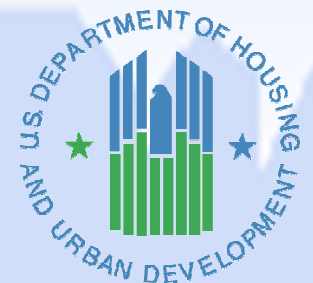# PASS

Physical Assessment Subsystem
User Manual

Servicing Mortgagee Email Management

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LEGEND:

❖ Black Arrows { ⟶ } are used to indicate instructional steps to perform

❖ Action words (click, check, etc.) indicating a specific step will be in **bold** *italic* font

❖ Black Dotted Arrows { ┈┈┈➤ } are used to indicate transition to the next step

❖ Red Dotted Arrows { ┈┈┈➤ } are used to indicate areas of interest

❖ Blue Star: data fields with a blue star are required in order to save your data

Acronym List

- EHS – Exigent Health & Safety

- HUD – U.S. Department of Housing and Urban Development

- MF – Multi-Family

- NA – Not Applicable

- NOD – No Observed Deficiencies

- OD – Observed Deficiencies

- PASS – Physical Assessment Sub System

- PIH-REAC – The Office of Public and Indian Housing, Real Estate Assessment Center

- RAPID – Record and Process Inspection Data

- TAC – Technical Assistance Center

- TBD – To Be Determined

- UPCS – Uniform Physical Condition Standards

- WASS – Web Access Security System

General Information

OVERVIEW

The **Office of Public and Indian Housing, Real Estate Assessment Center (PIH-REAC)**, administer HUD's Physical Inspection Program. The purpose of the Physical Inspection Program is to assess the condition of properties for which HUD has an interest or obligation.

In addition, the physical inspection program provides HUD with the ability to *assess whether its properties are in a safe, decent, sanitary condition and in good repair*. HUD uses the results to assess the overall condition of portfolios currently under its jurisdiction. HUD physical inspections are:

- Objective
- Consistent
- Comprehensive
- A means to assist HUD to prioritize & direct its resources

Uniform Physical Condition Standards (UPCS)

The UPCS are the foundation of HUD's Physical Inspection Program. The UPCS:

- Identifies the 5 inspectable areas and exigent health and safety hazards
- Establishes standardized definitions for Inspectable items
- Is the basis for electronic inspections via UPCS software
- Provides uniform, objective protocol for performing inspections of all property types
- Provides the foundation for training inspectors

Building Exterior

Building Systems

Site

Common Areas

Units

Figure 1: The "Five Inspectable Areas of a Property" that an Inspector is required to inspect.

The PIH-REAC is responsible for capturing, standardizing, improving, and evaluating data from the portfolio of properties for which HUD has a financial interest or statutory obligation to monitor. The REAC assesses the following areas:

- Physical Condition,
- Financial Condition,
- Management Capability, and
- Tenant Satisfaction Surveys

for Public Housing and Multifamily properties.

The Physical Assessment Subsystem (PASS) provides the means to assess the physical condition of properties in the HUD portfolio. PASS is the cornerstone of the PIH-REAC suite of products and is the largest most complex subsystem in the inventory

PASS collects data and reports the actual state of repair and habitability of the real property. While continuous physical assessment of HUD insured/assisted properties using the Uniform Physical Conditions Standards (UPCS) forms the core of PASS operations, several pre-inspection and post-inspection support functions are also critical for PASS operations.

The inspection process for each group of properties spans 5 months, begins with identifying the properties to be inspected, and culminates in the release of inspection results to property stakeholders via NASS for public housing (PH) and iREMS for multifamily (MF) properties.

During the inspection process, PASS users' setup auctions for PH and MF inspections, order inspections, coordinate with the Reverse Auction Program vendor for auction services and data exchange, review uploaded inspections, process appeals and approve payment to inspectors/inspector contractors.

In addition, PASS must facilitate the training, administration and management of the nation-wide cadre of certified inspectors who perform the physical inspection.

The management and facilitation of these complex processes requires a robust and comprehensive enterprise system. RAPID (Record and Process Inspection Data), is the vehicle by which PASS ensures that its data is monitored effectively, graded accurately, and reportable as required. As a centrally integrated data repository, RAPID's core responsibilities are spread across several modules. Specifically:

- Contractor Management

- Inspection Oversight

- Ordering Inspection

- Scheduler

- Public Scheduler

- Inspector Management

- Exigent Health and Safety (EH&S)

- Inspection Management

PURPOSE

REAC is an information-intensive operation responsible for assessing the performance of entities managing or owning housing in which the Department has a financial interest or a statutory obligation to monitor. PASS is REAC's biggest system, and its data is the most scrutinized.

