



NSPIRE

STANDARDS

August 7, 2020



Agenda



**Transparency and
Continuous Feedback**



**NSPIRE's Application
Across Federal Programs**



NSPIRE Inspection Types



**NSPIRE Standards
Development**



**CTQ Inspectable Items
and Their Locations**



Ways to Participate



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.



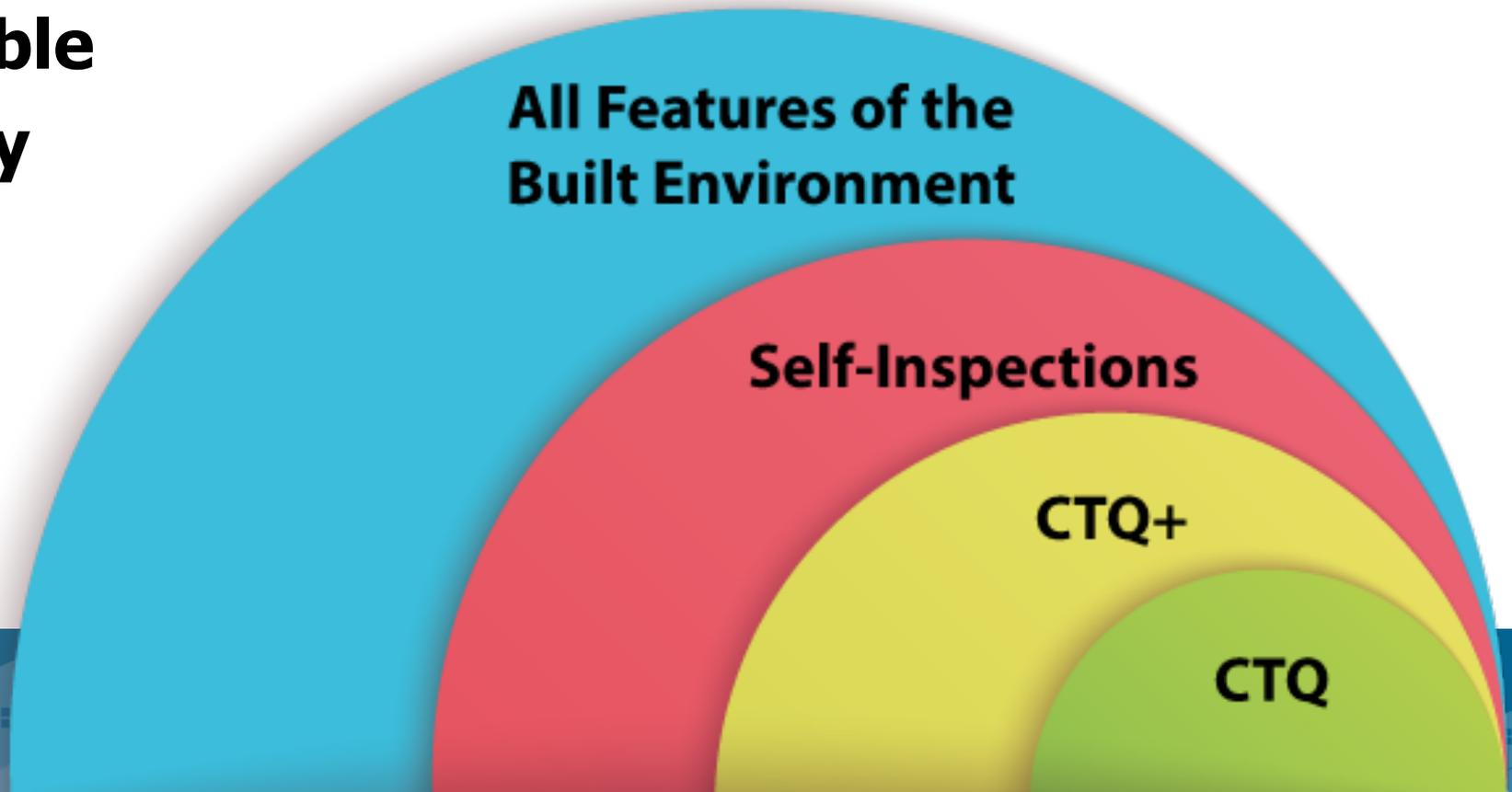
- HUD is committed to prioritizing resident health & safety and streamlining the inspection process.
- We are asking for your help to develop and refine NSPIRE.
 - NSPIRE Demonstration
 - Standards/feedback on the NSPIRE website



