Once again, the Training Team and I would like to thank each one of you for taking time out of your day to be here today.   Please submit your questions during the presentation or during the Q&A after the presentation.   We will try not to answer the same question multiple times.

To let everyone know, there will be 6 additional people along with Dexter to help answer questions today.   3 QA Trainers and a 2 representative from TAC.   The QAs are Ron Kluck, Lawrence Clay, and Brian Easthom.   And Bobby and Amos from TAC.
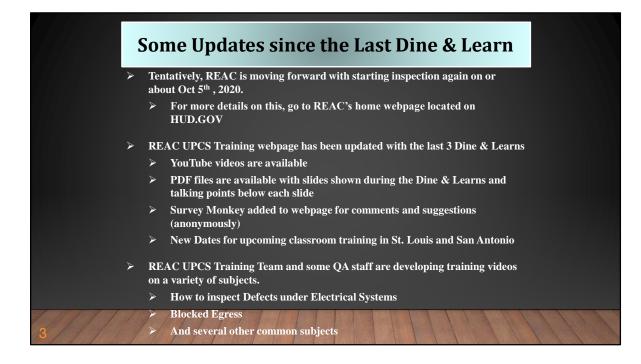
There will be a Survey Monkey sent out after this Dine & Learn.   We have received a lot good suggestions and recommendations to improve each upcoming Dine and Learn.   So, please keep giving us your feedback.   It is greatly appreciated.

As before, we will not be taking any questions concerning how the Corona virus.

Next page.

PASS TRAINING – DINE & LEARN

Presented August 26, 2020

<u>Presenter:</u>

PowerPoint – Dexter Brady –   QA Construction Analyst / REAC UPCS Trainer

Staff available for Questions & Answers:

Ron Kluck	–	QA Construction Analyst / REAC UPCS Trainer
Lawrence Clay	–	QA Construction Analyst / REAC UPCS Trainer
Brian Easthom	–	QA Construction Analyst / REAC UPCS Trainer
Amos Stevenson	–	TAC Customer Service Representative
Bobby Martin	–	TAC Project Manager
Robert (Whitt) Whittington – General Engineer & REAC Training Coordinator		
	& Facilitator	

This is a list showing today's presenter and staff available for Q&As after the presentation.   The QAs are Ron Kluck, Lawrence Clay, Dexter Brady and Brian Easthom.   And Amos and Bobby from TAC.

Some Updates since the Last Dine & Learn

- ➢ Tentatively, REAC is moving forward with starting inspection again on or about Oct 5th , 2020.
  - ➢ For more details on this, go to REAC's home webpage located on HUD.GOV

- ➢ REAC UPCS Training webpage has been updated with the last 3 Dine & Learns
  - ➢ YouTube videos are available
  - ➢ PDF files are available with slides shown during the Dine & Learns and talking points below each slide
  - ➢ Survey Monkey added to webpage for comments and suggestions (anonymously)
  - ➢ New Dates for upcoming classroom training in St. Louis and San Antonio

- ➢ REAC UPCS Training Team and some QA staff are developing training videos on a variety of subjects.
  - ➢ How to inspect Defects under Electrical Systems
  - ➢ Blocked Egress
  - ➢ And several other common subjects

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Upcoming Dine & Learns and the Subjects to be Covered

Upcoming Dine & Learns

Nov. 5, 2020 @ 7:00 pm (EST) – **Blocked Egress** by Brian Easthom

Jan. 27, 2021 @ 7:00 pm (EST) – **Roof & other required Comments on Inspections of Record** by Lawrence Clay

March 31, 2021 @ 7:00 pm (EST) – **How to Inspect** a Unit by Ron Kluck

4

HOW TO USE THE UPCS INSPECTION PROPERTY CHECKLIST
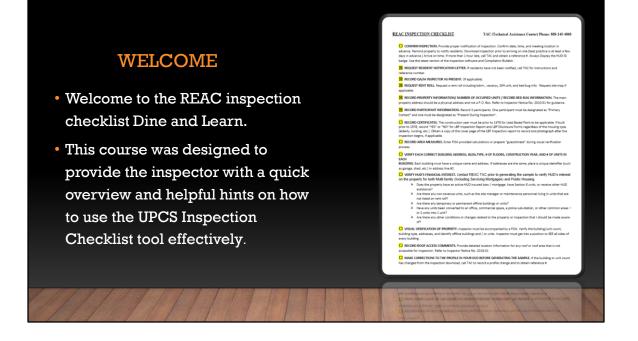
Thanks Whit.
Thanks to Training Team : Ben Benning, James Cutler, James Westmorland, Paul Raina, Jack Gayord   For All of there hard work they put into this presentation.

