



NSPIRE

NSPIRE Standards Virtual Workshop

September 15, 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 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.

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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
- Round 1 Polling Questions
- Introduction
- Breakout Session Guidance
- 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



NSPIRE

NATIONAL STANDARDS FOR THE PHYSICAL INSPECTION OF REAL ESTATE

POLLING QUESTIONS

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

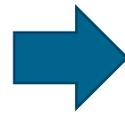
National Standards for the Physical Inspection of Real Estate

Introduction - CTQs



- Critical to Quality (CTQ)

- Reflects the condition of a property through 3 categories of deficiencies.



- Rationales

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

- The 3 types of CTQ deficiencies:

- health and safety
- function and operability, and
- condition and appearance

- Deficiency Example

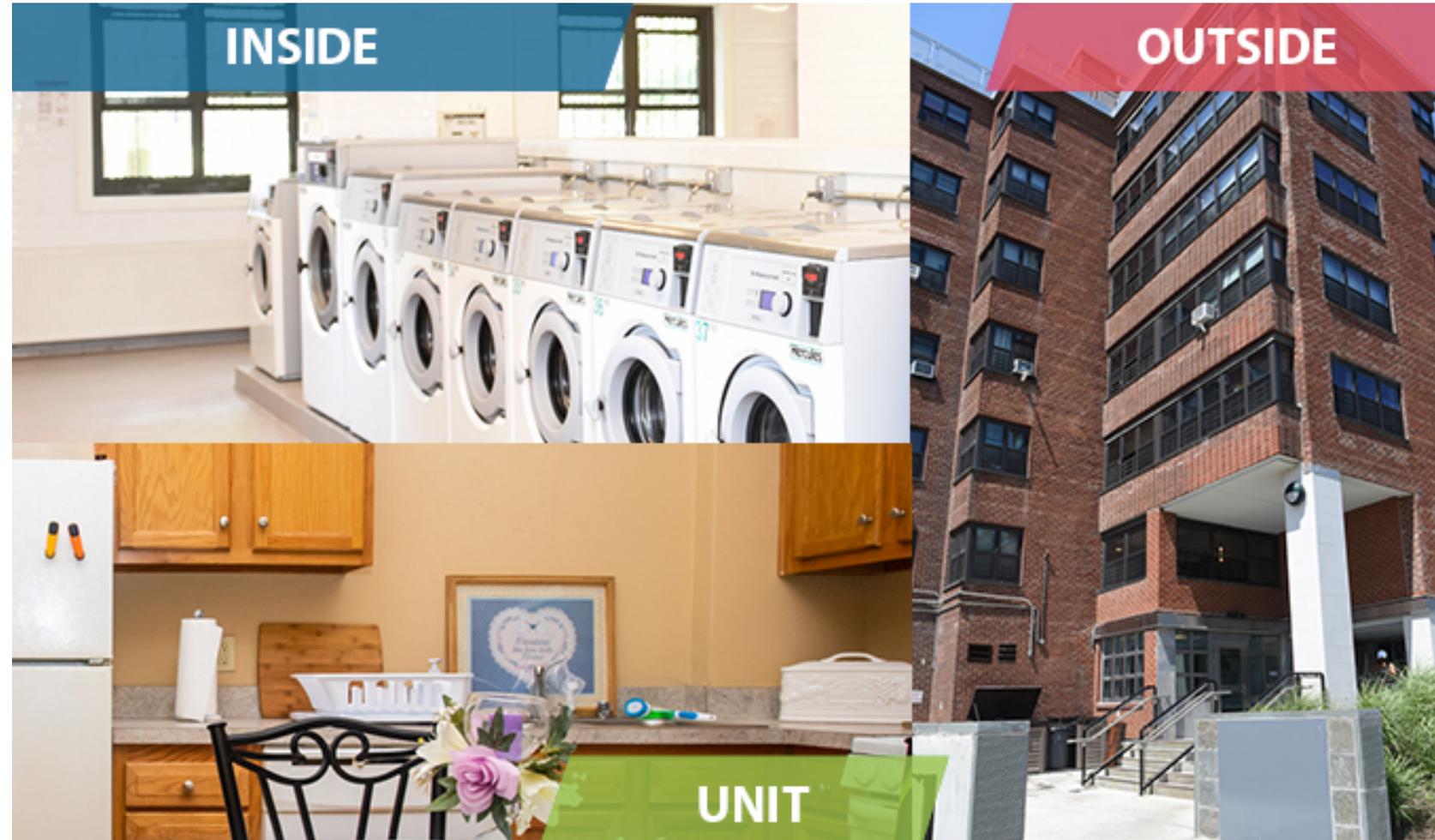
- Blocked exit on building 4 stories or more.