NSPIRE Inspection Types

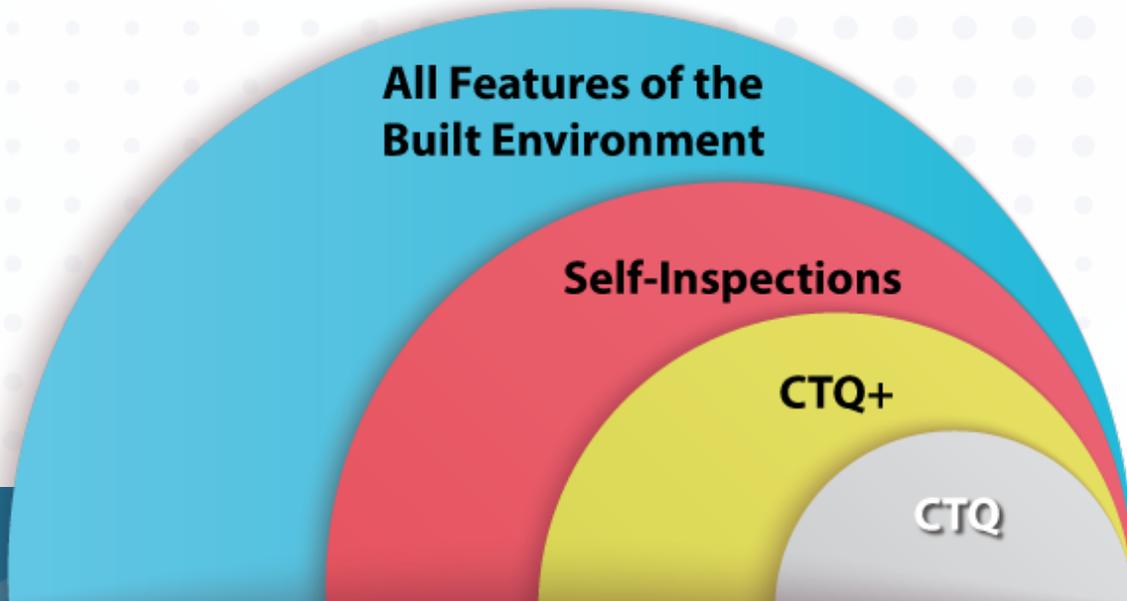


NSPIRE Inspectable Item/Deficiency Relationship





NSPIRE Inspection Types





NSPIRE Inspection Types



All Features of the
Built Environment

Self-Inspections

CTQ+

CTQ



NSPIRE: Three Categories of Deficiencies



**CONDITION &
APPEARANCE**



**FUNCTION &
OPERABILITY**



**HEALTH
& SAFETY**

CTQ Deficiency Types

Condition & Appearance





CTQ Deficiency Types

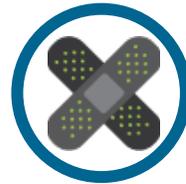


Function & Operability



CTQ Deficiency Types

Health & Safety



Standard



Severe Non-Life-Threatening



Severe Life-Threatening



Standard

- Deficiencies where the likelihood or occurrence is still high but the severity of harm, while potentially significant, is likely to be less than death or severe injury.



Severe Non-Life-Threatening

- Conditions which, while not causing immediate life-threatening injury, are severe enough that HUD believes they should be corrected within 24 hours.



