UPCS Certified Inspectors’
Outside Standard (“OS”) Performance Rating

As provided in UPCS training and various inspection process documents, HUD assesses inspector performance and adherence to the inspection protocol. Based on these assessments, inspectors may be found to be “Outside Standard” (OS) for the following reasons, among others:

**Performance**

The inspector:

- Did not use the correct, most recent version of the DCD software.
- Was not able to navigate the DCD without significant QA reviewer assistance.
- Did not generate the sample according to the inspection protocol.
- Failed to walk/drive the site to visually verify the property profile.
- Was not accompanied by a property representative during verification of the property profile.
- Did not accurately record the property profile in the DCD prior to generating the sample.
- Did not use the property representative provided rent roll, site maps, or other list to select units for inspections.
- Did not review all buildings and units according to the sample.
- Preloaded information into the DCD relating to inspectable items or areas.
- Failed to observe and correctly record an excessive number of deficiencies present on the property.
- Commits an excessive number of violations of the UPCS Inspection Protocol.
- After having received advisement, assistance, and/or clarification from QA on the correct Inspection Protocol, fails to comply.

**Scheduling**

The inspector:

- Changed the time or date of the inspection in the REAC Scheduler within 72 hours of the inspection.
- Was more than 60 minutes late for an inspection as reported in the REAC Scheduler.
- Failed to appear for an inspection as reported in the REAC Scheduler.
- Conducted an inspection that was noncompliant with the date or time reported in the REAC Scheduler.
- Canceled the inspection while on-site because residents were not properly notified and the inspector was at fault.
- Has previously conducted the inspection or rescheduled it and the REAC Scheduler provided outdated information.

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1 Such as the Reverse Auction Program Business Rules and Purchase Order Terms and Conditions, and the Inspector Administration Business Rules.