- Rationale Example

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

Inspection Locations

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



Introduction – NSPIRE Standards

Example: Bathtub and Shower



- **Definition:** A fixture often found in bathrooms that dispenses clean water used for bathing and self-care as well as contains a method for draining used water.
- **Deficiency:** Bathtub or shower fails to drain
- **Criteria:** Water is not draining at all
- **Health Rationale:** If bathtub or shower is not draining, then this limits the resident's ability to clean themselves which may increase their risk of illness or infectious disease.



Introduction – NSPIRE Health & Safety Determinations



- **Criteria:** Water is not draining at all
- **Standard Health & 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.
- **Criteria:** Smoke alarm does not produce audio or visual alarm when tested
- **Severe Health & Safety Determination:** This is a life-threatening issue requiring a 24-hour repair, correction, or act of abatement.



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

Breakout Session



NSPIRE

Breakout Session Room #1

NSPIRE: Window

September 15, 2020

Window Standard

Please take five minutes to review the Window Standard with a focus on deficiency 3: window does not close or lock and deficiency 5: weather stripping is damaged or missing. Deficiency 3 covers Inside the Unit and deficiency 5 covers both the Inside 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.
- **Definition** – defines the standard
- **Purpose** – states the function, use, or purpose the item serves in the built environment
- **Criteria** – lists the criteria needed to be considered for the deficiency
- **Health and Safety Determination** – lists the applicable determination for the deficiency and briefly describes the determination category
- **Timeframe** – lists the timeframe for correction
- **Rationale** – describes the applicable code, category, type, description, and explanation
- **Inspection Process** – describes the process for inspecting the deficiency to include how to observe the deficiency, the action needed to be taken when the deficiency is observed, and lists any additional information and when to ask for assistance



Definition



Definition: Opening in a wall or roof of a building that is fitted with glass or other transparent material.

Purpose: To admit light or air and allow people to see out

Common Materials: glass; vinyl; fiberglass; aluminum; wood

Components: frame; balance; header; sill; pane; jambs; glass; sash; jamb liner; rail

How could the definition and purpose be more clearly written or more objectively written? (Objectively written is defined as, written in a way that two different inspectors are able to come to the same findings)

What common materials or components are missing?



Deficiency

Deficiency – states the name and location of the deficiency applicable to the standard, critical to quality defects in the built environment that are most important to the habitability of the property being inspected and therefore are going to be looked at and looked for during inspections.

Deficiency 3: Window does not close or lock

Location: Unit

Deficiency 5: Weather stripping is damaged or missing

Location: Unit & Inside

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?

Criteria – lists the criteria needed to be considered for the deficiency, describes the standard by which the defect is judged or by which the inspector must inspect by.

Deficiency #3 Criteria: The window does not close completely OR at least one window lock is not present OR the window can be opened once the lock is engaged.

Deficiency #5 Criteria: Weather stripping or seal is damaged (i.e. visibly defective; impacts functionality) and light can be seen or air can be felt OR weather stripping or seal is missing (i.e. evidence of prior installation, but now not present or is incomplete) and light can be seen or air can be felt.

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?

**Window does not close or lock.
Weather stripping is damaged
or missing.**

Inspection Process

Inspection Process – describes the process for inspecting the deficiency to include how to observe the deficiency, the action needed to be taken when the deficiency is observed, and lists any additional information and when to ask for assistance

**Window does not close or lock.
Weather stripping is damaged
or missing.**

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

Inspector Observation for Deficiency 3: None.

Inspector Action for Deficiency 3: Open window and attempt to close completely. If the window closes completely and the lock.

More Information for Deficiency 3: Windows above 8 feet and not adjacent to a structure that would allow access do not require a lock. Thumb latches, “charley” bars and various pinning devices can provide adequate security for older windows where hardware is not available.