Severe Life-Threatening

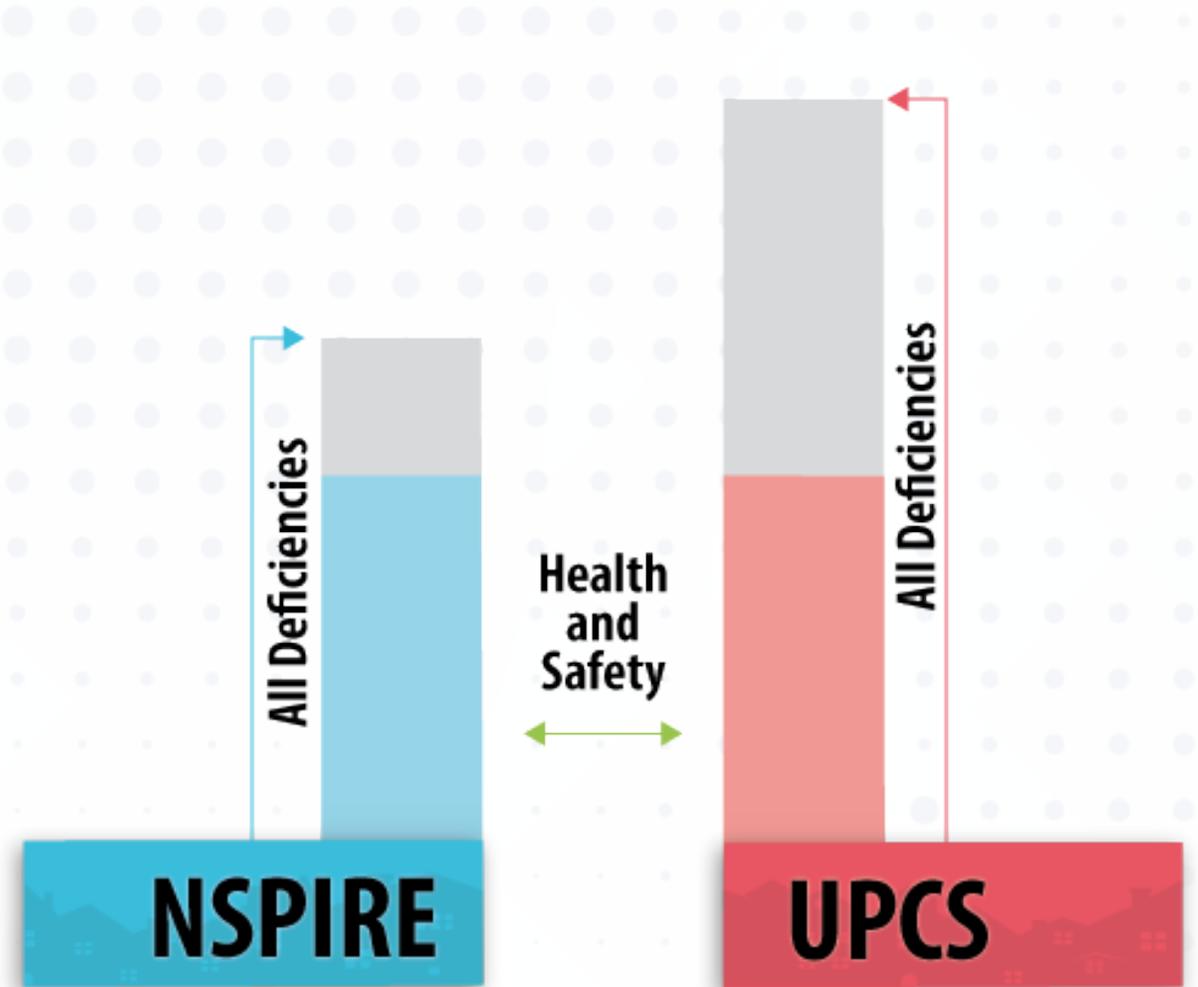
- Includes deficiencies (hazards) that present a direct threat to life or well-being, i.e., that are likely to cause severe injury or reduction in physical or mental ability.



