Objectives

Upon completion of this topic, participants will be able to:

• Understand the importance of entering consistent and objective data in the PASS 2.1 software

• Access definitions using three different methods

• Understand the effects of deviating from the REAC inspection protocol
A clear understanding of the REAC definitions is essential for consistent and accurate inspection data.
Accessing Definitions

3 Methods on the DCD:

1. Item Definition Button
2. Help Button
3. Defect Definition Button
Deficiency Comments

• Comments required for “Severe” deficiencies
• Comments used to:
  – Identify location and degree of deficiency
  – Inform HUD offices of required follow-up actions
  – Help REAC conduct QA reviews
  – Help Contractor QC improve inspector performance

• Inspectors should:
  – Use key words to describe nature of deficiency
  – Specifically describe location of deficiency
  – Keep comments brief and concise
Definition Variances

• Definition Variances - *alterations to the standard inspection definitions and procedures as defined by the Physical Inspection Protocol*
  – Improper use of the comments field
  – Disregard for REAC definitions

• Definition protocol must be followed in order to maintain REAC’s goal of:
  – providing HUD with consistent, objective, and standardized information about the physical condition of properties
Improper Use of the Comments Field

• Inspector’s role is not to determine the “hows’ and “whys” of deficiencies

• Inspectors should not rate deficiencies as “Severe” to gain access to the comment field because
  – Negatively impacts scoring
  – “Severe” ratings weighted more heavily than “Minor” or “Major” ratings
  – May cause HUD to take action against the property

• Comments should only be entered to:
  – Indicate the location of the deficiency
  – Describe the deficiency (using keywords from the definitions)
Discussion
Disregard for REAC Definitions

• Most common form of definition variance

• Redefining deficiency definitions using personal interpretations
  – Creates discrepancies between inspections done by different inspectors

• Difficult to describe ambiguous concepts in factual and verifiable terms

• Inspectors are required to use REAC definitions

I think “Minor” means...