



# NSPIRE

## NSPIRE Standards Virtual Workshop

**August 11, 2020**

**Note: The room will be silent, with occasional speaker tests, until the workshop begins.**

**Below the PowerPoint slides you will see the TROUBLESHOOTING POD.**

The Troubleshooting pod can help with:

- Internet bandwidth issues
- Audio issues (speakers and microphones)
- Viewing issues

A large blue arrow pointing downwards, with the text "TROUBLESHOOTING POD" written in white inside the arrow's shaft.

**TROUBLESHOOTING  
POD**

**Below the PowerPoint slides you will see the Technical Support CHAT POD.**

This is where you can:

- Request technical support



**Below the PowerPoint slides you will see the CHAT POD.**

This is where you can:

- Post questions for presenters
- Make comments and suggestions



# Polling Questions

- We will conduct multiple polling questions.
- Polling questions appear on top of the PowerPoint slides.
- Please answer by selecting within the polling question pod.

Have you participated in a NSPIRE workshop?

- a. Yes, I have participated
- b. No, I have not participated

**TIP:** Unless otherwise directed, you do not need to 'enter' your answer; selecting an answer submits it when the poll is closed.



# Agenda



- Agenda
- Opening Remarks
- Introduction
- Breakout Session Guidance
- Round 1 Polling Questions
- Breakout Session
- Round 2 Polling Questions
- Session Wrap-Up
- Closing Remarks
- Round 3 Polling Questions



# Opening Remarks



- Welcome and Statement of Purpose
- Objectives
  - Gather feedback on critical issues
  - Engage with diverse stakeholders and key industry groups
  - Learn from technical experts

# Introduction – Values and Goals

## Values and Goals

<p><b>People</b></p>	<p><b>Residents</b></p>	<ul style="list-style-type: none"> <li>✓ Ensure families are living in safe and tenantable homes</li> <li>✓ Year-long maintenance with a unit-focused approach</li> <li>✓ Prioritize residents over properties</li> <li>✓ Introducing resident surveys for better quality service</li> </ul>
<p><b>Properties</b></p>	<p><b>Health &amp; Safety</b></p>	<ul style="list-style-type: none"> <li>✓ Better identification of substandard housing through clear, defined inspection protocols</li> <li>✓ Increased inspection consistency</li> <li>✓ Modernization of health and safety standards</li> <li>✓ Ensure homes are safe and suitable for residential use</li> </ul>
<p><b>Programs</b></p>	<p><b>Modernize HUD's Inspection Process</b></p>	<ul style="list-style-type: none"> <li>✓ Modernization of HUD's Physical Inspection Process</li> <li>✓ Improve service delivery for our residents and housing principles</li> <li>✓ Alignment of multiple inspection standards into a clear, defined inspection protocol</li> <li>✓ Safe and habitable homes</li> </ul>

## National Standards for the Physical Inspection of Real Estate

- Critical to Quality (CTQ)

- Every CTQ must have a rationale

- Rationales

- Clearly expressed and well-supported statement of why the deficiency is critical to quality.

- Deficiency Example:

- Blocked egress on building 4 stories or more

- Rationale

- Health and Safety: Prevents or delays residents from reaching an exit access in case of an emergency



# Introduction - Decision-Making Process



- To join the conversation:
  - Select the “Raise Hand” button at the top left of your screen.
  - When the facilitator calls on you, unmute your microphone to speak.
  - When finished speaking, please mute your microphone.
- Be respectful and refrain from interrupting.
- Keep microphone muted when not speaking.





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# POLLING QUESTIONS



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# Breakout Session #1



# Session Wrap-Up



- Breakout Room 1: Handrail Deficiencies
- Breakout Room 2: Guardrail Deficiencies
- Breakout Room 3: Bathtub Deficiencies



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# POLLING QUESTIONS



# Closing Remarks



- Thank You



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# POLLING QUESTIONS



# NSPIRE

## Questions and Feedback

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

NSPIRE Information Center: 1-800-883-1448

NSPIRE Standards Feedback:

[https://www.hud.gov/program\\_offices/public\\_indian\\_housing/reac/nspire/standards](https://www.hud.gov/program_offices/public_indian_housing/reac/nspire/standards)

On Twitter: [@HUDREAC](https://twitter.com/HUDREAC)



# NSPIRE

## Breakout Session Room #1 NSPIRE: Handrail Standard

August 11, 2020



# Handrail Deficiencies



**Deficiency:** Handrail is improperly installed

## Criteria:

- Handrail is not between 30 inches and 42 inches in height,
- handrail is less than 1¼ inches or greater than 2¼ inches, or
- handrail is not continuous from directly above the top riser to directly above the lowest riser.