RAPID is a centralized enterprise system, designed to support, manage, facilitate, report out, and analyze all functions relating to the physical inspection process for PASS. The purpose of this manual is to provide a systematic approach for executing these functions.

These functions include, but not limited to:

- tracking inspection entities and inspection contracts

- creating inspections

- maintaining property profiles

- scheduling inspections

- scoring inspections

- reviewing inspections

- reporting inspection results

- inspector management

- analyzing inspection trends

System Summary

Security

The security considerations will follow REAC's Web Assessment Subsystem (WASS) standard security measures. Users are required to login via Secure Systems (WASS) to access PASS data. In order to perform specific functions within RAPID, users must have the requisite system privileges (roles and/or actions).

System Interaction

The following lists entities, which contains some level of integration with RAPID:

- Web Assessment Subsystem (WASS)

- Real Estate Management System (iREMS)

- PIH Information Center (PIC)

Hardware

To operate this application, REAC standard desktop computers for end-users within HUD Offices will suffice. For others, laptops utilizing Win XP or greater will allow you to utilize this application.

User Login

RAPID's "Servicing Mortgagee Email Management" module allows users to update and maintain their primary email address for inspection related correspondence with HUD.

Utilization of this feature will require you to access the application via HUD's "Secure Systems" login, utilizing your username & id:

1. **Input** your HUD issued user ID

2. **Input** your Password

3. **Click** "Login"

Secure Systems will now take you to its "HUD's Rules of Behavior" page.

4. **Read** the "Legal Warning" and the "Warning Notice" as well as the "Message of the Day."

Once you have reviewed the posted information:

5. **Click** the "Accept" button.

Secure Systems will now take you to the "Main Menu."

User Login (screen 1)

Secure Systems Single Sign On

User ID
Password

Forgot your password? Click the link to reset your password and for other useful information.

Login   Cancel

ATTENTION: This computer system, and all the systems associated with this system for User Authorization and Authentication, are protected by a computer security system; unauthorized access to these systems is not permitted; and usage may be monitored.
NOTE: There is an inactivity timeout of 30 minutes. Please save your work periodically to avoid being logged out.
Please also note that there is a 4 hour session timeout, after which, you will need to re-authenticate. You can then resume where you left off.
Content updated June 2, 2007

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User Login (screen 2)

RULES OF BEHAVIOR FOR HUD SYSTEMS

The U.S. Department of Housing and Urban Development has granted access to you to utilize the Department's automated information resources. However, as a condition of receiving this access, you are required to be aware of the Department's system security policies and to abide by these policies. Security policy emphasizes awareness practices for the purpose of safeguarding the Department's valuable information resources.

The system user identification (USERID) and password issued to you are your means to access these resources. They are to be used solely in connection with the performance of your responsibilities as set forth in your job description, contract or agreement(s) with the Department. Use by anyone other than yourself is expressly prohibited. You agree to be responsible for the confidentiality of the assigned information and accountable for all activity with your user identification (USERID). Further, you agree that you will not provide this confidential USERID/password to another user nor will you sign on to HUD systems so that another person may access or operate the workstation in your absence or on your behalf. Actions of this type constitute a breach of system security and will result in immediate termination of your assigned USERID/password from the system. In addition, you agree to:

(a) Log-off the system when leaving the system/workstation area;

(b) Refrain from leaving written passwords in the workstation area;

(c) Avoid creating a personal password that can be e

(d) Avoid posting printouts of sensitive output data on bulletin boards;

(e) Avoid leaving system output reports unattended or unsecured;

(f) Control input documents by returning them to files or forwarding them to the appropriate contact person in your office;

(g) Avoid violation of the Privacy Act which requires confidentiality of personal data contained in government and contractor data files;

(h) Immediately contact the HUD Inspector General's Office, as appropriate, regarding any suspected violation or breach of system security;

(i) Cooperate in providing personal background information to be used in conducting security background checks to the extent required by Federal regulations;

(j) Respond to any inquiries and requests for information you may receive from either the HUD Headquarters or management officials regarding system security practices.

(k) Protect all electronic/optical media and hardcopy documentation containing sensitive information and properly dispose of it by shredding hardcopy documentation, or by contacting the HITS Help Desk to dispose of electronic/optical media.

(l) Avoid saving sensitive HUD information on the local drive of a laptop, personally owned computer, or other mobile or portable technology ("flash drives", removable/external hard drives, etc.).

(m) If sensitive data must be stored on any type of HUD-approved mobile/portable technology (laptops, removable hard drives, "flash drives", etc.), ensure that it is protected via encryption.

(n) Individuals who telework or remotely access HUD information should do so only through approved remote access solutions (such as hudmobile.hud.gov), and should safeguard all sensitive information accessed in this manner.

