

CONTENTS

Contents	1
Answers about resuming REAC INSPECTIONS for Public and Indian Housing (PIH) and Multifamily (MF) Properties [Please note that these answers supersede previous FAQs related to the same topics]	4
1. How will properties be selected for inspection?	4
2. How are property owners/agents (POA) notified that their property is scheduled for UPCS inspection?.....	4
3. How do I know if a property will be inspected?	4
4. What about inspections that were awarded prior to REAC’s suspension of inspections?.....	4
5. Will the inspections be completed in-person or virtually?	5
6. Will HUD require inspectors to be tested for COVID-19?	5
7. Will inspectors be required to take any precautions to reduce the risk of spreading the virus?	5
8. Will HUD require inspectors to self-quarantine between inspections?	5
9. Will NSPIRE Demonstration Inspections also resume?.....	5
Answers about the Scheduling Phase of Inspections	6
10. If a property receives the 28-day notice from a contractor or federal inspector, what happens if positive cases of COVID-19 are reported?	6
11. What if an inspector is travelling from a high-risk area?	6
12. Can a property representative refuse an inspection?	6
Answers about Inspection Day	7
13. Regardless of the inspection standard (UPCS or NSPIRE), can the resident refuse inspection? ..	7
14. Will there be UPCS protocol modifications once inspections resume?.....	7
15. Can a property require an inspector to have their temperature taken before they begin an inspection?	7
16. Will the inspector ask about the health status of the property staff or residents?	7
17. Will the inspector change gloves between units?	7
18. Will PPE be provided to the residents of units selected for inspection?	8
19. How many people will enter a unit during the inspection?.....	8
20. What if the property representative halts an inspection before it is completed?.....	8
Answers about Inspection Results	8
21. Do EHS and Life Threatening deficiencies need to be mitigated?	8
22. Will uploaded inspections be reviewed?	8

23.	What happens if an inspection does not meet sample size?	9
24.	Will an inspection be reviewed if all inspectable areas are not able to be inspected?.....	9
25.	Will my inspection for a non-insured or insured MF property be scored?	9
26.	Will my UPCS inspection for a PH property be scored?.....	9
27.	If I receive a score on my inspection results, may I file an appeal (technical review (TR) or database adjustment (DBA)?	9
28.	Can I file an appeal (technical review or database adjustment) if my inspection results are not scored and are for information only?	10
Answers for Public Housing (PH) properties		10
29.	If a property was awarded a CHAP, will the property be inspected?.....	10
30.	Our PHA was designated Troubled due to our financial score, but our physical score was satisfactory. Is it necessary to have inspections to have a new PHAS score published?.....	10
31.	What inspection protocol will HUD be using for the high priority PH inspections?.....	11
32.	How do I request an inspection and PHAS score?	11
33.	Is there an extension to the timeframe for filing a PHAS appeal?.....	11
Answers for Housing Finance Agencies (HFA) and Servicing Mortgagees (SM).....		12
35.	How should Housing Finance Agencies (HFAs) proceed with their SM inspections?.....	12
36.	How should SM inspections (insured MF) proceed?	12
37.	Will my inspection for an insured MF property be scored?	12
Answers for REAC Inspectors.....		12
38.	My ID badge is expiring soon, how do I get a new badge?.....	12
39.	Will I be penalized for not having liability insurance during REAC’s suspension of UPCS inspections?	12
40.	As a result of the suspension of inspections during the pandemic, I did not meet the 25 minimum inspections required. Will I be decertified?	13
41.	What do I need to do to start the re-PIV process?	13
42.	Do I have to submit fingerprints for the re-PIV?.....	13
43.	Can I conduct inspections during the re-PIV process?.....	13
44.	Are additional “Dine and Learn” sessions planned?.....	13
Answers about UPCS training for Prospective Inspectors.....		14
45.	Will UPCS certification training be offered?	14
46.	Where can I find the UPCS training schedule and how do I register?	14
47.	Is the on-line portion currently available?.....	14
48.	How will the classroom portion of the training be delivered?	14

49. Will there be any changes to the field training and exam? 14

50. Will LMS be available for inspector-candidates that have already passed the on-line and classroom portions?..... 14

51. When can I schedule my Phase II field training and exam?..... 15

ANSWERS ABOUT RESUMING REAC INSPECTIONS FOR PUBLIC AND INDIAN HOUSING (PIH) AND MULTIFAMILY (MF) PROPERTIES [PLEASE NOTE THAT THESE ANSWERS SUPERSEDE PREVIOUS FAQs RELATED TO THE SAME TOPICS]

