

## PIH-REAC UPCS Inspection Training

For help at any time during the PIH-REAC Training process, please consult the following resources:

UPCS Training Website	<a href="http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/reac/products/pass/insp-cert">http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/reac/products/pass/insp-cert</a>	24 Hours
Assessment Form Email Address	<a href="mailto:InspectorAssessmentForm@hud.gov">InspectorAssessmentForm@hud.gov</a>	24 Hours
PIH-REAC Technical Assistance Center (TAC)	<p>1(888) 245-4860</p> <p><a href="mailto:REAC_TAC@hud.gov">REAC_TAC@hud.gov</a></p> <p><a href="http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/reac/support/tac">http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/reac/support/tac</a></p>	<p>Monday thru Friday 7 AM – 8:30 PM EST</p> <p>24 Hours</p>

## FREQUENTLY ASKED QUESTIONS

**Q1. When is the next online training session for inspector certification?**

Answer: To see the upcoming training, please visit the training webpage.

[http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/public\\_indian\\_housing/react/products/pass/insp-cert](http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/react/products/pass/insp-cert)

This website will be updated as each class closes or reach the maximum number of attendees and as additional classes open.

**Q2. If I don't finish the online inspector certification training in the designated 6 week period, can I get an extension?**

**Answer:** No. There are no extensions. You will be allowed a one-time opportunity to complete the online training (Phase 1a).

**Q3. What if I fail the online training?**

**Answer:** An individual, who fails to complete Phase 1a within the six (6) weeks, will not be granted an extension. They will be granted one opportunity to retake or complete Phase 1a.

**Q4. What if I fail the certification exam?**

**Answer:** An individual may only take the Phase 1b training three (3) times. If the second attempt to pass Phase 1b UPCS Inspector Certification Training is unsuccessful, the Inspector Candidate may re-apply to take Phase 1a a third time by re-submitting the form HUD-50002A no later than six (6) months after the date the second failed Certification Exam was administered. If an Inspector Candidate fails the third Phase 1b training session, the individual may re-apply after no later than one (1) year after the last failed certification exam.

**Q5. How long is the online training (Phase 1a)?**

**Answer:** Phase 1a UPCS Inspector Certification Training is a six week online web based training. Phase 1a training consists of lessons, simulations, exercises, and examinations.

**Q6. What if I fail the Protocol or Compilation bulletin exam?**

**Answer:** The Protocol and REAC Compilation Bulletin exams each may be taken up to three (3) times.

**Q7. I can't upload my RAPID inspection. What must I do?**

**Answer:**

1. Make sure all of your RAPID inspection nodes are green.
2. Assure you have an active internet connection.

**Q8. How do I become certified in the UPCS protocol?**

**Answer:** Refer to the information posted on the PIH-REAC Physical Inspection Training website– at:  
[http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/public\\_indian\\_housing/reac/products/pass/insp-cert](http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/reac/products/pass/insp-cert)

**Q9. How do I navigate through the Learning Management System (LMS)?**

**Answer:** Refer to the LMS User Guide linked below.

<http://portal.hud.gov/hudportal/documents/huddoc?id=lmsuserguide.pdf>

**Q10. What is RAPID 4.0 Client?**

**Answer:** RAPID, an acronym for Record And Process Inspection Data, is HUD's newest tool in ensuring that housing is decent, safe, sanitary and in good repair. RAPID is designed to allow the inspectors to record and process inspection data in accordance with the UPCS Inspection Protocol. The software downloads Inspection Data from the server, records/updates Inspection Profile, Property Profile, Participant Profile, Certificates, Building Profile and records observations in the Building System, Building Exteriors, Common Areas and Units. Once all inspectable areas are completed, users can upload the completed inspection to the Physical Assessment Subsystem Server to be process, reviewed, scored and released to Multifamily or PHAS.

**Q11. Where can I get information about the RAPID 4.0?**

**Answer:** RAPID 4.0 information can be accessed through the following:  
PASS website:

[http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/public\\_indian\\_housin](http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housin)

**Q12. How do I reset my password?**

**Answer:**

**Internet User passwords** can be reset by selecting the "Password Reset" button on the "Online System's Page" <http://www.hud.gov/offices/reac/online/reasyst.cfm> or by calling the Technical Assistance Center (TAC) at 1-888-245-4860.

**Q13. Are there any insurance requirements and if so what are they?**

**Answer:**

Those individuals who successfully complete Phase II will be fully certified UPCS inspectors and must comply with Inspector Notice No. 2009-01, UPCS Inspection Protocol General Liability Insurance Requirements, dated March 16, 2009, prior to conducting UPCS inspections. This Notice provides that in order to conduct UPCS inspections all fully certified inspectors must purchase, at their own expense, and carry General All Risk Liability insurance with limits not less than a Combined Single Limit of \$1,000,000 per occurrence and \$2,000,000 aggregate. In addition:

- HUD must be named as the Certificate Holder of the policy
- The inspectors user ID number (the 5 character "M-ID" or "I-ID number) must be on the face of the insurance certificate with the information naming the "Insured" party.
- Certificate of Liability Insurance is updated every year (expire annually)

The inspector must submit a copy of the Certificate of Liability Insurance to HUD within five (5) days after successfully completing Phase II by emailing it to: [PASSTrainingInsurance@hud.gov](mailto:PASSTrainingInsurance@hud.gov) or you may upload your insurance certificate (in PDF format) into secure systems using the following instructions.

