



NSPIRE

NSPIRE Standards Virtual Workshop

August 25, 2020

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 downward-pointing arrow with the text "TROUBLESHOOTING POD" inside it.

**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:

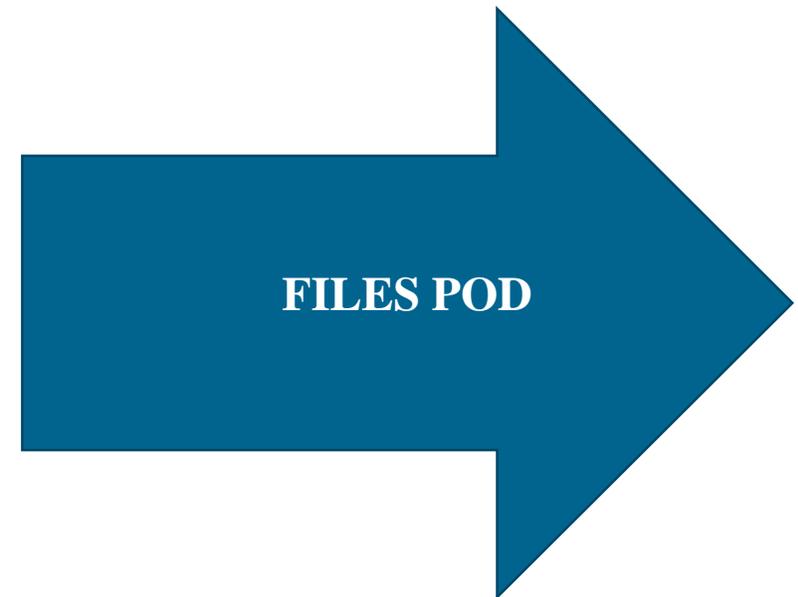
- Click the title and then click “Browse to” at the bottom



Below the Weblinks slides you will see the Files pod.

To download a file:

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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

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

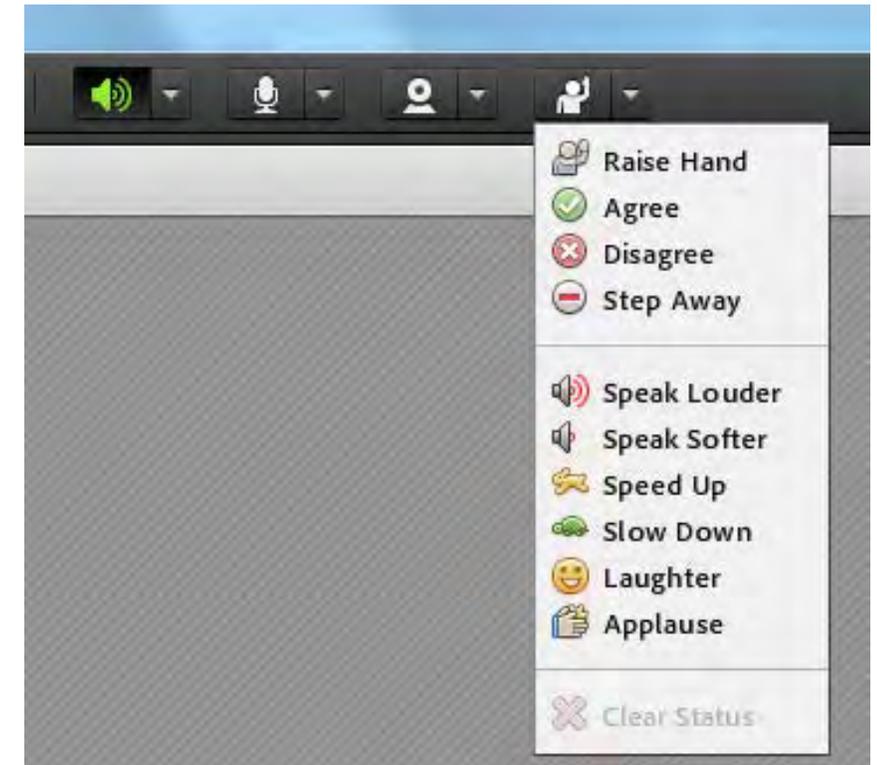
- Health and Safety: Prevents or delays residents from reaching an exit access in case of an emergency