<p>1. How will properties be selected for inspection?</p>	<p>In CY-21 HUD plans to select PIH and MF properties for inspection based on an array of factors, such as insured/non-insured status, time elapsed since previous inspection, risk indicators, field office inquiries, ideal future inspection date, PHA requested inspections, and historic physical inspection scores. Additionally, HUD will inspect the properties that have volunteered for the National Standards for the Physical Inspection of Real Estate (NSPIRE) Demonstration. Real Estate Assessment Center (REAC) will continue to collaborate with headquarters and field offices throughout CY 2021 to further identify program needs.</p>
<p>2. How are property owners/agents (POA) notified that their property is scheduled for UPCS inspection?</p>	<p>REAC will notify the property at least 28 days prior to the inspection. In addition, the REAC contract inspector will contact the property 14 days prior to the inspection date to schedule the inspection. He/she will also follow up with the property 2 days prior to the inspection, to re-confirm the inspection and ensure nothing has changed.</p> <p>If the inspection is going to be performed by a Federal Inspector, the HUD REAC PASS QA scheduling team will contact the property 28-days prior to the date of inspection via telephone to schedule inspection. If the property does not answer the phone, the scheduling team leaves a message, and a follow-up email is sent to the property to confirm the inspection date.</p>
<p>3. How do I know if a property will be inspected?</p>	<p>REAC will notify a PHA or a POA point of contact if it owns/manages a property to be inspected as identified by PIH or Multifamily Housing programs.</p>
<p>4. What about inspections that were awarded prior to REAC's suspension of inspections?</p>	<p>Awarded contracts and Purchase Orders will be extended to December 2021. HUD will cancel awarded inspections that do not meet prioritization guidelines.</p>

<p>5. Will the inspections be completed in-person or virtually?</p>	<p>At this time, in-person inspections will be performed for UPCS inspections, the NSPIRE demo inspections, and the high priority PH property inspections. REAC may consider remote inspections including remote NSPIRE based and UPCS inspections in the future.</p>
<p>6. Will HUD require inspectors to be tested for COVID-19?</p>	<p>All inspectors shall follow CDC’s recommendations on domestic travel during COVID-19. REAC is retaining the 30-day COVID-19 testing requirement for unvaccinated REAC Inspectors as defined in previous Inspector Notice 2020-01 issued September 29, 2020.</p>
<p>7. Will inspectors be required to take any precautions to reduce the risk of spreading the virus?</p>	<p>Yes, REAC is requiring inspectors to:</p> <ul style="list-style-type: none"> • wear PPE including masks and gloves; face shield, in addition to masks, for properties with elderly populations; • frequently use hand sanitizer; • practice physical distancing; and • follow state and local guidelines. <p>For additional information please refer to Inspector Notice No. 2021-01.</p>
<p>8. Will HUD require inspectors to self-quarantine between inspections?</p>	<p>All inspectors shall follow CDC’s recommendations on domestic travel and quarantining per the CDC link: https://www.cdc.gov/coronavirus/2019-ncov/travelers/travel-during-covid19.html</p> <p>If quarantine is required, each REAC inspector is to adhere and comply to set time requirements, see Inspector Notice No. 2021-01.</p>
<p>9. Will NSPIRE Demonstration Inspections also resume?</p>	<p>Yes. As REAC returns to operations, NSPIRE will follow the guidance outlined per the Inspector Notice No. 2021-01.</p>