WELCOME

- Welcome to the REAC inspection checklist Dine and Learn.
- This course was designed to provide the inspector with a quick overview and helpful hints on how to use the UPCS Inspection Checklist tool effectively.

- Note: This course is designed to provide with helpful hints on how to effectively use the checklist.
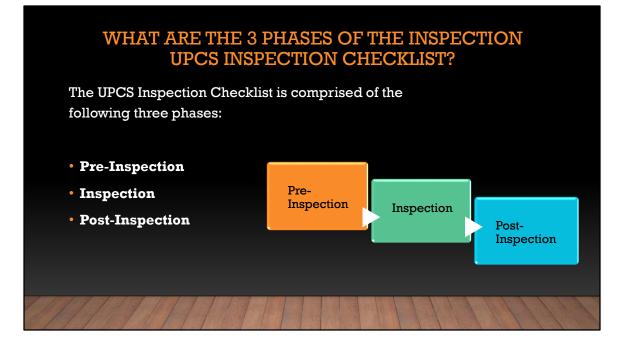
DINE AND LEARN OBJECTIVES

- Learn what the UPCS Inspection Checklist is and why it is best practice to use this tool to conduct an efficient inspection.

- Review the steps in all 3 Phases of the REAC checklist: Pre-Inspection, Inspection, and Post Inspection.

- Provide detail explanations, helpful hints, and correspondence that will help the inspector understand the steps in the checklist.

1. How the UPCS inspection checklist can assist you in conducting an efficient inspection.
2. Review the 3phases of the Inspection checklist.   Pre- Inspection , Inspection and Post Inspection.
3. Provide detailed explanation and Help full hints to help you understand the check list.

LEARN WHAT IS THE UPCS INSPECTION CHECKLIST AND WHY IS IT IMPORTANT TO USE :
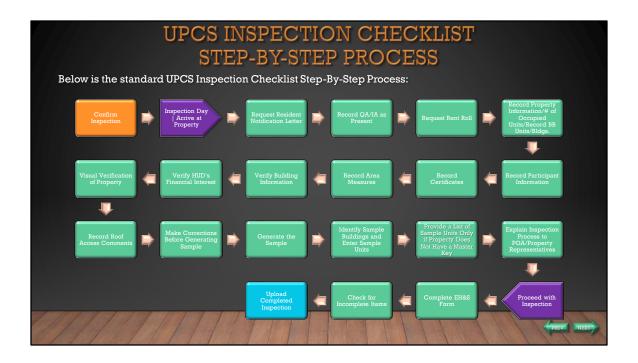
The UPCS Inspection Checklist was designed to assist QA and Contract Inspectors in accomplishing the following:

- Create a systematic routine for the UPCS inspection process.

- Assist inspectors in asking the right questions during inspection.

- Create a consistent script for the Inspector to eliminate any miscommunications with POC during an inspection.

- Eliminate errors that may cause an inspector's inspection to be rejected.

1. Create a Systematic routine.
2. Asking the right Questions during inspection.
3. Creating a script to eliminate miscommunications with the POA for inspections.
4. Eliminate errors that may get inspection rejected.

WHAT ARE THE 3 PHASES OF THE INSPECTION UPCS INSPECTION CHECKLIST?

The UPCS Inspection Checklist is comprised of the following three phases:

- **Pre-Inspection**
- **Inspection**
- **Post-Inspection**

Pre-Inspection → Inspection → Post-Inspection

Here are the 3 inspections Phases.

Pre-inspection is preparation before you get to the property
Inspection is while you at property.
Post Inspection is simply uploading your inspection.

UPCS INSPECTION CHECKLIST STEP-BY-STEP PROCESS

Below is the standard UPCS Inspection Checklist Step-By-Step Process:

Confirm Inspection → Inspection Day | Arrive at Property → Request Resident Notification Letter → Record QA/IA as Present → Request Rent Roll → Record Property Information/# of Occupied Units/Record BB Units/Bldgs.