Inspector Observation for Deficiency 5: Inspect the weather stripping to identify any damage (e.g. missing material or compression).

Inspector Action for Deficiency 5: Close the window and verify proper seal by identifying any passage of light or air.

Inspection Process - Observation

When an inspector is at the property, they will be conducting the following observations to inspect for the standard.

Inspector Observation for Deficiency 3: None.

Inspector Observation for Deficiency 5: Inspect the weather stripping to identify any damage (e.g. missing material or compression).

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?

**Window does not close or lock.
Weather stripping is damaged
or missing.**



Inspection Process - Action



When an inspector is at the property, they will be conducting the following observations to inspect for the standard.

Inspector Action for Deficiency 3: Open window and attempt to close completely. If the window closes completely and the lock.

Inspector Action for Deficiency 5: Close the window and verify proper seal by identifying any passage of light or air.

What 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 these deficiencies?

**Window does not close or lock.
Weather stripping is damaged
or missing.**



Health & Safety Determination & Rationale



Health and Safety Determination – lists the applicable determination for the deficiency and briefly describes the determination category
Rationale – describes the applicable code, category, type, description, and explanation

Health & Safety Determination #3: This is a severe non-life-threatening issue that would cause a serious undue burden on the resident if the deficiency is present for an extended period of time.

Rationale: If window does not close or lock, then resident may be exposed to outside elements, which could be detrimental to their health, the resident may be unable to control access or secure property.

Health and Safety Determination #5: N/A – Function & Operability

Rationale: If weather stripping or seal is damaged or missing, then it should be identified during routine maintenance activities and the presence of this defect may indicate that self-generated work orders are not being addressed.

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?

**Window does not close or lock.
Weather stripping is damaged
or missing.**



Time of Repair



Time of Repair – lists the applicable determination for the time frame for a repair.

Deficiency #3 Correction Timeframe: 24 hours

Deficiency #3 HCV Correction Timeframe: 30 days

Deficiency #5 Correction Timeframe: 30 days

Deficiency #5 HCV Correction Timeframe: 30 days

In what circumstance might the correction timeframe be more or less than the 24 hours?

How should the standard account for these circumstances?

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

**Window does not close or lock.
Weather stripping is damaged
or missing.**



Housing Choice Voucher Program



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

**Window does not close or lock.
Weather stripping is damaged
or missing.**



Window Standard



- **What else would you like to add about this deficiency or the other window 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?**



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Questions and Feedback

NSPIRE@hud.gov or search for “HUD NSPIRE”

NSPIRE Information Center 1-800-883-1448

NSPIRE Standards Feedback:

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

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



NSPIRE

Breakout Session Room #2

NSPIRE: Wall Covering & Finish (Interiors)

September 15, 2020



Wall Covering & Finish (Interiors) Standard



Please take five minutes to review the Wall Covering & Finish (Interiors) Standard with a focus on deficiency 1: Hole that penetrates to the adjoining room or space 2: Interior wall is buckling, bulging, or material is detached. Both deficiency 1 & 2 covers both Inside 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.
- **Definition** – defines the standard
- **Purpose** – states the function, use, or purpose the item serves in the built environment
- **Criteria** – lists the criteria needed to be considered for the deficiency
- **Health and Safety Determination** – lists the applicable determination for the deficiency and briefly describes the determination category
- **Timeframe** – lists the timeframe for correction
- **Rationale** – describes the applicable code, category, type, description, and explanation
- **Inspection Process** – describes the process for inspecting the deficiency to include how to observe the deficiency, the action needed to be taken when the deficiency is observed, and lists any additional information and when to ask for assistance

Definition: A surface that may define an area, provide security, shelter, or sound proofing.

Purpose: The surface that provides a vertical separation between rooms or spaces and may provide security/privacy, sound proofing, climate control, and fire protection.

Common Materials: Plaster; Drywall; Paneling; Paint; Wallpaper; Brick; Stone; Tile; Stucco; Wood

Components: Covering; Finish; Molding; Baseboards

How could the definition and purpose be more clearly written or more objectively written? (Objectively written is defined as, written in a way that two different inspectors are able to come to the same findings)

What common materials or components are missing?



