

Chapter 1: Physical Inspection Program Overview

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ACRONYM LIST

ACRONYM	DEFINITION
BIC	Baseline Inspection Contact
CIDR	Central Integrated Data Repository
DCD	Data Collection Device
EC	Enforcement Center
FASS	Financial Assessment Subsystem
FHA	Federal Housing Administration
GTM	Government Technical Monitor
GTR	Government Technical Representative
H&S	Health & Safety
IBS	Integrated Business System (PHA)
L1	Level 1 Deficiency
L2	Level 2 Deficiency
L3	Level 3 Deficiency
LBP	Lead-Based Paint
LTHS	Life Threatening Health and Safety
MASS	Management Assessment Subsystem
NA	Not Applicable
NASS	Integrated Assessment Subsystem
NIC	National Inspection Contract
NOD	No Observable Deficiency
OD	Observed Deficiency
PASS	Physical Assessment Subsystem
PASS DSD	REAC's Physical Inspection Software
PHA	Public Housing Authority
PI-Ops	Physical Inspection Operations Group
QA	Quality Assurance
QC	Quality Control
QASS	Financial QA Assessment Subsystem
RASS	Residential Assessment Subsystem

HUD Physical Inspection Training Program - Inspector Training
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REACS	Real Estate Assessment Center System
REMS	Real Estate Management System-Housing
SASS	Single Family Appraisal Assessment Subsystem
TARC	Troubled Agency Recovery Center
TASS	Tenant Eligibility Assessment Subsystem

Chapter 1 Physical Inspection Program Overview

- Introduction to REAC's Physical Inspection Program
- Physical Inspection Protocol
- Quality Assurance and the Contractor Help Desk

Chapter Objectives:

Upon completion of Chapter 1, you will be able to:

- Describe the purpose of the Physical Inspection Program and its contribution to achieving REAC's mission
- Explain inspector's role and responsibilities
- Define the REAC Physical Inspection Protocol
- Explain the importance of the Physical Inspection Protocol
- Describe the role of the Quality Assurance inspectors and how they support the Physical Inspection Program
- Describe the role of the Contractor Help Desk and how it supports the Physical Inspection Program

➤ **Introduction to REAC's Physical Inspection Program**

- **The Real Estate Assessment Center Overview**
- **Physical Inspection Program Overview**

Overview:

The overview provides:

- An understanding of the Real Estate Assessment Center (REAC), an independent organization within the U.S. Department of Housing and Urban Development (HUD).
- A description of the Physical Inspection Program developed by REAC to evaluate the physical condition of HUD's property portfolio.

Objectives:

Upon completion of the objectives, participants will be able to:

- Explain the mission and goals of the Real Estate Assessment Center (REAC)
- Describe the purpose of the Physical Inspection Program
- Describe the inspector's role within the Physical Inspection Program
- Describe the Physical Inspection Structure and its role in the Physical Inspection Program
- State the importance of scoring and usage of scoring in the Physical Inspection Program

Real Estate Assessment Center (REAC) Overview

HUD 2020 The U.S. Department of Housing and Urban Development (HUD) has embarked on the most far-reaching and ambitious reform initiatives in its history.

In June 1997, the HUD 2020 Management Reform Plan announced significant changes to the Department's structure, processes, and systems. These changes are important to restore public confidence in HUD, and help HUD execute its mission to ensure decent, safe, and sanitary housing which is in good repair.

The two major initiatives of HUD 2020 are the **Real Estate Assessment Center (REAC)** and the **Enforcement Center (EC)**. REAC is designed to centralize the assessment of all HUD housing into a single, state-of-the-art organization. The EC is responsible for enforcement of housing standards and contractual agreements, with the goal of turning around troubled properties and preserving decent and affordable housing for the tenants.

***Real Estate
Assessment
Center***

The **Real Estate Assessment Center (REAC)** is an independent organization, separate from HUD's program offices. REAC is designed to give HUD a more comprehensive and consistent tool with which to assess its properties. As a result, HUD is better able to prioritize and direct its resources to properties that need attention.

REAC is a national management center located in Washington, DC. Its main purpose is to centralize and standardize the way HUD evaluates the condition of the properties in which it has a financial interest or statutory obligation to monitor.

REAC monitors and assesses the condition of properties for which HUD has an interest or obligation. Specifically, these include properties in which HUD:

- Issues mortgages
- Provides grants for developing and operating properties
- Provides subsidized rental payments, either directly or through the Public Housing Authority (PHA)
- Owns the property
- Forecloses on a mortgage
- Has a remaining statutory obligation to ensure certain housing standards

REAC is responsible for collecting data on these HUD properties to assess the following four factors:

- Physical condition of properties
- Financial condition of properties
- Management capabilities of the owners or managers
- Resident satisfaction level

To adequately assess these four factors, REAC collects data from numerous sources, including:

- Physical inspections conducted on all public and HUD-assisted properties,
- Independent financial audits of annual financial statement data collected electronically and scored based on project performance, financial risk, and compliance,
- Qualitative management assessments conducted on the management operations of Public Housing Agencies, and
- Resident satisfaction evaluations ensuring residents have a voice in management decisions.

***REAC's
Mission***

REAC's mission is to improve housing quality and assure the public trust by:

- Providing accurate, credible, and reliable assessments of HUD's portfolio
- Identifying risks and providing opportunities for solutions
- Working with program partners and participants (e.g., property owners, management agents, Public Housing Agencies)

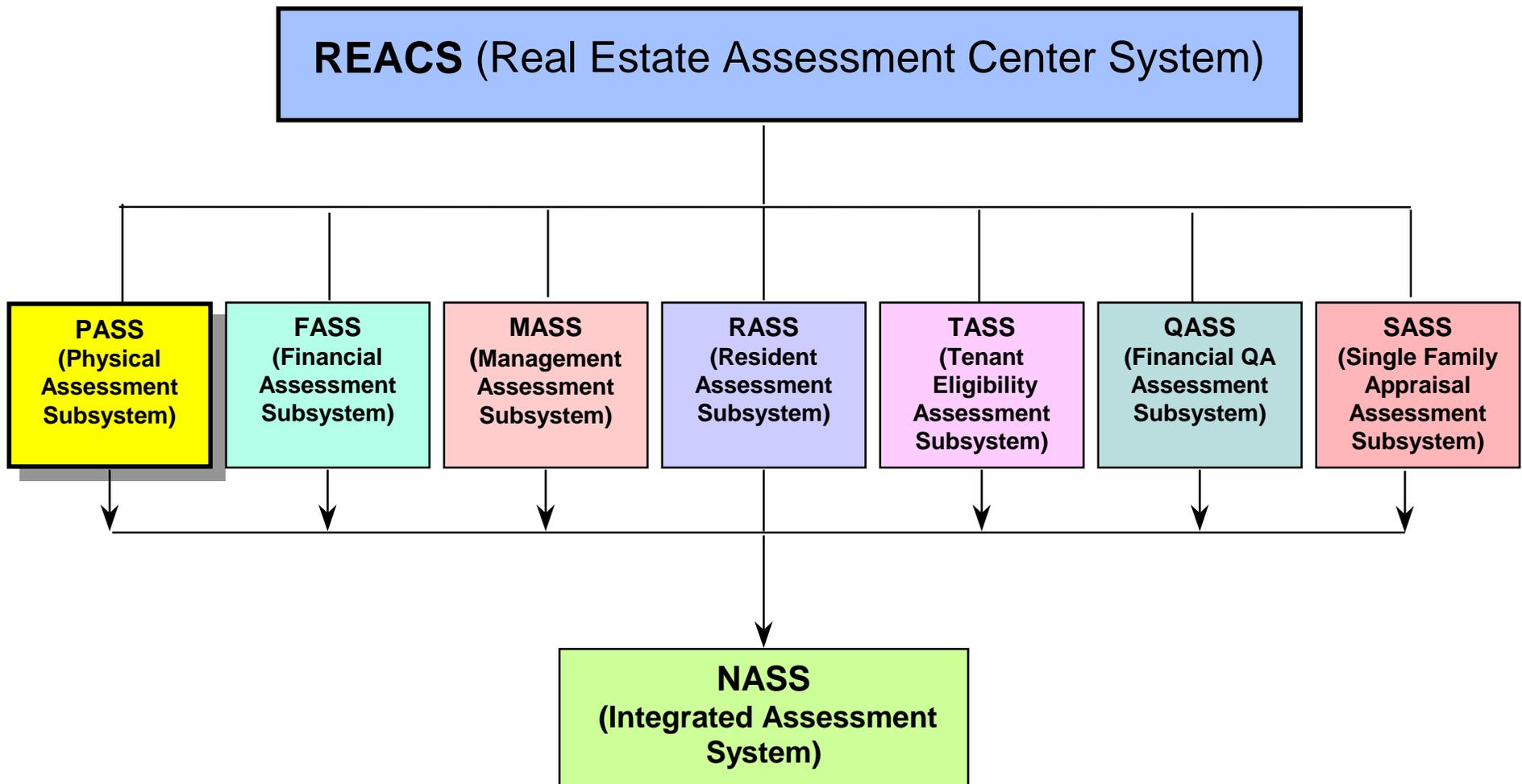
***REAC's
Benefits***

REAC is designed to provide HUD with a new level of management capability by consolidating and significantly expanding the scope and quality of HUD's oversight of multifamily properties and PHAs. This enables HUD to have a consistent and comprehensive picture of its properties. The benefits of this program are:

- Establishes uniform standards to detect possible cases of fraud, waste, and mismanagement
- Increases HUD's ability to focus limited resources where most needed
- Strengthens HUD management controls

The ultimate benefit of REAC is to increase awareness and to improve the quality of life for residents by helping to ensure decent, safe, and sanitary housing in good repair.

REAC's Data Systems



**REAC's
Data
Systems**

In an effort to achieve its goals and objectives, REAC is developing several systems for the evaluation of HUD supported properties. These systems focus on automating the process of gathering and analyzing data from HUD properties. They are used to give REAC a better overall picture of the property. All systems developed by REAC are part of the **Real Estate Assessment Center System (REACS)**.

The system responsible for automating the physical assessment of HUD properties is **PASS (Physical Assessment Subsystem)**. REAC is developing other subsystems to help with the gathering and analysis of data related to other components of HUD properties (e.g., management capabilities of properties). These systems include:

- **FASS (Financial Assessment Subsystem)** – assesses the financial condition of the property
- **MASS (Management Assessment Subsystem)** – assesses the management capabilities of the property owners
- **RASS (Resident Assessment Subsystem)** – assesses resident satisfaction with HUD services
- **TASS (Tenant Eligibility Assessment Subsystem)** – assesses a potential resident's income criteria for lower-income housing
- **QASS (Financial Quality Assurance Subsystem)** – validates financial information submitted by PHAs and POA's
- **SASS (Single Family Appraisal Subsystem)** – addresses appraisal quality and the oversight process for appraisers
- **NASS (Integrated Assessment Subsystem)** – compiles data and scores from the assessment subsystems (FASS, MASS, PASS, and RASS), and produces a composite score representing an overall level of performance

Physical Inspection Program Overview

REAC's Physical Inspection Protocol

REAC uses an extensive physical assessment process to collect data on the physical condition of HUD properties. REAC has established a comprehensive and standard set of rules and procedures, referred to as the **REAC Physical Inspection Protocol**, to gather the physical data on HUD properties. This protocol defines the process for properly completing an assessment. All assessments must follow the protocol to be accepted by REAC. This guarantees a standard and objective approach and makes this process thorough and effective.

REAC Inspection Protocol is the standard set of rules and procedures to be followed on all inspections.

The physical inspection process is divided into three phases as listed below.

- Pre-Inspection
- Inspection
- Post Inspection

Each phase includes specific essential steps. The essential steps are in sequence as follows:

- Pre-Inspection
 - Receive inspection assignment from contractor
 - Download property profile from the Pass Web page
 - Arrange inspection with owner
 - Update inspection schedule using *Accessing Scheduling* function of the DCD

- Inspection
 - Travel to site
 - Meet with property owner
 - Verify/update property information (e.g., property name, property ID, scattered site)
 - Verify/update participant information (e.g., name, title)
 - Verify/update building information (e.g., building numbers, building type, number of units in building)
 - Verify property certificates and notification letter
 - Generate sample in PASS 2.3 software
 - Select units to inspect
 - Select alternate units to inspect
 - Inspect site, building, and units
 - Confirm/verify inspection data
 - Complete Notification of Exigent and Fire Safety Hazards Observed form
- Post Inspection
 - Submit form
 - Upload completed inspection to Web

The roles, responsibilities, and tasks assigned to each of these essential steps are discussed in greater detail in the Physical Inspection Protocol section.

This assessment process relies on the use of trained and certified inspectors who have a comprehensive understanding of the Physical Inspection Protocol and REAC's Physical Inspection software.

Inspector's Role The inspector assesses the physical condition of the property **as it exists at the time of the inspection**. The physical inspection should be considered a "snap-shot in time". An Inspector cannot change the inspection report if a deficiency is repaired in view of the inspector.

Inspector's Role:



- Perform objective, factual physical assessments
- Conduct inspections according to the REAC Physical Inspection Protocol
- Ensure success by complying with HUD's standards

REAC-approved inspectors have been trained and certified to conduct all essential steps in the Physical Inspection process by following the Physical Inspection Protocol. Inspectors visit a property to verify information and conduct an inspection of the site, the selected buildings, building common areas and the selected units recording deficiencies using the Data Collection Device (DCD) with PASS 2.3 software.

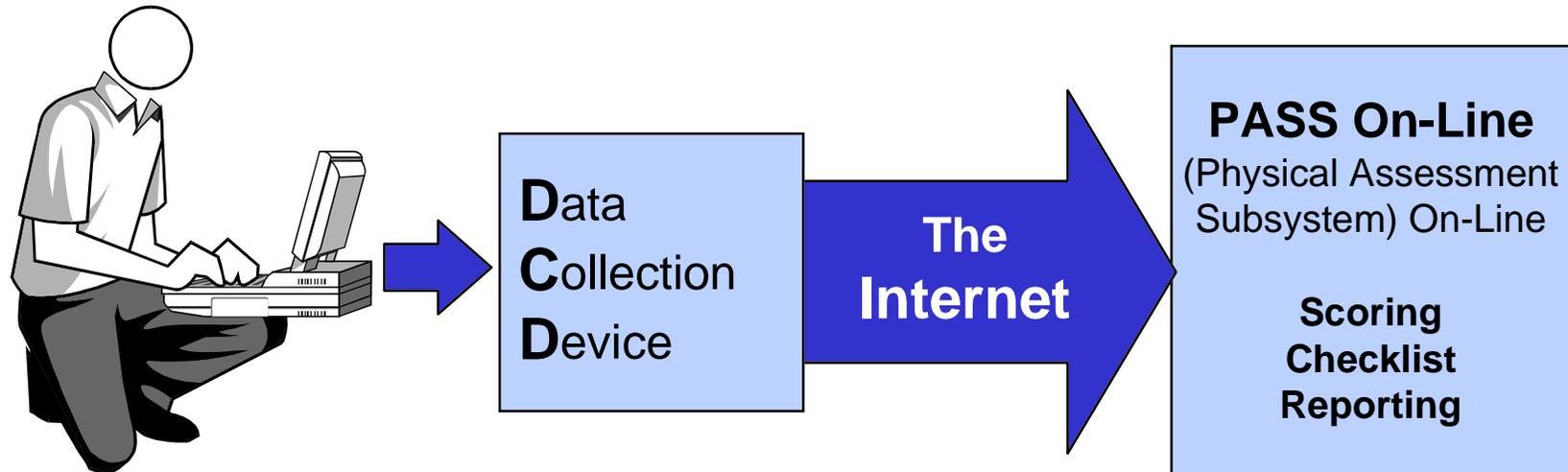
Following the Physical Inspection Protocol guarantees objectivity when gathering and analyzing physical assessment data. It is important that inspectors correctly and consistently adhere to the established REAC protocol to eliminate subjectivity from the inspection, and promote consistent and comparable inspections across the HUD property portfolio. Inspections conducted following the protocol yield objective scoring and performance assessment.

***Physical
Inspection
Code of
Conduct***

Inspectors should follow REAC's "Inspector Code of Conduct" when inspecting properties for HUD.

- Dress appropriately
- Arrive on time
- Be courteous and professional at all times
- Present a pleasant demeanor
- Display the REAC issued photo identification badge at all times
- Identify yourself as a contractor to HUD, not an employee of HUD
- Always be accompanied by the property owner or a representative while on the property
- Be familiar with the area
- Be aware of cultural differences
- Defer questions from the residents regarding the property to the owner or agent representative
- Do not make promises that items will be repaired based on inspection results
- Do not offer an opinion as to the quality of the site, unit or building
- Refer to persons living in the units as residents **not** tenants
- Refer to the property as a development **not** a project

PASS Software



**Inspector Gathers
Data**

**PASS
Software**

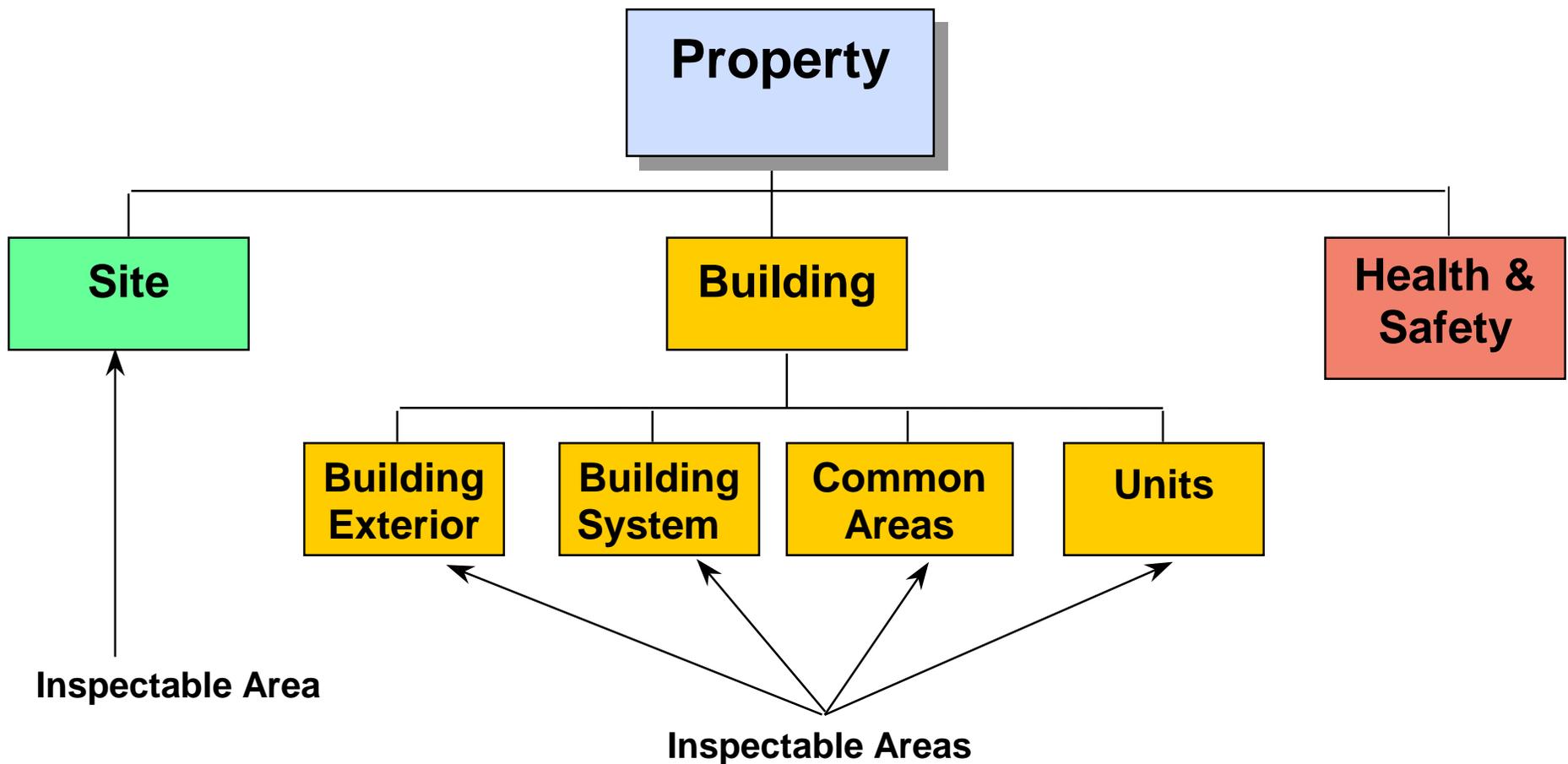
As previously mentioned, inspectors use the DCD and PASS 2.3 software to correct information on HUD properties, and complete an inspection.