CTQ Deficiency Types

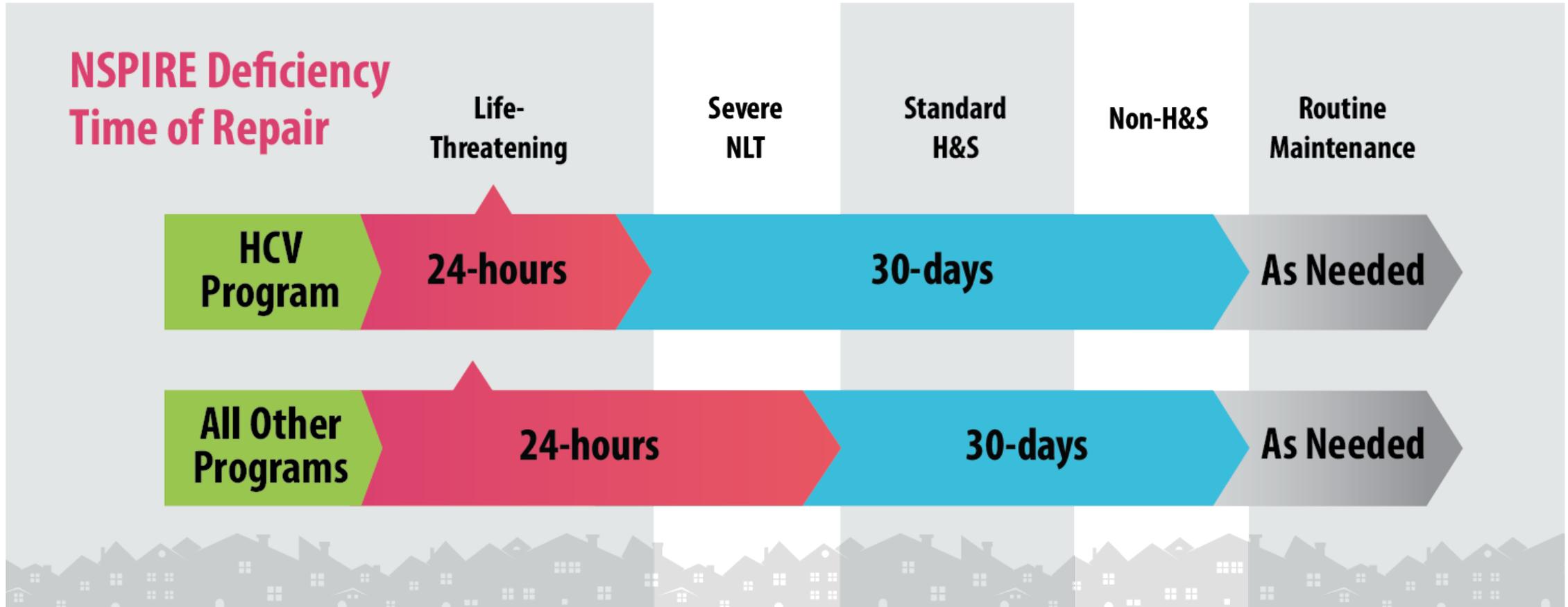


NSPIRE VS. UPCS Health & Safety Deficiencies





CTQ Deficiency Types



Inspection Locations

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

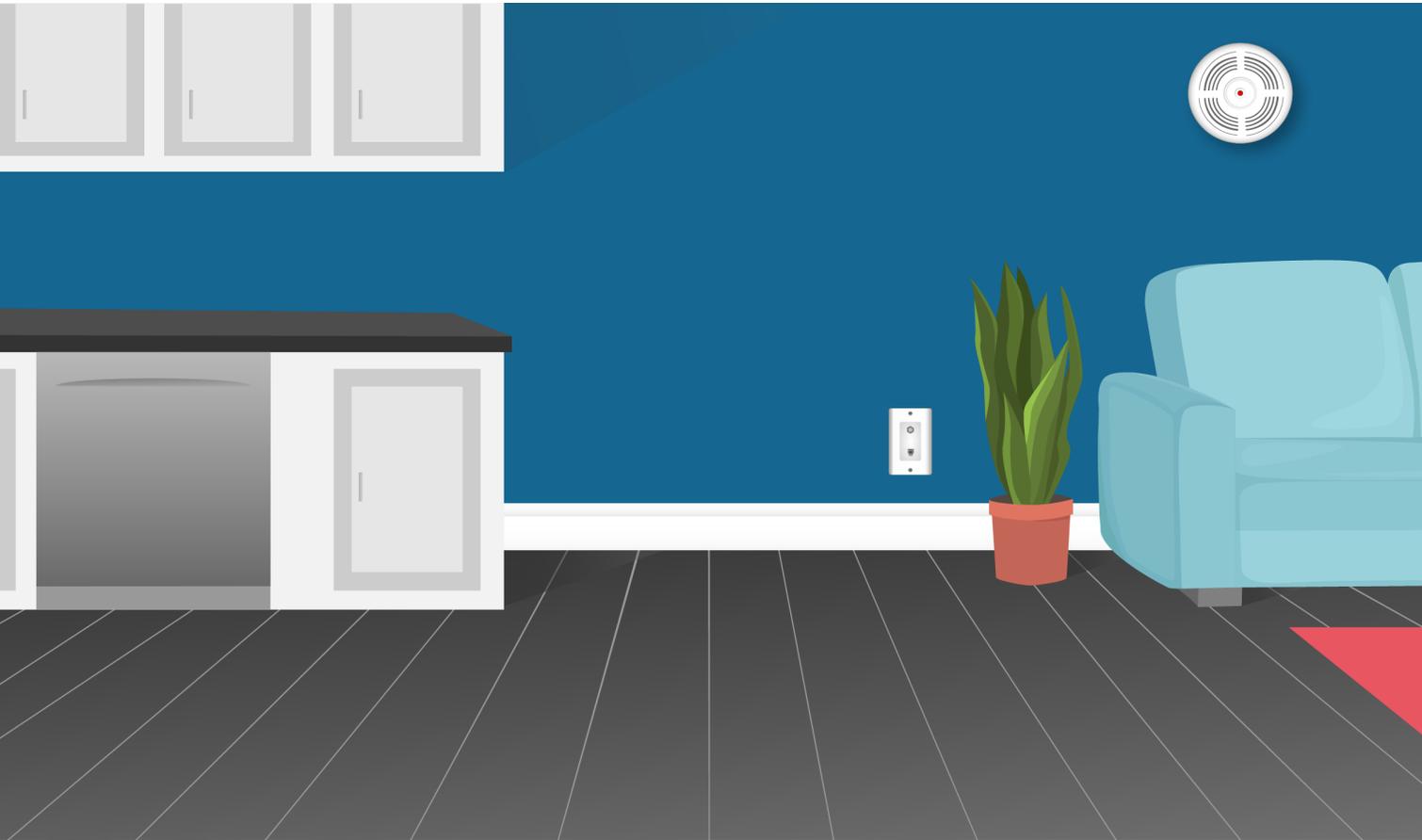


Impact of Location on Deficiency Outcomes

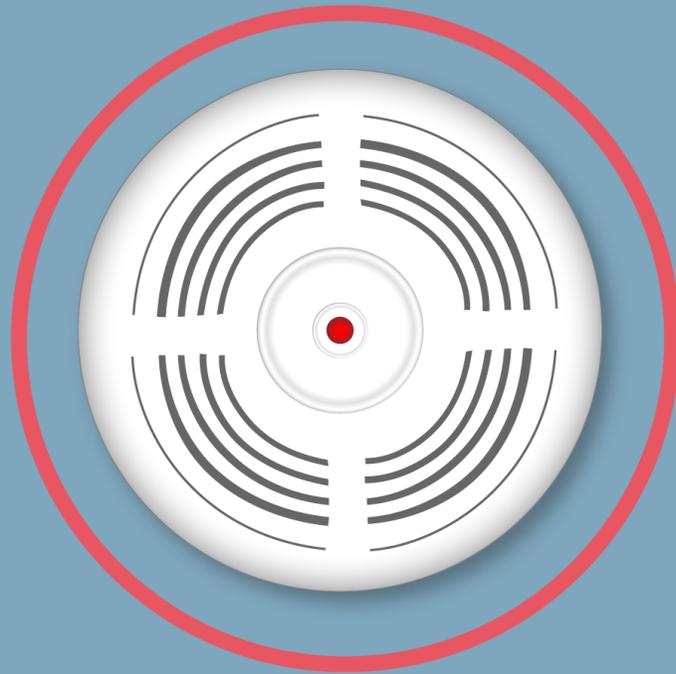
- Location can impact:
 - Resident exposure
 - Number of residents impacted
 - Harm to a resident
 - Ability to detect