# Handrail Deficiency Criteria



- **Are the Deficiency and Criteria reasonable?**
  - Are they clearly written?
  - Is there anything that might be missing?
  - Are there any unintended consequences that might be considered?
  - Are there special conditions to consider, that might affect your answers to these questions?
- **How might this differ if this defect is present inside the Unit, or Outside the building, or Inside the building (and outside the Unit)?**
  - Why or why not?



# Handrail Inspection Process



“Look to ensure that handrail is continuous from directly above the top riser to directly above the lowest riser. Measure the height of the handrail, Measure the width of the handrail.”

- **Is the Inspection Process reasonable?**

- Is it clearly written?
- Is there anything that might be missing?
- Are there any unintended consequences that might be considered?
- Are there special conditions to consider, that might affect your answers to these questions?

- **How might this differ if this defect is present inside the Unit, or Outside the building, or Inside the building (and outside the Unit)?**

- Why or why not?



# Handrail Health and Safety



- **Do you agree that, as written, this Deficiency is a Health and Safety issue?**
  - Why or why not?
- **How might this differ if this defect is present inside the Unit, or Outside the building, or Inside the building (and outside the Unit)?**
  - Why or why not?
- **Are there other conditions that might make this Deficiency more of a problem, or perhaps less of a problem?**



# Handrail Time of Repair



- **Do you agree that this Deficiency should be repaired in 30 days?**
  - Is there a reason (or reasons), that this perhaps should be longer, or perhaps shorter?
- **How might this differ if this defect is present inside the Unit, or Outside the building, or Inside the building (and outside the Unit)?**
- **Are there other conditions that might make this Deficiency more of a problem, or perhaps less of a problem?**

- **Is there anything in the Deficiency or Criteria that, as written, might cause ambiguity?**
  - Do you see anything in the Deficiency or Criteria that, as written, might impact inspection consistency?
- **How might this differ if this defect is present inside the Unit, or Outside the building, or Inside the building (and outside the Unit)?**
- **Are there other conditions that might make this Deficiency more of a problem, or perhaps less of a problem?**



# Handrail Housing Choice Voucher Program



- **For the Housing Choice Voucher program, should this Deficiency be a Pass or a Fail?**
  - Why or why not?
- **How might this differ if this defect is present inside the Unit, or Outside the building, or Inside the building (and outside the Unit)?**
- **Are there other conditions that might make this Deficiency more of a problem, or perhaps less of a problem?**



# Handrail Standard



- **Is there anything else you would like to add about these Deficiencies?**



# NSPIRE

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# NSPIRE

**Breakout Session Room #2**

**NSPIRE: Guardrail Standard**

**August 11, 2020**



# Guardrail Deficiencies



**Deficiency:** Guardrail is missing where required

## Criteria:

- The guardrail is missing (i.e., evidence of prior installation, but now not present or is incomplete) where required.



# Guardrail Deficiency Criteria



- **Are the Deficiency and Criteria reasonable?**
  - Are they clearly written?
  - Is there anything that might be missing?
  - Are there any unintended consequences that might be considered?
  - Are there special conditions to consider, that might affect your answers to these questions?
- **How might this differ if this defect is present inside the Unit, or Outside the building, or Inside the building (and outside the Unit)?**
  - Why or why not?



# Guardrail Inspection Process



“Look for the presence of a guardrail, specifically near an elevated walking surface where there is a drop off 30 inches or greater measured vertically. Measure the drop off distance if unsure if vertical distance is 30 inches or greater.”

- **Is the Inspection Process reasonable?**

- Is it clearly written?
- Is there anything that might be missing?
- Are there any unintended consequences that might be considered?
- Are there special conditions to consider, that might affect your answers to these questions?

- **How might this differ if this defect is present inside the Unit, or Outside the building, or Inside the building (and outside the Unit)?**

- Why or why not?



