

# REAC TRAINING – DINE & LEARN

Presented May 20, 2020

Part 1 of 3 - Frequently Miss Recorded Defects

**Presenters:**

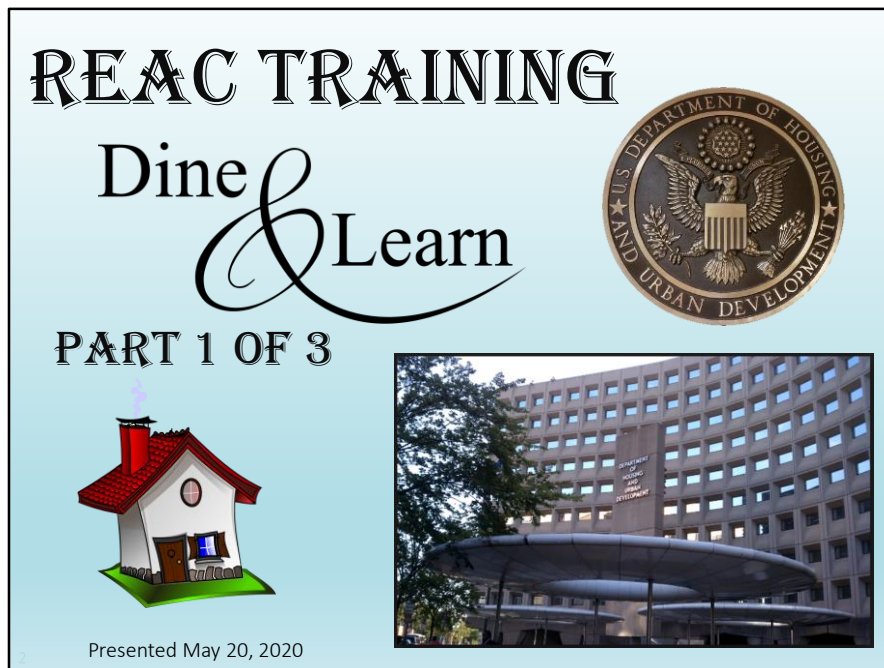
PowerPoint – Robert (Whitt) Whittington – General Engineer & REAC Training Coordinator

Staff available for Questions & Answers:

Ron Kluck	–	QA Construction Analyst / REAC UPCS Trainer
Lawrence Clay	–	QA Construction Analyst / REAC UPCS Trainer
Dexter Brady	–	QA Construction Analyst / REAC UPCS Trainer
Brian Easthom	–	QA Construction Analyst / REAC UPCS Trainer
Orlando Vanegas	–	TAC Customer Service Representative

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Title page with name of Dine & Learn, presenter & panel for Q&A to answer questions after presentation is completed.



I would like to thank each one of you for being here today. We have a lot of material to cover. So, to help keep our time together down to around an hour, the presentation will be completed first and then we will take questions. So, hold your questions till the end. However, if you want to submit your questions in writing before you forget them, you can write your questions in the cue anytime you want to, and it will get answered at the end.

To let everyone know, there will be 5 other people to help me answer questions today. 4 QA Trainers and a representative from TAC. The QAs are Ron Kluck, Lawrence Clay, Dexter Brady and Brian Easthom. And Orlando from TAC. Everyone knows Orlando and depends on him for help at one time or another.

For today, we will not be taking any questions concerning how the Corona virus will affect how we do inspections in the future or when inspections will resume or anything else related to the virus. Sorry about that. All questions today should be related to the material being presented or concerning protocol prior to the virus. For your information, and tentatively in the near future, there is another group working on meeting with contractors and contract inspectors in this type of environment we are using today to discuss how the Corona virus will impact REAC, contractors, and contract

inspectors moving forward. That group will be able to best answer your questions on how the virus will affect all of us when we start inspections again.

So, back to the presentation. Once again remember, the presentation will be completed before any written or verbal questions will be answered.

So, buckle up and let's get started.

## What are We going to Discuss & Talk about Today?

### Defects and Other Issues the PASS Review

#### Team are Finding on a Daily Basis:

- Necessary Comments are Missing from nearly every Recorded Defect, including Level 1 & 2 defects
- Some incorrectly recorded defects are being found several times on a daily basis
- Most of these incorrectly recorded defects have a direct affect on the final score
- These incorrectly recorded defects are causing a lot of man hours on appeals, technical reviews, & data base adjustments
- To prevent all of these incorrectly recorded defects just requires a better (and deeper) understanding of the "REAC Compilation Bulletin" and other documents used to complete REAC inspections in accordance to protocol



Today, we are going to talk about things that the PASS Review Team finds on a routine bases, and the requirement for a comment to be included with every recorded defect. This even includes comments on Level 1 defects and Level 2 defects along with Level 3s and Health & Safety defects. On a daily basis, PASS Review Team is observing several incorrectly recorded defects. It is great that you all are finding and recording these defects, but you need to make sure every defect is being recorded correctly. Some of same recorded defects are observed multiple times daily. These miss recorded defects can have a direct affect on the final score and could result in the property having to be re-inspected.

Even though a defect exist, if it is recorded under the wrong "Inspectable Defect" or under the wrong "Inspectable Area", the property can appeal it and have it removed. This may result in the inspection not being a true reflection of the property at the time of the inspection.

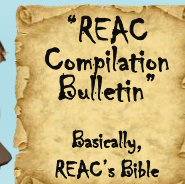
**Next Page**

## What are We going to Discuss & Talk about Today?

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- These incorrectly recorded defects are causing a lot of man hours on appeals, technical reviews, & data base adjustments
- To prevent all of these incorrectly recorded defects just requires a better (and deeper) understanding of the "REAC Compilation Bulletin" and other documents used to complete REAC inspections in accordance to protocol



To help cut down on miss recorded defects, we all need to get more familiar, and actually become an expert, with the "REAC Compilation Bulletin", which is basically REAC's Bible on clarifications on how to handle and record particular defects when observed and provide guidance on following REAC's protocol. The Compilation Bulletin also gives specific directions on how we are to handle and deal with a "Lead Base Paint Inspection Report", gives specifics on how to handle electrical defects, we all need to be aware of "Inspector Notices" sent out by "Inspector Administration (or IA)" section that effect how we inspect, and be aware of how to deal with "NIS Standards" that are observed on poor repairs.

