



NSPIRE

NSPIRE Standards Virtual Workshop

August 18, 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 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



To the right of the PowerPoint slides you will see the Weblinks pod.

To view the weblinks:

- Click the title and then click “Browse to” at the bottom



Below the Weblinks slides you will see the Files pod.

To download a file:

- Click the title and then click “Download File(s)” at the bottom



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

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



- 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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NATIONAL STANDARDS FOR THE PHYSICAL INSPECTION OF REAL ESTATE

POLLING QUESTIONS



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NATIONAL STANDARDS FOR THE PHYSICAL INSPECTION OF REAL ESTATE

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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NATIONAL STANDARDS FOR THE PHYSICAL INSPECTION OF REAL ESTATE

POLLING QUESTIONS



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Questions and Feedback

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NSPIRE Information Center: 1-800-883-1448

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Breakout Session Room #1

NSPIRE: Infestation Standard

August 18, 2020



Infestation Standard



- **Please take five minutes to review the Infestation Standard**



Infestation Definition & Components



Definition: The presence of potentially disease carrying animals or insects.

Common Components:

- Insects: bees, wasps, termites, bedbugs, ants, spiders, cockroaches, fruit flies, etc.
- Mammals: rats, mice, nutria, possum, racoons, armadillos, bats, birds, squirrels, gophers, etch.
- Reptiles: snakes, iguanas, etc.

How could the definition and components be more clearly written?

What else could be included to make these stronger and objective?

Deficiency 1: Evidence of cockroaches

Location:

- Unit & Inside: Kitchen, cabinet, refrigerator, cooking appliance, bathroom, furniture, bed, carpet drapes
- Outside: Near refuse enclosure or anywhere garbage is present, eaves of roofing

Is the evidence of cockroaches enough to be considered deficient?

What are some special conditions to consider that might affect the location of this deficiency?

What other conditions might make this deficiency more or less of a problem?



Infestation Criteria



Criteria: Evidence of cockroaches is found

How might the criteria be made clearer or improved?

Is the criteria reasonable?

What might be some unintended consequences that might need to be considered?

What could be any special conditions to consider?

How might this differ, if this defect is present inside the Unit, or Outside the building, or Inside the building?

Is there anything in the Criteria that, as written, might cause ambiguity?



Inspection Process - Observation



Observation: Look in warm and dark areas of the property for evidence of cockroaches, such as dead or live roaches, shed skins, droppings (small black specks or smears), and egg cases (brown oblong cases: 5 – 9mm long).

What are the ambiguities to the above observation?

How can the inspection process be improved?

What are the maintenance recommendations for the inspection process?

What might be missing from the inspection process?



Inspection Process - Action



Action: Using an inspection mirror and flashlight, carefully examine each of the following: kitchen sink, kitchen cabinets, voids between and under appliances and cabinets, ceiling-wall junction, bathroom, tops of doors, circuit breaker panel, around outlets, switches, mechanical rooms, and water heaters.

What other areas should be inspected for cockroaches?

What other maintenance tools should be used in the inspection process?

How might this action differ if this defect is present inside the Unit, Inside the building, or Outside of the unit?



Infestation Health & Safety



Health and Safety Determination: This is a standard health and safety issue. A repair, correction, or act of abatement for this deficiency should occur within 30 days.

Rationale R1 Health: If there is evidence of cockroaches, then resident may be exposed to disease-causing pathogens and that may increase the risk of respiratory issues, including asthma.

Why or why not should this deficiency be considered a health and safety risk?

How might the rationale be made clearer?

Are there examples where this Deficiency might be present, but perhaps at a low level, or perhaps with a mitigating circumstance, that would make it less of a Health and Safety issue?

Should the evidence of 1 cockroach be enough to be a health and safety risk?



Infestation Time of Repair



Correction Timeframe: 30 days

HCV – Correction Timeframe: 30 days

In what circumstance might the correction timeframe be more or less than the 30 days?

How should the standard account for these circumstances?

What reason could you give that this perhaps should be longer, or perhaps shorter?

What are the maintenance procedures that need to be considered for the time of repair?



Infestation 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?**



Infestation Standard



- **Is there anything else you would like to add about this deficiency?**
- **Is there anything you would like to add about NSPIRE Standards?**
- **Is there anything you would like to add about the NSPIRE Process or Program?**



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Breakout Session Room #2

NSPIRE: Cooking Appliance Standard

August 18, 2020



Cooking Appliance Standard



- **Please take five minutes to review the Cooking Appliance Standard**



Cooking Appliance Definition



Definition:

- Cooking range: An electric or gas stove with several burners and one or more connected ovens.
- Cooktop: Usually a standalone device that may be built into a counter and has one or more electric or gas burners.
- Oven: A thermally insulated chamber used for cooking, heating, and baking food.

Components: Electrical or gas oven; Stove; Baking or burner elements; Grates; Racks; Knobs; Ignition system; Convection fan; Door hinges; Seal; Handles; Lights and light fixture in the oven; drip pan; Glass

How could the definition and components be more clearly written?

What else could be included to make these stronger and objective?

Are there any missing components?



Cooking Appliance Deficiency



Deficiency 1: Cooking range, cooktop, or oven is not producing heat or regulating heat temperature

Location: Unit

Is the evidence of the cooking appliance not regulating temperature enough to be considered deficient?

What are some special conditions to consider that might affect the location of this deficiency?