# Guardrail Health and Safety



- **Do you agree that, as written, this Deficiency is a Health and Safety issue?**
  - Why or why not?
- **How might this differ if this defect is present inside the Unit, or Outside the building, or Inside the building (and outside the Unit)?**
  - Why or why not?
- **Are there other conditions that might make this Deficiency more of a problem, or perhaps less of a problem?**



# Guardrail Time of Repair



- **Do you agree that this Deficiency should be repaired in 24 hours?**
  - Is there a reason (or reasons), that this perhaps should be longer, or perhaps shorter?
- **How might this differ if this defect is present inside the Unit, or Outside the building, or Inside the building (and outside the Unit)?**
- **Are there other conditions that might make this Deficiency more of a problem, or perhaps less of a problem?**



# Guardrail Consistency and Objectivity



- **Is there anything in the Deficiency or Criteria that, as written, might cause ambiguity?**
  - Do you see anything in the Deficiency or Criteria that, as written, might impact inspection consistency?
- **How might this differ if this defect is present inside the Unit, or Outside the building, or Inside the building (and outside the Unit)?**
- **Are there other conditions that might make this Deficiency more of a problem, or perhaps less of a problem?**



# Guardrail Housing Choice Voucher Program



- **For the Housing Choice Voucher program, should this Deficiency be a Pass or a Fail?**
  - Why or why not?
- **How might this differ if this defect is present inside the Unit, or Outside the building, or Inside the building (and outside the Unit)?**
- **Are there other conditions that might make this Deficiency more of a problem, or perhaps less of a problem?**



# Guardrail Standard



- **Is there anything else you would like to add about these Deficiencies?**



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# NSPIRE

## Breakout Session Room #3 NSPIRE: Bathtub Standard

August 11, 2020



# Bathtub Deficiencies



**Deficiency:** Bathtub fails to retain water

## **Criteria:**

- Bathtub fails to retain water.



# Bathtub Deficiency Criteria



- **Are the Deficiency and Criteria reasonable?**
  - Are they clearly written?
  - Is there anything that might be missing?
  - Are there any unintended consequences that might be considered?
  - Are there special conditions to consider, that might affect your answers to these questions?
- **How might this differ if this defect is present inside the Unit, or Outside the building, or Inside the building (and outside the Unit)?**
  - Why or why not?

# Bathtub Inspection Process

“Look at the tub to see if water level is decreasing. Water level should remain constant for at least 15 seconds. Pull stopper handle or insert stopper if available in order to seal the drain shut. Turn handle to release water and let water fill for 15 seconds. Turn handle to off position. If stopper not present, then tub is unable to retain water and should therefore be considered under this defect.”

- **Is the Inspection Process reasonable?**

- Is it clearly written?
- Is there anything that might be missing?
- Are there any unintended consequences that might be considered?
- Are there special conditions to consider, that might affect your answers to these questions?

- **How might this differ if this defect is present inside the Unit, or Outside the building, or Inside the building (and outside the Unit)?**

- Why or why not?



# Bathtub Health and Safety



- **Do you agree that, as written, this Deficiency is a Health and Safety issue?**
  - Why or why not?
- **How might this differ if this defect is present inside the Unit, or Outside the building, or Inside the building (and outside the Unit)?**
  - Why or why not?
- **Are there other conditions that might make this Deficiency more of a problem, or perhaps less of a problem?**



# Bathtub Time of Repair



- **Do you agree that this Deficiency should be repaired in 30 days?**
  - Is there a reason (or reasons), that this perhaps should be longer, or perhaps shorter?
- **How might this differ if this defect is present inside the Unit, or Outside the building, or Inside the building (and outside the Unit)?**
- **Are there other conditions that might make this Deficiency more of a problem, or perhaps less of a problem?**



# Bathtub Consistency and Objectivity



- **Is there anything in the Deficiency or Criteria that, as written, might cause ambiguity?**
  - Do you see anything in the Deficiency or Criteria that, as written, might impact inspection consistency?
- **How might this differ if this defect is present inside the Unit, or Outside the building, or Inside the building (and outside the Unit)?**
- **Are there other conditions that might make this Deficiency more of a problem, or perhaps less of a problem?**



# Bathtub Housing Choice Voucher Program



- **For the Housing Choice Voucher program, should this Deficiency be a Pass or a Fail?**
  - Why or why not?
- **How might this differ if this defect is present inside the Unit, or Outside the building, or Inside the building (and outside the Unit)?**
- **Are there other conditions that might make this Deficiency more of a problem, or perhaps less of a problem?**



# Bathtub Standard



- **Is there anything else you would like to add about these Deficiencies?**



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