Visual Verification of Property ← Verify HUD's Financial Interest ← Verify Building Information ← Record Area Measures ← Record Certificates ← Record Participant Information

Record Roof Access Comments → Make Corrections Before Generating Sample → Generate the Sample → Identify Sample Buildings and Enter Sample Units → Provide a List of Sample Units Only if Property Does Not Have a Master Key → Explain Inspection Process to POA/Property Representatives

Upload Completed Inspection ← Check for Incomplete Items ← Complete EH&S Form ← Proceed with Inspection

PREV NEXT

Step 14 revise by deleting one of the two boxes and change to circle or oval.

Confirm Inspection

CONFIRM INSPECTION

- Receive Inspection assignment and download inspection

- Call and/or email POA for subject property to negotiate a mutually agreeable date, and time of inspection. Within the 14-day notification requirements.

- Confirm place to meet escort.

- Confirm inspection is correctly scheduled in REAC Scheduler

- Remind property to notify residents prior to start of inspection

Receive Inspection Download.   This allows you to verify information with POA,   Bad data downloads
Call POA to schedule within 14 Day notice, Mutually agreeable date.
Meeting place is important. Scatter site.

Click on steps below to view more detailed information for each UPCS Checklist Item.

Inspection Day | Arrive At Property

HELPFUL HINTS BEFORE ARRIVING AT PROPERTY

- A few days before the inspection call or email the property to remind of inspection and ask if they have any questions.
- In larger city ask the property about parking.
- Make sure you have current version of 4.0 Rapid inspection software downloaded.
- Arrive on time and be prepared
- If the inspector is running late for the inspection, notify the POA (if 1 hour or more late, call TAC to obtain a TAC reference #.)
- The inspector must have a current HUD ID badge/government ID displayed at all times.
- It is recommended to have a copy (digital or hard) of the Compilation Bulletin with you at all times.
- Be prepared with all essential tools (e.g., smoke/CO tool, flashlight, and measuring device).
- Arrive properly dressed with a professional introduction and practice common courtesies as you are a visitor on their property.

Consider talking about:
- Major programs
- Office of Inspector General
- Budget and staffing
- Provide proper notification of inspection. Confirm date, time, and meeting location in advance. Remind property to notify residents. Download inspection prior to arriving on site (best practice is at least a few days in advance.) Arrive on time. If more than 1 hour late, call TAC and obtain a reference #. Always Display the HUD ID badge. Use the latest version of the inspection software and Compilation Bulletin.

It must be a **mutually agreeable** time/date.
Not only during the initial phone call but again a few days before the inspection date (follow up both confirmations with written correspondence - emails)
Confirm time and place to meet escort
Confirm inspection is correctly recorded in REAC Scheduler
Remind property to notify residents prior to start of inspection

REQUEST RESIDENT NOTIFICATION LETTER

REQUEST RESIDENT NOTIFICATION

After the introduction, the inspector shall request the written notification letter. There is no set standard form for the resident notification letter; however, the inspector must verify the following:

- Verify correct date(s) and time(s) of the inspection.
- Inform the residents that the inspection team will need access to all units during the inspection period.

Note: If the residents have not been notified, immediately call TAC for directions on how to proceed and get a TAC reference #.

The inspector shall verify that the property owner provided the residents with a written notification of the upcoming inspection by requesting a copy of the resident inspection notification letter. If the property owner did not provide a notification letter to the residents, the inspector shall contact the Technical Assistance Center and not inspect the property until advised to do so. There is no set standard form for the resident notification letter, however the letter must clearly state:

- The date and time of the inspection
- Inform the residents that all buildings, units, common areas, and the site are eligible for inspection
- Inform the residents that the inspection team will need access to all units during the inspection period.
- Request to see a copy of the letter sent to residents
- If residents have not been notified, immediately call TAC for directions on how to proceed and get a TAC reference #

REQUEST RENT ROLL

The rent roll is to be an all-inclusive list of units. There is no set standard or form that is used by all properties; however, a rent roll must be provided or created in order to conduct the inspection.

The rent roll can be used to verify the following:

- Proper building(s)/unit count
- Units relative to 504/FHA/ADA, if applicable
- Occupancy rate (records as a percentage in DCD)
- Number of occupied and vacant units
- Units and/or buildings that have been converted/demoed/taken offline that affect the building or unit count.
- Buildings and units that have active bed bugs units. Document in some manner which units have reported active bedbugs and those that been treated but have not been certified clean, to be identified in some way on the rent roll. Note: Refer to Inspector Notice No. 2016-01 for additional information.

REQUEST RENT ROLL. Request a rent roll including bdrm., vacancy, 504 unit, and bed bug info. Request site map if
applicable.