## Why are Comments Required for Virtually every Recorded Defect?

"REAC Compilation Bulletin" on page 7, paragraph 10.b., titled "Additional Comments", states the following: "For any deficiency recorded, . . . the Comments field must be used if the location and/or condition are not fully described by the decision tree selected. . . ."

- Defect Location – without additional commenting, rarely will there be enough information for someone not at the inspection to easily find the defect
- Decision Tree – many definitions list multiple reason for a defect to be Recorded. Which one is causing the defect?

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Basically, if the decision tree does not clearly state where the defect is located and what is causing the defect, you need to add a comment. The comment should be as short and simple as possible while giving enough information for someone that was not at the inspection to locate the defect and know what they are looking for.

Now, lets look at an example of what is probably the most recorded defect that is missing additional information in the comment section explaining what is exactly causing the defect.

## Why are Comments Required for Virtually every Recorded Defect?

"REAC Compilation Bulletin" on page 7, paragraph 10.b., titled "Additional Comments", states the following: "For any deficiency recorded, . . . the Comments field must be used if the location and/or condition are not fully described by the decision tree selected. . . ."

**Checklist**

- ☒ Water Stains
- ☒ Water Damage
- ☒ Mold or Mildew

Does a Health & Safety need to be Recorded?

- ☒ Yes
- ☒ No

- Defect Location – without additional commenting, rarely will there be enough information for someone not at the inspection to easily find the defect
- Decision Tree – many definitions list multiple reason for a defect to be Recorded. Which one is causing the defect?
  - **Mold/Mildew or Water Stains or Water Damage?**

When you record a defect under ceilings, walls or floors for **“Water Damage”**, **“Water Stain”** or **“Mold / Mildew”**, very few add a comment for which one these is causing the defect. Is it “Water Damage”, “Water Stain” or “Mold / Mildew”? Or a combination of the three? If the defect is a Level 3 for Mold or Mildew, then you will also need to record a “Health & Safety” defect under “Air Quality”. Usually, if someone does add a comment about the Level 3 defect being caused by “Mold or Mildew”, they forget (or may not even know) to also record the “Health & Safety” under “Air Quality”.

When I was working for the PASS Review Team, about 75% of the time when a Level 3 defect was recorded for Mold or Mildew, the inspector would forget to recorded the H&S for Mold and Mildew. Or vice verse.

## Why are Comments Required for Virtually every Recorded Defect?

“REAC Compilation Bulletin” on page 7, paragraph 10.b., titled “Additional Comments”, states the following: “For any deficiency recorded, . . . the Comments field must be used if the location and/or condition are not fully described by the decision tree selected. . . .”

**Checklist**

- ☒ Water Stains
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Does a Health & Safety need to be Recorded?

- ☒ Yes
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- Defect Location – without additional commenting, rarely will there be enough information for someone not at the inspection to easily find the defect
- Decision Tree – many definitions list multiple reason for a defect to be Recorded. Which one is causing the defect?
  - Mold/Mildew or Water Stains or Water Damage?
  - Missing or Broken?
  - Peeling or Cracking or Flaking or Deteriorated?
  - How big is the defect?
  - Which Hardware is causing the Defect?

What are some more commonly used decision trees with multiple items that can be causing a defect? Missing/Broken? Need to let everyone know if it is broken or missing. It cannot be both. Is that “Inspectable Defect” peeling, cracking, flaking or deteriorated? It could be any one of these, or a combination of two or three, or maybe all four. Your comment needs to clearly define what is causing the defect. How big is the defect? You need to clearly state the defect is as big or bigger than the definition requires. Or it is between a specific size to be a lower level recorded defect. Which hardware is causing the defect and what is the defect. An example: is the door closure missing or inoperable? Clearly state in your comment what the defect is and keep your comment short and simple (remember the KISS effect, which means Keep it Short & Simple).



## What are Some of the Most Incorrectly Recorded Defects?



**Use pointer and circle to explain each picture.** So, what are some of the most commonly miss recorded defects and missing comments that the PASS Review Team see on a daily basis?

**DOORS** Some of the miss recorded defects are associated with Missing Hardware on doors, or holes in doors caused from missing hardware.

**LEAD BASE PAINT PHOTO** Issues dealing with a missing photo of the “Lead Base Paint Inspection Report”.

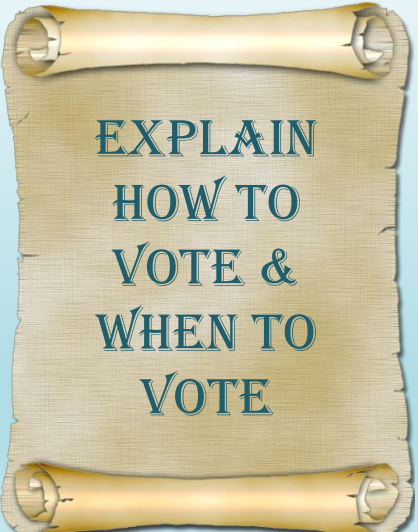
**Roof Type Comment** Not providing a comment concerning roof inspection accessibility.

**Electrical** Correctly recording electrical defects and recording the electrical defects in the correct “Inspectable Area”.

**Windows** Recording window defects correctly and under the correct “Inspectable Area”.

**Resident Owned Property** And, how to correctly record defects caused by resident owned property so that the property is not penalized.

## Explain How to Vote & When to Vote



EXPLAIN  
HOW TO  
VOTE &  
WHEN TO  
VOTE

Question?: What part of the country do you live in?

- A) Northeast
- B) South
- C) Mid-West
- D) Southwest
- E) Northwest

On the upcoming slides, you will be asked to provide the correct answer from several choices. Everyone will be shown several possible answers and given a chance to vote on which one you think is the correct answer. No one will know how anyone else is voting. Each possible answer will show the percentages of total votes for that specific answer. So, now, everyone is going to learn how to vote from the moderator.