Deficiency



Deficiency – states the name and location of the deficiency applicable to the standard, critical to quality defects in the built environment that are most important to the habitability of the property being inspected and therefore are going to be looked at and looked for during inspections.

Deficiency 1: Hole that penetrates to the adjoining room or space

Location: Unit & Inside

Deficiency 2: Interior wall is buckling, bulging, or material is detached

Location: Unit & Inside

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?

Criteria

Criteria – lists the criteria needed to be considered for the deficiency, describes the standard by which the defect is judged or by which the inspector must inspect by.

Deficiency 1 Criteria: Hole penetrates to the adjoining room or space.

Deficiency 2 Criteria: Wall is buckling, bulging, or bowing which occurs when part of the wall has weakened and is being pushed inward or outward; OR Wall has loose surface covering.

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?

**Hole penetrates to the adjoining room or space.
Wall is buckling, bulging, or bowing which occurs when part of the wall has weakened and is being pushed inward or outward; OR Wall has loose surface covering.**

Inspection Process

Inspection Process – describes the process for inspecting the deficiency to include how to observe the deficiency, the action needed to be taken when the deficiency is observed, and lists any additional information and when to ask for assistance

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

Inspector Observation for Deficiency 1: Look at wall for presence of hole(s) that penetrate to the adjoining room or space.

Inspector Action for Deficiency 1: Determine if the hole penetrates adjoining room or space.

Inspector Observation for Deficiency 2: Look at interior wall for presence of any buckling, bulging, or loose surface covering.

Inspector Action for Deficiency 2: Confirm interior wall is absent of bows, bulging, or buckling and the surface area is stable.

Hole penetrates to the adjoining room or space. Wall is buckling, bulging, or bowing which occurs when part of the wall has weakened and is being pushed inward or outward; OR Wall has loose surface covering.

Inspection Process - Observation

When an inspector is at the property, they will be conducting the following observations to inspect for the standard.

Inspector Observation for Deficiency 1: Look at wall for presence of hole(s) that penetrate to the adjoining room or space.

Inspector Observation for Deficiency 2: Look at interior wall for presence of any buckling, bulging, or loose surface covering.

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?

Hole penetrates to the adjoining room or space. Wall is buckling, bulging, or bowing which occurs when part of the wall has weakened and is being pushed inward or outward; OR Wall has loose surface covering.

Inspection Process - Action

When an inspector is at the property, they will be conducting the following observations to inspect for the standard.

Hole penetrates to the adjoining room or space. Wall is buckling, bulging, or bowing which occurs when part of the wall has weakened and is being pushed inward or outward; OR Wall has loose surface covering.

Inspector Action for Deficiency 1: Determine if the hole penetrates adjoining room or space.

Inspector Action for Deficiency 2: Confirm interior wall is absent of bows, bulging, or buckling and the surface area is stable.

What 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 these deficiencies?



Health & Safety Determination & Rationale



Health and Safety Determination – lists the applicable determination for the deficiency and briefly describes the determination category
Rationale – describes the applicable code, category, type, description, and explanation

Hole penetrates to the adjoining room or space. Wall is buckling, bulging, or bowing which occurs when part of the wall has weakened and is being pushed inward or outward; OR Wall has loose surface covering.

Health & Safety Determination 1: This is a standard health and safety issue. A repair, correction, or act of abatement for this deficiency should occur within 30 days.

Rationale: If interior wall has a hole that penetrates to the adjoining room or space, then the resident may be exposed to items behind the wall (e.g., insulation, lead dust, asbestos, wires) that may harm their health.

Health and Safety Determination 2: This is a standard health and safety issue. A repair, correction, or act of abatement for this deficiency should occur within 30 days.

Rationale: If walls are buckling, bulging, or material is detached, then the resident may be injured by falling wall coverings.

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?



Time of Repair



Time of Repair – lists the applicable determination for the time frame for a repair.

Deficiency 1 Correction Timeframe: 30 days

Deficiency 1 HCV Correction Timeframe: 30 days

Deficiency 2 Correction Timeframe: 30 days

Deficiency 2 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?