REAC utilizes three specific technology components:

1. Data Collection Device (DCD) hand-held computer and PASS 2.3 software
 2. The Internet
 3. PASS On-Line software
- **DCD** - A stand-alone, hand-held computer used by the inspector for data collection. This device is used to upload and download files and record the inspector's observations using the PASS 2.3 software.
 - **The Internet** - The source by which the inspector electronically transmits the recorded observations from the DCD to PASS On-Line. The Internet can be thought of as a "conduit" by which data travels from the hand-held DCD to PASS On-Line. PASS On-Line receives the physical inspection data sent from the individual inspector's DCD.
 - **PASS On-Line** - The sub-system where all scheduling occurs and where the raw inspection data, including property profiles and assessment results, is collected, processed, and stored.

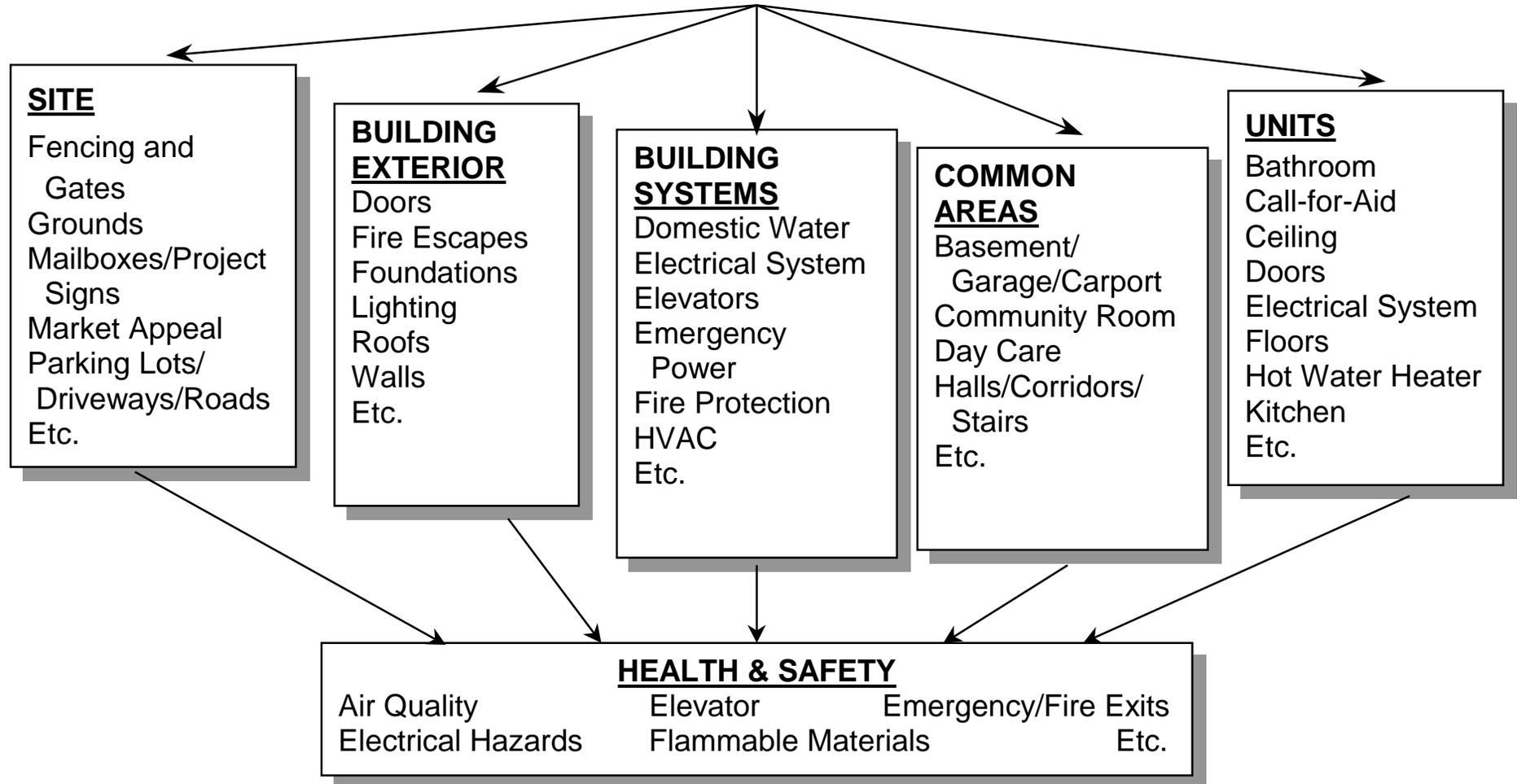
These three technology components are integral to the collecting, storing, and reporting of physical assessment information. Proper use of the information technology systems is discussed in greater detail in Chapter 2.

Physical Inspection Structure



Physical Inspection Structure

Inspectable Items



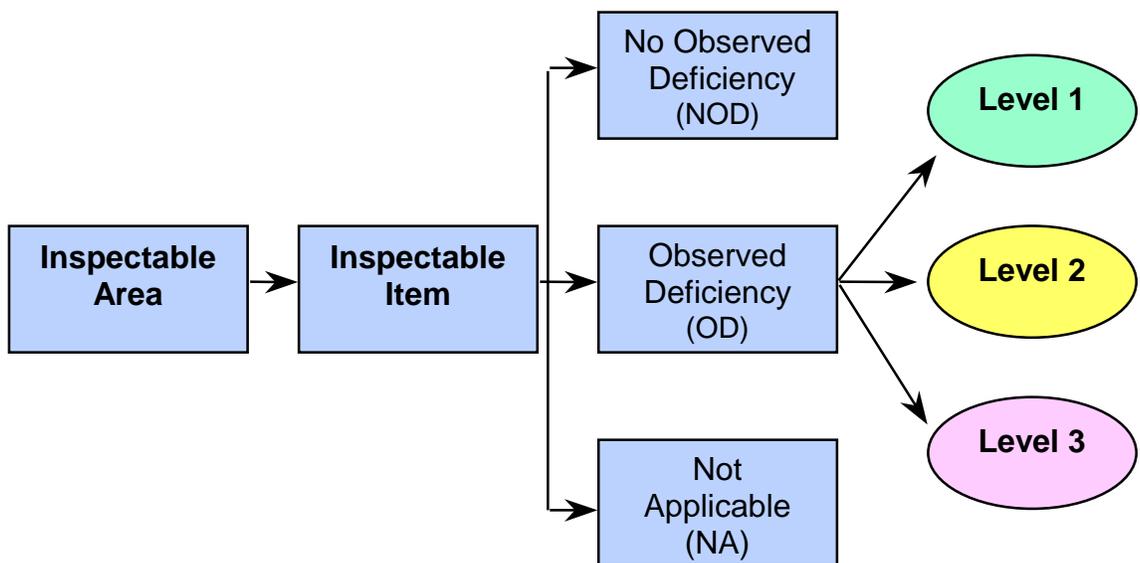
Physical Inspection Structure

The Physical Inspection Structure represents the components of REAC's inspection protocol. As shown in the two previous diagrams, the inspector is required to inspect the **inspectable areas** of the property. The five inspectable areas are:

- Site
- Building Exterior
- Building Systems
- Common Areas
- Units

Each inspectable area has one or more **inspectable items** and may have one or more **Health and Safety items**. An inspectable item is a specific item within an inspectable area that the inspector is required to inspect (e.g., within the Site inspectable area, an inspectable item is fencing and gates). A Health and Safety item is a specific deficiency that, if present, creates a danger to the health and safety of the residents (e.g., poor air quality).

Inspectable items within each inspectable area are evaluated for possible **deficiencies**. A deficiency is an observable defect of the inspectable item. Inspectors make observations about the condition of inspectable items and record the condition in one of three possible ways.



1. **No Observed Deficiency (NOD)** - The inspectable item does not have any observed defects.
2. **Observed Deficiency (OD)** - The inspectable item has one or more observed defects.
3. **Not Applicable (NA)** - The inspectable item is not applicable for the inspection area. In other words, the item is not present and was not intended to be present.

The inspector must rate each observed deficiency as either **Level 1**, **Level 2**, or **Level 3** according to criteria defined by REAC.

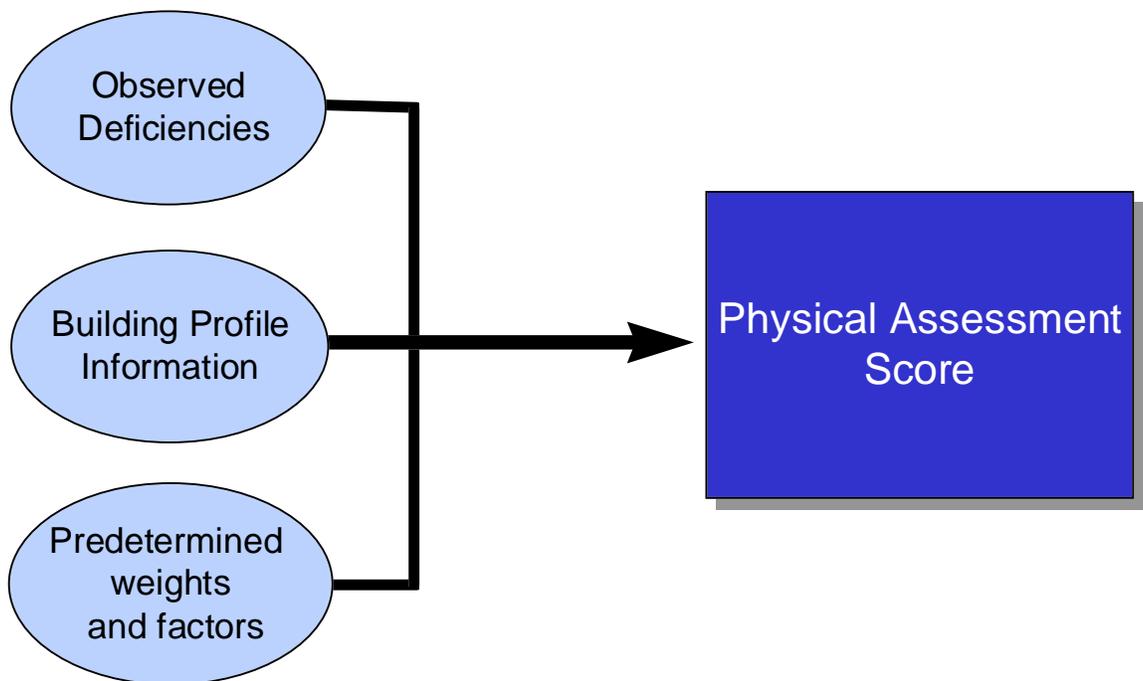
Each deficiency has its own definition for Level 1, Level 2, and Level 3 ratings. For Level 3 ratings, the inspector should identify the location and enter relevant comments in the *Comments* text field of the PASS 2.3 Software. Some deficiencies may not have all three ratings.

The Physical Inspection Structure is the basic classification system that is used for all inspectable properties. Chapter 3, **Definitions Training**, further explains the meaning of each inspectable item and the rating scale for its possible deficiency.

Scoring

The Physical Inspection Protocol provides HUD/REAC with a standardized procedure to thoroughly evaluate the physical condition of HUD properties.

When inspection data is uploaded to REAC, it is automatically checked and validated using an objective, comprehensive set of business rules. For example, if the inspector has not recorded all certificate information, the inspection data cannot be validated. The inspection score is produced by using computerized formulas.



Because scoring takes all inspectable areas into account and weights inspectable items and ratings accordingly, the final property score is a comprehensive indicator of the physical condition of the property.

Action by HUD will be taken against properties whose scores from REAC assessments show reason for concern. Numeric scores are used to identify properties that do not provide decent, safe, and sanitary housing. Troubled public housing properties are referred to Troubled Agency Recovery Centers where HUD program staff work with PHAs to resolve troubled conditions. High-risk multifamily properties are referred to the HUD's Enforcement Center (EC).

If the property owner/agent has questions concerning the scoring process, refer them to the Technical Service Support (TSS) Center at **1-877-406-9220**.

Summary

The purpose of the physical inspection process is to provide HUD with the ability to assess whether its properties are in a safe, decent, sanitary condition and in good repair. REAC and HUD use the results to assess the overall condition of portfolios currently under its jurisdiction.

HUD Physical Inspections

Are:

- Objective
- Consistent
- Comprehensive
- Evaluations of HUD supported properties
- A step to help HUD prioritize and direct its resources
- A method to ensure **decent, safe, and sanitary housing in good repair**



Discuss the following questions as a group.

Discussion

1. What are the two major initiative efforts of HUD's 2020 Management Reform Plan to centralize the assessment of all HUD properties?
2. How does REAC benefit HUD?
3. What is the system responsible for automating the physical assessments of HUD properties?
4. What are the three phases of the Physical Inspection Protocol process?
5. What is the inspector's role in the Physical Inspection Program?
6. What is the Inspector's Code of Conduct?
7. Name the three types of observed deficiencies during a physical inspection of a property.

➤ Physical Inspection Protocol

– Using the Physical Inspection Protocol

Protocol Overview:

The purpose of the protocol is to:

- Define REAC Physical Inspection Protocol
- Outline the essential steps necessary to successfully complete physical inspection
- Explain the importance of following the Physical Inspection Protocol

Protocol Objectives:

Upon completion, participants will be able to:

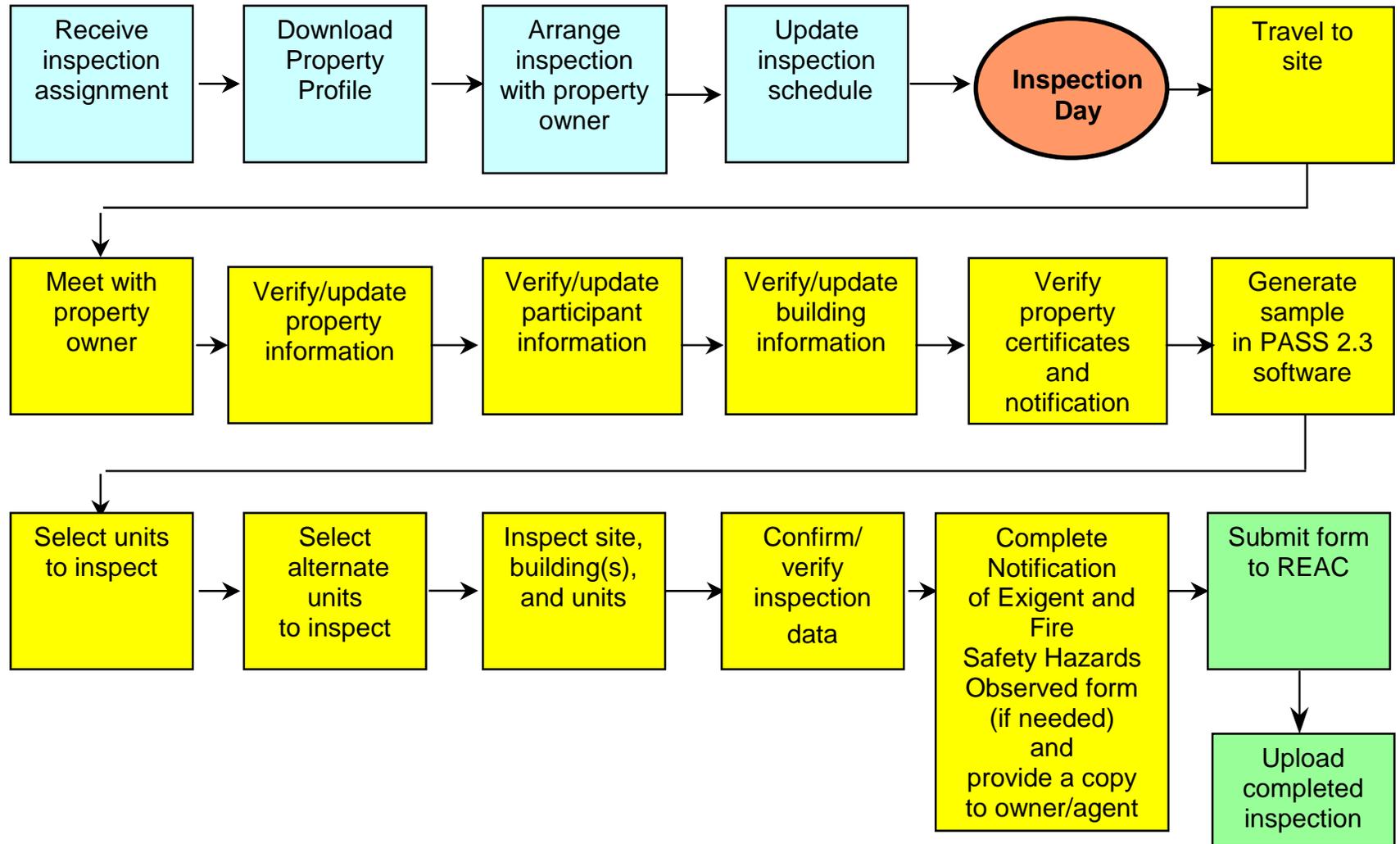
- Explain the purpose of the Physical Inspection Protocol
- Describe each component of the Physical Inspection Protocol
- Describe the consequences and the potential impact of **not** following the protocol

Using the Physical Inspection Protocol

Protocol Purpose REAC's mission is to provide HUD with accurate, consistent, and objective inspection data. In order to achieve this goal, it is critical that inspectors follow the Physical Inspection Protocol. The protocol is a set of procedures and definitions used to standardize the inspection process. All HUD properties must be inspected using the same protocol, and deficiencies must be rated according to REAC criteria. Following the standard inspection protocol ensures that all properties are inspected consistently.

Turn to the next page to review the Physical Inspection Protocol chart.

Physical Inspection Protocol



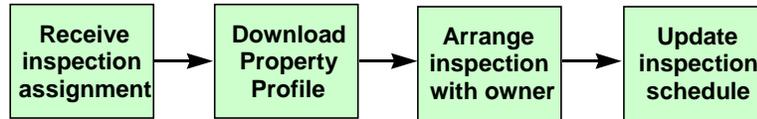
***The
Physical
Inspection
Protocol***

The Physical Inspection Protocol is designed to provide inspectors with a standard procedure for conducting inspections and assessing observable deficiencies. The Physical Inspection Protocol is divided into three general areas. Each area is further divided into essential steps:

- Pre-Inspection
 - Receive inspection assignment
 - Download property profile
 - Arrange inspection with owner
 - Update inspection schedule
- Inspection
 - Travel to site
 - Meet with property owner
 - Verify/update property information
 - Verify/update participant information
 - Verify/update building information
 - Verify property certificates and notification letter
 - Generate the sample in the PASS 2.3 software
 - Select units to inspect
 - Select alternate units to inspect
 - Inspect site, building, and units
 - Confirm/verify inspection data (Check/Prepare)
 - Complete Notification of Exigent and Fire Safety Hazards Observed form and provide a copy to owner
- Post Inspection
 - Submit form
 - Upload completed inspection

It is important that inspectors follow these essential steps on each inspection to maintain consistency and accuracy.

Pre-Inspection



STEP 1

Receive Inspection Assignment

REAC begins the inspection process by determining which properties need to be inspected and in what timeframe. REAC obtains the property profile information from other HUD systems and stores it on the REAC Web site. Each inspection is assigned a unique inspection number that is used for downloading and tracking purposes.

REAC assigns specific inspections to the contractors by issuing a task order. The contractor is responsible for communicating inspection assignments and inspection numbers to individual inspectors. Once inspection assignments are received, the inspector can begin the scheduling process.

Key Point:

The contractor is responsible for assigning REAC inspection assignments to their inspectors.

STEP 2

Download Property Profile

The inspector must obtain the relevant inspection information, called the Property Profile, from REAC. The Property Profile can be downloaded directly onto the PASS 2.3 software from the REAC Web site.

The Property Profile contains:

- Inspection number
- Property information (e.g., property name, address, telephone number, number of buildings and units)
- Participant information (e.g., name, role, organization name, address, telephone number)
- Building information (e.g., building name, address, type, construction year, number of units)
- Total Number of Units and type

Once downloaded, information from the Property Profile is automatically entered into relevant sections of the PASS 2.3 software. This electronic data transfer reduces some of the manual input the inspector must do.

STEP 3

Arrange Inspection with Owner

After the contractor creates a tentative schedule, the inspector must contact the property owner, management company, or PHA to negotiate the actual inspection date and time. All inspections must occur in the presence of the property owner or designated property representative.

The inspector must make sure the property owner understands the purpose of the inspection. Inspectors should explain that the goal of the inspection is to objectively assess the physical condition of the property, **not** generate a list of maintenance issues. In the event the property owner refuses to permit an inspection, the inspector must report the situation to the Contractor Help Desk immediately. The **contractor** is responsible for contacting the Government Technical Representative (GTR) or the Government Technical Monitor (GTM), in order to convey this information.

Key Point:

The inspector is responsible for negotiating a mutually agreeable time and date for the inspection with the property owner. All inspections must occur in the presence of the property owner or authorized representative.