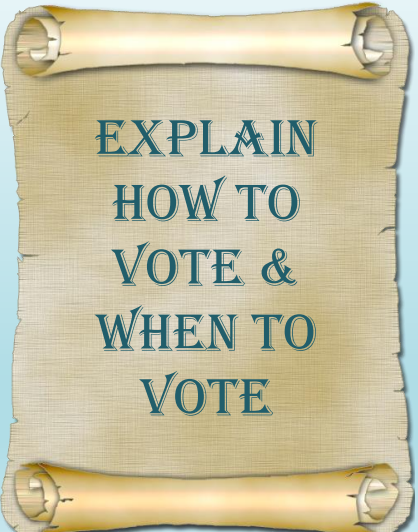
Here is our first Question of the day. So, what part of the country do you live in? This question should be pretty easy for everyone.

Before you start voting, the moderator is going to explain how to vote.

So, start voting now on whether it is A, B, C, D or E. You will have 1 minute to vote.

**After voting** Looks like the largest percentage is from the South.

## Explain How to Vote & When to Vote



EXPLAIN  
HOW TO  
VOTE &  
WHEN TO  
VOTE

Question?: What part of the country are you from?

- A) Northeast
- B) South
- C) Mid-West
- D) Southwest
- E) Northwest

Correct Answer:

We all live in the United States of America!

So, the Correct Answer is “any of the above”.

After you have been given a chance to vote, then we will go to the next slide to see what the correct answer is and why it is the correct answer. The correct answer will be backed up with the CB or other supporting documentation.

## What is One of the Least Recorded Observations that is Required to be Reported?



Question? What is one of the Most Frequently observed “Missed Items” by Inspectors discovered by PASS Review Team on “Inspections of Record”?

- A) Reporting locations of Bed Bugs on the Inspection
- B) Getting a TAC # for Profile Changes – Building and/or Unit Count
- C) Determining if the Property has a HUD Loan
- D) Providing a Photo of “Lead Base Paint Inspection Report”

Continued on next slide

Here is our first Question of the day with 4 possible answers and only one is correct. So, what is one of the most incorrectly or missed items observed by PASS Review Team? The PASS Review team sees this multiple times every day when reviewing uploaded inspections. Is it “A” - Not listing the locations of Bed Bugs on the Inspection? Or, is it “B” - Not calling TAC to get a TAC # for profile changes concerning changes in building count and/or unit count? Or, could it be “C” - Not calling TAC to find out if a Multifamily property has a HUD loan or not? Which could result in using the wrong unit count and leading to an inspection being REJECTED. Or, could it possibly be “D”, not providing a photo of the “Lead Base Paint Inspection Report” after marking “Yes” for the property having a copy of the “Lead Base Paint Inspection Report”?

From these 4 choices, which one do you think inspectors forget to do the most.

So, start voting now on whether it is A, B, C or D. For this question, you will have 45 seconds to vote.

Hint, it comes on a sheet of paper. But, then again, most all of these come on a sheet of paper.

So, let's go to the next page to see what the answer is.

## What is One of the Least Recorded Observations that is Required to be Reported?



### LEAD BASE PAINT INSPECTION REPORT

Question? What is one of the Most Frequently observed "Missed Items" by Inspectors discovered by PASS Review Team on "Inspections of Record"?

- A) Reporting locations of Bed Bugs on the Inspection
- B) Getting a TAC # for Profile Changes – Building and/or Unit Count
- C) Determining if the Property has a HUD Loan
- D) Providing a Photo of "Lead Base Paint Inspection Report"

Correct Answer:


**D) Providing a Photo of "Lead Base Paint Inspection Report"**

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**WHY?**

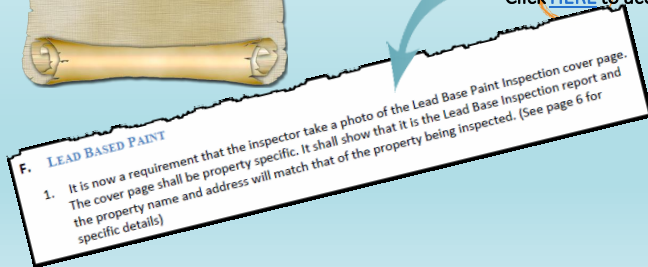
So, the Correct Answer is **"D) – Providing a Photo of the "Lead Base Paint Inspection Report"**. Why is it the correct answer? Well, let's go to the next slide and see why.

**What Would be an Easy Clue/Que to Practice to Remind an Inspector to take a Photo of the “Lead Base Paint Inspection Report”?**



Why is a Photo Copy of the “Lead Base Paint Inspection Report” Required when Applicable?

The Correct Answer According to “[REAC Compilation Bulletin](#)” is on Page 95, it States the following:  
Click [HERE](#) to access this document online



**F. LEAD BASED PAINT**

1. It is now a requirement that the inspector take a photo of the Lead Base Paint Inspection cover page. The cover page shall be property specific. It shall show that it is the Lead Base Inspection report and the property name and address will match that of the property being inspected. (See page 6 for specific details)

First off, why is a picture of the “Lead Base Paint Inspection Report” even required? If we click on the Hyperlink “[HERE](#)”, it will take us to the “Compilation Bulletin” **(use circle to show hyperlink and explain that these hyperlinks are active on the PDF copies available after the presentation)**. On page 95, the Compilation Bulletin tells us why we have to take a picture of the “Lead Base Paint Inspection Report” cover page. So, let’s see what the Compilation Bulletin has to say.

Basically, it requires an inspector to take a picture and has you go to page 6 in the Compilation Bulletin for specific details.

So, what is the main **problem** with this whole process? You see the cover page of the “Lead Base Paint Inspection Report” early in your inspection, but you cannot take a picture until after you have generated the sample. A lot happens between the time you see the “Lead Base Paint Inspection Report” and after the sample is generated, and you can finally take a picture of the cover page of the “Lead Base Paint Inspection Report”. So, what happens? You forget about taking a picture. Then you get a message from me or possibly someone else after uploading the inspection telling you not to forget again. And, you think to yourself, I have to try harder to remember to take that ~~stupid~~ picture.



So, what if there was a way to help an inspector to almost never forget to take a picture of the cover page from the “Lead Base Paint Inspection Report”. Can that be done? Yes, it can! But first, let’s go through the basic steps of what happens when an inspector arrives on site.