**Hole penetrates to the adjoining room or space.
Wall is buckling, bulging, or bowing which occurs when part of the wall has weakened and is being pushed inward or outward; OR Wall has loose surface covering.**



Housing Choice Voucher Program



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

**Hole penetrates to the adjoining room or space.
Wall is buckling, bulging, or bowing which occurs
when part of the wall has weakened and is being
pushed inward or outward; OR Wall has loose
surface covering.**



Wall Coverings & Finish Standard



- **What else would you like to add about this deficiency or the other wall coverings and finish 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?**



NSPIRE

Questions and Feedback

NSPIRE@hud.gov or search for “HUD NSPIRE”

NSPIRE Information Center 1-800-883-1448

NSPIRE Standards Feedback:

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

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



NSPIRE

Breakout Session Room #3

NSPIRE: Sink

September 15, 2020

Sink Standard

Please take five minutes to review the Sink Standard with a focus on deficiency 1: Sink or component thereof is missing; deficiency 4: Sink is improperly installed, pulling away from wall, there are gaps between the sink and wall, or it is leaning. Both deficiency 1 & 4 covers both Inside 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.
- **Definition** – defines the standard
- **Purpose** – states the function, use, or purpose the item serves in the built environment
- **Criteria** – lists the criteria needed to be considered for the deficiency
- **Health and Safety Determination** – lists the applicable determination for the deficiency and briefly describes the determination category
- **Timeframe** – lists the timeframe for correction
- **Rationale** – describes the applicable code, category, type, description, and explanation
- **Inspection Process** – describes the process for inspecting the deficiency to include how to observe the deficiency, the action needed to be taken when the deficiency is observed, and lists any additional information and when to ask for assistance

Definition: A basin with hardware designed to dispense and hold clean water (hot and cold) and discharge wastewater.

Purpose: Typically used for cooking, cleaning, and drinking.

Common Materials: Plastic; Copper; Porcelain; Fiberglass; Stainless steel; Cast iron

Components: Basin; Faucet; Handle; Drain; Drain line; Supply valve; Supply line; Stopper; Garbage disposal; Drain control; Sink overflow

How could the definition and purpose be more clearly written or more objectively written? (Objectively written is defined as, written in a way that two different inspectors are able to come to the same findings.)

What common materials or components are missing?



Deficiency



Deficiency – states the name and location of the deficiency applicable to the standard, critical to quality defects in the built environment that are most important to the habitability of the property being inspected and therefore are going to be looked at and looked for during inspections.

Deficiency 1: Sink or component thereof is missing

Location: Unit & Inside

Deficiency 4: Sink is improperly installed, pulling away from wall, there are gaps between the sink and wall, or it is leaning

Location: Unit & Inside

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?

Criteria

Criteria – lists the criteria needed to be considered for the deficiency, describes the standard by which the defect is judged or by which the inspector must inspect by.

Deficiency 1 Criteria: Sink hardware, faucet, handle, stopper, or drain valve is missing (i.e. evidence of prior installation, but now not present or is incomplete).

Deficiency 4 Criteria: Sink is improperly installed, pulling away from wall, there are gaps between the sink and wall, or it is leaning.

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?

Sink or component thereof is missing. Sink is improperly installed, pulling away from wall, there are gaps between the sink and wall, or it is leaning.

Inspection Process

Inspection Process – describes the process for inspecting the deficiency to include how to observe the deficiency, the action needed to be taken when the deficiency is observed, and lists any additional information and when to ask for assistance.

Sink or component thereof is missing. Sink is improperly installed, pulling away from wall, there are gaps between the sink and wall, or it is leaning.

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

Inspector Observation for Deficiency 1: Look at the sink to verify presence of common components and hardware, including:

- Handle(s),
- Stopper,
- Knob(s), and
- Faucet or drain valve.

Inspector Action for Deficiency 1: Turn on hot and cold water, test basin for functionality and stability. Test the garbage disposal, if present.

Inspector Observation for Deficiency 4: Inspect for the following:

- Signs of pulling away from the wall.
- Appearance of a gap between the sink and wall.
- Movement of the sink when water is turned on or off.
- Downward lean of the front edge of sink toward floor.
- Signs of separation at seams of a vanity if sink is mounted on a vanity, or the vanity is pulling away from the wall.

Inspection Process - Observation

When an inspector is at the property, they will be conducting the following observations to inspect for the standard.