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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NATIONAL STANDARDS FOR THE PHYSICAL INSPECTION OF REAL ESTATE

POLLING QUESTIONS



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Breakout Session



Session Wrap-Up



- Breakout Room 1: Natural Gas, Propane, Oil Leak Standard
- Breakout Room 2: Sewage Leak Standard
- Breakout Room 3: Environmental Water Intrusion Leak Standard



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Closing Remarks



- Thank You



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POLLING QUESTIONS



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Questions and Feedback

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NSPIRE

Breakout Session Room #1

NSPIRE: Natural Gas, Propane, or Oil

August 25, 2020



Leaks Standard



Please take five minutes to review the Leaks Standard with a focus on Deficiencies 1 & 2: Natural Gas, Propane, or Oil leak at the main & Natural Gas, Propane, or Oil leak at the appliance. This deficiency covers both the Inside the Unit, Inside the building, and Outside the building.

- **Common Terms:**

- **Inside the Unit - the residential dwelling place**
- **Inside the Building – common areas, gyms, recreation area, stairwells, etc.**
- **Outside the Building – parking areas, playgrounds, building exterior, site, etc.**



Gas, Propane, Oil Definition



Definition: Gas or Oil: A fuel or gas leak refers to an unintended leak of natural gas or another gaseous product from a pipeline or other containment into an area where the gas or fuel should not be present. Gas leaks can be hazardous to health and the environment.

Components: Gas; Liquid; Leach field; Gas trap; Sewer backup valve; Sewer line; Pipe; Drain; Sewer clean out; Cap; Riser

How could the definition and components be more clearly written?

What components are missing?

What else could be included to make these clearer and objective? (Objective meaning that two different inspectors would come to the same findings)

What other leaks can happen?



Gas, Propane, Oil Deficiency



Deficiency 1: Natural gas, propane, or oil leak at the main.

Location: Unit, Inside, & Outside

Deficiency 2: Natural gas, propane, or oil leak at the appliance.

Location: Unit, Inside, & Outside

If an inspector finds evidence of one of the listed deficiencies, why should or why shouldn't the unit be considered to have a critical to quality deficiency?

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

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

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



Gas, Propane, Oil Criteria



Deficiency #1 Criteria: There is evidence of a gas, propane, or oil leak at the main.

Deficiency #2 Criteria: There is evidence of a gas, propane, or oil leak at the appliance.

How might the criteria be made clearer or improved?

What makes this criteria reasonable or unreasonable?

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 (Outside the Unit)?

What in the criteria might be considered ambiguous?

Leak at the Main or Leak at the Appliance



Gas, Propane, Oil Inspection Process



When an inspector is at the property, they will be conducting the following observations and actions to inspect for a gas, propane, or oil leak at the main or at the appliance.

Inspector Observation for Deficiency 1 & 2: Look in basements around furnace and outside around heating oil storage tanks for drips, puddles, or any signs of a leak at filter, fuel-delivery line, valves, fittings, or the tank itself.

Inspector Action for Deficiency 1 & 2: Pay particular attention to units serviced by natural or propane gas for the smell of sulfur or rotten eggs (due to additives such as Mercaptan), a hissing or whistling sound near a gas line, or any other indication of a leaking gas line.

Leak at the Main or Leak at the Appliance



Inspection Process - Observation



When an inspector is at the property, they will be conducting the following observations and actions to inspect for a gas, propane, or oil leak at the main or at the appliance.

Inspector Observation for Deficiency 1 & 2: Look in basements around furnace and outside around heating oil storage tanks for drips, puddles, or any signs of a leak at filter, fuel-delivery line, valves, fittings, or the tank itself.

What are the ambiguities to the above observations?

How can the inspection process observation be improved? What further areas should they look at?

What are the maintenance recommendations for the inspection process observation?

What might be missing from the inspection process observation?

Leak at the Main or Leak at the Appliance



Inspection Process - Action



When an inspector is at the property, they will be conducting the following observations and actions to inspect for a gas, propane, or oil leak at the main or at the appliance.