**NOTE:** Insurance certificate **MUST** be uploaded in pdf format

**Q14. What are the steps to upload my insurance certificate to the PASS System ?**

**Answer:**

- 1) Log into Secure Systems
- 2) Go to your inspector profile page
- 3) Click on upload documents
- 4) Search your document directory
- 5) Select the file
- 6) Click the open button and the file will be transferred to the website
- 7) Your certificate must be in a pdf format

If you are having difficulty uploading your insurance certificate please email an electronic copy to this email address [PASSTrainingInsurance@hud.gov](mailto:PASSTrainingInsurance@hud.gov)

UPCS certified inspectors are responsible for reading the entire Notice and complying with all of the requirements set forth.

**Q15. After becoming UPCS Certified, how do I obtain inspections?**

**Answer:** Obtaining REAC Inspections are the responsibility of the inspector. HUD does not "hand out" the inspections but does require the REAC inspections be conducted ONLY by current/active REAC certified inspectors.

REAC Inspection assignments may be obtained from the Reverse Auction Program, Reverse Auction Program Contractors or Servicing Mortgagees.

Reverse Auction Program (RAP)

- Any Corporation (Corp), Limited Liability Corporation (LLC), Company (Co.), or Sole Proprietor, that meet the current insurance requirements, can be approved to conduct business and participate in the Reverse Auction Program (this is a REAC program). One person can be the "company" and the "inspector", as long as that person's business entity is approved by the Reverse Auction Program (as a small business) and the same person is a current/active certified REAC Inspector. Contractors who win bids and are certified as REAC Inspectors are paid directly and electronically by the Reverse Auction Program.

- Certified UPCS Inspectors may contact any RAP Contractor and be hired to conduct inspection assignments (that they may have the winning bid for). Payment is negotiated between the inspector and the Contractor. An inspector negotiates with the company. HUD does not interfere in negotiations or provide payment to individual inspectors.
- Phase I Inspectors (as with Certified UPCS Inspectors) may contact any RAP Contractor and be hired to conduct inspection assignments (that they may have the winning bid for). Payment is negotiated between the inspector and the Contractor. Properties chosen for Phase II Inspections should be Multi-Family containing the five (5) inspectable areas (Site, Building Exterior, Systems, Common Areas, and Units) and not be so large as to be overwhelming. Inspectors negotiate payments with the company. HUD does not involved in contract negotiations or provides payment to individual inspectors.

#### Servicing Mortgagee Inspections

- Phase I Inspectors as well as REAC Certified Inspectors may procure REAC Inspections from Servicing Mortgagees, provided they (the inspector) meet the current insurance requirements. Servicing Mortgagees (lender), who have properties required by Federal law to have REAC Inspections, MUST be conducted by an active/certified REAC inspector. The inspector negotiates with the company. Inspectors negotiate payments with the company. HUD does not involved in contract negotiations or provides payment to individual inspectors.

#### **Q16. What is the UPCS Inspector training?**

**Answer:** The UPCS Inspector training is a comprehensive physical inspection certification training program to prepare experienced inspectors to conduct REAC inspections for Public housing, multifamily properties and single family housing properties that HUD has a financial interest.

#### **Q17. Who is eligible to become a UPCS Inspector?**

**Answer:** Experienced inspectors who have a construction background, technical knowledge of carpentry, electrical, HVAC, masonry, plumbing and proficient with computer technology.

**Q18. What are the parts or phases of the UPCS inspector certification training and where is the training located?**

**Answer:** UPCS Inspector training has three phases 1) Phase 1a – UPCS Online Training, 2) Phase 1b – UPCS Onsite Training and 3) Phase II – UPCS Field Training. The UPCS Onsite training is located in various areas through-out the United States base on a pre-determined schedule. The Phase II UPCS training is determined based on the location of the approved selected inspections.

**Q19. How long is the online training (Phase 1a)?**

**Answer:** The UPCS Online training is has a two week registration period and Phase 1a UPCS Inspector Certification Training is a six week online web based training. Phase 1a training consists of lessons, simulations, exercises, and examinations.

For information regarding the Reverse Auction Program, please view the following web site:

[http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/public\\_indian\\_housing/reac/products/pass/pass\\_reverse\\_auction](http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/reac/products/pass/pass_reverse_auction)

For current HUD Contracting opportunities, please view the following web site:

[http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/cpo/](http://portal.hud.gov/hudportal/HUD?src=/program_offices/cpo/)