- If an all-inclusive list of units is unavailable the POA or the Inspector shall create one. It is a best practice to create a digital or paper copy the created rent roll. List the building name, building number, address, associated unit numbers, floor, etc.. for each building
- Document in some manner which units have reported active bedbugs and those that been treated but have not been certified clean, to be identified in some way on the rent roll.
- If the POA refuses to create the rent roll it is the Inspector's responsibility to build the document, using the POA's information.
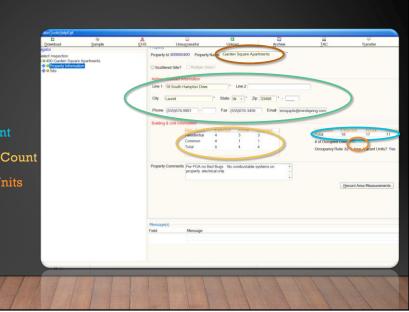
The Inspector is required to verify and certify that the building count and unit count match the Inspectors field verification.
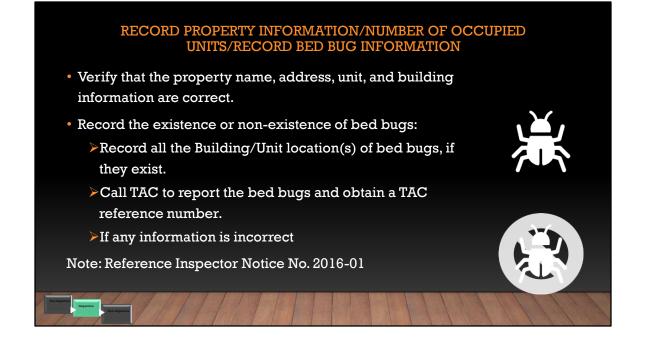
- The Inspector shall make corrections to the rent roll if necessary,

prior to inputting the data into the Data Collection Device (DCD). Errors in this data will place the Inspector Outside Standard (OS) and the inspection invalid.

- Verify Property Name
- Verify Address
- Confirm Total Unit Count
- Confirm Total Building Count
- Number of Occupied Units

RECORD PROPERTY INFORMATION/NUMBER OF OCCUPIED UNITS/RECORD BED BUG INFORMATION

- Verify that the property name, address, unit, and building information are correct.
- Record the existence or non-existence of bed bugs:
  - Record all the Building/Unit location(s) of bed bugs, if they exist.
  - Call TAC to report the bed bugs and obtain a TAC reference number.
  - If any information is incorrect

Note: Reference Inspector Notice No. 2016-01

The main property address should be a physical address and not a P.O. Box. Refer to Inspector Notice No.

2010-01 for guidance

Are there any non-revenue units, such as units for property employees (site manager, maintenance supervisor, etc.) living in a unit not shown on the Rent Roll?

Are there any Buildings and/or Units Temporarily or Permanently offline? (Reference Compilation Bulletin on how to handle these)

Have any units been converted to something else (Office, commercial space, daycare center, activity center, beauty shop, Police sub-station, 2 units converted into 1 unit, etc.)?

Are there any other conditions or changes related to the property or inspection that the inspector should be made aware of?

Request Bed Bug Information

Record properly on the inspection the existence or non-existence of bed bugs

    If bed bugs exist, also record on the inspection all of the Building/Unit location(s) of bed bugs

    If bed bugs exist, call TAC to report the bed bugs and obtain a TAC reference number

BED BUGS EXIST

- If bed bugs exist, Inspectors shall enter a bed bug comment for all infested buildings/units in property information screen.

Property Comments | Yes bed bugs reported; Bldg. 1 - Units: 1, 2, 4.

The main property address should be a physical address and not a P.O. Box. Refer to Inspector Notice No.

2010-01 for guidance

Are there any non-revenue units, such as units for property employees (site manager, maintenance supervisor, etc.) living in a unit not shown on the Rent Roll?

Are there any Buildings and/or Units Temporarily or Permanently offline? (Reference Compilation Bulletin on how to handle these)

Have any units been converted to something else (Office, commercial space, daycare center, activity center, beauty shop, Police sub-station, 2 units converted into 1 unit, etc.)?

Are there any other conditions or changes related to the property or inspection that the inspector should be made aware of?

Request Bed Bug Information

Record properly on the inspection the existence or non-existence of bed bugs

> If bed bugs exist, also record on the inspection all of the Building/Unit location(s) of bed bugs
>
> If bed bugs exist, call TAC to report the bed bugs and obtain a TAC reference number

BED BUGS DO NOT EXIST

- If bed bugs do not exist, Inspectors shall enter a bed bug comment in property information screen.