Inspector Action for Deficiency 1 & 2: Pay particular attention to units serviced by natural or propane gas for the smell of sulfur or rotten eggs (due to additives such as Mercaptan), a hissing or whistling sound near a gas line, or any other indication of a leaking gas line.

What 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 (and Outside the Unit), or Outside the building?

What other actions would you recommend that an inspector take to inspect the property for environmental water intrusion?

Leak at the Main or Leak at the Appliance



Gas, Propane, Oil Health & Safety



Deficiency #1 & 2 Health and Safety Determination: This is a life-threatening issue requiring a 24-hour repair, correction, or act of abatement.

Deficiency # 1 & 2 Rational R1 Health & R2 Safety: If gas, propane, or oil leak, then resident may be exposed to harmful gases.

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

What do you think the definition of a health and safety risk should be?

How might the rationale be made clearer?

How might this Deficiency 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?

Leak at the Main or Leak at the Appliance



Gas, Propane, Oil Time of Repair



Deficiency #1 & 2 Correction Timeframe: 24 hours

Deficiency #1 & 2 HCV – Correction Timeframe: 24 hours

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?

Leak at the Main or Leak at the Appliance



Housing Choice Voucher Program



- **How should the Housing Choice Voucher (HCV) program, rate this deficiency? Why should or why shouldn't the rating be pass or fail?**
- **For the HCV Program, how might this differ if this defect is present Inside the Unit, Inside the building (and outside the Unit), or Outside the building?**
- **What are the conditions that might make this Deficiency more of a problem, or perhaps less of a problem?**

Leak at the Main or Leak at the Appliance



Leaks Standard



- **What else would you like to add about this deficiency or the other Leaks standard deficiencies?**
- **What other recommendations, ideas, or concerns would you like to add about the NSPIRE Standards?**
- **What other recommendations, ideas, or concerns would you like to add about the NSPIRE Process or Program?**

Leak at the Main or Leak at the Appliance



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Questions and Feedback

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



NSPIRE

Breakout Session Room #2

NSPIRE: Sewage

August 25, 2020



Leaks Standard



Please take five minutes to review the Leaks Standard with a focus on Deficiencies 3 & 4: Blocked Sewage System & Leak in Sewage System. This deficiency covers both the Inside the Unit, Inside the building, and Outside the building.

- **Common Terms:**

- **Inside the Unit - the residential dwelling place**
- **Inside the Building – common areas, gyms, recreation area, stairwells, etc.**
- **Outside the Building – parking areas, playgrounds, building exterior, site, etc.**



Sewage Definition



Definition: Sewage System: The leakage of wastewater out of a sanitary sewer system through broken or damaged pipes.

Components: Gas; Liquid; Leach field; Gas trap; Sewer backup valve; Sewer line; Pipe; Drain; Sewer clean out; Cap; Riser

How could the definition and components be more clearly written?

What components are missing?

What else could be included to make these clearer and objective? (Objective meaning that two different inspectors would come to the same findings)

What other leaks can happen?



Sewage Deficiency



Deficiency 3: Blocked Sewage System

Location: Unit, Inside, & Outside

Deficiency 4: Leak in Sewage System

Location: Unit, Inside, & Outside

If an inspector finds evidence of one of the listed deficiencies, why should or why shouldn't the unit be considered to have a critical to quality deficiency?

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

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

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



Sewage Criteria



Deficiency #3 Criteria: Wastewater is unable to drain resulting sewer backup.

Deficiency #4 Criteria: There is evidence of a sewer line or fitting leaking.

How might the criteria be made clearer or improved?

What makes this criteria reasonable or unreasonable?

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 (Outside the Unit)?

What in the criteria, as written, might be considered ambiguous?

Blocked Sewage System or Leak in Sewage System



Sewage Inspection Process



When an inspector is at the property, they will be conducting the following observations and actions to inspect for a blocked sewage system or a leak in the sewage system.

Inspector Observation for Deficiency 3: Observe a foul stench coming from drains. Look for any slow draining bathtubs or laundry lines. Look to see if the use of other fixtures associated with main line lead to water backup in places such as toilets or showers.

Inspector Action for Deficiency 3: None

Inspector Observation for Deficiency 4: Look at the ceiling, floor, and walls for evidence of a leaking sewer line or fitting to include stains, puddles, visible effluent, a strong odor, and infestation.