ANSWERS ABOUT THE SCHEDULING PHASE OF INSPECTIONS

<p>10. If a property receives the 28-day notice from a contractor or federal inspector, what happens if positive cases of COVID-19 are reported?</p>	<p>The REAC inspector will notify the Public Housing Agency (PHA) or owner and/or owner agent (POA) 28-days prior to the inspection date. During this call, the REAC inspector will ask if there are COVID-19 cases on the property. If positive case(s) are reported by the PHA or POA, the REAC inspector shall:</p> <ul style="list-style-type: none"> • Inform the Technical Assistance Center (TAC) (888) 245-4860 and obtain a TAC number for the call. • Send an email notification to Covid19inspectioninquiry@hud.gov. • A second call shall be made two (2) working days prior to the inspection. REAC inspector will re-confirm with the PHA or POA that there are no known cases of COVID-19 during this call. • On inspection day, if a unit is selected whose occupant has contracted COVID-19, the REAC inspector shall replace with an alternate unit as required by the inspection protocol. • For PHA or POA reported non-COVID-19 and other health-related issues, the REAC inspector shall follow normal REAC protocol. • REAC inspectors, non-vaccinated and fully vaccinated, shall follow CDC's recommendations on domestic travel during COVID-19 (see question 11).
<p>11. What if an inspector is travelling from a high-risk area?</p>	<p>REAC inspectors, non-vaccinated and fully vaccinated, shall follow CDC's recommendations on domestic travel during COVID-19.</p> <p>Additional information can be viewed on the CDC website https://www.cdc.gov/coronavirus/2019-ncov/travelers/travel-during-covid19.html</p>
<p>12. Can a property representative refuse an inspection?</p>	<p>No, if a property representative does not allow a scheduled inspection to proceed, the property may receive an inspection score of zero in accordance with PIH-2019-02/H-2019-04. The notice is located at: https://www.hud.gov/sites/dfiles/PIH/documents/PIH-2019-02.pdf</p> <p>In situations where COVID-19 cases are reported by the PHA or POA, The REAC inspector and PHA or POA will follow guidelines outlined in question #10.</p>

ANSWERS ABOUT INSPECTION DAY

13. Regardless of the inspection standard (UPCS or NSPIRE), can the resident refuse inspection?	<p>Yes, the resident can refuse. The inspector will follow inspection protocol for a “resident refusal” and an alternate unit will be selected.</p> <p>The UPCS Compilation Bulletin provides guidance on such situations and the bulleting and other relevant inspection documents are located at: https://www.hud.gov/program_offices/public_indian_housing/react/products/prodpass</p>
14. Will there be UPCS protocol modifications once inspections resume?	<p>No, current UPCS protocols will be followed. For additional information, please see:</p> <p>The UPCS Compilation Bulletin and other documents located at: https://www.hud.gov/program_offices/public_indian_housing/react/products/prodpass</p>
15. Can a property require an inspector to have their temperature taken before they begin an inspection?	<p>Yes, if required by the PHA or POA, the REAC inspector shall submit to a temperature check on-site per the guidance outlined in the Inspector Notice No. 2021-01.</p>
16. Will the inspector ask about the health status of the property staff or residents?	<p>Yes, the inspector will inquire about presence of COVID-19 cases currently at the property.</p>
17. Will the inspector change gloves between units?	<p>Gloves will either be changed or sanitized before entering a unit.</p>

<p>18. Will PPE be provided to the residents of units selected for inspection?</p>	<p>Neither HUD nor the inspector will provide PPE; however, the Department recommends that residents coordinate with their PHA or POA to obtain PPE, if needed. (The CARES Act enabled PHAs and MF to use supplemental funding for PPE).</p>
<p>19. How many people will enter a unit during the inspection?</p>	<p>If resident(s) elect to stay for the inspection, the REAC Inspector and POA representatives should follow proper social distance protocols. If proper social distances cannot be maintained, the REAC Inspector shall not enter or shall leave the unit. A REAC Inspector shall mark the unit in their inspection device as un-inspectable (e.g., Resident Refusal), and proceed to an alternate unit.</p>
<p>20. What if the property representative halts an inspection before it is completed?</p>	<p>If there is a case of COVID-19 reported during the inspection period, the REAC inspector shall select an alternate unit.</p> <p>Note: If the inspection is halted by the POA (e.g., POA rejects inspection) the REAC inspector will upload the inspection as “unsuccessful.”</p> <p>The UPCS Compilation Bulletin and other documents are located at: https://www.hud.gov/program_offices/public_indian_housing/reac/products/prodpass</p>
<p>ANSWERS ABOUT INSPECTION RESULTS</p>	
<p>21. Do EHS and Life Threatening deficiencies need to be mitigated?</p>	<p>Yes. Mitigation for Exigent Health and Safety (EHS)/Life Threatening deficiencies must be mitigated within 24 hours as per 24 CFR 902.22 and 24CFR 200.857. For NSPIRE demonstration inspections, properties should follow the procedures outlined in the NSPIRE demonstration notice found at 84 FR 43536. Public housing properties receiving an NSPIRE inspection outside of the demonstration, should follow the guidelines in the Public Housing Occupancy Guidebook (found here).</p>
<p>22. Will uploaded inspections be reviewed?</p>	<p>Yes. Normal procedures will be followed to ensure the quality of inspections.</p>