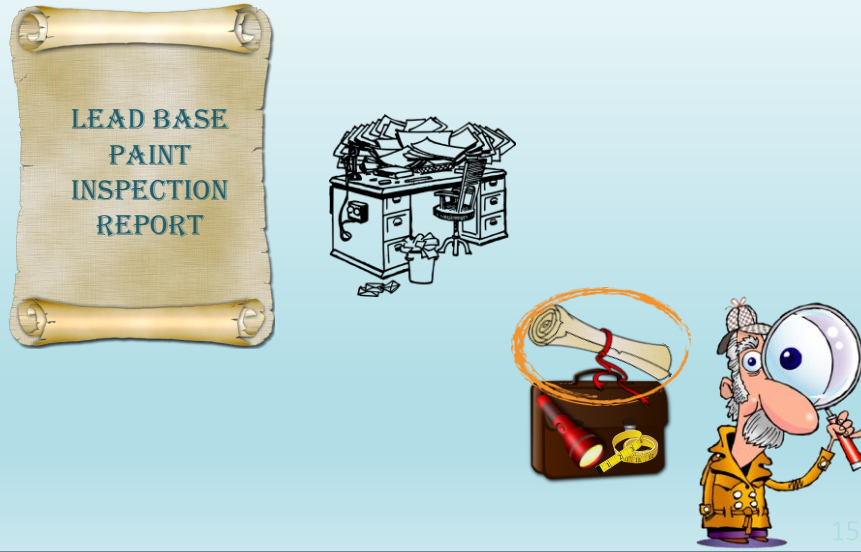
**What Would be an Easy Clue/Que to Practice to Remind an Inspector to take a Photo of the “Lead Base Paint Inspection Report”?**



So, you arrive on site, introduce yourself, set down your briefcase and then sit down at a desk (if you are lucky enough for the property to have a desk for you to sit down at). Then, you start going through and over all the initial up-front paperwork. You know, all the usual stuff every inspector is required to do after arriving on site. Some of the usual stuff will consist of, but not be limited to; you verifying the property information is correct, verifying the participant information is correct, verifying the rent roll is accurate and up to date, physically verifying all buildings and the entire site while being escorted by someone around the site, getting area measures if the property does not provide the square footages, and verifying certificates. After all of this, you generate your sample and input the sample units. Now, you are ready to start your inspection.

So, before leaving the office, what is one of the last things you're going to do?

**What Would be an Easy Clue/Que to Practice to Remind an Inspector to take a Photo of the “Lead Base Paint Inspection Report”?**



Get your flashlight and tape measure (or whatever else you will use to measure required stuff and test required items, like smoke detectors if you're vertically challenged). This little routine I am about to explain can help you remember to take a picture of "Lead Base Paint Inspection Report" cover page. How you may ask? Good question, let me explain.

When you first verify the "Lead Base Paint Inspection Report", place the report on top of your briefcase or at least a copy of the cover page. Then, before you can get your flashlight and tape measure out, you have to touch (or deal with) the "Lead Base Paint Inspection Report", and this routine will help you not to forget to take a picture of the cover letter.

So, the problem of forgetting to take a photo of the cover letter goes away, and you can then begin your inspection.

## What is another of the Most Miss Recorded Observations that is Required to be Reported?



**Question?** What is the Most Frequently "Missed Items" by Inspectors detected by PASS Review Team on "Inspections of Record"?

- A) Reporting locations of Bed Bugs on the Inspection
- B) Getting a TAC # for Profile Changes – Building and/or Unit Count
- C) Determining if the Property has a HUD Loan
- D) Not Providing a "Roof Accessibility Comment"

Continued on next slide

Here is our second Question of the day. So, what is another of the MOST incorrectly or missed items observed by PASS Review Team? Unfortunately, the PASS Review Team also sees this multiple times every day. Is it "A" - Not listing the locations of Bed Bugs on the Inspection? Or, is it "B" - Not calling TAC to get a TAC # for profile changes concerning changes in building count and/or unit count? Or, could it be "C" - Not calling TAC to find out if a Multifamily property has a HUD loan or not? Which could result in using the wrong unit count or wrong building count, leading to an inspection being REJECTED. Or, could it possibly be "D", not providing a "Roof Accessibility Comment"?

So, start voting now on whether it is A, B, C or D. Now that everyone is getting familiar with voting, the time to vote will be only 30 seconds for this question and for the rest of the remaining questions today.

Hint, you can record it before generating the sample or after generating the sample if you are sure about the answer. Which ever one makes you happy.

## What is another of the Most Miss Recorded Observations that is Required to be Reported?



Question? What is the Most Frequently "Missed Items" by Inspectors detected by PASS Review Team on "Inspections of Record"?

- A) Reporting locations of Bed Bugs on the Inspection
- B) Getting a TAC # for Profile Changes – Building and/or Unit Count
- C) Determining if the Property has a HUD Loan
- D) Not Providing a "Roof Accessibility Comment"

**WHY?**

Correct Answer:

**D) Providing a Roof Accessibility Comment"**

Continued on next slide

So, the Correct Answer is **"D – Providing a "Roof Accessibility Comment"**. Why is this the correct answer? Well, let's go to the next slide and see why.



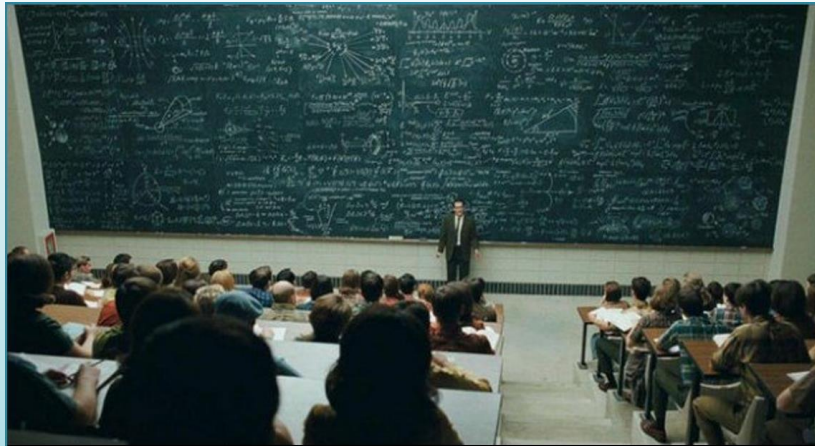
Why is a "Roof Comment" required for every Building's roof, whether it is Flat, Sloped and/or Pitched?