Inspector Action for Deficiency 4: Ask POA for a copy of approved sanitary system certificate.

Blocked Sewage System or Leak in Sewage System



Inspection Process - Observation



When an inspector is at the property, they will be conducting the following observations and actions to inspect for a blocked sewage system or a leak in the sewage system.

Inspector Observation for Deficiency 3: Observe a foul stench coming from drains. Look for any slow draining bathtubs or laundry lines. Look to see if the use of other fixtures associated with main line lead to water backup in places such as toilets or showers.

Inspector Observation for Deficiency 4: Look at the ceiling, floor, and walls for evidence of a leaking sewer line or fitting to include stains, puddles, visible effluent, a strong odor, and infestation.

What are the ambiguities to the above observations?

How can the inspection process observation be improved? What further areas should they look at?

What are the maintenance recommendations for the inspection process observation?

What might be missing from the inspection process observation?

Blocked Sewage System or Leak in Sewage System



Inspection Process - Action



When an inspector is at the property, they will be conducting the following observations and actions to inspect for a blocked sewage system or a leak in the sewage system.

Inspector Action for Deficiency 3: None

Inspector Action for Deficiency 4: Ask POA for a copy of approved sanitary system certificate.

What 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 (and Outside the Unit)?

What other actions would you recommend that an inspector take to inspect the property for environmental water intrusion?

Blocked Sewage System or Leak in Sewage System



Sewage Health & Safety



Deficiency #3 Health and Safety Determination: This is a severe health and safety issue that would cause a serious undue burden on the resident if the deficiency is present for an extended period of time.

Rational R1 Health & R2 Safety: If sewer has a blockage, then resident may be exposed to raw sewage.

Deficiency #4 Health and Safety Determination: This is a severe health and safety issue that would cause a serious undue burden on the resident if the deficiency is present for an extended period of time.

Rational R1 Health & R2 Safety : If sewer has a leak, then resident may be exposed to raw sewage.

Why or why not should this deficiency be considered a health and safety risk? What do you think the definition of a health and safety risk should be?

How might the rationale be made clearer?

How might this Deficiency 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?

Blocked Sewage System or Leak in Sewage System



Sewage Time of Repair



Deficiency #3 Correction Timeframe: 24 hours

Deficiency #3 HCV – Correction Timeframe: 30 days

Deficiency #4 Correction Timeframe: 24 hours

Deficiency #4 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?

Blocked Sewage System or Leak in Sewage System



Housing Choice Voucher Program



- **How should the Housing Choice Voucher (HCV) program, rate this deficiency? Why should or why shouldn't the rating be pass or fail?**
- **For the HCV Program, how might this differ if this defect is present Inside the Unit or Inside the building (and outside the Unit)?**
- **What are the conditions that might make this Deficiency more of a problem, or perhaps less of a problem?**

Blocked Sewage System or Leak in Sewage System



Leaks Standard



- **What else would you like to add about this deficiency or the other Leaks standard deficiencies?**
- **What other recommendations, ideas, or concerns would you like to add about the NSPIRE Standards?**
- **What other recommendations, ideas, or concerns would you like to add about the NSPIRE Process or Program?**

Blocked Sewage System or Leak in Sewage System



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Questions and Feedback

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



NSPIRE

Breakout Session Room #3

NSPIRE: Environmental Water Intrusion

August 25, 2020



Leaks Standard



Please take five minutes to review the Leaks Standard with a focus on Deficiency 7: Environmental Water Intrusion. This deficiency covers both the Unit and Inside the building.

- **Common Terms:**

- **Inside the Unit - the residential dwelling place**
- **Inside the Building – common areas, gyms, recreation area, stairwells, etc.**
- **Outside the Building – parking areas, playgrounds, building exterior, site, etc.**



Environmental Water Intrusion Definition



Definition: Water: Leaks can be caused by damage; including a puncture, gash, rust or other corrosion hole, very tiny pinhole leak (possibly in imperfect welds), cracked or microcrack, or inadequate sealing between components or parts joined together.

Components: Gas; Liquid; Leach field; Gas trap; Sewer backup valve; Sewer line; Pipe; Drain; Sewer clean out; Cap; Riser

How could the definition and components be more clearly written?