Inspector Observation for Deficiency 1: Look at the sink to verify presence of common components and hardware, including:

- Handle(s),
- Stopper,
- Knob(s), and
- Faucet or drain valve.

Inspector Observation for Deficiency 4: Inspect for the following:

- Signs of pulling away from the wall.
- Appearance of a gap between the sink and wall.
- Movement of the sink when water is turned on or off.
- Downward lean of the front edge of sink toward floor.
- Signs of separation at seams of a vanity if sink is mounted on a vanity, or the vanity is pulling away from the wall.

Sink or component thereof is missing. Sink is improperly installed, pulling away from wall, there are gaps between the sink and wall, or it is leaning.

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?



Inspection Process - Action



When an inspector is at the property, they will be conducting the following observations to inspect for the standard.

Sink or component thereof is missing. Sink is improperly installed, pulling away from wall, there are gaps between the sink and wall, or it is leaning.

Inspector Action for Deficiency 1: Turn on hot and cold water, test basin for functionality and stability. Test the garbage disposal, if present.

Inspector Action for Deficiency 4: None.

What 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 these deficiencies?



Health & Safety Determination & Rationale



Health and Safety Determination – lists the applicable determination for the deficiency and briefly describes the determination category
Rationale – describes the applicable code, category, type, description, and explanation.

Health & Safety Determination 1: This is a standard health and safety issue. A repair, correction, or act of abatement for this deficiency should occur within 30 days.

Rationale: If sink or component thereof is missing, then resident may not be able to properly dispose of wastewater.

Health and Safety Determination 4: This is a standard health and safety issue. A repair, correction, or act of abatement for this deficiency should occur within 30 days.

Rationale: If sink is improperly installed, then resident may be injured if sink were to fall.

**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?

Sink or component thereof is missing. Sink is improperly installed, pulling away from wall, there are gaps between the sink and wall, or it is leaning.



Time of Repair



Time of Repair – lists the applicable determination for the time frame for a repair.

Deficiency 1 Correction Timeframe: 30 days

Deficiency 1 HCV Correction Timeframe: 30 days

Deficiency 2 Correction Timeframe: 30 days

Deficiency 2 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?

Sink or component thereof is missing. Sink is improperly installed, pulling away from wall, there are gaps between the sink and wall, or it is leaning.



Housing Choice Voucher Program



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

Sink or component thereof is missing. Sink is improperly installed, pulling away from wall, there are gaps between the sink and wall, or it is leaning.



Sink Standard



- **What else would you like to add about this deficiency or the other sink 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?**



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NSPIRE

Breakout Session Room #4

NSPIRE: Kitchen Countertops

September 15, 2020



Kitchen Countertops Standard



Please take five minutes to review the Kitchen Countertop Standard with a focus on deficiency 1: Countertop is missing; deficiency 2: Countertop is damaged. Both deficiency 1 & 2 covers both Inside 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.
- **Definition** – defines the standard
- **Purpose** – states the function, use, or purpose the item serves in the built environment
- **Criteria** – lists the criteria needed to be considered for the deficiency
- **Health and Safety Determination** – lists the applicable determination for the deficiency and briefly describes the determination category
- **Timeframe** – lists the timeframe for correction
- **Rationale** – describes the applicable code, category, type, description, and explanation
- **Inspection Process** – describes the process for inspecting the deficiency to include how to observe the deficiency, the action needed to be taken when the deficiency is observed, and lists any additional information and when to ask for assistance

Definition: Flat surface installations in kitchens.

Purpose: Generally used for food preparation and is made of nonporous surfaces designed to be cleaned.

Common Materials: Plastic; Laminate; Granite; Wood; Ceramic tile; Marble; Composite material; Stone; Cement; Metal

Components: Nonporous surface; Backsplash

How could the definition and purpose be more clearly written or more objectively written? (Objectively written is defined as, written in a way that two different inspectors are able to come to the same findings)

What common materials or components are missing?



Deficiency



Deficiency – states the name and location of the deficiency applicable to the standard, critical to quality defects in the built environment that are most important to the habitability of the property being inspected and therefore are going to be looked at and looked for during inspections.

Deficiency 1: Countertop is missing.

Location: Unit & Inside

Deficiency 2: Countertop is damaged

Location: Unit & Inside

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?