<p>23. What happens if an inspection does not meet sample size?</p>	<p>Any inspection that falls into this category will be analyzed by REAC's Research and Development division to determine if the inspection results are representative of the physical condition of the property.</p> <p>If the inspection is determined to be "not representative", the inspection will be re-scheduled.</p>
<p>24. Will an inspection be reviewed if all inspectable areas are not able to be inspected?</p>	<p>Yes. However, if an inspection score is not able to be calculated, the inspection will be rescheduled to a later time taking into consideration the information collected during the inspection.</p>
<p>25. Will my inspection for a non-insured or insured MF property be scored?</p>	<p>Yes, the MF UPCS inspections will be scored. The inspection score and report will also be released.</p>
<p>26. Will my UPCS inspection for a PH property be scored?</p>	<p>Yes, PH UPCS inspections will be scored for properties that request an inspection per the Notices referenced below. The UPCS inspection score and report will also be released.</p> <p>For further information please refer to the PIH notice at: https://www.hud.gov/sites/dfiles/OCHCO/documents/2020-13pihn.pdf.</p> <p>In addition to the above, please also refer to NOTICE PIH 2020-05 and NOTICE PIH 2020-33(HA), REV-2, as may be required.</p>
<p>27. If I receive a score on my inspection results, may I file an appeal (technical review (TR) or database adjustment (DBA)?</p>	<p>Yes. You may mail or email the appeal request and all supporting documentation (including DBA or TR if needed) to REACTAC@hud.gov.</p> <p>For information on the appeal process, please visit: https://www.hud.gov/program_offices/public_indian_housing/react/products/pass/pass_guideandrule</p>

<p>28. Can I file an appeal (technical review or database adjustment) if my inspection results are not scored and are for information only?</p>	<p>No. If there is no score issued, an appeal will not be considered.</p> <p>For information on the appeal process, please visit: https://www.hud.gov/program_offices/public_indian_housing/reac/products/pass/pass_guideandrule</p>
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ANSWERS FOR PUBLIC HOUSING (PH) PROPERTIES

<p>29. If a property was awarded a CHAP, will the property be inspected?</p>	<p>A commitment to enter a Housing Assistance Payment (CHAP) does not relieve a property from a UPCS inspection. As long as that property is under the Annual Contributions Contract (ACC) and residents are living there, the property is subject to inspection in accordance with the PHAS rule (24 CFR 902.13). For properties with a CHAP, the resulting score is waived in accordance with the Rental Assistance Demonstration (RAD) guidance.</p>
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<p>30. Our PHA was designated Troubled due to our financial score, but our physical score was satisfactory. Is it necessary to have inspections to have a new PHAS score published?</p>	<p>PIH Notice 2020-05 does not provide for a modification to PHAS scoring; therefore, PHAs that request a new PHAS score will be assessed per the regulation.</p> <p>For further information please refer to the PIH notice at: https://www.hud.gov/sites/dfiles/OCHCO/documents/2020-13pihn.pdf</p> <p>In addition to the above, please also refer to NOTICE PIH 2020-33(HA), REV-2, as may be required.</p>
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<p>31. What inspection protocol will HUD be using for the high priority PH inspections?</p>	<p>For the public housing high priority portfolio of properties, PIH will inspect using NSPIRE to the greatest extent possible to continue its efforts to develop and enhance the NSPIRE protocol. For NSPIRE inspections, HUD will not be issuing a score of record. Like UPCS, NSPIRE inspections will identify life threatening defects requiring the same remediation that must take place under the UPCS protocol.</p>
<p>32. How do I request an inspection and PHAS score?</p>	<p>Please email PHAS@hud.gov with the request.</p>
<p>33. Is there an extension to the timeframe for filing a PHAS appeal?</p>	<p>No, the appeals process will follow 24 CFR 902.</p>
<p>34. If I request a PHAS score, will it only be for FY2020?</p>	<p>If a PHA asks for a score to be released, all FY Composite Scores and the associated Performance Designation will be released. A FY Composite Score is a score that has been calculated from all 4 scored indicators. If a PHA requests that a score be released and the PHA is missing an inspection, the inspection will be scheduled in accordance with the guidelines. When the Inspection(s) has been completed, the PASS score will only be calculated for the PHA's current fiscal year in which the inspection occurred. The PASS score will not be used to calculate any previous PHAS Assessment Year scores.</p>