Inspection Notification Letter

The contractor is responsible for sending a letter of introduction informing the property owner of the purpose of the inspection and confirming the date of the inspection. This letter also informs the property owner of their responsibilities prior to and during the inspection. The letter states that property owners must:

- Notify all residents that an inspection will occur sometime during the next week.
- Be prepared to provide the inspector with detailed property information, including:
 - The total number of buildings
 - The total number of units in each building
 - The address or unique identifier for each building
 - A copy of the document notifying residents of the inspection
 - Any applicable certificates (e.g., elevators, sprinklers, etc.)

Turn to Appendix A to see a sample of the Inspection Notification Letter.

STEP 4

***Update
Inspection
Schedule***

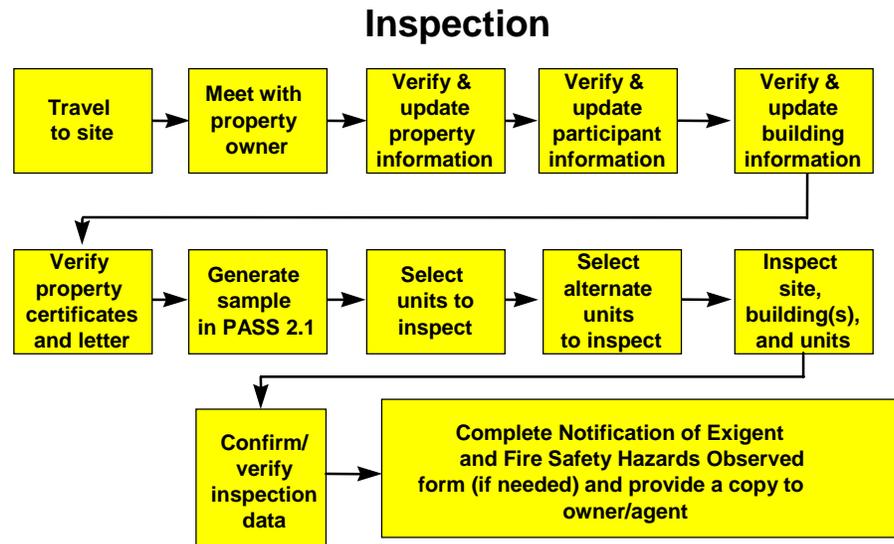
Once inspections are scheduled with the property owner or their representative, it is the contractor's responsibility to update the inspection schedule as necessary. The inspector is responsible for notifying the contractor of any changes to the schedule.

REAC Quality Assurance (QA) inspections are scheduled based on the contractor's schedule. Therefore, REAC must be aware of all schedule changes.

Key Point:

The contractor must create a tentative inspection schedule for each quarter. This schedule is used by REAC to schedule QA inspections. The contractor is responsible for notifying REAC of all schedule changes.

Physical Inspection Protocol



STEP 5

Travel to Site

The inspector is required to travel to the property to conduct the inspection. Inspectors must comply with the following rules:

1. The inspector must be physically present to conduct the inspection.
2. If the inspection cannot be completed on the scheduled day, the inspector must call the Contractor Help Desk.
3. If the weather prevents the inspector from arriving at the property, they must contact the Contractor Help Desk. The contractor must request approval from REAC to declare the inspection “unsuccessful”, based on REAC’s Inclement Weather Policy, Natural Disaster Policy, and/or Rehab/Vacant Unit Policy. To review a copy of the policies, turn to Appendix A.

STEP 6

Meet With Property Owner

Before beginning the actual inspection, the inspector must meet with the property owner, management agent, or authorized representative. It is important to follow protocol guidelines as listed below when working with property owners:

- Discuss the plan for conducting the inspection with the owner
- Inform the owner and/or representative of how any Life-Threatening Health and Safety hazards identified during the inspection will be handled
- Clearly explain the purpose of the inspection
- Clearly explain the sampling process
- Explain that the inspector must be the one who will conduct the physical inspection

It is important that property owners understand the purpose of the inspection. Inspectors should explain that the goal of the inspection is to objectively assess the physical condition of the property, not to create an exhaustive list of areas needing repair.

Inspectors should also briefly explain the sampling process. The sampling function of the PASS 2.3 software is designed to generate a random sample of buildings and units for inspection. Using a series of mathematical and statistical equations, the PASS 2.3 software generates a list of sample units and buildings. The sample is designed to produce inspection results that is representative of the results that would have been obtained if every building and unit had been inspected. The inspector should stress that the sampling procedure dramatically reduces the time it takes to complete a physical inspection.

STEP 7

Verify/ Update Property Information

Large portions of the downloaded property information for many properties may be incorrect or outdated, since HUD has not recently inspected these properties. The inspector is responsible for correcting and updating the downloaded property information before conducting the physical assessment. It is **critical** that inspectors verify and correct any differences in the property information in the PASS 2.3 software prior to generating the sample.

The property information is used to generate statistically accurate building and unit inspection samples.

- Inspector is responsible for updating property information **before** beginning the inspection
- If the information is not updated prior to the inspection, the building and unit sampling will be incorrect
- Inspector should ask the property owner/agent if there are any additional property changes that may make a building uninspectable

Failure to correct property information may result in an inaccurate count of buildings and/or units. Such a mistake will cause incorrect sampling calculations and may invalidate the inspection. In such cases, a new sample must be generated with the correct property information and a new inspection conducted.

Property information includes the following:

- Property name, address, and telephone number
- Property ID/PIH Project Number (these fields cannot be changed)
- Scattered site information
- Total number of buildings and units

A building is defined as any structure that has a permanent foundation, is enclosed on at least three sides, and at least one utility is servicing it, such as, electric, gas, water or sewer.

The inspector should question the property owner about additional property changes or updates that may affect the inspection. For example, buildings may be uninspectable due to fire damage, or new buildings may have been added to the property. Such information must be recorded in the PASS 2.3 software prior to generating the sample, since it will impact the accuracy of the sampling.

STEP 8

***Verify/
Update
Participant
Information***

After validating general property information, the inspector should verify and update participant information. A participant can be an individual or an organization (e.g., property owner, PHA, or management agent). All new participants must be added to the property profile using the *Add Participant* function in the PASS 2.3 software. Participant information is an important record of the persons and organizations involved in the inspection.

Participant information includes the following:

- Participant name
- Participant role
- Participant organization name
- Participant address and telephone number

STEP 9

Verify/ Update Building Information

In addition to property and participant information, the inspector is responsible for verifying building information. A building is defined as any structure that has a permanent foundation, is enclosed on at least three sides and has at least one utility servicing it (e.g., gas, electric, sewer).

In order to generate a valid sample, the PASS 2.3 software must have an accurate count of buildings and units. Any new buildings must be added to the property profile, and non-existent buildings deleted. Changes to the number of units must also be updated in the PASS 2.3 software.

Building information includes the following:

- Building Number (e.g., 1, 2, 3)
- Building name and address (e.g., Office & Laundry, 421 East Avenue)
- Building type (e.g., Row/Townhouse, Garden Apartments)
- Building construction year (e.g., 1974)
- Total number of units (e.g., in building)

The inspector is also responsible for determining the inspection status of each building. If a building is declared uninspectable, the inspector must physically verify the reason and record it in the PASS 2.3 software. Buildings marked uninspectable will not be included in the sampling calculations. It is important that inspectors record uninspectable buildings **before** generating the sample.

The following are accepted reasons by REAC, which determine a building as uninspectable:

- Abandoned/Boarded Up
- Building Added after Sample was Generated
- Demolished
- Fire Damage
- Locked
- No Keys
- Occupant Refusal
- Off-Line (unit and/or building currently undergoing rehab)
- Other Hazard
- Police Restricted Area
- Vacant

Key Point:

Accurate building information is critical to a successful inspection. If an uninspectable building is not recorded, it will be included in the sampling calculation, resulting in an invalid inspection sample. In such cases, a new sample must be generated with the correct building information and a new inspection conducted.

STEP 10

***Verify
Property
Certificates
and
Notification
Letter***

The property owner is required to show that they have all the proper certificates for property systems (e.g., boiler, elevators, fire alarms, lead-based paint, and sprinkler systems). Certificates are documents certifying that specific safety and maintenance requirements have been fulfilled. Although there may be a system associated with each individual building, there may be only one overall certificate for each system.

The following certificates are required by REAC protocol:

- Boilers
- Elevators
- Fire Alarms
- Lead-Based Paint (LBP) Disclosure form

NOTE: Inspectors randomly select 5 tenant files from buildings constructed prior to 1978. If any of the 5 tenant files contain the LBP disclosure form the inspector checks YES on the DCD. If none of the files contain the LBP disclosure form the inspector checks NO. If none of the buildings were constructed prior to 1978 the inspector checks NA.

- Lead-Based Paint (LBP) Inspection report

NOTE: If the property has buildings constructed prior to 1978 the REAC inspector asks the property manager if the property has ever been inspected for LBP. If the manager says no, the inspector checks NO on the DCD. If the manager says yes, the REAC inspector asks the manager to see the lead-based paint inspection report. If the manager produces a lead-based paint inspection report the inspector checks YES on the DCD. If the manager cannot produce a lead-based paint inspection report, the inspector checks NO on the DCD. If the property does not have any buildings constructed prior to 1978, the inspector checks NA.

- Sprinkler Systems

Inspectors should first determine if each certificate is applicable for the property. If a certificate is applicable, the inspector must verify the expiration date and record the information in the PASS 2.3 software. The inspector must physically verify **all** applicable certificates and expiration date for each property system, not just the sample buildings, and mark “Yes” or “No” in the PASS 2.3 software. Turn to Appendix A to see a copy of a sample certificate.

In addition to verifying property system certificates, the inspector should verify that the property owner provided the residents with a written notification of the upcoming inspection.

If the property owner did not provide a notification letter to the residents, the inspector should not inspect the property and should call the Contractor Help Desk to advise them of the situation.

STEP 11

Generate the Sample

Once certificates are verified, the inspector should generate an inspection sample using the sampling function of the PASS 2.3 software. Sampling plays a key role in the inspection process as it allows an inspector to assess a small set of randomly chosen buildings and units instead of every single one.

Using mathematical and statistical equations, the PASS 2.3 software generates a random sample displayed as a list of random numbers. These numbers are used in the next step to select units to inspect. The PASS 2.3 software calculations are designed to select a sample that reflects what would have been recorded had all buildings and units been inspected. Each sampled building will have its own set of sample units.

Although the PASS 2.3 software actually calculates the sample, it is the inspector's responsibility to carefully follow the Physical Inspection Protocol to ensure that the sample is valid. The inspector is responsible for confirming property, participant, and building information prior to generating the sample. Failure to verify this information may result in inaccurate samples that may invalidate the entire inspection.

Property owners should not be allowed to alter units in the sample. If an owner or representative insists on altering the sample, inspectors should contact the Contractor Help Desk for assistance.

Why are some samples so small?

Sometimes inspectors find it puzzling that the number of PASS 2.3 software generated sample units is so small compared to the total number of units that are in a building. This is similar to the situation in national polls, where there are millions of households or voters, yet only a few hundred may be interviewed. For most calculations using large group samples, the percentage of the sample is not relevant. What is relevant is making sure the sample is properly representative, and this can be assured when it is selected in an appropriate random manner.

STEP 12**Select Units
to Inspect**

Once the sample is generated, the PASS 2.3 software displays a sequence of whole numbers in the “Sample Units” text field on the “Building/Dwelling Information” tab. The inspector is responsible for using the number sequence to select building units to inspect.

Selecting units to inspect requires:

- PASS 2.3 software-generated sample units
- An all-inclusive list of units (e.g., rent roll)

For example, a rent roll listing of all units, both vacant and occupied, can be used as the all-inclusive unit reference list.

Each number in the “Sample Units” field represents a unit in the selected building. The position of each number represents the relative position of the unit on the list of units. The number “4”, for example, represents the fourth unit appearing on the list of units for that particular building.

If an all-inclusive list of units is unavailable, the inspector should select units in ascending order from the lowest floor to the top floor. For example, in a building with two floors and six units numbered 1A, 1B, 1C, 2A, 2B, and 2C the number “4” on the list would refer to unit 2A.

Key Point:

The sampling function of the PASS 2.3 software generates a statistically valid random sample of buildings and units for inspection. Inspectors must follow sample steps:

- Generate the sample
- Match sample to all-inclusive list of units
- Select units in order given by sample

To maintain statistical validity, it is important to select unit inspections in the order in which they are displayed in the “Sample Units” field.

STEP 13

**Select
Alternate
Units to
Inspect**

In order to maintain a statistically valid sample, inspectors must inspect an alternate unit whenever a sample unit is considered uninspectable. The sampling function of the PASS 2.3 software automatically generates alternate units. Alternate units are displayed after the sample units in the "Sample Units" text field.

Alternate selection follows three basic guidelines:

1. If there are no available alternate units in the sampled building, the inspector should select the first alternate unit in the next sampled building of the same type
2. If there are no alternate units available in the same building type, the inspector should use an alternate unit in the other building type group
3. If there are no other alternate units available, the inspector should call the Contractor Help Desk for assistance

Inspections should be conducted using the exact sample of buildings and units generated by the sampling function of the PASS 2.3 software. The inspector may inspect alternate units at any time during the inspection, however, alternates must be selected in the order they are displayed in the PASS 2.3 software.

For example, units 1C, 2A, 3D, 4A are in the sample. Unit 12A and 1B are the alternate units. If 2A is uninspectable, the first alternate unit (12A) must be selected **before** the second alternate (1B). The alternate 12A may be inspected at any time during the inspection, but must be used as an alternate before 1B is used as an alternate.

***Sampling
Do's and
Don'ts***

Inspectors must follow Physical Inspection Protocol rules when generating an inspection sample:

Do

- Verify all property and building information prior to generating the sample
- Use the all-inclusive list of units to determine sample units
- Select units in the order they are displayed
- Select alternate units in the order they are displayed

Don't

- Allow property owners to alter units in a sample
- Provide property owners with a list of sample units prior to the inspection
- Deviate from the Physical Inspection Protocol

Activity Determine the units you will inspect using the following sampling and all-inclusive list of units.

All-Inclusive List of Units

Building 2137 North St.

Units: 101, 102, 103, 104, 201, 202, 203, 204, 301, 302, 303, 305

Building: 2243 West St.

Units: 1A, 1B, 1C, 2A, 2B, 2C, 3A, 3B, 3C, 4A, 4B, 4C, 5A, 5B, 5C

PASS 2.3 software Sampling

2137 North St. 3, 4, 8, 9, 11, Alternates: 10, 12, 1, 2

2243 West St. 2, 5, 7, 10, 12, 14, 15, Alternates: 1, 13, 9, 3

The property owner informs you that unit 103 of 2137 North St. cannot be inspected due to poor housekeeping. What do you do?

During your inspection of 2243 West St., a resident refuses to let you inspect his unit, 3A. What do you do?

***Inspection
Guidelines***

Once the inspection sample is generated, the inspector may begin the actual physical assessment. There are no set rules regarding the order of an inspection, but inspectors must assess **all** inspectable items for each inspectable area of the property.

There are five inspectable areas:

- Site
- Building Exterior
- Building Systems
- Common Areas
- Units

To ensure a successful, trouble-free inspection, inspectors should follow REAC guidelines. During the assessment, Inspectors should:

- Answer resident questions, but direct specific complaints or concerns to the property owner or representative escort
- Remind residents that the purpose of the inspection is to assess the physical condition of the unit, not evaluate housekeeping
- Assess items **inside** the development/property. Inspectors should not inspect physical structures that are not under the control of the housing provider (e.g., city sidewalks and streets)

***Health and
Safety
Hazards***

HUD and REAC are very concerned about Health and Safety issues, such as a blocked emergency exit, that pose a threat to the health and safety of the residents. All Health and Safety issues **must** be recorded in the PASS 2.3 software and brought to the attention of the property owner immediately.

The inspector must assess and rate any observed Health and Safety deficiencies. Each Health and Safety item has one or more observable deficiencies. Health and Safety items include:

- Air Quality
- Electrical Hazards
- Elevator
- Emergency/Fire Exits
- Flammable Materials
- Garbage and Debris
- Hazards
- Infestation

REAC has determined that certain deficiencies create Health and Safety concerns. When these deficiencies are marked “Level 3”, they are automatically populated as being Health and Safety items. The inspector may also manually record Health and Safety issues for any area of the property. If a deficiency does not fall under any specific Health and Safety category, it can be recorded in the Hazards, Other section.

***Life-
Threatening
Health and
Safety
Hazards***

Certain Health and Safety deficiencies are considered life-threatening. The following life-threatening health and safety hazards are listed on the Notification of Exigent and Fire Safety Hazards Observed form:

- A. Propane, natural, or methane gas detected
- B. Exposed wires or open electrical panels
- C. Water leaks on or near electrical equipment
- D. Blocked or unusable emergency or fire exits
- E. Blocked fire escapes or ladders
- F. Missing gas-fired hot water heater/HVAC, misaligned chimney
- G. Window security bars preventing exit
- H. Expired fire extinguishers
- I. Inoperative/missing smoke detectors

STEP 14a

Inspect Site The inspector is responsible for assessing the physical condition of the property site. The site is the area surrounding all buildings of the property. There is only one site per property, even if the property is a scattered site. The inspector is required to inspect the site for both specific inspectable items and Health and Safety hazards.

The site can be inspected at any point during the inspection, but the inspector must record all observable defects before uploading can occur.

STEP 14b

***Inspect
Building***

The inspector must assess the physical condition of three areas for each sample building.

- Building Exteriors - outside building surfaces (e.g., fire escapes, lighting)
- Building Systems - civil systems that support the building (e.g., domestic water, HVAC)
- Common Areas - areas within each building that are usable by more than one resident or by the property administration

The inspector should follow REAC business rules for the following:

- A sample building is discovered to be uninspectable by REAC standards
 - The inspector should reclassify the building as uninspectable in the PASS 2.3 software and inspect the first alternate building
 - Alternate building may be inspected at any time during the inspection
 - Alternate building must be selected in the order they are displayed in the PASS 2.3 software
- A missed building is discovered **before** the inspection has begun, but after the sample has been generated
 - The inspector should regenerate the sample
- A missed **common** building is discovered **after** the inspection has begun
 - The inspector should add the building to the property profile, change the Reason Uninspectable to “None Entered”, and inspect the building
- A missed building **with units** is discovered **after** the inspection has begun
 - The inspector should contact the Contractor Help Desk

STEP 14c

***Inspect
Units***

The inspector is required to physically verify all units within a sampled building declared uninspectable by the property owner.

In the event a sample unit is declared uninspectable during the inspection, the inspector must indicate the reason in the PASS 2.3 software and select the next alternate unit indicated in the generated sample list. Alternate units must be selected in the order they are displayed in the PASS 2.3 software, but may be inspected in the order most convenient to the inspector.

STEP 15

***Confirm/
Verify
Inspection
Data***

Upon completion of the inspection, the inspector should verify that all inspectable items were assessed. The PASS 2.3 software has a built-in verification system that automatically reviews the thoroughness of the inspection by identifying missing items. The verification is performed using the “Check/Prepare” tab.

Key Point:

Only a completed inspection can be sent to REAC. If there are incomplete items, the inspection will not upload.

It is important to use the “Check/Prepare” tab before leaving the site. The inspector must visually verify all inspectable items. If the “Check/Prepare” function is executed after leaving the site and missing information is discovered, the inspector may have to return to the property to complete the inspection.

STEP 16

***Complete
Notification
of Exigent
and Fire
Safety
Hazards
Observed
Form***

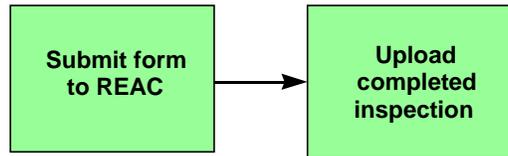
Life-threatening hazards must be entered into the PASS 2.3 software and recorded on the *Notification of Exigent and Fire Safety Hazards Observed* form. Property owners should sign the form in acknowledgment of the safety hazard. If the property owner refuses to sign the form, the inspector should note the refusal on the form. A copy of the form must be left with the property owner, and the original is faxed from the site, office or hotel to REAC by 10 am the following day.

Key Point:

All life-threatening safety hazards must be entered into the PASS 2.3 software **and** recorded on the *Notification of Exigent and Fire Safety Hazards Observed* form. Turn to Appendix A to see a sample of the *Notification of Exigent and Fire Safety Hazards* form.

It is important to complete the *Notification of Exigent and Fire Safety Hazards Observed* form in its entirety. The information will be used later by a HUD representative to follow-up on the property to ensure that any potential Health and Safety hazards have been dealt with properly.

Post Inspection



STEP 17

Submit Form

The inspector must fax the original *Notification of Exigent and Fire Safety Hazards Observed* form to REAC by 10:00 AM the following day. The inspector can fax from the site, office or hotel.