What other conditions might make this deficiency more or less of a problem?



Cooking Appliance Criteria



Criteria:

- 50% of the burners on the cooking range or cooktop is not producing heat and/or
- 50% of the burners on the cooking range or cooktop is not regulating heat temperature and/or
- The oven is not producing heat and/or
- The oven is not regulating heat temperature.

How might the criteria be made clearer or improved?

Is the criteria reasonable?

What might be some unintended consequences that might need to be considered?

What could be any special conditions to consider?

How might this differ, if this defect is present inside the Unit, or Outside the building, or Inside the building?

Is there anything in the Criteria that, as written, might cause ambiguity?



Inspection Process - Observation



Observation: Look at the cooking range or cooktop and ensure that there is nothing on top of the stove. Look and make sure the oven doesn't contain any items that can be damaged by heat.

What are the ambiguities to the above observations?

How can the inspection process be improved?

What are the maintenance recommendations for the inspection process?

What might be missing from the inspection process?



Inspection Process - Action



Action: Turn on the cooking range, cooktop, or oven. Wave hand over cooking range or cooktop to feel for heat. Open the oven door and feel for heat. If a gas cooking range, observe flames.

What other areas should be inspected?

What other maintenance tools should be used in the inspection process?

How might this action differ if this defect is present inside the Unit or Inside the building?

Health and Safety Determination: This is a standard health and safety issue. A repair, correction, or act of abatement for this deficiency should occur within 30 days.

Rationale R2 Safety: If cooking range, cooktop, or oven is not producing heat or igniting, and there is a gas burner on, then gas may be released into the environment, resulting in a fire hazard.

Why or why not should this deficiency be considered a health and safety risk?

How might the rationale be made clearer?

Are there examples where this Deficiency might be present, but perhaps at a low level, or perhaps with a mitigating circumstance, that would make it less of a Health and Safety issue?

What other safety issues might occur?



Cooking Appliance Time of Repair



Correction Timeframe: 30 days

HCV – Correction Timeframe: 30 days

In what circumstance might the correction timeframe be more or less than the 30 days?

How should the standard account for these circumstances?

What reason could you give that this perhaps should be longer, or perhaps shorter?

What are the maintenance procedures that need to be considered for the time of repair?



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?**



Cooking Appliance Standard



- **Is there anything else you would like to add about this deficiency?**
- **Is there anything you would like to add about NSPIRE Standards?**
- **Is there anything you would like to add about the NSPIRE Process or Program?**



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Breakout Session Room #3

NSPIRE: Toilet Standard

August 18, 2020



Toilet Standard



- **Please take five minutes to review the Toilet Standard**

Definition: A plumbing fixture used to receive human excrement and to discharge it through a waste pipe, using water as a conveying method.

Components: Tank; Bowl; Lid; Seat; Flush handle; Drain; Drain lines; Supply valve; Wax ring; Float ball; Float cup; Refill tube; Ballcock; Trip lever; Chain; Flapper; Overflow tube; Trap; Closet bend

How could the definition and components be more clearly written?

What else could be included to make these stronger and objective?

Are there any missing components?



Toilet Deficiency



Deficiency 4: Toilet is not secured at the base

Location: Unit & Inside

Is the evidence of the toilet not being secured enough to be considered deficient?

What are some special conditions to consider that might affect the location of this deficiency?

What other conditions might make this deficiency more or less of a problem?



Toilet Criteria



Criteria: Toilet is not secured at the base

How might the criteria be made clearer or improved?

Is the criteria reasonable?

What might be some unintended consequences that might need to be considered?

What could be any special conditions to consider?

How might this differ, if this defect is present inside the Unit or Inside the building?

Is there anything in the Criteria that, as written, might cause ambiguity?



Inspection Process - Observation



Observation: Look for evidence of seepage at the base of the toilet.

What are the ambiguities to the above observations?

How can the inspection process be improved?

What are the maintenance recommendations for the inspection process?

What might be missing from the inspection process?



Inspection Process - Action



Action: Apply pressure to the base of the toilet to ensure that it is securely attached to the base.

What other maintenance tools should be used in the inspection process?

How might this action differ if this defect is present inside the Unit or Inside the building?

How much pressure should be applied to ensure security?

What other maintenance processes can be used?



Toilet Health & Safety



Health and Safety Determination: This is a standard health and safety issue. A repair, correction, or act of abatement for this deficiency should occur within 30 days.

Rational R1 Health: If the toilet is not secure at the base, then the resident could be exposed to sewer leakage.

Rationale R2 Safety: If toilet is not secure at the base, then there is a potential for injury to the resident.

Why or why not should this deficiency be considered a health and safety risk?

How might the rationale be made clearer?

Are there examples where this Deficiency might be present, but perhaps at a low level, or perhaps with a mitigating circumstance, that would make it less of a Health and Safety issue?

What other safety issues or health risks might occur?



Toilet Time of Repair



Correction Timeframe: 30 days

HCV – Correction Timeframe: 30 days

In what circumstance might the correction timeframe be more or less than the 30 days?

How should the standard account for these circumstances?

What reason could you give that this perhaps should be longer, or perhaps shorter?

What are the maintenance procedures that need to be considered for the time of repair?



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 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?**



Toilet Standard



- **Is there anything else you would like to add about this deficiency?**
- **Is there anything you would like to add about NSPIRE Standards?**
- **Is there anything you would like to add about the NSPIRE Process or Program?**



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