Property Comments | No bed bugs reported.

The main property address should be a physical address and not a P.O. Box. Refer to Inspector Notice No.

2010-01 for guidance

Are there any non-revenue units, such as units for property employees (site manager, maintenance supervisor, etc.) living in a unit not shown on the Rent Roll?

Are there any Buildings and/or Units Temporarily or Permanently offline? (Reference Compilation Bulletin on how to handle these)

Have any units been converted to something else (Office, commercial space, daycare center, activity center, beauty shop, Police sub-station, 2 units converted into 1 unit, etc.)?

Are there any other conditions or changes related to the property or inspection that the inspector should be made aware of?

Request Bed Bug Information

Record properly on the inspection the existence or non-existence of bed bugs

- If bed bugs exist, also record on the inspection all of the Building/Unit location(s) of bed bugs
- If bed bugs exist, call TAC to report the bed bugs and obtain a TAC reference number

RECORD PARTICIPANT INFORMATION

Below are 2 key points when recording the Participant Information:

- While on site the Inspector must update information for Management Agent, Owner, and Site Manager.

- Inspector should identify Primary contact and POA representatives that will assist with the inspection.

Note: For additional escorts, the Inspector can use "Other" for the POA representatives' role.

Role	Participant Name	Present?	Primary Contact?
Management Agent	Doe, John	Yes	Yes
Owner	Doe, Jane	No	No
Site Manager	Doe, Bob	No	No

Guidelines for completing the Participants Screen: The following three participants are REQUIRED to complete the Participants Screen.

- Executive Director (PH) or Owner (MF)
- Management Agent
- Site Manager

Of these three participants, ONLY ONE can and MUST be designated as "Primary Contact" and AT LEAST ONE has to be designated as "Present during Inspection". You can record as many "Other" participants as necessary, but they do not count towards the three required participants to complete the Participants Screen. The mandatory fields for each participant are identified with an "*" and have a light yellow background.

Add New Participant

RECORD AREA MEASURES
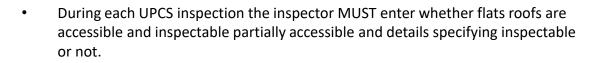
- The inspector shall obtain area measurements amounts from the POA and record them in the DCD under Area Measurements.

RECORD ROOF ACCESS COMMENTS

The Inspector MUST enter one of the following comments for each building in the sample (Refer to Inspector Notice No. 2018-01.):

1) "Roof access – all flat roof areas are accessible and were inspected."
2) "Roof access – the flat roof is partially accessible (Inspector must provide specific location details for all areas of the roof that are not accessible and not inspected)"
3) "Roof access – the flat roof is not accessible and was not inspected."
4) "Roof access – the roof is pitched and does not require access."

- During each UPCS inspection the inspector MUST enter whether flats roofs are accessible and inspectable partially accessible and details specifying inspectable or not.
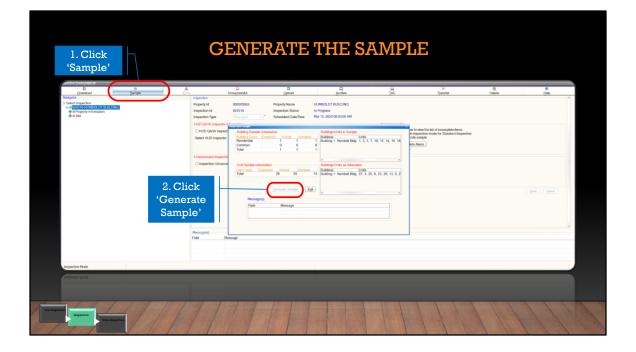
- If roof is pitched it doesn't require access.

- All **flat roofs** that have a permanent means of access must be inspected (e.g., stairway leading to a roof, a ladder permanently affixed to a wall, or any other affixed apparatus

- An inspector is not required to access the roof when a permanent means of access is not available.