- Similar defects/conditions may vary in rationales, locations, evaluation, and outcomes.



Critical to Quality Items

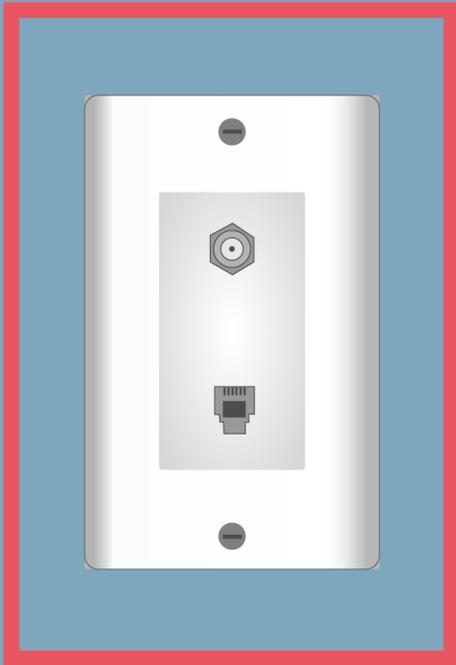


- Health, safety & habitability focus
- Objective and backed by rationales
- Factors considered
 - Impact on resident health & safety
 - Importance to the built environment
 - Prevalence in the built environment
 - Likelihood of detection
 - Time and cost
 - Landlord capacity planning