ANSWERS FOR HOUSING FINANCE AGENCIES (HFA) AND SERVICING MORTGAGEES (SM)

<p>35. How should Housing Finance Agencies (HFAs) proceed with their SM inspections?</p>	<p>HFAs are required to follow the same guidelines REAC is requiring from all REAC inspectors.</p>
<p>36. How should SM inspections (insured MF) proceed?</p>	<p>SM inspections will follow regular REAC processes and guidelines.</p>
<p>37. Will my inspection for an insured MF property be scored?</p>	<p>Yes. There is no waiver from inspection scores for MF properties.</p>

ANSWERS FOR REAC INSPECTORS

<p>38. My ID badge is expiring soon, how do I get a new badge?</p>	<p>Please email your request for a new badge to the Inspector Administration (IA) mailbox - REACInspectorAdmin@hud.gov. A team member from IA will provide additional instructions for obtaining a new ID badge.</p>
<p>39. Will I be penalized for not having liability insurance during REAC's suspension of UPCS inspections?</p>	<p>No. However, it is recommended that inspectors renew insurance policies and upload the certificate in Secure Systems at least two weeks prior to resuming inspection activities. This will reduce delays and cancellations.</p>

<p>40. As a result of the suspension of inspections during the pandemic, I did not meet the 25 minimum inspections required. Will I be decertified?</p>	<p>No. As a result of COVID-19, the annual 25-minimum requirement will be waived.</p> <p>A new reporting period will begin once REAC resumes operations; meaning that 25 successful inspections must be completed within one year of that date to maintain UPCS certification.</p>
<p>41. What do I need to do to start the re-PIV process?</p>	<p>All inspectors will be notified 30 days in advance by Inspector Administration (IA) when their re-Personal Identity Verification (PIV) process begins. Prior to the re-PIV process, inspectors can still conduct inspections.</p>
<p>42. Do I have to submit fingerprints for the re-PIV?</p>	<p>No. New fingerprints are not required for the re-PIV.</p>
<p>43. Can I conduct inspections during the re-PIV process?</p>	<p>No.</p> <ul style="list-style-type: none"> -If the PIV has expired the inspector will not be allowed to conduct inspections until a new PIV approval is received. -If the current PIV expires while the inspector is completing the re-PIV process, the inspector will not be allowed to complete inspections until the new PIV approval is received.
<p>44. Are additional “Dine and Learn” sessions planned?</p>	<p>Yes. Additional topics are scheduled for the rest of the calendar year. Visit our training website for those sessions and look for updates as we add 2021 training.</p> <p>https://www.hud.gov/program_offices/public_indian_housing/react/products/pass/qa/insp-cert</p>

ANSWERS ABOUT UPCS TRAINING FOR PROSPECTIVE INSPECTORS

<p>45. Will UPCS certification training be offered?</p>	<p>Yes. REAC will continue to offer UPCS training including the online Learning Module System (LMS), classroom, field training, and field examination.</p>
<p>46. Where can I find the UPCS training schedule and how do I register?</p>	<p>Please visit our website for the schedule and registration instructions: https://www.hud.gov/program_offices/public_indian_housing/reac/products/pass/qa/insp-cert</p>
<p>47. Is the on-line portion currently available?</p>	<p>Yes. Inspector candidates may begin the on-line training at any time.</p>
<p>48. How will the classroom portion of the training be delivered?</p>	<p>We are planning to offer the classroom training virtually. Please check our website for details and updates. https://www.hud.gov/program_offices/public_indian_housing/reac/products/pass/qa/insp-cert</p>
<p>49. Will there be any changes to the field training and exam?</p>	<p>No. Phase II field training and the examination process will remain unchanged.</p>
<p>50. Will LMS be available for inspector-candidates that have already passed the on-line and classroom portions?</p>	<p>Yes. If Inspector-candidates that have passed the online and classroom portions of the training would like to use the LMS for review prior to scheduling their Phase II field training and examination, please contact us at OnlineTrainingRegistration@hud.gov to request access.</p>

51. When can I schedule my Phase II field training and exam?	There is currently a backlog of requests. REAC is working to accommodate and schedule inspector candidates for field training and examination as early as possible.
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Please note that the contents of this document, except when based on statutory or regulatory authority or law, do not have the force and effect of law, and are not meant to bind the public in any way. This document is intended only to provide clarity to the public regarding existing requirements under the law or agency policies.