CERTIFICATION: I have read the above statement of policy regarding system security awareness and practices when accessing HUD's information resources. I understand the Department's policies as set forth above, and I agree to comply with these requirements as a condition of being granted limited access to the Department's computer resources.

Accept   Logout

Content updated April 27, 2012   Back to To   ????

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From Secure Systems' "Main Menu" page,

6. ***Click*** on the "Physical Assessment Subsystem (PASS) hyper-link

Secure Systems will now take you to the "Physical Inspection Main Menu"

7. ***Click*** on the "PASS – New System" hyper-link

Congratulations – you have now logged into RAPID!!!

The ==**first time that you log into RAPID**==, the application will request your "User Preferences." Once you have indicated your preferences:
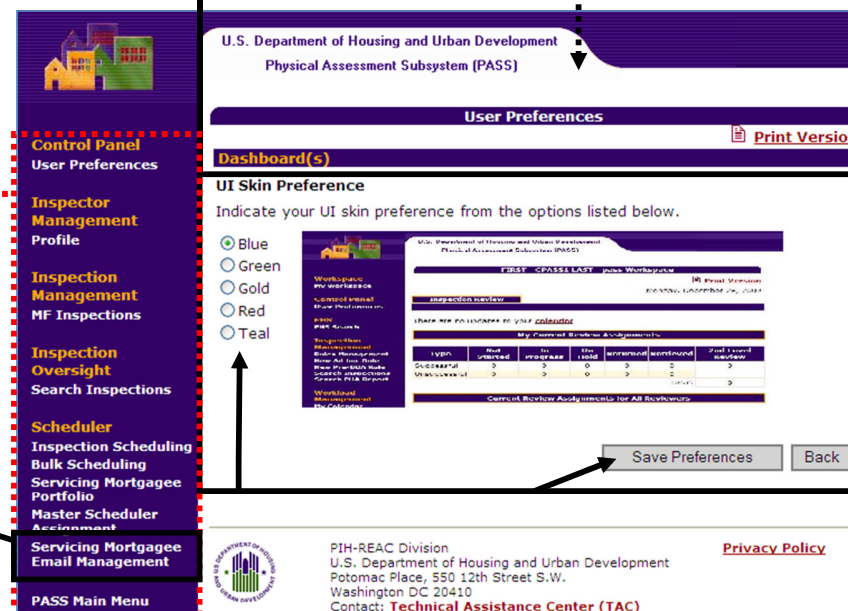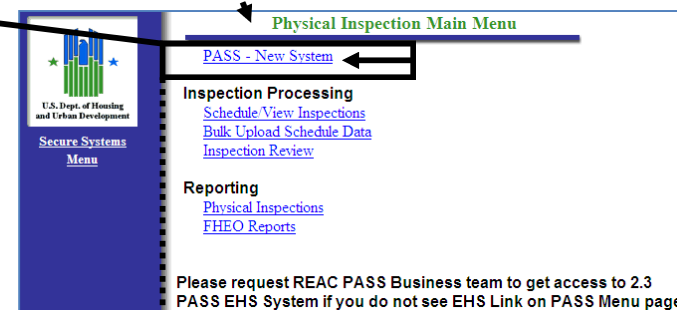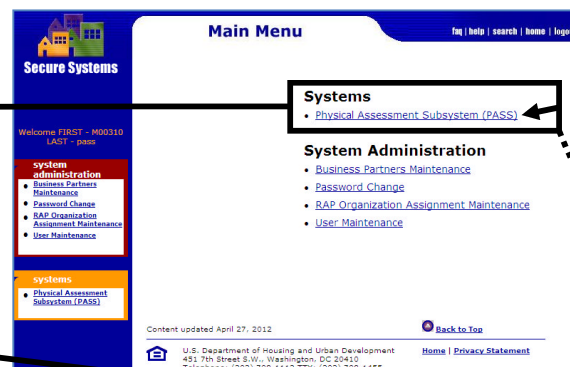
8. ***Click*** "Save Preferences"

Please note: *after you click "Save Preferences", the system will return you back to this page.*

To access any specific module within RAPID, simply click on the quick-link located on the left side of the page. ◆

To access, the "Servicing Mortgagee Email Management" module:

9. ***Click*** on the "Servicing Mortgagee Email Management" link

Servicing Mortgagee Email Management

RAPID's "Servicing Mortgagee – Email Address Maintenance" page is where you will update your electronic address.

1. **Click** on the "Servicing Mortgagee Name" drop-down list to search for and select your institution's name

Once you have found the correct institution,

2. **Enter** in the field the updated email address

3. **Click** the "Update" button

The "Confirmation Page" will appear, verifying your transaction and displaying the new email address as well.