Smoke Detector

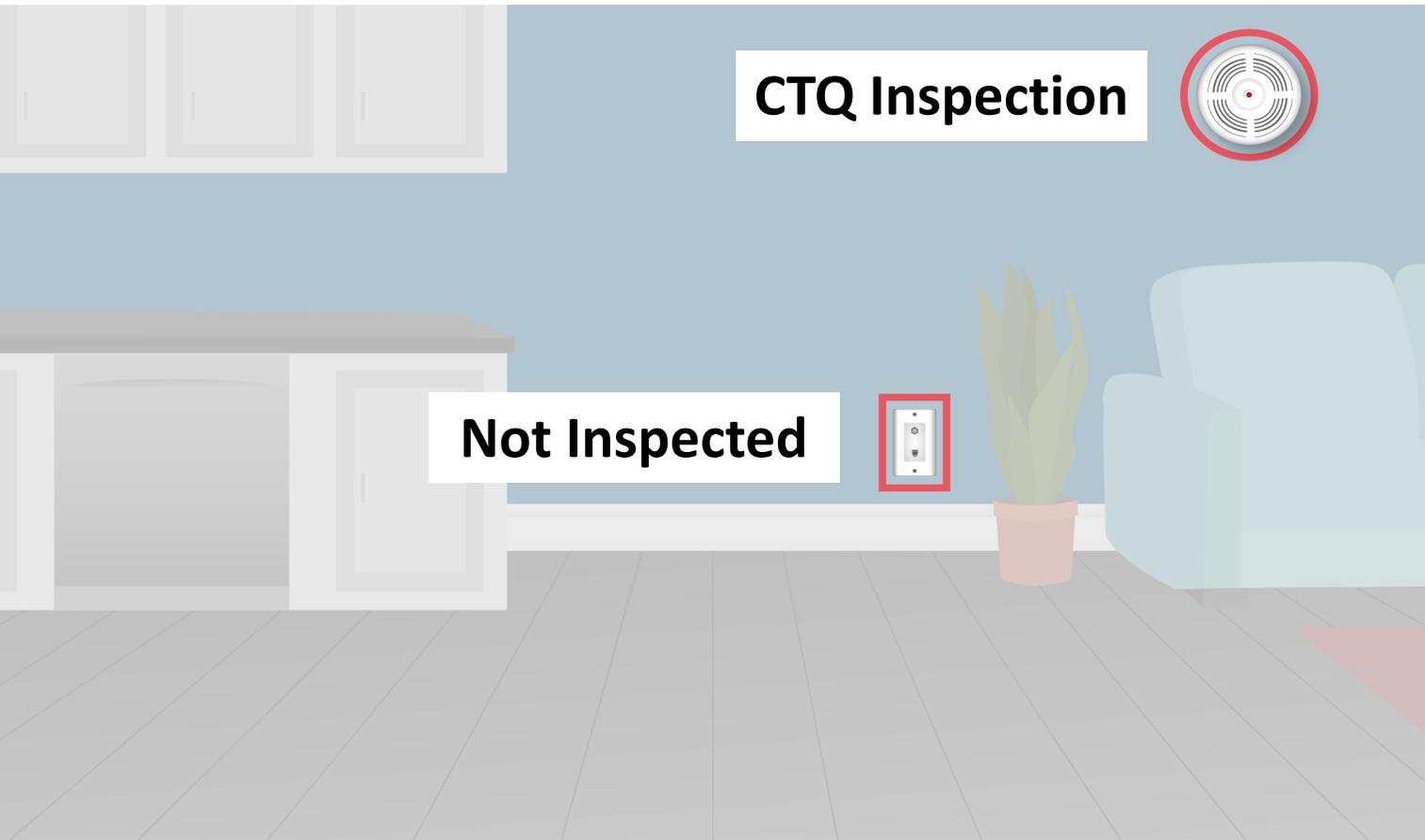
- Impacts health, safety, and habitability
- Has a CTQ standard
- Deficiencies evaluated on how to best define direct and indirect risks this item would pose to residents