The Correct Answer is in "[Inspector Notice No. 2018-01](#)", issued July 23, 2018:

Click [HERE](#) to access this document online

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First off, why is a "Roof Accessibility Comment" even required? If we click on the Hyperlink "[HERE](#)", it will take us to the "Inspector Notice that requires a Roof Comment".



**"And this, is exactly what REAC meant with the new "Inspector Notice - Roof Inaccessibility Documentation Requirements". Any Questions?"**

Continued on next slide

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This is how most inspectors interpreted the "Inspector Notice for Roof Comments". Sorry, it could have been a little clearer.

So, let's see what the intent of the "Inspector Notice for Roof Comments" was trying to say.

**Remember – a “Roof Comment” is required for every Building’s Roof, whether the roof is Flat, Sloped and/or Pitched**



Continued on next slide

Why is a “Roof Comment” required for every Building’s roof, whether it is Flat, Sloped and/or Pitched?

The Correct Answer is in “[Inspector Notice No. 2018-01](#)”, issued July 23, 2018:

Click [HERE](#) to access this document online

Basically, the intent of the "Inspector Notice" is for every inspector to provide a comment concerning the roof on all inspections, whether the roof is Flat, Sloped or Pitched.

All roof comment should be added in that specific "Building Comments" field. Comments should **NOT** be recorded under the "Property Comments" field.

Basically, the “Inspector Notice for Roof Comments” concerning the “Roof Accessibility Comment” requires an inspector to provide a comment about whether or not you were able to inspect the roof, and what type of roof it was. It does not matter if the roof is Flat, Sloped or Pitched. Enter the roof comment under the “**Building Comment**” field for each specific building in the sample, even if all roofs are identical.

So, remember to add your “Roof Comment” under the “**Building Comment**” field for each specific building in the sample.

Now, lets see how and where to record the roof comments.



**“Roof Comment” – it should always be entered under the Building Comments Field**

**Building**

Building Name: A

If the building cannot be inspected, select a reason: [ ]

**Address/Contact Information**

Address: 123 Main Street Line 2: [ ]

City: Buffalo State: NY Zip: 12765

Building Type: Semi-Detached Construction Year: 1977 Number of Floors: 1

**Unit Information**

Expected Unit Count: 2 Actual Unit Count: 2 Units: [ ]

**Utilities Off?**

☐ Electricity? ☐ Gas?

**Building Comments**

**Roof Comment**

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”

Roof Comments from “Inspector Notice”

So, let’s look at how we are going to record our roof comments. First, we would select the “Building”.

Then, enter the roof comment in the “**Building Comments**” field for each building in the sample. It **SHOULD NOT** be recorded under the “**Property Comments**” field.

The specific roof comment will be chosen from the 4 possible comments located on the “**Inspector Notice for Roof Comments**” for adding a comment concerning every roof. The comment wording has to be exactly the same wording as on the Inspector Notice. Why is that so important? Good question. The wording has to be exactly the same so that R&D can mine the data from completed **Inspection of Record** for statistical purposes. Basically, this helps the accountants plan for cost associated with maintaining and replacing old roofs.

So, this is how you need to add a roof comment on every inspection for every roof on every building in the sample.

Some helpful hints & suggestions to make this process go quicker: 1) Cut and paste comments. 2) Roof comments are only required on **SAMPLE** inspectable buildings.

**Example:** there are 100 buildings on the property, but only 25 buildings are in the sample. You are only required to enter a roof comment in the 25 sample buildings, not on all 100 buildings.

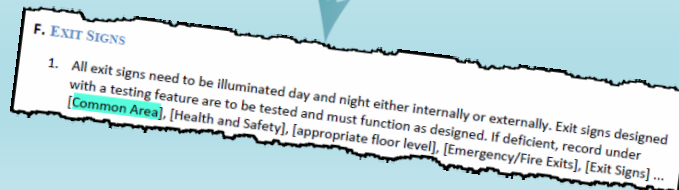
**Remember – to Record a “Defective Exit Signs” under  
“Common Areas”**

Why does a “Defective Exit Sign” have  
to be Recorded under “Common  
Areas”?



The Correct Answer According to  
“[REAC Compilation Bulletin](#)” is on  
Page 66, it States the following:

Click [HERE](#) to access this document online



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Can a defective “Exit Sign” be correctly recorded under “Building Systems” or under “Common Areas” as appropriate? Yes? No? Maybe? The correct answer is all defective “Exit Sign” have to be recorded under “Common Areas” only. If this defect is recorded under “Building Systems”, it is incorrectly recorded. Why is this? Another good question, and let’s investigate why. If we click on the Hyperlink “[HERE](#)”, it will take us to the “REAC Compilation Bulletin”. On page 66, the Compilation Bulletin tells us where we are required to record an “Exit Sign” defect .

Are you all starting to see a common routine and a common theme throughout these slides? That common thread is the use and reference of the **Compilation Bulletin** and other **REAC official documents** to make sure sure we are correctly recording all defects. Other wise, we run the risk of not recording defects correctly and our inspection being “REJECTED”. Remember what was stated earlier? To help cut down on miss recorded defects, we all need to get more familiar, and **actually become an expert, with the “REAC Compilation Bulletin”**, which is basically REAC’s Bible on clarifications on how to handle and record particular defects when observed and provide guidance on following REAC’s protocol. The Compilation Bulletin also gives specific directions on how we are to handle and deal with a variety of specific situations. . . .

So, lets take a closer look at what the Compilation Bulletin has to say about a defective Exit Sign.

Basically, the CB tells us what to look for when inspecting an “Exit Sign”, and if the “Exit Sign” is defective, then the defect has to be recorded under “**Common Areas**”. This defect should never be recorded under **Building Systems**.

And, remember to always add a “Comment” concerning where the “Exit Sign” is located and anything else that is necessary.

So, an “Exit Sign” should always be recorded under “Common Areas” and not under “Building Systems”.