During each UPCS inspection the inspector MUST enter one of the following comments and provide detailed location information for any roof or roof area that is not accessible for inspection. For a flat roof to be properly inspected, it must be accessible.
1) "Roof access – all flat roof areas are accessible and were inspected"
2) "Roof access – the flat roof is partially accessible (*Inspector must provide specific*

location details for all areas of the roof that are not accessible and not inspected)"

3) "Roof access – the flat roof is not accessible and was not inspected"

4) "Roof access – the roof is pitched and does not require access"

GENERATE THE SAMPLE

PROVIDE A LIST OF SAMPLE UNITS ONLY IF PROPERTY DOES NOT HAVE A MASTER KEY

- If the property is not Mastered keyed, the Inspector will provide POA with a list of sampled units at his/her discretion; but not exceed units the inspector will inspect during that day.

Proceed with Inspection

PROCEED WITH INSPECTION

- Proceed forward with the physical inspection of the property unless the inspection must be rescheduled for any reason (e.g., severe weather, sickness, no shows, residents not notified, etc.).

- In the event of a rescheduled inspection, TAC shall be notified.
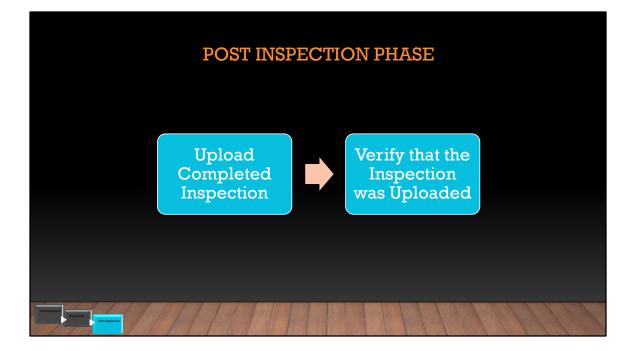
After explaining to the escort of the allowable repairs and how the inspection will be conducted, inspector will proceed forward with the physical inspection of the property.

CHECK FOR INCOMPLETE ITEMS.
FINISH INSPECTION AND SAVE.

- Check for any incomplete items by clicking on the "Check for Incomplete Items" on the upload page prior to departing the property

After generating the EH&S form in the DCD, inspector will check for any in completed items in the DCD. By clicking on the "Check for incomplete items" button on the upload inspection page. Items that were not completed will be identified on the same page at the bottom. The following slide will help with hints to assure the inspector did not miss any item.

IMPORTANT ITEMS TO CHECK BEFORE SAVING THE INSPECTION

- Take photo of LBP Inspection

- Ensure roof and site comments are complete

- Ensure that all TAC numbers are in Rapid

- Ensure that all substantial capital improvements are recorded in comments box.

- Ensure that all CO detectors are counted for each unit.

UPLOAD COMPLETED INSPECTION TO PASS WITHIN 24 HOURS

Click "Upload"

After generating the EH&S form, checking for in complete items, inspector can proceed to the upload the inspection. This slide will help[/assist the inspector on how to upload a complete UPCS inspection.
Note: All inspections must be completed and uploaded to PASS within 24 hours.

UPLOAD COMPLETED INSPECTION TO PASS WITHIN 24 HOURS HELPFUL HINTS

- If the inspection cannot be uploaded for technical reasons, the Inspector must immediately contact TAC to secure a TAC reference number.

- It is recommended to archive the inspection once accepted.

This helpful hints slide will assist the inspector if any unforeseen issues my arise during the upload process of the inspection.

It is recommended/suggested to Archive inspection once accepted.

REVIEW

1.) Why is it recommended for inspectors to use the inspection checklist?

A. Create a systematic routine for the UPCS inspection process.

B. Assist inspectors in asking the right questions during inspection.

C. Eliminate any errors that may cause the inspector's inspection to be rejected.

D. All the above

REVIEW

2.) What letter should inspector request from POA when they arrive on the property?

A. Letter from inspector scheduling inspection.

B. Letter from tenant approving inspection of unit.

C. Letter from HUD field Office

D. Resident Notification Letter

REVIEW

3.) What form is generated and presented to the POA at the end of the inspection day?

A. LBP Report

B. EH&S

C. Resident Notification Letter

D. REAC Inspection Report

REVIEW

THAT'S RIGHT! GOOD ANSWER!

B. EH&S

REVIEW

4.) What information must the inspector verify when reviewing the Property Profile?

A. Property information: name, street address (no P.O. Box), and telephone number of the property, and number of buildings and units

B. Participant information: participant's name, role, and organization name, address, telephone number

C. Building information: building name, street address (no P.O. Box), type, construction year, number of units

D. All the above

END OF REVIEW

PREV

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REVIEW

THAT'S RIGHT! GOOD ANSWER!

D. All the above

It is recommended/suggested to Archive inspection once accepted.