Phone Jack

- Does not impact resident safety or habitability
- Does not represent one of the most critical elements that will be included in a CTQ
- **Not evaluated**

Critical to Quality Items



Focus on Health, Safety, and Habitability

- Aligned with HUD's overall mission
- Removes less critical elements
- Streamlines inspection process and provides clearer understanding of what to inspect (unit, inside and outside)

- What are the most important conditions to evaluate given constraints (non-invasive inspection, purpose, ability to evaluate consistently, defensibility)?
- Focus on Health and Safety
- Must be performable in the field
- Factors considered:
 - Impact on resident safety
 - Importance to the built environment
 - Prevalence in the built environment
 - Likelihood of detection
 - Time and cost
 - Landlord participation

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.



Deciding on CTQ Deficiencies



Chimney/Flue

Discharge Pipe

Surface

Surface Rust – Not a CTQ

- Doesn't meet the threshold to cause the level of harm that we have identified for a CTQ deficiency
- Identified during self-inspection
- Addressed with normal maintenance



Surface

Short Discharge Pipe – Standard Health and Safety Deficiency (Indirect)

- A resident could be injured because of this condition.
- Corrective action required within 30 days.



Discharge Pipe

Misaligned Chimney/Flue - CTQ Life-Threatening Deficiency

- Meets the direct resident safety rationale category where a resident could be injured because of this condition.



Chimney/Flue



Application Across Housing Assistance Programs and Voucher Units/Tenant-based



- NSPIRE standards are the same across programs.
- CTQ Inspections will be flexible based on the needs of the program.
 - Project-based properties will be scored.
 - Tenant-based programs (e.g., Housing Choice Voucher) will have a pass or fail result.
- Federal programs may have unique protocols for applying standards.
- Examples of differences:
 - Boundaries
 - Outcomes
- Additional webcasts to follow describing application for the various programs.



Standards Development



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

Improving Objectivity, Accuracy, and Consistency

- Many things will be tested during the demonstration:
 - Standards
 - Protocols
 - Processes



Classifying Deficiencies

- Is the item important and prevalent?
- Are the deficiencies reasonable to detect?
- Are inspection protocol adjustments needed?
- What about landlord capacity planning and the time and cost of repair?
- Modifications to health and safety classifications may result from the NSPIRE Demonstration.

- HUD is committed to transparency and continuous feedback.
- You are critical to the success of NSPIRE and the residents that we all serve.
- Please review the standards and provide feedback.
- Webcasts, webinars, and workshops scheduled over the next 6-12 months – please participate.

Home / Program Offices / Public and Indian Housing / Real Estate Assessment Center (REAC) / National Standards for the Physical Inspection of Real Estate (NSPIRE) / NSPIRE Standards

NSPIRE STANDARDS

HUD SEEKS STAKEHOLDER FEEDBACK ON STANDARDS

Following intensive review and revision, HUD presents a fully updated set of NSPIRE standards.

The improvements in this release focus on technical accuracy, relevance, clarity, and applicability to HUD's Housing Choice Voucher program. We have also updated the format, for ease of reading and evaluation.

We welcome your comments on all aspects of the standards.

SUBMIT FEEDBACK ON THE STANDARDS

- [Submit feedback on NSPIRE Standards](#)
- [Submit feedback on NSPIRE Life-Threatening Deficiencies](#)

UPDATED/CURRENT STANDARDS

Asterisk () indicates the standard is new or updated.*

STANDARDS	Version	Inspectable area(s) standard applies to:		
		Inside	Outside	Unit
Address and Signage Standard	1-3*		Y	
Bathroom Ventilation Standard	1-3*	Y		Y

https://www.hud.gov/program_offices/public_indian_housing/reac/nspire/standards



Summary



This presentation covered:

- Overview of the NSPIRE standards and inspection types
- Critical to Quality, or CTQ, deficiencies and their locations
- NSPIRE's application across HUD's programs
- Standards development process during the NSPIRE Demonstration
- How you can participate with HUD in the development of NSPIRE



NSPIRE Resources



Visit our website:

https://www.hud.gov/program_offices/public_indian_housing/reac/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/reac/nspire/standards



NSPIRE

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