STEP 18

***Upload
Completed
Inspection***

Once the PASS 2.3 software verifies the inspection is complete, it must be uploaded to the REAC Web site. The data is electronically transmitted to the REAC Web site via the Internet. Uploaded data will be scored by PASS On-Line. All completed inspections must be uploaded daily from off-site.

Problems with uploading should be directed to the Contractor Help Desk for technical support. Inspectors should **not** contact REAC directly for technical problems.

Variances

Variances in the established Physical Inspection Protocol impact the accuracy and validity of property inspections. Variances are alterations to the standard inspection procedures as defined by the Physical Inspection Protocol. The variances are:

- Subjectivity
- Negligence
- Gaming

Subjectivity occurs when inspectors make personal judgements about the condition of a property or allow their personal biases to affect how they inspect.

• **Examples:**

- Allowing bad property management to affect the assessment
- Allowing bad housekeeping to affect the assessment
- Allowing negative opinions about public housing to affect the assessment
- Assessing items that are not defined by REAC as an inspectable item

• **Key Points:**

- Inspectors must remain objective and impartial
- If an inspector does not remain objective and impartial, it impacts the objectivity and scoring of the inspection
- If the inspector follows the REAC protocol, it increases their ability to provide objective assessments

Negligence occurs when an inspector purposely tries to avoid following the inspection protocol, in order to reduce the time or effort required inspecting a property.

• **Examples:**

- Skipping key activities like checking appliances and systems
- Not verifying property or building information
- Not thoroughly inspecting items to truly determine their condition

Gaming occurs when an inspector performs illicit activities in an attempt to cheat the system.

• **Examples:**

- Providing the property owner with the sample units ahead of time, so that the owner can clean up the units to be inspected which results in a quicker inspection for the inspector and a higher score for the owner.
- Accepting bribes or favors from property owners in return for leniency during the inspection

Variations must not occur if REAC is to maintain its goal to provide HUD with consistent, objective, and standardized information about the physical condition of properties.



Scenario 1:

During his inspection of Rose Garden Apartments, Jamey Inspector noticed dirt on the linoleum floors in the common area of the sample building he was inspecting. When he noticed a few tiles missing, he immediately rated the deficiency as “Level 3”, when it should have been rated “Level 1”.

Discussion

Scenario 2:

Frank Inspector began the physical inspection of Dogwood Estates with sympathetic feelings toward the property owner Mr. Byron. He felt that Mr. Byron did all he could to meet HUD requirements, but sometimes fell short despite valiant efforts. During the inspection, Frank rated several deficiencies as “Level 1” when they should have been rated “Level 2” or even “Level 3”.

Summary

The purpose of the Physical Inspection Protocol is to standardize the inspection process. This will assist REAC in its mission to provide HUD with consistent, objective and factual inspection data.

The Physical Inspection Protocol is divided several steps that must be followed to complete a successful inspection:

- Pre-Inspection
 - Receive inspection assignment
 - Download inspection profile
 - Arrange inspection with owner
 - Update inspection schedule
- Inspection
 - Travel to site
 - Meet with property owner
 - Verify/update property information
 - Verify/update participant information
 - Verify/update building information
 - Verify property certificates
 - Generate sample in PASS 2.3 software
 - Select units to inspect
 - Select alternate units to inspect
 - Inspect site, building, and units
 - Confirm/verify inspection data (Check/Prepare)
 - Complete Notification of Life-Threatening Health and Safety form and give a copy to owner
- Post Inspection
 - Submit form
 - Upload completed inspection

It is critical that inspectors follow the protocol exactly to ensure that REAC receives accurate physical assessments. Protocol procedure must be followed in order to maintain decent, safe and sanitary housing in good repair. Variances to the protocol negatively impact REAC's goal to provide HUD with accurate inspection data.

➤ Quality Assurance and the Contractor Help Desk

- Quality Assurance
- The Contractor Help Desk

Overview:

The purpose of Quality Assurance and Contractor Help Desk is to:

- Provide an overview on the REAC Quality Assurance function and discuss the importance of Quality Assurance in maintaining and improving the REAC Physical Inspection Program.
- Provide information on the assistance available to inspectors through their Contractor's Help Desk.

Quality Assurance Objectives:

Upon completion of the objectives, participants will be able to:

- Explain the function of Quality Assurance in the Physical Inspection Program
- Describe the role and responsibility of Quality Assurance inspectors
- Describe the Quality Assurance inspection approach used by QA inspectors
- Explain how to access assistance when needed

Quality Assurance

The QA Function

REAC's Quality Assurance (QA) function in the Physical Inspection Program guarantees that property assessments are conducted according to the Physical Inspection Protocol. Quality Assurance supports REAC in its effort to assess the physical condition of HUD's housing portfolio and ensure decent, safe, and sanitary housing conditions for residents. More specifically, the QA program objectives are to:

- Evaluate the performance of the inspectors and aid in the development of their inspection skills
- Evaluate the performance of the Physical Inspection Program and define areas which are in need of improvement
- Identify discrepancies in the data received by REAC from the inspectors and define ways to resolve such discrepancies
- Take appropriate action when needed to guarantee that inspectors accurately adhere to the Physical Inspection Protocol
- Ensure that contractors establish and maintain an effective Quality Control (QC) program to monitor its own performance and compliance with the contract

The Quality Assurance review focuses on four principal inspection areas:

- **Property Profile** - missing/incomplete owner, participant, location information
- **Questionable N/As** - N/A for items that should not have N/A without an explanation e.g., N/A for roof, fire escape for high-rise
- **Sample Size** - incorrect sample or size without explanation
- **Protocol Discrepancies** - incorrect application of REAC protocol, i.e., identification of deficiencies outside the scope of REAC's current deficiency definitions

Trained QA inspectors perform collaborative inspections with inspectors on HUD properties. This enables QA to identify issues and take appropriate actions as necessary.

Key Point:

The objectives of REAC's Quality Assurance program are to continuously improve and create value in its physical inspection process.

Contractor Quality Control (QC) Program

Contractor organizations awarded contracts by REAC must establish and maintain a quality control (QC) program. This measure allows the contractor to monitor its own performance and make certain it is following contract requirements. As part of its QC program, the contractor may conduct QC inspections to evaluate the inspector's performance. QC inspections are similar to QA inspections and may be performed in collaboration with or independent of the inspector. The REAC's Quality Assurance Inspection Team will periodically assess the performance of the contractor's quality control program.

***The QA
Inspector***

REAC has brought together a team of experienced inspectors to carry out the Quality Assurance Program. All QA inspectors must learn REAC's Physical Inspection Protocol and pass the certification test before being eligible to conduct inspections on HUD housing.

These QA inspectors have inspection experience in the following areas:

- Multifamily, Public, and Indian housing properties
- Construction (e.g., foundations, structures, framing, plumbing, heating, air conditioning, interiors, insulation, and ventilation)

The Quality Assurance inspector's job is three-fold:

1. First, QA inspectors must make certain that the REAC Physical Inspection Protocol and contract requirements are followed at all times.
2. Second, QA inspectors work closely with the Quality Control (QC) program set up by the contractor. In this situation, QA inspectors work on-site with the contractor's QC inspectors to collaborate the observations of inspectors. This guarantees that the definitions and procedures within the protocol are followed appropriately and consistently.
3. Third, QA inspectors act as a liaison or contact person to the Government Technical Representative or the Government Technical Monitor (GTR/GTM). In this capacity, QA inspectors are responsible for relaying information on REAC protocol, hardware and software revisions, and definition revisions to the contractor so that the inspectors have the most up-to-date information.

The QA inspectors perform various roles in an effort to obtain an accurate picture of the physical inspection process. Therefore, REAC can determine the effectiveness of the Physical Inspection Program and can identify those areas that may need attention.

Key Point:

The QA inspectors' primary role is to make certain that the Physical Inspection Protocol is followed properly. Strict adherence to this protocol guarantees comprehensive and objective assessment results. Failure to comply with this protocol adversely impacts the data evaluated by REAC. Therefore, it is the goal of the QA team to see that noncompliance does not occur and take appropriate actions if it does.

***The QA
Inspection
Process***

To obtain a better understanding of the role of Quality Assurance, it is helpful to know how inspections are initiated and the types of inspections that occur.

Regional Quality Assurance Manager typically initiates inspections in three possible ways:

1. Departmental and/or Program Office priorities and special requests
2. QA triggers (e.g., information and analyses that reveal discrepancies in inspector performance or property conditions)
3. Assignment of collaborative inspections performed by the QA inspector assigned to that contract area

Once QA identifies a property for assessment, it is scheduled accordingly.

Key Point:

It is REAC's intent to meet with each inspector at least once every quarter.

A QA inspection is initiated based on the contractor's physical inspection schedule. Therefore, it is essential that inspectors report inspection schedules in accordance with contract requirements. Any date or time changes must be reported to the GTR/GTM immediately so that changes can be made accordingly. Furthermore, the inspector must report on-site delays or cancellations to their contractor in compliance with contract requirements.

The main type of QA inspection that HUD-certified inspectors will encounter is the Collaborative Inspection. This is a QA assessment performed in collaboration with the contractor inspector. The purpose of these assessments is to:

- Reinforce inspector training
- Ensure inspector's compliance with REAC inspection protocol
- Evaluate basic inspector skills
- Obtain critical information for improving training and software

QA and the Inspector

Quality Assurance has an important role in continuously improving the assessment process. QA results are channeled back into training, contractor quality control, and process evaluation to continually improve the REAC Physical Inspection Program. Therefore, these QA results have a direct impact on the inspectors who perform the physical assessments of HUD properties. It is important to note:

- QA inspectors monitor inspector compliance and measure the effectiveness of the process. Thus, it is in the inspector's best interest to properly follow the inspection protocol so that assessment results agree with Quality Assurance results.
- QA inspectors are a valuable resource for inspectors' continued development. These QA inspectors are highly trained in the Physical Inspection Protocol and can provide insight and advice into the process for all HUD contractor inspectors. Therefore, it is encouraged that inspectors utilize the QA team as a source for information to enhance inspection skills.
- Because QA inspectors evaluate compliance with the Physical Inspection Protocol, it is also their responsibility to take the necessary actions to make certain the protocol is adhered to at all times. These actions may include recommending the removal of an inspector who demonstrates the inability or unwillingness to comply with the protocol.

Prevention:

- REAC has put into place a QA program that is designed to prevent gaming and negligence
 - Various automated analyses are performed that can detect when the inspection protocol is not being performed. For example, the time a sample is generated and the time the first observation is entered into the PASS 2.3 software are recorded. If these two times are not on the same day, REAC will know that the sample was generated ahead of time. This inspection will be flagged for QA review.
- If an inspector is caught participating in gaming or other practices, the inspector's REAC certification is revoked.

Key Point:

Inspectors who have the required physical assessment skills and are conscientiously trying to follow the protocol, can use Quality Assurance as a key resource for continued improvement and success.

The Contractor Help Desk

The Contractor Help Desk Inspectors who have questions regarding the Physical Inspection Process, as well as hardware and software concerns, should always contact the Contractor Help Desk for assistance.

The Contractor should include pertinent information for their Contractor Help Desk in this section.



Discuss the following questions.

1. What is the QA inspectors' primary role?
2. What are the three jobs a QA inspector performs?
3. How can a contractor inspector best utilize a QA inspector?
4. Who does a contractor inspector contact for help?

Discussion

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Chapter 2 Physical Assessment Subsystem

Purpose

The purpose of this chapter is to demonstrate how to use the hand-held computer data collection device (DCD) to conduct a physical inspection. In this chapter, you will have an opportunity to perform a variety of inspection procedures using the DCD.

Objectives

After completing this chapter, you will be able to:

- Access the Internet
- Log on to the DCD
- Download data from REAC
- Verify and make corrections to the property profile information
- Enter building information
- Generate the inspection sample
- Enter sample units
- Record observations in the DCD
- Compute proportionality
- Confirm inspection data is complete
- Upload data to REAC
- Compress the database

Connecting to the Internet

Background Information:

Typical DCD units are equipped with a pen device called a stylus. Use the stylus as you would use a mouse to select items from pick lists, groups of commands, or display options. A stylus is more portable and convenient than a mouse, especially while using your DCD on an inspection site.

You can also use the stylus for writing text on the display, just as you would with a pen or pencil on paper.

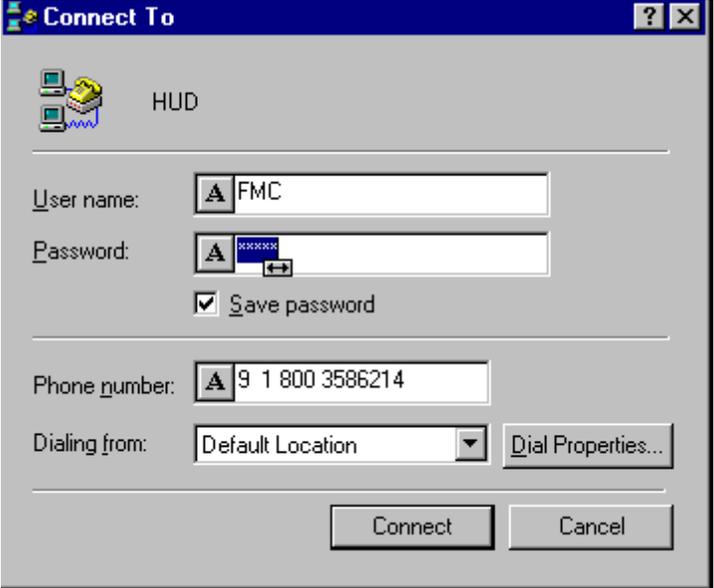
“Click” or “tap”

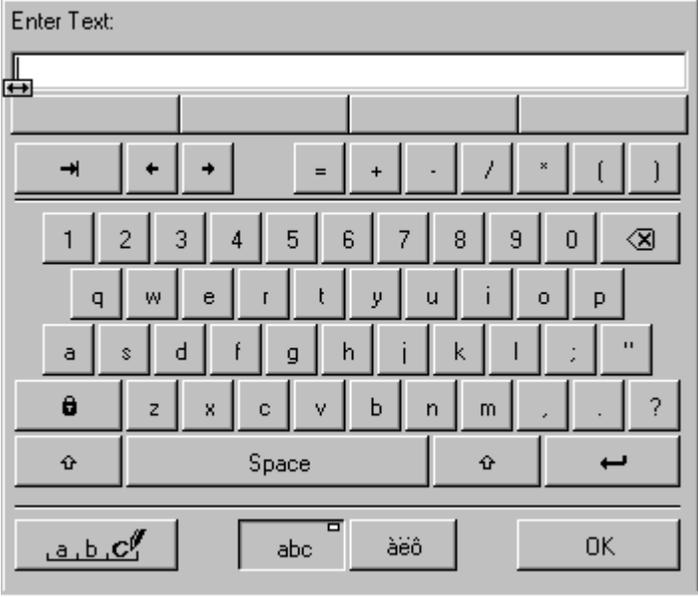
During training, the terms “click” and “tap” mean the same thing. On a personal computer (PC), you can perform an action by clicking on the mouse. On the DCD, you can perform an action by tapping with the stylus.

Training guide

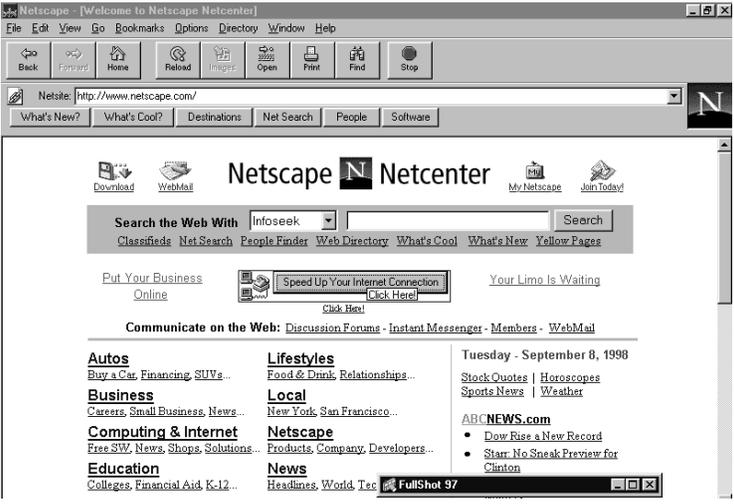
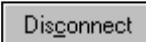
The trainer will demonstrate how to use the DCD. These steps are listed in the left column. The trainer’s explanation is shown on the right.

Demonstration	Explanation/Illustration
Connect the modem.	To connect to the Internet, first connect your DCD to a phone line and turn the power on.
Double-tap on the <i>My Computer</i> icon	Double-tap  .

Demonstration	Explanation/Illustration
<p>Double-tap on Dial-Up Networking</p>	 <p>The screenshot shows the 'My Computer' window in Windows XP. The taskbar at the bottom indicates '5 object(s)'. On the desktop, there are icons for '3½ Floppy (A:)', '(C:)', 'Control Panel', 'Printers', and 'Dial-Up Networking'.</p>
<p>Double-tap on HUD</p>	 <p>The screenshot shows the 'Dial-Up Networking' window. The taskbar at the bottom indicates '3 object(s)'. On the desktop, there are icons for 'Make New Connection', 'HUD', and 'Test'.</p> <p>NOTE: This icon must be named "HUD" for system compatibility.</p>
<p>Enter your ISP user name, password, and phone number</p> <p>When using the DCD, tap on the 'A' button to the left of the field with the stylus to obtain a keyboard</p>	 <p>The screenshot shows the 'Connect To' dialog box for the 'HUD' connection. The fields are filled with the following information:</p> <ul style="list-style-type: none"> User name: FMC Password: [masked] Save password: <input checked="" type="checkbox"/> Phone number: 9 1 800 3586214 Dialing from: Default Location <p>Buttons for 'Connect' and 'Cancel' are visible at the bottom.</p>

Demonstration	Explanation/Illustration
<p>Select the desired characters</p> <p>Tap on the OK button to enter the text</p>	 <p>The screenshot shows a text entry field titled "Enter Text:" with a cursor. Below the field is a drop-down keyboard. The keyboard includes a numeric keypad (1-0), a QWERTY layout, and a bottom row with a lock key, a space key, and a return key. At the bottom of the keyboard are three character selection buttons labeled "a,b,c", "abc", and "àèò", and an "OK" button.</p> <p>Tap on the 'A' on the left side of the field to display the drop-down keyboard. Tap on the appropriate characters. Tap on the Shift (↑) key for capital letters or other keyboard characters (e.g., @).</p>
<p>Tap on the Connect button</p>	<p>Tap on Connect. The message box changes from dialing to verifying user name/password to logging on to the network.</p>
	<p>After connection occurs, the network neighborhood icon  appears in the system tray.</p>

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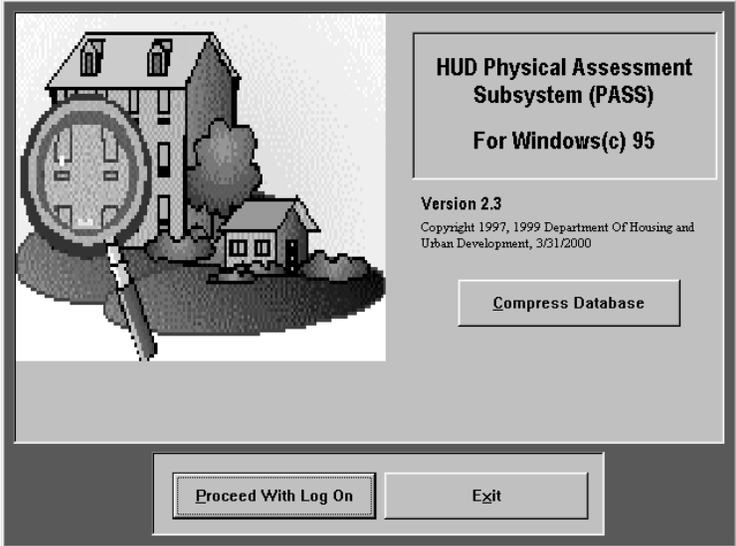
<p>To access the Internet, double-tap on your browser icon (e.g., Netscape)</p>	 <p>The screenshot shows the Netscape browser window with the address bar set to 'http://www.netscape.com/'. The main content area displays the Netscape Netcenter homepage, including a search bar, navigation links like 'What's New?' and 'What's Cool?', and various news and service categories such as Autos, Business, Computing & Internet, Education, Lifestyles, Local, and News.</p>
<p>Tap the Close control icon in the top right corner.</p>	<p>To close your Web browser, tap the  in the top right corner of the screen.</p>
<p>Double-tap the network icon in the system tray.</p>	<p>Remember to double-tap on the  in the system tray. A window pops up.</p>
<p>Tap on the Disconnect button.</p>	<p>Tap on  to end your Internet session.</p>

**Logging On to
 PASS 2.3**

Background Information:

Because you use a stylus (rather than a mouse) with a DCD, the term “tap” will be used rather than “click” for performing an action during PASS training on the DCD.