Criteria – lists the criteria needed to be considered for the deficiency, describes the standard by which the defect is judged or by which the inspector must inspect by.

Deficiency 1 Criteria: Countertop is missing from kitchen or there is evidence of a missing countertop observed in a food preparation space; OR There is less than 30 inches of countertop space.

Deficiency 2 Criteria: Exposed substrate surface comprises at least 10% or more of the total kitchen countertop.

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?

**Countertop is missing.
Countertop is damaged**

Inspection Process

Inspection Process – describes the process for inspecting the deficiency to include how to observe the deficiency, the action needed to be taken when the deficiency is observed, and lists any additional information and when to ask for assistance.

Countertop is missing.
Countertop is damaged

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

Inspector Observation for Deficiency 1: Look in kitchen and food preparation space for the presence of a countertop.

Inspector Action for Deficiency 1: Measure countertop to ensure the minimum counter space is present.

Inspector Observation for Deficiency 2: Look at kitchen countertop for damaged areas, delamination, burns that would lead to exposed substrate.

If damage is visible, determine cumulative percentage of damage in which the countertop's substrate is exposed.

Inspector Action for Deficiency 2: Measure the exposed substrate area.

Inspection Process - Observation

When an inspector is at the property, they will be conducting the following observations to inspect for the standard.

Inspector Observation for Deficiency 1: Look in kitchen and food preparation space for the presence of a countertop.

Inspector Observation for Deficiency 2: Look at kitchen countertop for damaged areas, delamination, burns that would lead to exposed substrate. If damage is visible, determine cumulative percentage of damage in which the countertop's substrate is exposed.

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?

**Countertop is missing.
Countertop is damaged**



Inspection Process - Action



When an inspector is at the property, they will be conducting the following observations to inspect for the standard.

Inspector Action for Deficiency 1: Measure countertop to ensure the minimum counter space is present.

Inspector Action for Deficiency 2: Measure the exposed substrate area.

What 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 these deficiencies?

**Countertop is missing.
Countertop is damaged**



Health & Safety Determination & Rationale



Health and Safety Determination – lists the applicable determination for the deficiency and briefly describes the determination category.

Rationale – describes the applicable code, category, type, description, and explanation.

Countertop is missing.
Countertop is damaged

Health & Safety Determination 1: This is a standard health and safety issue. A repair, correction, or act of abatement for this deficiency should occur within 30 days.

Rationale: If countertop is missing, then the resident's ability to prepare food safely and in a sanitary manner is impacted.

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?



Health & Safety Determination & Rationale



Health and Safety Determination – lists the applicable determination for the deficiency and briefly describes the determination category.

Rationale – describes the applicable code, category, type, description, and explanation.

**Countertop is missing.
Countertop is damaged**

Health & Safety Determination 2: This is a standard health and safety issue. A repair, correction, or act of abatement for this deficiency should occur within 30 days.

Rationale: If countertop has exposed substrate, then the resident's ability to prepare food safely and in a sanitary manner is impacted.

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?



Time of Repair



Time of Repair – lists the applicable determination for the time frame for a repair.

Deficiency 1 Correction Timeframe: 30 days

Deficiency 1 HCV Correction Timeframe: 30 days

Deficiency 2 Correction Timeframe: 30 days

Deficiency 2 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?

**Countertop is missing.
Countertop is damaged**



Housing Choice Voucher Program



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

**Countertop is missing.
Countertop is damaged**



Kitchen Countertop Standard



- **What else would you like to add about this deficiency or the other Kitchen Countertop 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?**



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Session Wrap-Up

- Breakout Room 1: Window Standard
 - Deficiency 3 – Window does not close or lock
 - Deficiency 5 – Weather stripping is damaged or missing
- Breakout Room 2: Wall Covering & Finish (Interiors) Standard
 - Deficiency 1 – Hole that penetrates to the adjoining room or space
 - Deficiency 2 – Interior wall is buckling, bulging, or material is detached
- Breakout Room 3: Sink Standard
 - Deficiency 1 – Sink or component thereof is missing
 - Deficiency 4 – Sink is improperly installed, pulling away from wall, there are gaps between the sink and wall, or it is leaning



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POLLING QUESTIONS



Closing Remarks



*Thank
you*



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