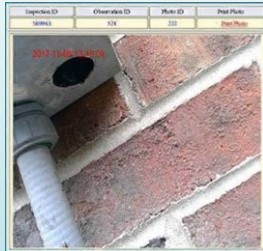
## What are Some of the Most Incorrectly Recorded Electrical Defects?



So, what are some of the most incorrectly recorded electrical defects or miss recorded Electrical Defects observed by the PASS Review Team on uploaded inspections? The PASS Review team sees this multiple times every day of every week. The photos show some frequent electrical defects that are miss recorded under the wrong **“Inspectable Defect”** or miss recorded under the wrong **“Inspectable Area”**.



## What are Some of the Most Incorrectly Recorded Electrical Defects?



Question?: You see one of these Defects while Inspecting a Property. How would You Record the Defect?

- A) Inspectable Area – Electrical System – Missing Cover
- B) Inspectable Area – Health & Safety – Electrical Hazards– Opening in Electrical Panel
- C) Inspectable Area – Electrical System – Missing Breakers/Fuses
- D) NOD – you cannot see any exposed copper wiring causing an electrical shock hazard

Continued on next slide 24

When inspecting a property, you come across one of these defects. How should it be recorded?

Is it “A” – “Inspectable Area – Electrical System – Missing Cover”? Or, is it “B” – “Inspectable Area – Health & Safety – Electrical Hazards – Opening in Electrical Panel”? Or, could it be “C” – “Inspectable Area – Electrical System – Missing Breakers/Fuses”? Or, could it possibly be “D”, “NOD – you cannot see any exposed copper wiring causing an electrical shock hazard”?

So, start voting now on whether it is A, B, C or D. And remember, you will have 30 seconds to make your selection.



## What are Some of the Most Incorrectly Recorded Electrical Defects?



Question?: You see one of these Defects while Inspecting a Property. How would You Record the Defect?

- A) Inspectable Area – Electrical System – Missing Cover
- B) Inspectable Area – Health & Safety – Electrical Hazards– Opening in Electrical Panel
- C) Inspectable Area – Electrical System – Missing Breakers/Fuses
- D) NOD – you cannot see any exposed copper wiring causing an electrical shock hazard

Correct Answer:

**B) Inspectable Area – Health & Safety – Electrical Hazards - Opening in Electrical Panel**

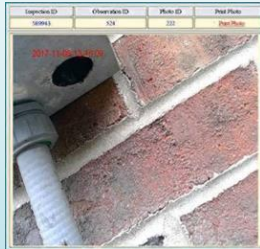
**WHY?**

Continued on next slide

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So, the Correct Answer is “**B) Inspectable Area – Health & Safety – Electrical Hazards – Opening in Electrical Panel**”. Why is that the correct answer? Well, let’s go the next slide and see why.

## What are Some of the Most Incorrectly Recorded Electrical Defects?



Why is this the Correct Answer?

B) Inspectable Area – Health & Safety – Electrical Hazards - Opening in Electrical Panel

Reference “Understanding HUD’s UPCS Protocol for Inspecting Electrical Devices”

Click [HERE](#) to access this document online

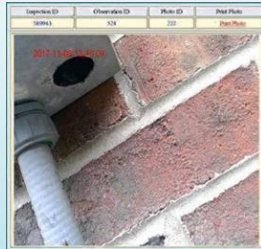
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So, how did we come up with the correct answer being “**B) Inspectable Area – H&S – Electrical Hazards – Opening in Electrical Panel**”?

First, let’s take a look into some of the documents that will help us answer this question. The first document we will look into is titled “Understanding HUD’s UPCS Protocol for Inspecting Electrical Devices”, which is commonly known as “Inspecting Electrical Devices”. After we click on the hyperlink “[HERE](#)”, it will take us to this document.



## What are Some of the Most Incorrectly Recorded Electrical Defects?



### Why is this the Correct Answer?

B) Inspectable Area – Health & Safety – Electrical Hazards - Opening in Electrical Panel

Reference “Understanding HUD’s UPSC Protocol for Inspecting Electrical Devices”

Click [HERE](#) to access this document online



Level:	Level 3 - Life threatening H&S deficiency for having an opening in electrical panel.
Definition:	Dictionary of Deficiency Definitions: Exposed Wires/Open Panels (Electrical Hazards)
Deficiency:	You see exposed bare wires or openings in electrical panels.

Understanding HUD's UPSC Protocol for Inspecting Electrical Devices		Revised Oct. 2010
Scenario:	While inspecting the mechanical room you observe the "knock-out" missing from the side of this electrical panel.	
Protocol:	Unlike errors and omissions, when a "knock-out" is missing on a panel, regardless if bare connections or wiring exists, it will be recorded as a defect for having an opening in the electrical panel.	
Defect:	The "knock-out" is missing creating an opening in the panel.	
Level:	Level 3 - Life threatening H&S deficiency for having an opening in electrical panel.	
Definition:	Dictionary of Deficiency Definitions: Exposed Wires/Open Panels (Electrical Hazards)	
Deficiency:	You see exposed bare wires or openings in electrical panels.	

Go to Page 10 in Document

Continued on next slide

After clicking on the hyperlink to open the document for “Inspecting Electrical Devices”, we will go to page 10. Basically, the document tells us this defect is to be recorded under “**Health & Safety – Electrical Hazards – Openings in Electrical Panels**”. Also, note that there is a picture of an electrical box (looks like a breaker panel) with a knockout missing.

Does the “**Compilation Bulletin**” have anything to say about how to record this same defect? Let’s go to the next slide and see.


## What are Some of the Most Incorrectly Recorded Electrical Defects?

In Addition, this is the Correct Answer  
According to the ["REAC Compilation Bulletin"](#)

B) Inspectable Area – Health & Safety –  
Electrical Hazards - Opening in  
Electrical Panel

Click ["REAC Compilation Bulletin"](#)  
to access online


Go to Pages 52 - 53 in  
REAC Compilation  
Bulletin to see how to  
record missing  
Knockouts in  
Electrical  
Panels/Boxes/Devices



**C. ELECTRICAL SYSTEM**  
The inspector must record electrical deficiencies for electrical equipment that remains more than 100 feet from the ground.