Lightly tap the point of the stylus on the screen to perform an action.

Demonstration	Explanation/Illustration
<p>Select the Physical Assessment (PASS) icon</p>	<p>To start the PASS program, touch the point of the stylus to (or tap) the inspection program icon</p>  <p>If you have any problems, call your (Contractor) Help Desk.</p>
<p>Tap on the <i>Proceed with Log On</i> button</p>	 <p>Tap on </p>

Using help features

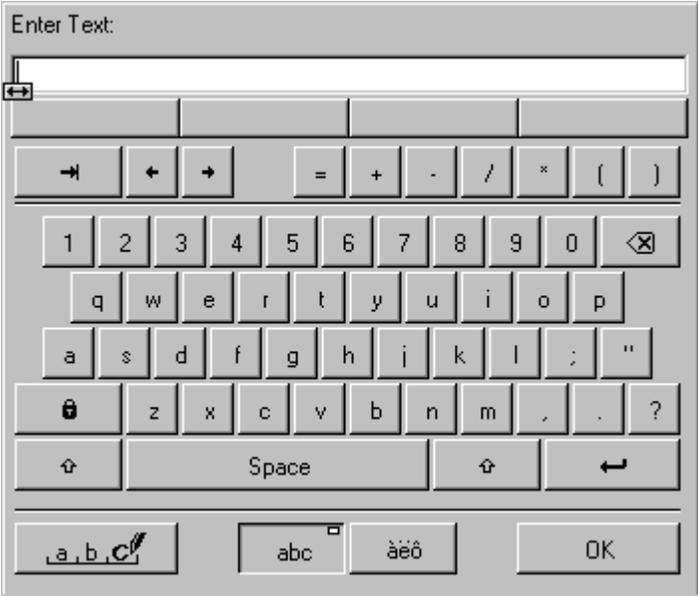
What does the Help button do?

Demonstration	Explanation/Illustration
To find information quickly, tap on the Help button.	The  button is a quick way to get more information about what you see on your screen.
Tap on the What's This (?) button to view a short description of a field or command.	The  button is another form of help. It is called the "What's This" button. Selecting this button turns the cursor into a question mark. When you select a field, a pop-up window appears containing additional information.

Exiting the program

Demonstration	Explanation/Illustration
Tap on the Exit button	The last button on the command bar is  . Use this button to exit the physical inspection program and return to the desktop screen.
	<p><i>Background Information:</i></p> <p>Always exit all programs and power off the DCD properly. To shut down the DCD, tap the Start button in the bottom left corner and tap on Shut Down at the bottom of the menu.</p>

**Entering your user ID
 and password**

Demonstration	Explanation/Illustration
<p>Enter your HUD-issued inspector ID and your password in the appropriate fields.</p>	
<p>Tap on the 'A' button to the left of the Password field to expose the drop-down keyboard.</p>	<p>Tap on the  button to pull up the DCD's keyboard.</p>
<p>Use the stylus to enter your characters.</p>	

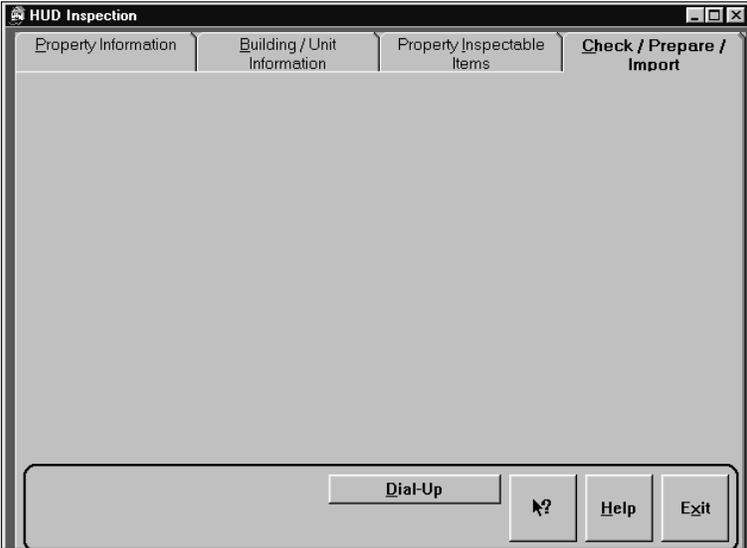
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	<p>For our training purposes, enter your training ID and training password.</p>
	<p><i>Background Information:</i></p> <p>If you do not enter your user ID and/or password accurately, you cannot log on.</p> <p>Verify that you have entered your user ID correctly (the inspector ID typically begins with an M or H). It is case-sensitive.</p> <p>Also ensure you have correctly entered your inspector password (not your ISP password). The password is also case-sensitive.</p>
<p>Tap on the Shift key</p>	<p>Use the Shift (↑) key for capital letters.</p>
<p>Tap on the Log On button</p>	<div style="border: 1px solid gray; padding: 10px; margin-bottom: 10px;"> <p style="font-size: small; margin: 0;">Log On Information Screen</p> <div style="border: 1px solid gray; padding: 5px; text-align: center;"> <p>HUD Inspection Program</p> <hr/> <p>Housing Inspection Log On</p> <p style="font-size: x-small;">Please enter your Inspector ID and password in the areas below and then press the Log On command button to continue.</p> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> * Inspector ID <input type="text" value="H12345"/> * Password <input type="password"/> </div> <div style="display: flex; justify-content: center; margin-top: 10px;"> <div style="border: 1px solid gray; padding: 2px 10px; border-radius: 5px; margin-right: 5px;">Log On</div> <div style="border: 1px solid gray; padding: 2px 10px; border-radius: 5px; margin-right: 5px;">?/?</div> <div style="border: 1px solid gray; padding: 2px 10px; border-radius: 5px; margin-right: 5px;">Help</div> <div style="border: 1px solid gray; padding: 2px 10px; border-radius: 5px;">Exit</div> </div> </div> </div> <p>If your ID and password are accepted, you have successfully logged on and are ready to process an inspection.</p>
<p>Tap on the Process an Inspection button</p>	<p>Tap on </p>

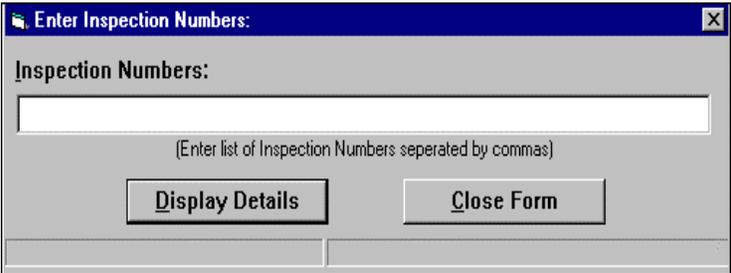
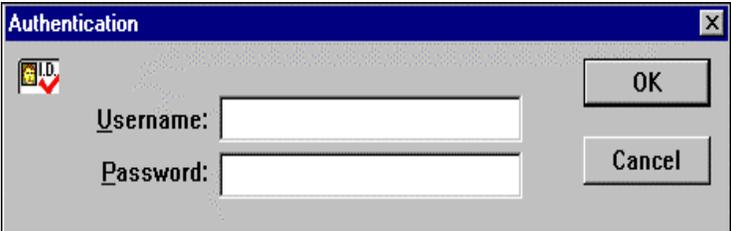
Downloading Property Information

The first step in the HUD Physical Inspection process is receiving property profile information from REAC. This is accomplished by downloading the information from REAC via the Internet to your DCD.

To download information from the Internet, you need to connect your DCD to the phone line.

Demonstration	Explanation/Illustration
Connect the DCD to an analog phone line	
Tap on the Check/Prepare/Import tab	 <p>Select the Check/Prepare/Import tab by tapping the tab name with your stylus.</p>
Tap on the Dial-up button	Tap on Dial-Up to connect to the Internet.

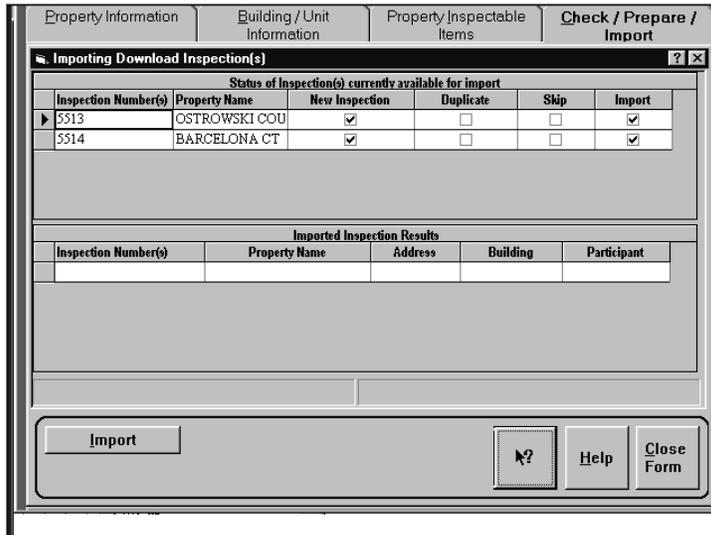
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<p>Tap on the Connect button</p>	<p>Tap on Connect.</p> <p>The DCD automatically dials the Internet service provider designated in the set-up and connects to the appropriate REAC download site. Remember, the user name is the ISP ID provided by your company.</p>
<p>Tap on the Download Record(s) button</p>	<p>Tap on .</p>
<p>Enter the Inspection number.</p>	 <p>The screenshot shows a dialog box titled "Enter Inspection Numbers:" with a text input field, a note "(Enter list of Inspection Numbers seperated by commas)", and two buttons: "Display Details" and "Close Form".</p> <p>You can request multiple inspections by separating each ID number with a comma. Do not enter any spaces.</p>
<p>Tap on the Display Details button</p>	<p>Tap on .</p>
<p>Enter your user ID (HUD-issued 'M' number) and password</p>	 <p>The screenshot shows an "Authentication" dialog box with fields for "Username:" and "Password:", and "OK" and "Cancel" buttons.</p> <p>Enter your training ID in the Username field, and your training password in the Password field.</p>

Demonstration **Explanation/Illustration**

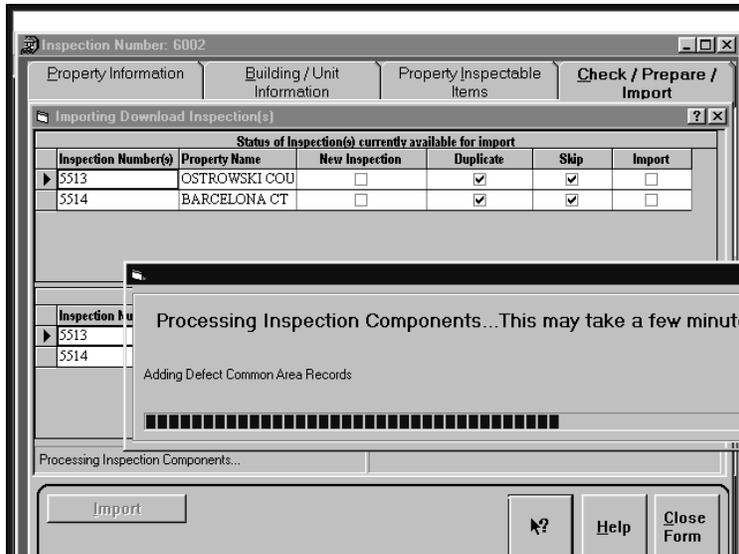
Tap on the **OK** button

Tap on  to obtain the status of the inspection.



Tap on the **Import** button

Tap on 



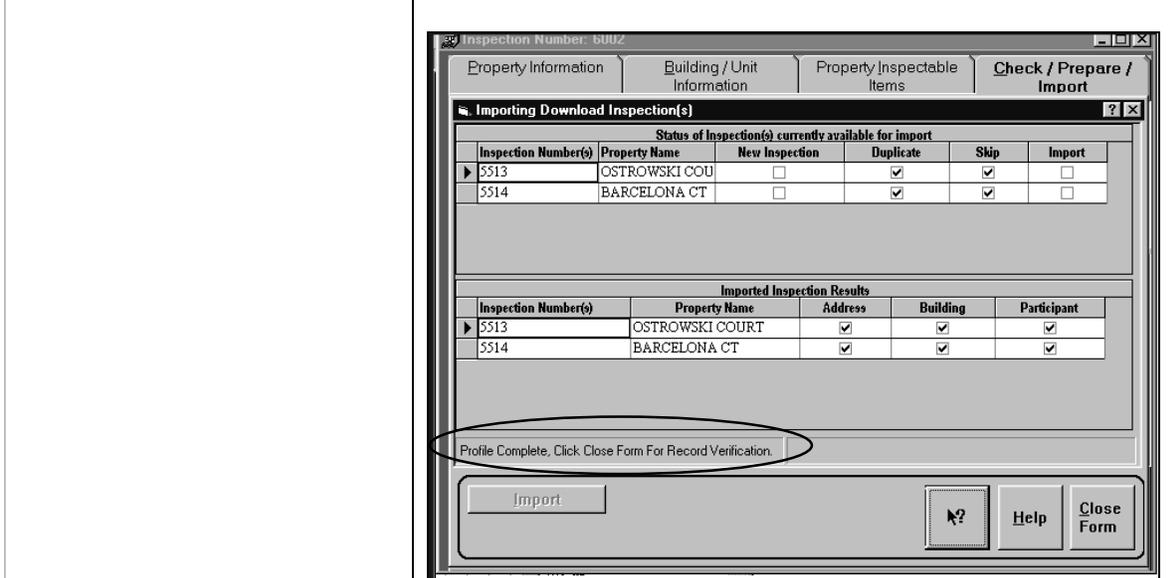
The system begins processing the inspection components. Processing time varies according the size of the inspection. The larger the inspection, the longer the processing time.

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Wait until the status message, “ Profile Complete, Click Close Form for Record Verification” appears



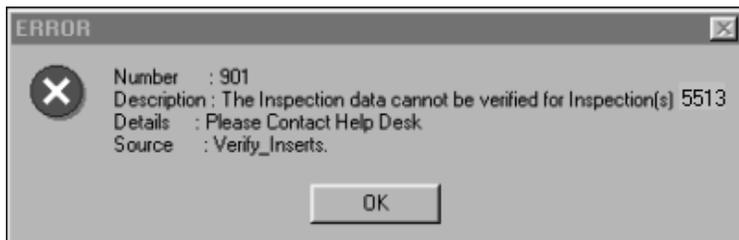
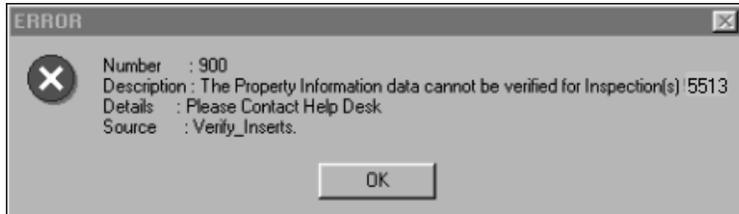
before tapping



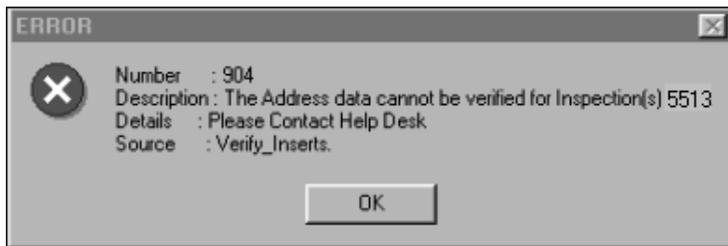
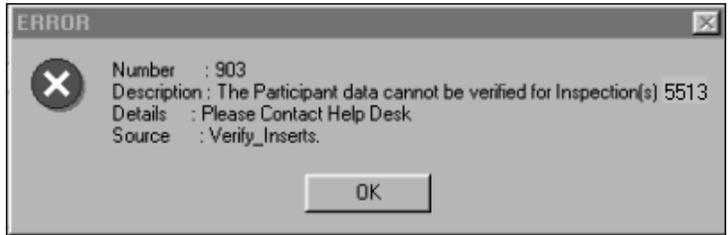
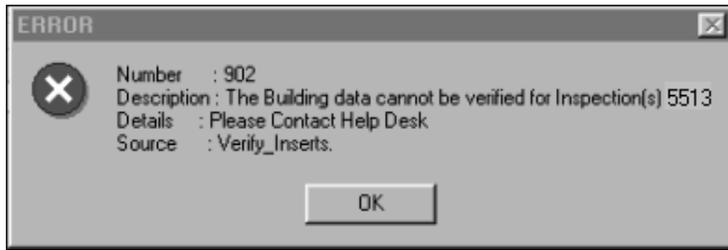
Tap on the **Close Form** button

Tap on  for record verification.

The system verifies that the following data is received accurately: properties, inspections, buildings, participant, and addresses. If any information is incorrect or missing one of the following messages displays:

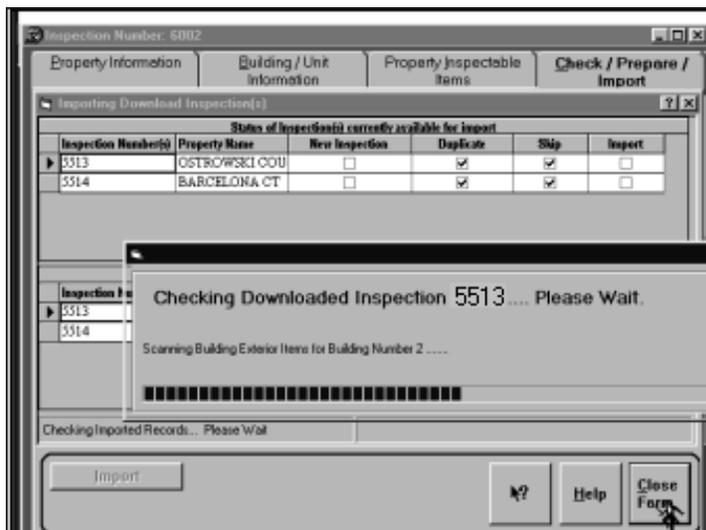


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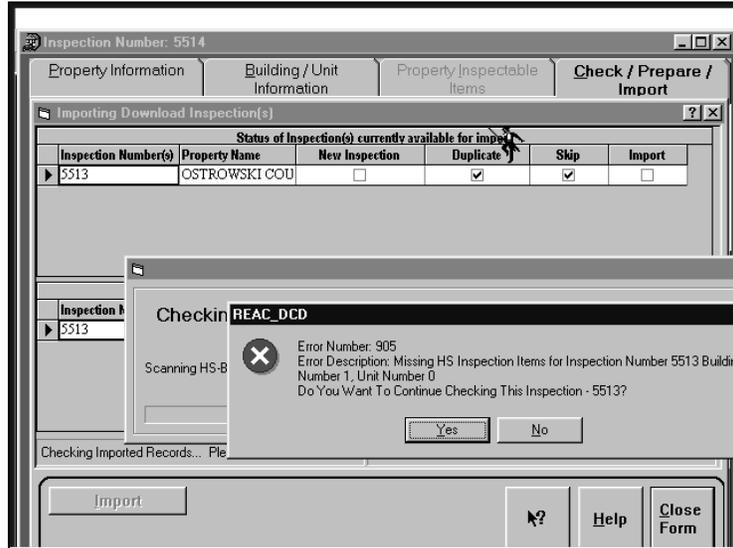
If one of the above error messages displays, contact your Contractor Help Desk.

If no errors are identified, the system continues the verification process by verifying the following items and corresponding defects: Site, building exterior, building system, unit, building common area, health and safety items and certificates.



If the verification process is successful, the **Check/Prepare/Import** screen displays.

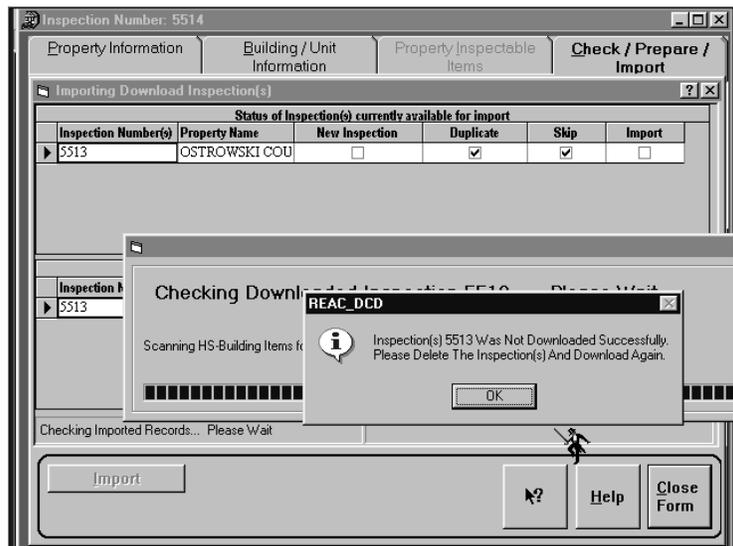
If there are errors, an error window displays describing the error.



