - Submit Appeal

Problem: I can't submit an appeal, or I receive an error message when I click **Submit Appeal**.

In order for an inspection to be available for appeal:

- The **Ready for HUD Review** field value must be **Yes**. The Vendor Admin Quality Control User manually changes this value after their initial review of the inspection.
- The **Inspection Stage** must be **Review Complete**. The stage automatically changes when the Quality Control Supervisor completes their inspection review.
- It must be within **60 days** of the date when the Inspection Stage changed to **Review Complete**. For example, if the stage changed on March 1st, you have until April 30th to submit an appeal. Appeals cannot be submitted after the 60 day window.





Problem: I can't submit an appeal, or I receive an error message when I click **Submit Appeal**.

In order to submit an appeal:

- At least **one** deficiency needs to be added to the appeal. This must be done through the deficiency record.





Do you need further assistance with the NSPIRE Property POC Experience?

Please Contact REAC TAC:

REAC TAC Contact Information



Phone: 1(888)-245-4860



Email: REACTAC@hud.gov