7. **Electrical Panels:** The introduction of any foreign materials within the panel to cover or fill a crack or hole is a deficiency.

d. All surface mounted electrical devices must be inspected for any missing knockout(s). If missing, a deficiency will be recorded in **[H&S], [Electrical Hazard], [Opening in electrical]**



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In addition, the **"Compilation Bulletin"** also tells us how to record a missing knockout in an Electrical Panel, box or device. If we click on the hyperlink **"REAC Compilation Bulletin"**, it will take us to the Compilation Bulletin.

Then we go to pages 52 and 53 to read about how we are to record a missing knockout in an Electrical Panel, box or device. Basically, the Compilation Bulletin states the same thing as the previous document titled "Inspecting Electrical Devices".

Which is: under **"Electrical Panels"**, when we see **"any missing knockouts"** it is a **"defect"**, and we should **"record"** the defect under **"Health & Safety – Electrical Hazards – Opening in Electrical Panel"**.

These defects are often observed as a defect, but then incorrectly miss recorded under the wrong **"Inspectable Defect"**. Such as: missing covers, missing breakers/fuses, or **"H&S – Electrical Hazards – Exposed Wires"**. So, when the **"Compilation Bulletin"** or other official documents like the **"Inspecting Electrical Devices"**, gives us specific directions on how to record a particular defect, then that specific defect must be recorded that way, or it is considered to be incorrectly recorded.

Why is this so important? Another good questions. When defects are miss recorded in some other place than specified, it will have a direct affect on the final property score. That is why it is so important for all inspectors to record defects as required by protocol in the Compilation Bulletin or other REAC official documents.

## What are Some of the Most Incorrectly Recorded Electrical Defects?



**WHY?**

**WHY?**

Question?: You see one of these Defects while Inspecting a Property. How would You Record the Defect?

- A) Inspectable Area – Outlets/Switches – Cover Plate Missing or Broken
- B) Inspectable Area – Health & Safety – Electrical Hazards - Opening in Electrical Panel
- C) Inspectable Area – Electrical System – Missing Cover
- D) Any of the above would be acceptable as a recorded defect

Correct Answer:

B) Inspectable Area – Health & Safety – Electrical Hazards - Opening in Electrical Panel

Reference same pages on "Understanding HUD's UPCS Protocol for Inspecting Electrical Devices" and "REAC Compilation Bulletin"

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(Note: this slide added after Dine & Learn. Reason – not enough time to cover during Dine & Learn)

When inspecting a property, you come across one of these defects. How should it be recorded?

Is it "A" – "Inspectable Area – Outlets/Switches – Cover Plate Missing or Broken"? Or, is it "B" – "Inspectable Area – Health & Safety – Electrical Hazards – Opening in Electrical Panel"? Or, could it be "C" – "Inspectable Area – Electrical System – Missing Cover"? Or, could it possibly be "D", "Any of the Above would be acceptable as a recorded defect"?

So, start voting now on whether it is A, B, C or D.

So, the Correct Answer is "B – "Inspectable Area – Health & Safety – Electrical Hazards – Opening in Electrical Panel".

How come this is the correct answer? Why? Well, let's see why.

It is for the same reasons as an “Electrical Panel”, when a box for a switch or outlet has a missing knockout, it has to be recorded under “Health & Safety – Electrical Hazards – Opening in Electrical Panel”.



## What are Some of the Most Incorrectly Recorded Electrical Defects?



Question?: You see one of these Defects while Inspecting a Property. How would you Record the Defect?

- A) Electrical System – Missing Cover
- B) Electrical System – Breaker/Fuse Missing, or Open Port not Properly Blanked Off
- C) Health & Safety – Electrical Hazards - Opening in Electrical Panel
- D) Health & Safety – Electrical Hazards – Exposed Bare Wires

Correct Answer:

- C) Inspectable Area – Health & Safety – Electrical Hazards - Opening in Electrical Panel

WHY?

Continued on next slide

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(Note: this slide added after Dine & Learn. Reason – not enough time to cover during Dine & Learn)

When inspecting a property, you come across one of these defects. How should it be recorded?

Once again, you have 4 choices. Is it “A” – “Electrical System – Missing Cover”? Or, is it “B” – “Electrical System – Breaker/Fuse Missing, or Open Port not Properly Blanked Off”? Or, could it be “C” – “Health & Safety – Electrical Hazards – Opening in Electrical Panel”? Or, could it possibly be “D”, “Health & Safety – Electrical Hazards – Exposed Bare Wires”?

So, start voting now on whether it is A, B, C or D.

Now, lets see what the correct answer is.

Again! The Correct Answer is “C – Inspectable Area – Health & Safety – Electrical Hazards – Opening in Electrical Panel”.

How come this is the correct answer? Why? Well, let's see why.

Let's go to the next slide to see why this is the correct answer for this particular defect.

## What are Some of the Most Incorrectly Recorded Electrical Defects?



This is the Correct Answer According to the "REAC Compilation Bulletin"

B) Inspectable Area – Health & Safety – Electrical Hazards - Opening in Electrical Panel

Click "[REAC Compilation Bulletin](#)" to access online

Go to Pages 52 in REAC Compilation Bulletin, paragraph C.7.c., which states the following: – "An opening or gap ... greater than a ¼" ... is an electrical hazard. This deficiency ... recorded under ... "Health & Safety ... Openings in electrical panels ...".



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(Note: this slide added after Dine & Learn. Reason – not enough time to cover during Dine & Learn)

The "Compilation Bulletin" tells us this is the correct answer. Why?

If we click on the hyperlink "REAC Compilation Bulletin", it will take us to the Compilation Bulletin. So, let's take a closer look at what the Compilation Bulletin has to say about this defect and how to record this defect.

After the Compilation Bulletin is opened, we need to go to page 52 to read about how we are to record this defect. The Compilation Bulletin tells us we have to record this defect under "Health & Safety – Electrical Hazards – Openings in Electrical Panels". Since there is a gap or opening greater than a 1 / 4", this defect is required by protocol to be recorded under "Health & Safety – Electrical Hazards – Openings in Electrical Panels" every time it is observed. Recording this defect under a different "Inspectable Defect" is considered wrong.