Tap on  to page through all of the error messages or tap on the  button.

Continue to tap on the **Yes** button to page through all of the error messages or tap on the **No** button

After the last error message or when the **No** button is tapped, a message window displays confirming that the download was unsuccessful



Tap on the **OK** button

Tap on . The **Check/Prepare/Import** screen displays.

	<p><u>PLEASE NOTE:</u></p> <p>The error messages are indications that part of the inspection data is missing. Regardless of how complete the inspection appears on the Property Inspectable Items screen, DATA IS MISSING. The following steps must be taken to correct the problem.</p> <ul style="list-style-type: none">• Delete the inspection• Compress the Database• Download the inspection again <p>If error messages appear after the inspection has been downloaded for the second time, contact your Contractor Help Desk.</p>
	<p><i>Background Information:</i></p> <p>If you are unable to download information due to:</p> <p><i>No dialtone</i>—Recheck all cable connections, check the line through the use of a phone, or use another line.</p> <p><i>Busy Signal</i>—Wait a few minutes and try again, verify “Dialing Properties” to ensure only the desired dialing prefixes are being used.</p> <p><i>Internet Error 4, 5, or 99</i>—Disconnect from the Internet and exit the inspection program, restart, and try again.</p> <p><i>Message stating “No inspection/property data was found/downloaded!”</i>—Verify the inspection ID to make sure you are not using the property ID or a PHA/FHA number.</p> <p><i>Unable to get past the Basic Authentication Form</i>—Ensure you are using the correct Inspector ID and password.</p> <p>If you are still unable to download an inspection, contact your (contractor) Help Desk.</p>

DCD 2.3 Error Log		
Error Number	Message	Recommendation
1	Cannot connect to the database	User should try again later
2	Error on data retrieval.	If the user gets this consistently while trying to download the same inspections, find out what inspections they are trying to download.
10	No data returned on form	User is trying to download a non-existent inspection.
11	Same as 10	User is trying to download a non-existent inspection.
91	Object variable or With block variable not set	Connection has been lost, please exit out of the software and re-enter. If problem persists, call help center.
101	Connection error	User should try again later.
102	Insert error	If the user gets this consistently while trying to upload the same data, please send the .mdb file to Help Desk.
103 & 104	Insert Error	Similar to 102, except that the upload was processed further before a discrepancy was encountered.
151	Incomplete upload.	Inspection data does not contain 17 columns of data per row (21 columns for version 2.1 and 2.1.100499). Please investigate and try to upload again. If upload fails again, forward .mdb to Help Desk.
152	Incomplete upload.	Building data does not contain 14 columns per row (16 cols. for v2.1, 2.1.100499) Please investigate and try to upload again. If upload fails again, forward .mdb to Help Desk.

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DCD 2.3 Error Log		
Error Number	Message	Recommendation
153	Incomplete upload.	Unit data does not contain 12 columns per row (13 cols. for v2.1, 2.1.100499). Please investigate and try to upload again. If upload fails again, forward .mdb to Help Desk.
154	Participant data	11 columns per row (all versions). Please investigate and try to upload again. If upload fails again, forward .mdb to Help Desk.
155	Address data	20 columns per row (all versions). Please investigate and try to upload again. If upload fails again, forward .mdb to Help Desk.
156	Item data	10 columns per row (all versions). Please investigate and try to upload again. If upload fails again, forward .mdb to Help Desk.
157	Defect data	11 columns per row (all versions). Please investigate and try to upload again. If upload fails again, forward .mdb to Help Desk.
158	Project data	6 columns per row (all versions). Please investigate and try to upload again. If upload fails again, forward .mdb to Help Desk.
159	Chop-off	Project data - timestamp check. Final timestamp is not present, please forward the .mdb file to the Help Desk.
160	Chop-off	Uploaded record counts don't match actual counts.
161	Incorrect version	Not currently in use.
900	Insert of Property Information failed or has encountered a problem	Please Contact the Help Desk.
901	Insert of Inspection information failed or has encountered a problem.	Please Contact the Help Desk.

DCD 2.3 Error Log		
Error Number	Message	Recommendation
902	Insert of the Building information failed or has encountered a problem.	Please Contact the Help Desk.
903	Insert of the Participant Information failed or has encountered a problem.	Please Contact the Help Desk.
904	Insert of the Address Information has failed or has encountered the problem.	Please Contact the Help Desk.
905	Item records or Defect records have not been generated.	Please delete the Inspection, Compress the database and download again.

Exercise 2.1–Downloading and Verifying Property Information

Purpose

The purpose of this exercise is to give you experience in downloading property information.

Directions

Download information on Inspection numbers 400 and 411.

Questions

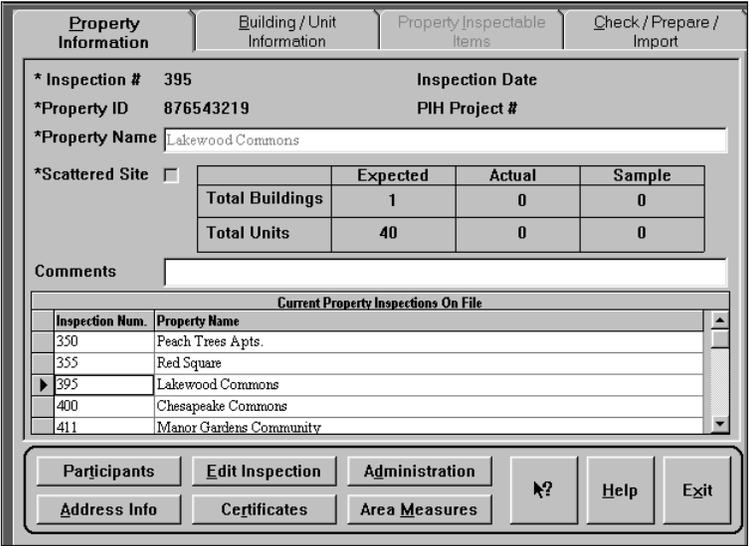
If you have any questions:

- Use the ***Help*** or ***What's This*** button
- Ask the trainer

You have 20 minutes to complete this exercise. Then, the trainer will review the exercise with the class.

Property Information

You begin to process an inspection from the Property Information screen. From this screen, you can navigate through all the components of the property profile.

Demonstration	Explanation/Illustration																								
<p>Tap on the Property Information tab</p>	 <p>The screenshot shows the 'Property Information' screen with the following elements:</p> <ul style="list-style-type: none"> Tabs: Property Information, Building / Unit Information, Property Inspectable Items, Check / Prepare / Import Fields: * Inspection # 395, * Property ID 876543219, * Property Name Lakewood Commons, Inspection Date, PIH Project # *Scattered Site checkbox (unchecked) Summary Table: <table border="1"> <thead> <tr> <th></th> <th>Expected</th> <th>Actual</th> <th>Sample</th> </tr> </thead> <tbody> <tr> <td>Total Buildings</td> <td>1</td> <td>0</td> <td>0</td> </tr> <tr> <td>Total Units</td> <td>40</td> <td>0</td> <td>0</td> </tr> </tbody> </table> Comments field Table: Current Property Inspections On File <table border="1"> <thead> <tr> <th>Inspection Num.</th> <th>Property Name</th> </tr> </thead> <tbody> <tr> <td>350</td> <td>Peach Trees Apts.</td> </tr> <tr> <td>355</td> <td>Red Square</td> </tr> <tr> <td>▶ 395</td> <td>Lakewood Commons</td> </tr> <tr> <td>400</td> <td>Chesapeake Commons</td> </tr> <tr> <td>411</td> <td>Manor Gardens Community</td> </tr> </tbody> </table> Buttons: Participants, Edit Inspection, Administration, Address Info, Certificates, Area Measures, Help, Exit 		Expected	Actual	Sample	Total Buildings	1	0	0	Total Units	40	0	0	Inspection Num.	Property Name	350	Peach Trees Apts.	355	Red Square	▶ 395	Lakewood Commons	400	Chesapeake Commons	411	Manor Gardens Community
	Expected	Actual	Sample																						
Total Buildings	1	0	0																						
Total Units	40	0	0																						
Inspection Num.	Property Name																								
350	Peach Trees Apts.																								
355	Red Square																								
▶ 395	Lakewood Commons																								
400	Chesapeake Commons																								
411	Manor Gardens Community																								
	<p>Background Information:</p> <p>The Property Information screen contains general information about the property. The tabs at the top represent other screens you will use during an inspection.</p>																								

Selecting a Property

To access a previously downloaded inspection, select the row containing the appropriate Inspection ID and Property Name.

Background Information:

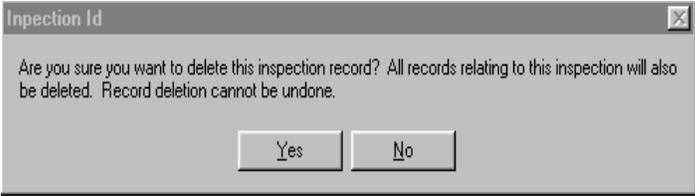
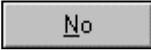
The Inspection ID and Property Name is provided to an inspector by their company.

The top half of the screen contains property information, such as the inspection number, inspection date, property ID number, PIH number, property name, whether it is a scattered site, and a summary table. From the download, the table provides the total number of expected buildings and the total number of expected units.

Once you have selected a property, the buttons at the bottom of the screen allow you to change:

- Participant information
- Address information
- Inspection information
- Information on certificates
- Record area measures and to conduct administrative tasks.

Deleting an Inspection

Demonstration	Explanation/Illustration
Tap on the Administration button	Tap on  .
Tap on the Delete Inspection button	
	<p>A confirmation message displays.</p> 
Select Yes in the message dialog box to delete the inspection or No to cancel.	<p>Select  if you decide the inspection record should not be deleted.</p> <p>WARNING: When you delete an inspection record, all associated records are deleted. For example, building and unit information as well as inspection results are deleted.</p>

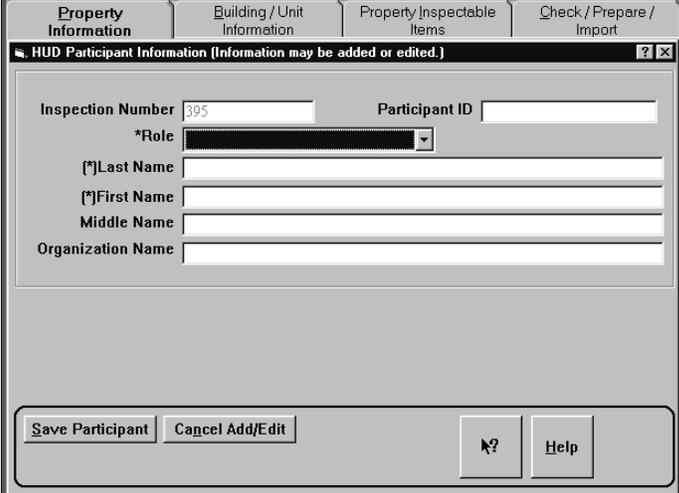
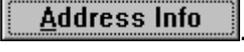
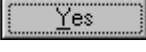
Editing Property Information

Demonstration	Explanation/Illustration
<p>Select the property you wish to edit.</p>	 <p>From this screen, you can access the links that enable you to view, edit, or add participant information, address information, certificate information and area measures.</p>
<p>Tap on the Edit Inspection button</p> <p>Make the necessary changes</p>	<p>Tap on Edit Inspection to modify the name of the property, to indicate a scattered site or update the Comments field.</p> <p>NOTE: A Comments field has been added. The Comments field allows the entry of comments (up to 255 characters) for the property. This field is updateable once Edit Inspection is tapped.</p>
<p>Tap on the Save Inspection button</p>	<p>Tap on Save Inspection to save your edits.</p>

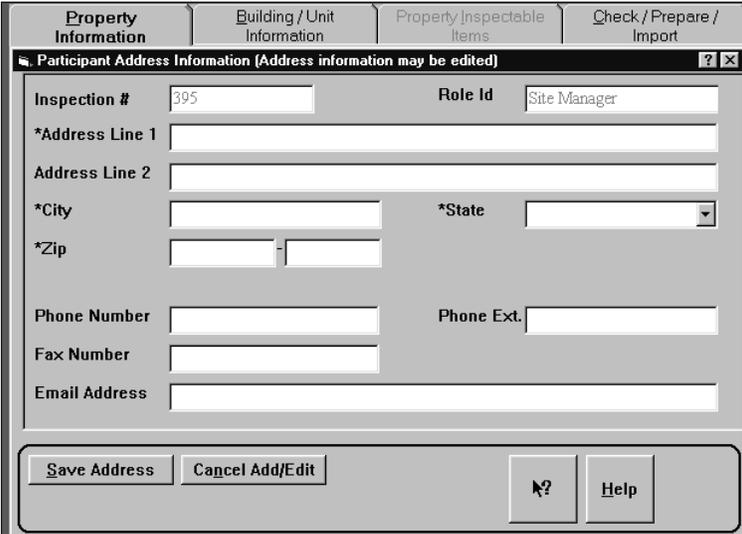
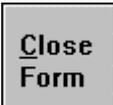
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Tap on the Address Info button	Tap on  .
Tap on the Edit Address button	Tap on  Or you could tap on the  button to return to the Property Information tab.
Make the necessary edits	
	<i>Background Information:</i> If you make a mistake entering information, simply overwrite it with the stylus (by highlighting and re-entering the information).
Tap on the Save Address button	Tap on  to save your changes.
	After verifying property information, the Property Information tab allows you to make any necessary changes to the property information.

Adding Participant Information

Demonstration	Explanation/Illustration
Tap on the Participants button	Tap on the  button to add, edit, or delete participant information.
Tap on the Add Participant button	Tap on  .  <p>The screenshot shows a form titled "HUD Participant Information (Information may be added or edited.)" with the following fields: Inspection Number (395), Participant ID, ^Role (dropdown), (*)Last Name, (*)First Name, Middle Name, and Organization Name. At the bottom are buttons for "Save Participant", "Cancel Add/Edit", "?", and "Help".</p>
Enter the participant information	
Tap on the Save Participant button	Tap on  .
Tap on the Address Info button	Tap on  . A message displays indicating address information does not exist for this participant.
Tap on the Yes button	Tap on  to add address information for the new participant.

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<p>Enter the Participant Address Information</p>	 <p>NOTE: Do not format (parentheses or hyphens) the phone numbers; simply enter the numbers and the system automatically formats phone numbers.</p>
<p>Tap on the Save Address button</p>	<p>Tap on  to save the new information.</p>
<p>Tap on the Close Form button</p>	<p>Tap on  to return to the Property Information tab.</p>

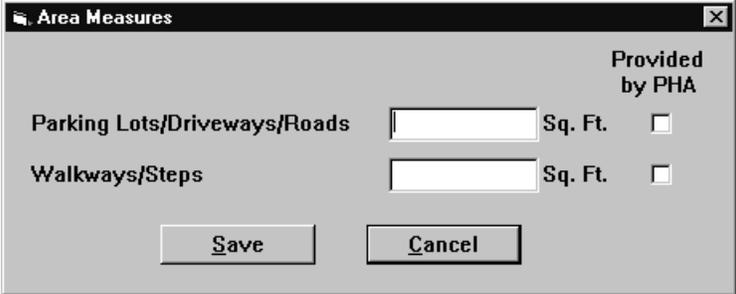
Recording Certificate Information

Demonstration	Explanation/Illustration
<p>Tap on the Certificates button</p>	<p>Tap on Certificates on the Property Information tab.</p>
<p>Tap in the appropriate checkbox for each certificate</p>	<p>The Certificate/Inspections/PM Records screen displays. The certificates to be inspected are listed.</p> <div style="border: 1px solid gray; padding: 5px; margin: 10px 0;"> </div> <p>Tap in the checkbox in the Yes column if you have verified the existence of a certificate. Tap in the checkbox in the No column if a certificate is not available for you to verify. Tap in the checkbox in the NA column if it is not applicable to the property inspection. Each certificate must be verified and checked accordingly.</p>
	<p>Two new lead-based paint certificates have been added:</p> <ul style="list-style-type: none"> • Lead Based Paint Disclosure form • Lead-Based Paint Inspection report

	<p><i>Background Information:</i></p> <p>Section 1018 of the Residential Lead-Based Paint Hazard Reduction Act of 1992 requires sellers, landlords, and agents to warn homebuyers and tenants of lead-based paint and lead-based paint hazards in housing built prior to 1978. The lead-based paint disclosure regulations implementing this statutory provision (Lead Disclosure Rule) apply to all pre-1978 housing including all public housing and HUD-assisted housing, as well as private housing.</p> <p>REAC's physical inspection protocol requires the following information relevant to targeting Lead Disclosure Rule enforcement efforts:</p> <ol style="list-style-type: none">1. Date of construction of buildings2. Condition of paint3. Presence of lead certificates <p>With the release of DCD 2.3, REAC is adding the following two lead-based paint items to the physical inspection protocol:</p> <ol style="list-style-type: none">1. Presence of lead-based paint disclosure forms2. Presence of lead-based paint inspection reports
Select the <i>Close Form</i> button	Tap on <i>Close Form</i> to return to <i>Property Information</i> .

<i>Recording Proportionality Information</i>	
Demonstration	Explanation/Illustration
	<p>Proportionality is used to determine the percentage of the defected area. The level of the rating is based on the percentage of the defect. The percentage is calculated by dividing the total area by the measurement of the defect.</p> <p>Example: If the Total Area of the parking lot is 5,000 square feet and the defect is 500 square feet, then the defect represents 10% of the total area.</p> <p>The three inspectable defects where proportionality applies are:</p> <ul style="list-style-type: none"> • Ponding (parking lots/driveways/roads) • Cracks (parking lots/driveways/roads) • Cracks/settlement/heaving (walkways/steps)

	<p>Ask the property representative to provide the total area of the parking lots/driveway/roads (in square feet) and the walkways/steps (in square feet) on the site that are owned by the PHA.</p> <p>If the PHA does not know the area measure, the inspector will estimate the measurement of the area.</p> <p>If the PHA does not know the total area of the parking lot but knows the number of parking spots, the inspector will multiply the number of spots by a predetermined measurement to convert the number of spaces to an area measurement.</p> <p>The predetermined measurement for full-sized cars is 9 ft. by 20 ft. or 180 square feet. For subcompact cars the predetermined measurement is 8 ft. by 15 ft. or 120 square feet.</p> <p>Note: The measurement for the driveway within the parking lot is the length of the driveway x 20 ft.</p> <p>Source for the predetermined measurements: <i>A Policy on Geometric Design of Highways and Streets</i>, published by AASHTO.</p>
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<p>Tap on the Area Measures button located on the Property Information tab</p>	<p>Tap on .</p> <p>The Area Measures screen displays.</p> 
<p>Update the appropriate Area Measures</p>	<p>Enter the total square footage for Parking Lots/Driveways/Roads.</p> <p>Enter the total square footage for Walkways/Steps.</p>
<p>Enter a checkmark in the box Provided by PHA if the measurements were provided by the PHA</p>	<p>Leave blank if measurements were not provided by the PHA.</p>
<p>Tap on the Save button</p>	<p>Tap on  to save the values and return to the Property Information screen.</p>

Exercise 2.2–Verifying Property Profile Information

Purpose

The purpose of this exercise is to familiarize you with verifying and correcting property profile information in the DCD.

Directions

The DCD has been designed to lead you through all the steps in the inspection process. Let the DCD show you the information needed and how to make changes to this information.

Use the information from the scenario that follows to enter property information into the DCD.

Questions

If you have any questions:

- Use the **Help** or **What's This** button
- Ask the trainer

You have 20 minutes to complete this exercise. Then, the trainer will review the entries with the class.

Exercise 2.2 Data

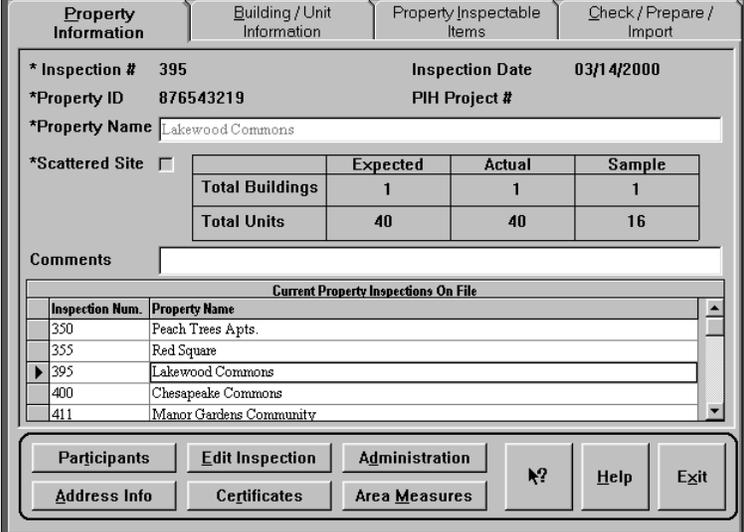
Inspection ID: 400
Property Name: Chesapeake Commons
Property ID: 123456789
Property Address: 417 East Avenue
Opelika, AL 30860

Participant Information: The Management Agent contact, Mr. Herbert Rice is your point of contact with the property. The management company is located at 220 Crimson Avenue, Opelika, Alabama, 30860. His phone number is (211) 366-3456. The fax number is (211) 366-4365. The management company, UpayBigBucks, email address is hrice@upayus.com.