What components are missing?

What else could be included to make these clearer and objective? (Objective meaning that two different inspectors would come to the same findings)

What other leaks can happen regarding the environmental water intrusion?



Environmental Water Intrusion Deficiency



Deficiency 7: Environmental Water Intrusion

Location: Unit & Inside

If an inspector finds evidence of environmental water intrusion, why should or why shouldn't the unit be considered to have a critical to quality deficiency?

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

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

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



Environmental Water Intrusion Criteria



Criteria: Unintended water intrusion is present.

How might the criteria be made clearer or improved?

What makes this criteria reasonable or unreasonable?

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 (Outside the Unit)?

What in the criteria, as written, might be considered ambiguous?

Environmental Water Intrusion: Unintended water intrusion is present.



Environmental Water Intrusion Inspection Process



When an inspector is at the property, they will be conducting the following observations and actions to inspect for Environmental Water Intrusion.

Inspector Observation for Deficiency 7: Look for any leaking or discoloration. Look for any swelling windowsills or moisture around the windows or doors. Look for deteriorating components on ceiling or walls. Examine the interior for cracks, failing window glazing and anywhere else that water could intrude.

Inspector Action for Deficiency 7: Listen for any water drips. Smell for moldy or musty scents. If you do smell something moldy or musty, follow the scent to its source. If leak is not active, ask resident or POA if leaking has occurred.

More Information: Water intrusion is the unwelcome presence of water leaking into the interior. It is usually caused by rainwater. Typically, water intrusion is a result of structural damage, poor installation of building materials, degrading materials, or defective building materials.

Environmental Water Intrusion: Unintended water intrusion is present.



Inspection Process - Observation



When an inspector is at the property, they will be conducting the following observations and actions to inspect for Environmental Water Intrusion.

Inspector Observation for Deficiency 7: Look for any leaking or discoloration. Look for any swelling windowsills or moisture around the the windows or doors. Look for deteriorating components on ceiling or walls. Examine the interior for cracks, failing window glazing and anywhere else that water could intrude.

What are the ambiguities to the above observations?

How can the inspection process observation be improved? What further areas should they look at?

What are the maintenance recommendations for the inspection process observation?

What might be missing from the inspection process observation?

Environmental Water Intrusion: Unintended water intrusion is present.



Inspection Process - Action



When an inspector is at the property, they will be conducting the following observations and actions to inspect for Environmental Water Intrusion.

Inspector Action for Deficiency 7: Listen for any water drips. Smell for moldy or musty scents. If you do smell something moldy or musty, follow the scent to its source. If leak is not active, ask resident or POA if leaking has occurred.

What 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 (and Outside the Unit)?

What other actions would you recommend that an inspector take to inspect the property for environmental water intrusion?

Environmental Water Intrusion: Unintended water intrusion is present.



Environmental Water Intrusion 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 environmental water intrusion is present, then resident may be subjected to mold and mildew or unstable surfaces.

Rationale R2 Safety: If environmental water intrusion is present, then resident may be subjected to mold and mildew or unstable surfaces resulting in poor air quality.

Why or why not should this deficiency be considered a health and safety risk? What do you think the definition of a health and safety risk should be?

How might the rationale be made clearer?

How might this Deficiency 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?

Environmental Water Intrusion: Unintended water intrusion is present.



Environmental Water Intrusion 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?

Environmental Water Intrusion: Unintended water intrusion is present.



Housing Choice Voucher Program



- **How should the Housing Choice Voucher (HCV) program, rate this deficiency? Why should or why shouldn't the rating be pass or fail?**
- **For the HCV Program, how might this differ if this defect is present Inside the Unit or Inside the building (and outside the Unit)?**
- **What are the conditions that might make this Deficiency more of a problem, or perhaps less of a problem?**

Environmental Water Intrusion: Unintended water intrusion is present.



Leaks Standard



- **What else would you like to add about this deficiency or the other Leaks standard deficiencies?**
- **What other recommendations, ideas, or concerns would you like to add about the NSPIRE Standards?**
- **What other recommendations, ideas, or concerns would you like to add about the NSPIRE Process or Program?**

Environmental Water Intrusion: Unintended water intrusion is present.



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