**"Opening or Gap" - "greater than ¼" - "electrical hazards" - "Health & Safety – Opening in Electrical Panel".**



These defects are often observed as a defect, but then incorrectly miss recorded under the wrong “Inspectable Defect”. Such as: missing covers, missing breakers/fuses, or “H&S – Electrical Hazards – Exposed Wires”. So, when the “Compilation Bulletin” or other official documents like the “Inspecting Electrical Devices”, gives us specific directions on how to record a particular defect, then that specific defect must be recorded that way, or it is considered to be incorrectly recorded.

Why is this so important? If this defect, is recorded in some other place than specified, it will have a direct affect on the final property score. That is why it is so important for all inspectors to record defects as required by protocol in the Compilation Bulletin or other REAC official documents.

**What did we learn? We need to Investigate.**



Ok. So, let's review and see how much we have learned from the previous materials we covered today.

We are going to go back to the previous questions to review again and vote again. And see if we can raise the percentages for correct answers.

## What is One of the Least Recorded Observations that is Required to be Reported?



**Question?** What is one of the Most Frequently observed "Missed Items" by Inspectors discovered by PASS Review Team on "Inspections of Record"?

- A) Reporting locations of Bed Bugs on the Inspection
- B) Getting a TAC # for Profile Changes – Building and/or Unit Count
- C) Determining if the Property has a HUD Loan
- D) Providing a Photo of "Lead Base Paint Inspection Report"

Continued on next slide

Here was our first Question of the day with 4 possible answers and only one is correct. So, what is one of the most incorrectly or missed items observed by PASS Review Team? The PASS Review Team sees this multiple times every day when reviewing uploaded inspections. Is it "A"? Or, is it "B"? Or, could it be "C"? Or, maybe even "D"?

From these 4 choices, which one do you think REAC inspectors forget to do the most.

So, start voting now on whether it is A, B, C or D. And remember, you have 30 seconds to vote.

## What is One of the Least Recorded Observations that is Required to be Reported?



### LEAD BASE PAINT INSPECTION REPORT

Question? What is one of the Most Frequently observed "Missed Items" by Inspectors discovered by PASS Review Team on "Inspections of Record"?

- A) Reporting locations of Bed Bugs on the Inspection
- B) Getting a TAC # for Profile Changes – Building and/or Unit Count
- C) Determining if the Property has a HUD Loan
- D) Providing a Photo of "Lead Base Paint Inspection Report"

Correct Answer:

**D) Providing a Photo of "Lead Base Paint Inspection Report"**

So, the Correct Answer is "**D) Providing a Photo of the "Lead Base Paint Inspection Report"**". Correct answer percentage increased. Overall, percentages increased from an average of approximately 75% correct answers to around 98% correct answers the 2<sup>nd</sup> time the question was ask. So, learning did take place.

## What is another of the Most Miss Recorded Observations that is Required to be Reported?



**Question?** What is the Most Frequently "Missed Items" by Inspectors detected by PASS Review Team on "Inspections of Record"?

- A) Reporting locations of Bed Bugs on the Inspection
- B) Getting a TAC # for Profile Changes – Building and/or Unit Count
- C) Determining if the Property has a HUD Loan
- D) Not Providing a "Roof Accessibility Comment"

Continued on next slide

This was our second Question of the day. So, what is another of the MOST incorrectly or missed items observed by PASS Review Team? Is it "A"? Or, is it "B"? Or, could it be "C"? Or, could it possibly be "D"?

So, start voting now on whether it is A, B, C or D. And remember, you have 30 seconds to vote.

## What is another of the Most Miss Recorded Observations that is Required to be Reported?



ROOF  
ACCESSIBILITY  
COMMENT

Question? What is the Most Frequently "Missed Items" by Inspectors detected by PASS Review Team on "Inspections of Record"?

- A) Reporting locations of Bed Bugs on the Inspection
- B) Getting a TAC # for Profile Changes – Building and/or Unit Count
- C) Determining if the Property has a HUD Loan
- D) Not Providing a "Roof Accessibility Comment"

Correct Answer:

**D) Providing a Roof Accessibility Comment"**

So, the Correct Answer is "**D) Providing a "Roof Accessibility Comment"**". Correct answer percentage increased. Overall, percentages increased from an average of approximately 75% correct answers to around 98% correct answers the 2<sup>nd</sup> time the question was ask. So, learning did take place.



## What are Some of the Most Incorrectly Recorded Electrical Defects?



Question?: You see one of these Defects while Inspecting a Property. How would You Record the Defect?

- A) Inspectable Area – Electrical System – Missing Cover
- B) Inspectable Area – Health & Safety – Electrical Hazards– Opening in Electrical Panel
- C) Inspectable Area – Electrical System – Missing Breakers/Fuses
- D) NOD – you cannot see any exposed copper wiring causing an electrical shock hazard

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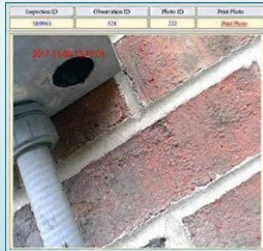
And the last voting question of the day. When inspecting a property, you come across one of these defects. How should it be recorded?

Is it "A"? Or, is it "B"? Or, could it be "C"? Or, could it possibly be "D"?

So, start voting now on whether it is A, B, C or D. And remember, you have 30 seconds to vote.



## What are Some of the Most Incorrectly Recorded Electrical Defects?



Question?: You see one of these Defects while Inspecting a Property. How would You Record the Defect?

- A) Inspectable Area – Electrical System – Missing Cover
- B) Inspectable Area – Health & Safety – Electrical Hazards– Opening in Electrical Panel
- C) Inspectable Area – Electrical System – Missing Breakers/Fuses
- D) NOD – you cannot see any exposed copper wiring causing an electrical shock hazard

Correct Answer:

**B) Inspectable Area – Health & Safety – Electrical Hazards - Opening in Electrical Panel**

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So, the Correct Answer is “**B) Inspectable Area – Health & Safety – Electrical Hazards – Opening in Electrical Panel**”.

Correct answer percentage increased. Overall, percentages increased from an average of approximately 75% correct answers to around 98% correct answers the 2<sup>nd</sup> time the question was ask. So, learning did take place.





So, that concludes tonight's Dine & Learn. Hope you enjoyed the presentation and learned some new information. Now, it's time to start answering some your questions.