Area Measures Information: The total footage of the walks/steps provided by the representative is 50 square ft. The representative does not know the square footage of the parking lot but knows that there are 6 full size parking spaces. The length of the driveway within the parking lot is 60 ft.

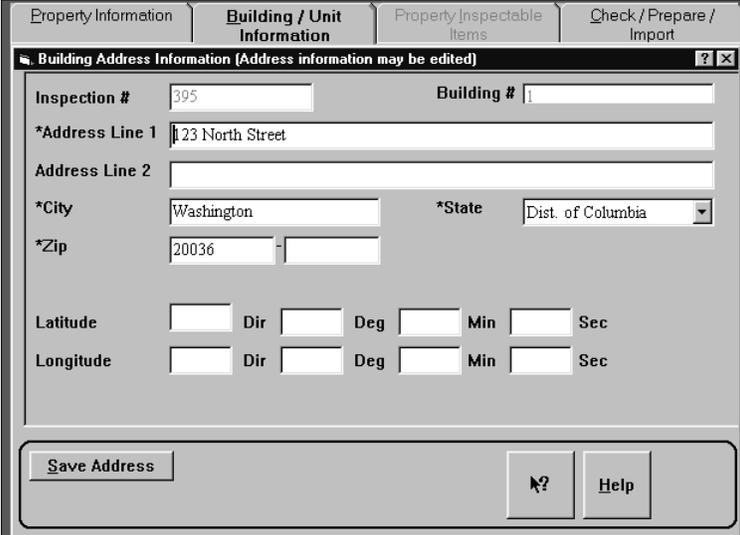
The development is located at one site. The buildings were built in the 1990s. The units each have their own heat pump. There are no elevators. Mr. Rice has the fire alarm and sprinkler certificates on hand for your inspection when you arrive at the property. No other certificates are available.

Building/Unit Information

Demonstration	Explanation/Illustration																								
<p>Tap on the Building/Unit Information tab</p>	 <p>The screenshot shows a software interface with four tabs: Property Information, Building / Unit Information, Property/Inspectable Items, and Check / Prepare / Import. The Building / Unit Information tab is active, displaying the following information:</p> <ul style="list-style-type: none"> * Inspection #: 395 * Property ID: 876543219 * Property Name: Lakewood Commons * Scattered Site: <input type="checkbox"/> Inspection Date: 03/14/2000 PIH Project #: <table border="1"> <thead> <tr> <th></th> <th>Expected</th> <th>Actual</th> <th>Sample</th> </tr> </thead> <tbody> <tr> <td>Total Buildings</td> <td>1</td> <td>1</td> <td>1</td> </tr> <tr> <td>Total Units</td> <td>40</td> <td>40</td> <td>16</td> </tr> </tbody> </table> <p>Comments:</p> <p>Current Property Inspections On File:</p> <table border="1"> <thead> <tr> <th>Inspection Num.</th> <th>Property Name</th> </tr> </thead> <tbody> <tr> <td>350</td> <td>Peach Trees Apts.</td> </tr> <tr> <td>355</td> <td>Red Square</td> </tr> <tr> <td>▶ 395</td> <td>Lakewood Commons</td> </tr> <tr> <td>400</td> <td>Chesapeake Commons</td> </tr> <tr> <td>411</td> <td>Manor Gardens Community</td> </tr> </tbody> </table> <p>Navigation buttons: Participants, Edit Inspection, Administration, Address Info, Certificates, Area Measures, Help, Exit.</p>		Expected	Actual	Sample	Total Buildings	1	1	1	Total Units	40	40	16	Inspection Num.	Property Name	350	Peach Trees Apts.	355	Red Square	▶ 395	Lakewood Commons	400	Chesapeake Commons	411	Manor Gardens Community
	Expected	Actual	Sample																						
Total Buildings	1	1	1																						
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350	Peach Trees Apts.																								
355	Red Square																								
▶ 395	Lakewood Commons																								
400	Chesapeake Commons																								
411	Manor Gardens Community																								
	<p>The Building/Unit Information screen displays more detailed information about the buildings and dwelling units in the selected property.</p>																								

Adding a Building

Demonstration	Explanation/Illustration																												
<p>Tap on the Add Building button</p>	<p>Tap on .</p> <p>The screen below displays. The DCD automatically enters the building number in the order it was added.</p> <div style="border: 1px solid gray; padding: 5px; margin: 10px 0;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="font-size: small;">Property Information</th> <th style="font-size: small;">Building / Unit Information</th> <th style="font-size: small;">Property/Inspectable Items</th> <th style="font-size: small;">Check / Prepare / Import</th> </tr> </thead> <tbody> <tr> <td>Building Number</td> <td>*Building Name</td> <td><input type="text"/></td> <td></td> </tr> <tr> <td>*Construction Year <input type="text"/></td> <td>*Building Type</td> <td><input type="text"/></td> <td></td> </tr> <tr> <td>*Units In Building <input type="text"/></td> <td>*Reason Uninspectable</td> <td><input type="text"/></td> <td></td> </tr> <tr> <td>Units In Sample</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Sample Units</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Comments</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <input type="button" value="Add Building"/> <input type="button" value="K?"/> <input type="button" value="Help"/> <input type="button" value="Exit"/> </div> </div> <p>Enter the required information for the building, including building name, construction year, building type, number of units in building, and reason uninspectable.</p> <p>NOTE: The asterisk (*) before a field name indicates a required field.</p>	Property Information	Building / Unit Information	Property/Inspectable Items	Check / Prepare / Import	Building Number	*Building Name	<input type="text"/>		*Construction Year <input type="text"/>	*Building Type	<input type="text"/>		*Units In Building <input type="text"/>	*Reason Uninspectable	<input type="text"/>		Units In Sample				Sample Units				Comments			
Property Information	Building / Unit Information	Property/Inspectable Items	Check / Prepare / Import																										
Building Number	*Building Name	<input type="text"/>																											
*Construction Year <input type="text"/>	*Building Type	<input type="text"/>																											
*Units In Building <input type="text"/>	*Reason Uninspectable	<input type="text"/>																											
Units In Sample																													
Sample Units																													
Comments																													
<p>Tap in the Building Name field and enter the name</p>	<p>Enter the name of the building.</p>																												
<p>Tap in the Construction Year field.</p>	<p>Enter the year the building was built.</p>																												

Demonstration	Explanation/Illustration
Tap on the Building Type drop-down arrow to select the type	Select the type of building from the drop-down list.
Tap in Units in Building	Enter the number of units in the building.
Tap on the Save Building button	Tap on  to save the building information.
	 <p>This message box appear when a new building is added.</p>
Tap on the OK button	Tap  . The property address displays.
	 <p>The property address displays as the default address. If this is not the address of the new building, update fields appropriately.</p>

	<p>There are two new fields on the Building Address Information screen: Latitude and Longitude</p> <p>NOTE: These new fields are for the Office of Native American Programs (ONAP) properties.</p> <p>Enter data into the appropriate fields.</p>
<p>Tap on the Save Address button</p>	<p><i>Background Information:</i></p> <p>Latitude and longitude coordinates apply only to ONAP properties. The requirements associated with the use of this feature are still in the pilot phase.</p> <p>Using a Global Positioning System reader, inspectors can determine the latitude and longitude coordinates of each building in the inspection sample.</p> <p>There is one GPS reading for each building. The reading is taken from the main outdoor entrance of each sampled building.</p> <p>The latitude and longitude coordinates are recorded using the degrees, minutes, and seconds (DMS) format. (Example: Latitude: N 038° 53' 01.9" and Longitude: W 077° 01' 46.8")</p>

General Information:

Latitude

Direction: N (North), S (South).

Degree: This field has three characters. The first position is always 0. The values for this field are 0 to 90.

Minutes: The values for minutes are greater than or equal to 0 and less than 60.

Seconds: The Seconds field has four characters. The first two characters are whole numbers, the third character is a decimal point and the fourth character is one decimal place. (Example 24.4) The values for seconds are greater than or equal to 0 and less than 60.

Longitude

Direction: W (West) and E (East).

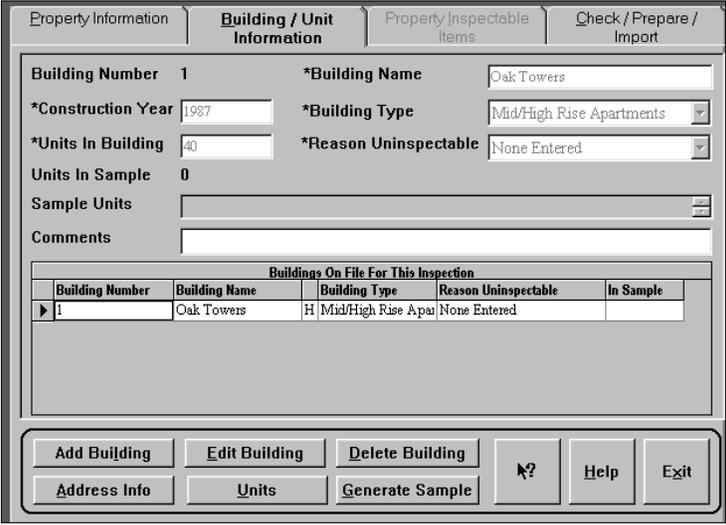
Degree: This field has three characters. The first position is always 0 if the value is less than 100. The values for this field are 0 to 180.

Minutes: The values for minutes are greater than or equal to 0 and less than 60.

Seconds: The Seconds field has four characters. The first two characters are whole numbers, the third character is a decimal point and the fourth character is one decimal place. (Example 24.4) The values for seconds are greater than or equal to 0 and less than 60.

Latitude and Longitude values are not downloaded from CIDR/Online. The GPS reading must be validated each time the property is inspected.

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Tap in Latitude Dir	Enter the direction.
Tap in Latitude Deg	Enter the degrees.
Tap in Latitude Min	Enter the minutes.
Tap in Latitude Sec	Enter the seconds.
Tap in Longitude Dir	Enter the direction.
Tap in Longitude Deg	Enter the degrees.
Tap in Longitude Min	Enter the minutes.
Tap in Longitude Sec	Enter the seconds.
Tap on the Save Address button	Tap on  to save the coordinates and any changes. The Building/Unit Information tab displays.
	 <p>The screenshot shows the 'Building / Unit Information' tab of a software interface. It contains several input fields: 'Building Number' (1), '*Building Name' (Oak Towers), '*Construction Year' (1987), '*Building Type' (Mid/High Rise Apartments), '*Units In Building' (40), and '*Reason Uninspectable' (None Entered). There are also fields for 'Units In Sample' (0), 'Sample Units', and 'Comments'. Below these is a table titled 'Buildings On File For This Inspection' with columns for Building Number, Building Name, Building Type, Reason Uninspectable, and In Sample. The table contains one entry for 'Oak Towers'. At the bottom, there are buttons for 'Add Building', 'Edit Building', 'Delete Building', 'Address Info', 'Units', 'Generate Sample', 'Help', and 'Exit'.</p>

Background Information:

Building Type Definitions

Mid/High Rise Apartments - A multi-unit residential structure consisting of three or more floors.

Low/Rise Garden Apartments - A multi-unit residential structure consisting of two and 1/2 or less floors.

Duplex - A detached residential structure consisting of two units.

Row/Town House - A single unit residential structure that is connected to a similar structure by a common sidewall.

Single Family House - A detached residential structure consisting of one unit.

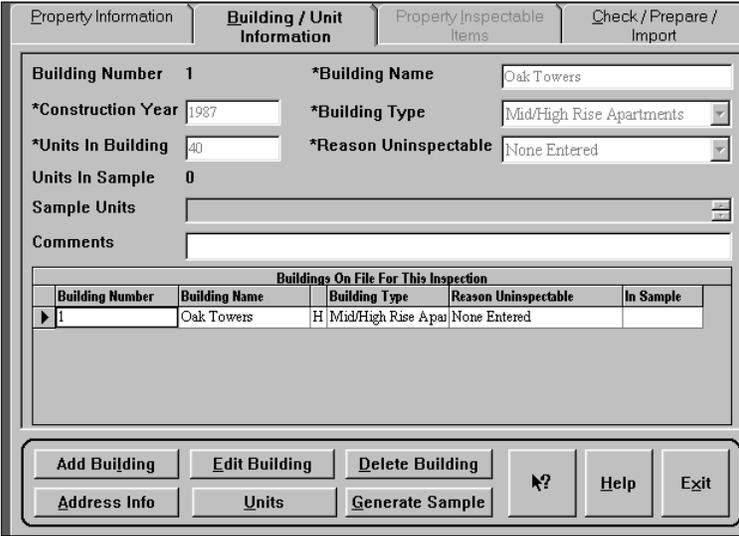
Common building - A detached non-residential structure.

The building/dwelling information must equal the counts entered in the Property Information screen. If it does not, the system will not allow you to upload the inspection.

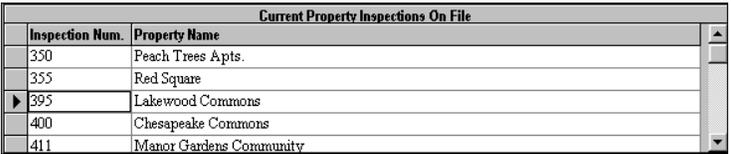
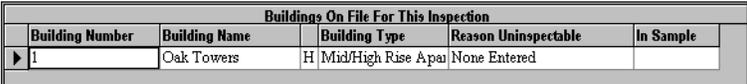
Editing Building Information

Demonstration	Explanation/Illustration
Tap on the Edit Building button	Tap on  to edit the record currently displayed.
Make any necessary edits	<p>If while conducting the inspection of a building it is determined that the building is uninspectable, you must perform the following steps before the Reason Uninspectable field is updated:</p> <ul style="list-style-type: none"> • Tap on either the  or  button. This will return you to the Building/Unit Information screen. • Tap on the Property Inspectable Items tab • Select the building that is uninspectable • Delete all OD, NOD and NA items for the building (All OD, NOD, and NA items for the units of the building must also be removed.) • Return to the Building/Unit Information tab, tap on , and select the appropriate uninspectable reason from the drop-down Reason Uninspectable field. <p>If after completing the inspection it is determined that a building is uninspectable all OD, NOD and NA items for that building and associated units must be removed.</p> <p>Note: A Comments field has been added. The Comments field allows the entry of comments (up to 255 characters) regarding the inspection sample or other building information.</p>

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<p>Tap on the Save Building button</p>	<p>Tap on  to save your edits.</p>
<p>Tap on the Address Info button on the Building/Unit Information tab</p>	<p>Tap on .</p>
<p>Tap on the Edit Address button</p> <p>Make any necessary edits</p>	<p>Tap on  and make the address changes.</p>
<p>Tap on the Save Address button</p>	<p>Tap on  to save the address edits, coordinates and return to the Building/Unit Information tab.</p>
	

Deleting a Building

Demonstration	Explanation/Illustration															
Select the correct property from the Property Information tab	 <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="text-align: center;">Current Property Inspections On File</th> </tr> <tr> <th style="text-align: left;">Inspection Num.</th> <th style="text-align: left;">Property Name</th> </tr> </thead> <tbody> <tr><td>350</td><td>Peach Trees Apts.</td></tr> <tr><td>355</td><td>Red Square</td></tr> <tr style="background-color: #e0e0e0;"><td>395</td><td>Lakewood Commons</td></tr> <tr><td>400</td><td>Chesapeake Commons</td></tr> <tr><td>411</td><td>Manor Gardens Community</td></tr> </tbody> </table>	Current Property Inspections On File		Inspection Num.	Property Name	350	Peach Trees Apts.	355	Red Square	395	Lakewood Commons	400	Chesapeake Commons	411	Manor Gardens Community	
Current Property Inspections On File																
Inspection Num.	Property Name															
350	Peach Trees Apts.															
355	Red Square															
395	Lakewood Commons															
400	Chesapeake Commons															
411	Manor Gardens Community															
Select the correct building from the Building/Unit Information screen	 <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="5" style="text-align: center;">Buildings On File For This Inspection</th> </tr> <tr> <th style="text-align: left;">Building Number</th> <th style="text-align: left;">Building Name</th> <th style="text-align: left;">Building Type</th> <th style="text-align: left;">Reason Uninspectable</th> <th style="text-align: left;">In Sample</th> </tr> </thead> <tbody> <tr style="background-color: #e0e0e0;"><td>1</td><td>Oak Towers</td><td>H Mid/High Rise Apts</td><td>None Entered</td><td></td></tr> </tbody> </table>	Buildings On File For This Inspection					Building Number	Building Name	Building Type	Reason Uninspectable	In Sample	1	Oak Towers	H Mid/High Rise Apts	None Entered	
Buildings On File For This Inspection																
Building Number	Building Name	Building Type	Reason Uninspectable	In Sample												
1	Oak Towers	H Mid/High Rise Apts	None Entered													
Tap on the Delete Building button	<p>Tap on .</p> <p>A confirmation message displays to ensure you want to delete this building.</p> 															
Tap on the Yes button to delete the building record or the No button to cancel	<p>Tap  to delete the building record OR  to cancel.</p>															

Exercise 2.3—Adding and Editing Building/Unit Information

Purpose

The purpose of this exercise is for you to practice entering and modifying building information in the DCD.

Directions

Use the information from the scenario that follows to enter the building information, including the number of units, into the DCD.

Questions

If you have any questions:

- Use the **Help** or **What's This** button
- Ask the trainer

You will have 20 minutes to complete this exercise. Then, the trainer will review the entries with the class.

Exercise 2.3 Data

Building Information for Inspection ID 400

Add

Building Number: 1
Building Name: Chesapeake I
Building Type: Garden Apartments
Construction Year: 1990
Units in Building: 6
Building Address: 419 East Avenue
Building Number: 2
Building Name: Chesapeake II
Building Type: Garden Apartments
Construction Year: 1990
Units in Building: 6
Building Address: 421 East Avenue

Latitude coordinates for the building are:

- Direction - South
- Degrees - 042
- Minutes - 55
- Seconds - 01.7

Longitude coordinates for the building are:

- Direction -East
- Degrees - 075
- Minutes - 05
- Seconds - 45.9

Building Number: 3
Building Name: Chesapeake Commons
Building Type: Row/Townhouse
Construction Year: 1990
Units in Building: 0
Comments: Group Home

Edit

Building Number: 3
Building Type: Common Building

Update address for building number 3

Building Address: 417 East Avenue

Sampling

Background Information:

Sample/Alternate Buildings and Units

The system generates a random sample to allow you to inspect a subset of chosen buildings/units instead of all buildings/units in the property.

Each building included in the sample will be indicated in the ***In Sample*** column. “Yes” indicates a sample building. “Alt” indicates an alternate sample building. A blank indicates the building is not included in the sample.

As each building’s row is highlighted by the stylus, the ***Sample Units*** field displays, from left to right, the random selections of units for the building and the randomly selected alternate units in that building. The sequence of whole numbers, from left to right, represents the units in that building, their order of selection, and their category (inspection sample or alternate). Each number represents the unit’s relative position on an all-inclusive list of units for that particular building. The all-inclusive list is typically the rent roll. The number “4”, for example, represents the “fourth unit appearing on the rent roll or other acceptable list of units” for that building. The number is never larger than the total number of units in the identified building.

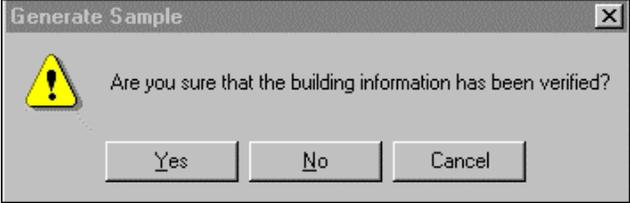
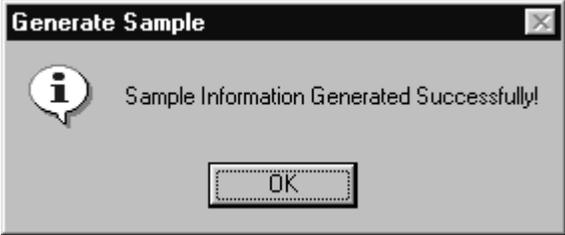
If a rent roll is unavailable, the units are selected in ascending order from the lowest floor to the top floor. For example, if a building has 4 floors and 16 units numbered 1A – 1D, 2A – 2D, 3A-3D, and 4A – 4D, then the number 3 in the sample specification refers to unit 1C and the number 5 refers to unit 2A.

Background Information (Continued)

Alternate units may be required when the inspector is unable to access a sample unit. In such cases, record why it is uninspectable in the ***Reason Uninspectable*** field. **Alternates must be selected in the order listed.** These alternate units are displayed after the units sampled for inspection in the ***Sample Units*** field on the ***Building/Unit Information*** tab in PASS 2.3.

Selection of Alternates

- 1) If a unit is uninspectable, substitute the sample unit with the first alternate unit in the list.
- 2) If there are no available alternate units within the same building, select the first alternate unit in the next sample building of the same type.
- 3) If there are no alternate units of the same building type, use the first alternate unit of the next building type group.
- 4) If there are no other alternate units available, contact the your (contractor) Help Desk.

Demonstration	Explanation/Illustration
Tap on the <i>Building/Unit Information</i> tab	Once the buildings have been entered, the sample of buildings to inspect and units within each building to inspect can be generated.
Tap on the <i>Generate Sample</i> button	Tap on  .
If you have verified the building information, tap on the <i>Yes</i> button	 <p>Tap on  to generate the sample.</p>
Tap on the <i>OK</i> button	 <p>Tap on  button.</p>

Demonstration **Explanation/Illustration**

The sample units for the building are listed in *Sample Units* above the *Buildings on File for this Inspection* table

Property Information	Building / Unit Information	Property Inspectable Items	Check / Prepare / Import	
Building Number	1	*Building Name	Oak Towers	
*Construction Year	1987	*Building Type	Mid/High Rise Apartments	
*Units In Building	40	*Reason Uninspectable	None Entered	
Units In Sample	16			
Sample Units	2, 3, 7, 10, 11, 13, 17, 18, 21, 23, 24, 25, 28, 29, 35, 37 Alternates: 4, 8, 31, 22, 1, 19, ...			
Comments				
Buildings On File For This Inspection				
Building Number	Building Name	Building Type	Reason Uninspectable	In Sample
▶ 1	Oak Towers	H Mid/High Rise Apart	None Entered	YES
<input type="button" value="Add Building"/> <input type="button" value="Edit Building"/> <input type="button" value="Delete Building"/> <input type="button" value="Help"/> <input type="button" value="Exit"/>				
<input type="button" value="Address Info"/> <input type="button" value="Units"/> <input type="button" value="Generate Sample"/>				

Use the  (scroll buttons) to view the whole sample list.

Background Information:

If necessary, you can regenerate a sample. A sample can only be regenerated, however, if no inspectable items are recorded other than those within the site inspectable area.

Exercise 2.4–Sampling

Purpose

The purpose of this exercise is to provide you with experience in generating and interpreting a sample.

Directions

Use the information that you have entered for inspection number 400 and the rent roll on the next page to determine the location of your sample units.

Questions

If you have any questions:

- Use the **Help** or **What's This** button
- Ask the trainer

You will have 15 minutes to complete this exercise. Then, the trainer will review the entries with the class.

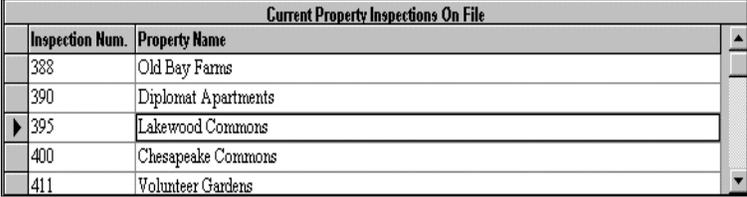
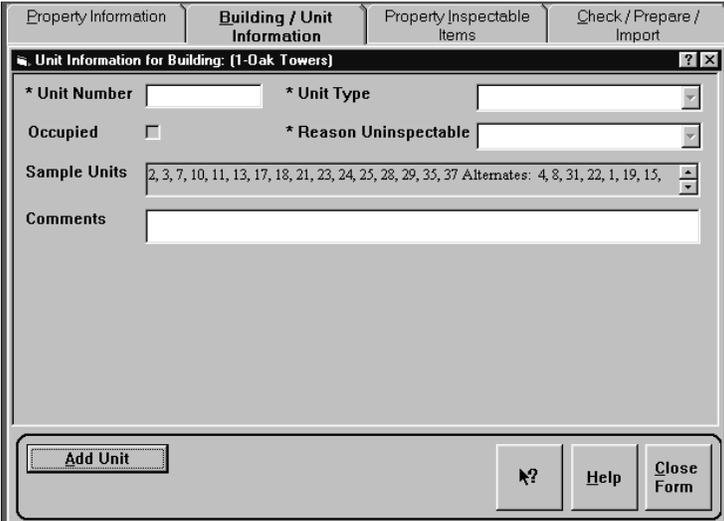
Exercise 2.4 Data

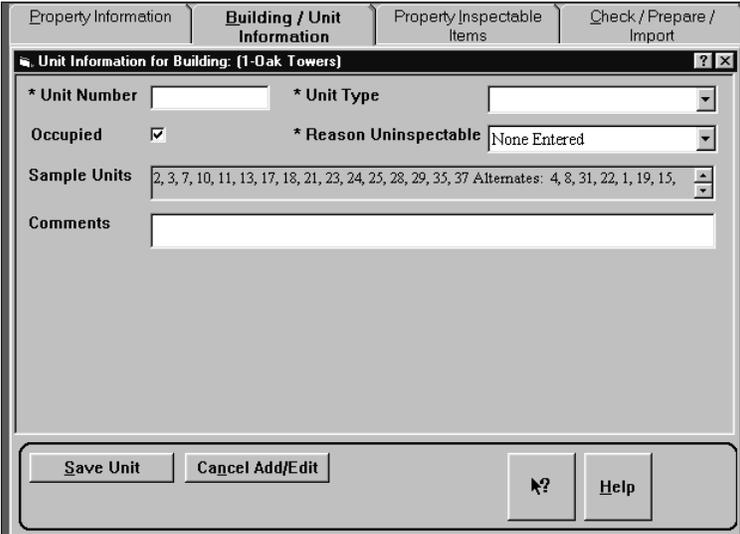
Rent Roll				
	Building	Unit	Unit Type	Occupied/Unoccupied
1	419 East St.	101	Efficiency	Occupied
2		102	3 bedroom	Occupied
3		103	1 bedroom	Occupied
4		104	Efficiency	Occupied
5		105	2 bedroom	Occupied
6		106	1 bedroom	Occupied
7	421 East St.	201	1 bedroom	Occupied
8		202	3 bedroom	Occupied
9		203	2 bedroom	Occupied
10		204	Efficiency	Occupied
11		205	2 bedroom	Occupied
12		206	1 bedroom	Occupied

1. What buildings are you to inspect?
2. What units are you to inspect?

Unit Information

Adding Unit Information

Demonstration	Explanation/Illustration												
<p>Select the correct property from the Property Information tab</p>	 <table border="1" style="margin-left: auto; margin-right: auto;"> <caption>Current Property Inspections On File</caption> <thead> <tr> <th>Inspection Num.</th> <th>Property Name</th> </tr> </thead> <tbody> <tr><td>388</td><td>Old Bay Farms</td></tr> <tr><td>390</td><td>Diplomat Apartments</td></tr> <tr style="background-color: #e0e0e0;"><td>395</td><td>Lakewood Commons</td></tr> <tr><td>400</td><td>Chesapeake Commons</td></tr> <tr><td>411</td><td>Volunteer Gardens</td></tr> </tbody> </table>	Inspection Num.	Property Name	388	Old Bay Farms	390	Diplomat Apartments	395	Lakewood Commons	400	Chesapeake Commons	411	Volunteer Gardens
Inspection Num.	Property Name												
388	Old Bay Farms												
390	Diplomat Apartments												
395	Lakewood Commons												
400	Chesapeake Commons												
411	Volunteer Gardens												
<p>On the Building/Unit Information tab, tap on the Units button</p>	<p>Tap on  to add unit information.</p> 												
<p>Tap on the Add Unit button</p>	<p>Tap on  to add the sample unit.</p>												

<p>Enter the unit information</p>	 <p>Enter all sample units. It is not necessary to enter alternates unless an alternate must be inspected in place of a sample unit.</p>
<p>Tap on the Save Unit button</p>	<p>Tap on  to save the unit information.</p> <p><i>Background Information:</i></p> <p>The Edit Unit and Delete Unit buttons function the same as the edit and delete buttons for the building information.</p> <p>If while conducting the inspection of a unit it is determined that the unit is uninspectable, you must perform the following steps before the Reason Uninspectable field is updated.</p>

- Tap on either the  or  button. This will return you to the **Unit Information for Building** screen. Tap  on the  button. The **Building/Unit Information** screen displays.
- Tap on the **Property Inspectable Items** tab
- Select the building with the uninspectable unit
- Select the unit that is uninspectable
- Delete all **OD**, **NOD** and **NA** items for the unit
- Tap on the **Building/Unit Information** tab, tap on the  button, next tap on the  button and select the appropriate uninspectable reason from the drop-down **Reason Uninspectable** field.

If after completing the inspection it is determined that a unit is uninspectable, all **OD**, **NOD** and **NA** items for that unit must be removed.

A **Comments** field has been added to the **Unit Information for Building** screen. By tapping on the **Edit Unit** button, the **Comments** field can be updated. The field allows the entry of up to 255 characters regarding the sample or other unit information.

Exercise 2.5–Adding and Deleting Unit Information

Purpose

The purpose of this exercise is to show you how to add and delete unit information in the DCD.

Directions

Use the information from the scenario that follows to add units and delete a unit.

Questions

If you have any questions:

- Use the **Help** or **What's This** button
- Ask the trainer

You will have 20 minutes to complete this exercise. Then, the trainer will review the entries with the class.

Exercise 2.5 Data

Add

Building 1:

Unit 10B, occupied, 3 bedrooms

Unit 103, occupied, 1 bedroom

Unit 104, occupied, efficiency

Unit 105, occupied, 2 bedrooms

Building 2:

Unit 202, occupied, 3 bedrooms, all cabinet doors in the kitchen are missing but are currently being repaired

Unit 203, occupied, 2 bedrooms

Unit 204, occupied, efficiency

Unit 205, occupied, 2 bedrooms

Unit 206, occupied, 1 bedroom

Delete

Unit 10B and re-enter as unit 102

Recording Deficiencies

Inspectors can record inspectable item deficiencies directly into PASS 2.3 while conducting an inspection.

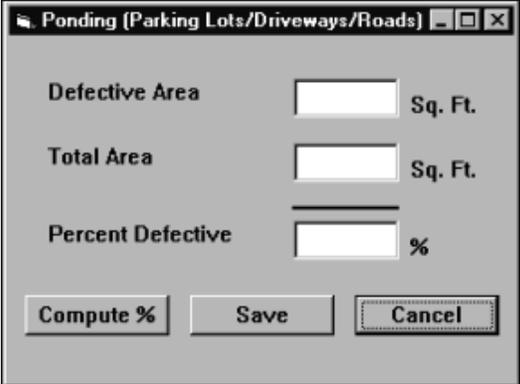
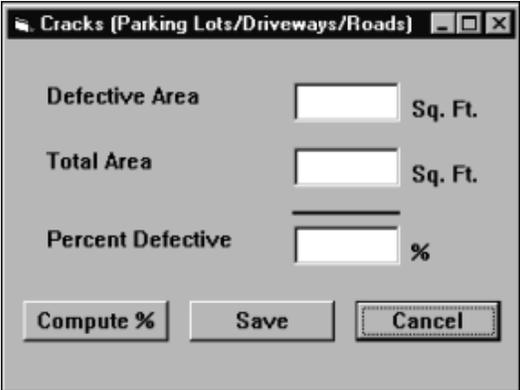
Background Information:

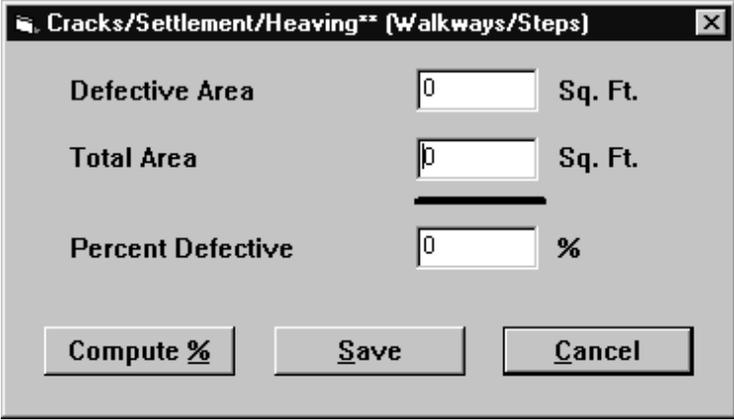
Classify deficiencies as level 1, level 2, or level 3 according to the protocol. Deficiency definitions are available electronically in PASS 2.3. For a level 3 deficiency, you must enter comments and the location of the deficiency.

In addition, identify and record both life-threatening and nonlife-threatening health and safety hazards.

Demonstration	Explanation/Illustration
<p>Tap on the Property Inspectable Items tab</p>	 <p><i>Background Information:</i></p> <p>You must address every inspectable item to successfully complete your inspection.</p>

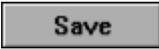
Site Inspectable Items

Demonstration	Explanation/Illustration
Tap on the Site button	Tap on  to record site deficiencies, including observed health and safety deficiencies. Use the scroll bar on the right to go through the lists.
New Feature - Proportionality	<p><i>When Proportionality Applies</i></p> <p>If an observable defect level (L1, L2, or L3) on the Inspectable Defect screen for Ponding (Parking Lots/Driveways/Roads), Cracks (Parking Lots/Driveways/Roads) or Cracks/ Settlement/ Heaving (Walkways/Steps) is selected; one of the following three screens automatically displays:</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;">  </div> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;">  </div>

																															
<p>Tap on the Inspectable Item: Parking Lots/Driveways/Roads</p>	<table border="1" data-bbox="646 802 1356 877"> <thead> <tr> <th>Inspectable Item</th> <th>NOD</th> <th>OD</th> <th>NA</th> </tr> </thead> <tbody> <tr> <td>▶ Parking Lots/Driveways/Roads</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table> <p>Tap on Parking Lots/Driveways/Roads.</p>	Inspectable Item	NOD	OD	NA	▶ Parking Lots/Driveways/Roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																						
Inspectable Item	NOD	OD	NA																												
▶ Parking Lots/Driveways/Roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																												
<p>Tap on OD checkbox</p>	<p>Tap on the checkbox under OD.</p> <p>The Inspectable Defects screen displays. Proportionality applies to Cracks and Ponding.</p> <table border="1" data-bbox="646 1222 1383 1423"> <thead> <tr> <th colspan="5">Site: Parking Lots/Driveways/Roads</th> </tr> <tr> <th>Inspectable Defect</th> <th>L1</th> <th>L2</th> <th>L3</th> <th></th> </tr> </thead> <tbody> <tr> <td>▶ Cracks**</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td></td> </tr> <tr> <td>Ponding**</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td></td> </tr> <tr> <td>Potholes/Loose Material**</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td></td> </tr> <tr> <td>Settlement/Heaving**</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td></td> </tr> </tbody> </table>	Site: Parking Lots/Driveways/Roads					Inspectable Defect	L1	L2	L3		▶ Cracks**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Ponding**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Potholes/Loose Material**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Settlement/Heaving**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
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Settlement/Heaving**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																												

<p>Tap on the Inspectable Item: Walkways/Steps</p>	<table border="1"> <thead> <tr> <th colspan="5">Site</th> </tr> <tr> <th></th> <th>Inspectable Item</th> <th>NOD</th> <th>OD</th> <th>NA</th> </tr> </thead> <tbody> <tr> <td></td> <td>Play Areas and Equipment</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td></td> <td>Refuse Disposal</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td></td> <td>Retaining Walls**</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td></td> <td>Storm Drainage</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td></td> <td>▶ Walkways/Steps</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table> <p>Tap on Walkways/Steps.</p>	Site						Inspectable Item	NOD	OD	NA		Play Areas and Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Refuse Disposal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Retaining Walls**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Storm Drainage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		▶ Walkways/Steps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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<p>Tap on the OD checkbox</p>	<p>Tap on the checkbox under OD. The Inspectable Defect screen displays. Proportionality applies to Cracks/Settlement/Heaving.</p> <table border="1"> <thead> <tr> <th colspan="5">Site: Walkways/Steps</th> </tr> <tr> <th></th> <th>Inspectable Defect</th> <th>L1</th> <th>L2</th> <th>L3</th> </tr> </thead> <tbody> <tr> <td></td> <td>Broken/Missing Hand Railing</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td></td> <td>▶ Cracks/Settlement/Heaving**</td> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> </tr> <tr> <td></td> <td>Spalling**</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table>	Site: Walkways/Steps						Inspectable Defect	L1	L2	L3		Broken/Missing Hand Railing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		▶ Cracks/Settlement/Heaving**	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Spalling**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>										
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<p>Tap on the level of deficiency of the defect</p>	<p>Tap on the appropriate level of deficiency. The Cracks/Settlement/Heaving **Walkways/Steps screen displays.</p> <table border="1"> <thead> <tr> <th colspan="3">Cracks/Settlement/Heaving** [Walkways/Steps]</th> </tr> </thead> <tbody> <tr> <td>Defective Area</td> <td><input type="text" value="0"/></td> <td>Sq. Ft.</td> </tr> <tr> <td>Total Area</td> <td><input type="text" value="600"/></td> <td>Sq. Ft.</td> </tr> <tr> <td>Percent Defective</td> <td><input type="text" value="0"/></td> <td>%</td> </tr> <tr> <td colspan="3"> <input type="button" value="Compute %"/> <input type="button" value="Save"/> <input type="button" value="Cancel"/> </td> </tr> </tbody> </table> <p>NOTE: The PHA Check Box was checked on the Area Measure screen, therefore the Total Area field is not editable.</p>	Cracks/Settlement/Heaving** [Walkways/Steps]			Defective Area	<input type="text" value="0"/>	Sq. Ft.	Total Area	<input type="text" value="600"/>	Sq. Ft.	Percent Defective	<input type="text" value="0"/>	%	<input type="button" value="Compute %"/> <input type="button" value="Save"/> <input type="button" value="Cancel"/>																						
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<p>Enter the square footage for the defective area in the Defective Area field.</p>	<p>Enter the square footage.</p>																																			

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<p>Tap on the Save button</p>	<p>Tap on the  button to save the computed value and return to the current inspectable defect screen.</p> <p>NOTE: The Location/Comments pop-up window displays after the  button is tapped whenever Level 3 is selected for a defect.</p> <p>Based on the definition for the defect, the inspector may have to select another defect level.</p>
<p>Select the Close Form button</p>	<p>Tap on Close Form to return to the Inspectable Item screen.</p>

Building Inspectable Items

Demonstration	Explanation/Illustration
<p>Select a building</p>	<div data-bbox="899 407 1133 722" data-label="Image"> </div> <p>After inspecting and recording the site items/deficiencies, tap on the drop-down menu (▾) to select the building.</p> <p>When the building is selected, the exterior inspectable items display.</p>
<p>Record your observations for each exterior inspectable item</p>	<p>Use the scroll bars on the right to move through the lists.</p>

NOTE: There are two new inspectable items:

- FHEO – 32” Wide Main Entrance
- FHEO – Accessibility to Main Floor Entrance

Note: Fair Housing Equal Opportunity (FHEO)

The screenshot shows a software window titled "Inspection Number: 5001". It has four tabs: "Property Information", "Building / Unit Information", "Property Inspectable Items", and "Check / Prepare / Import". The "Property Inspectable Items" tab is active. On the left, there are navigation buttons for "Site", "Building" (with a dropdown menu showing "1 - 1"), "Exterior", "Systems", "Common Areas", "Unit" (with a dropdown menu), and "Unit". Below these are "Item Definition" and "Tools" buttons. The main area displays two tables. The first table is titled "Building 1: Exterior" and has columns for "Inspectable Item", "NOD", "OD", and "NA". The second table is titled "Building 1: Exterior: Health and Safety" and has columns for "Inspectable Item" and "OD".

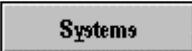
Inspectable Item	NOD	OD	NA
Doors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FHEO - 32" Wide Main Entrance**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FHEO - Accessibility to Main Floor Entrance**	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Escapes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Foundations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Inspectable Item	OD
Electrical Hazards	<input type="checkbox"/>
Emergency/Fire Exits	<input type="checkbox"/>
Flammable Materials	<input type="checkbox"/>

For the inspectable item FHEO – 32” Wide Main Entrance, there is only one inspectable defect: Main entrance less than 32” wide. The inspector must verify that the main entrance for each building inspected is at least 32” wide. If the width of the main entrance is 32” wide or wider, the inspector checks No Observable Defect (NOD).

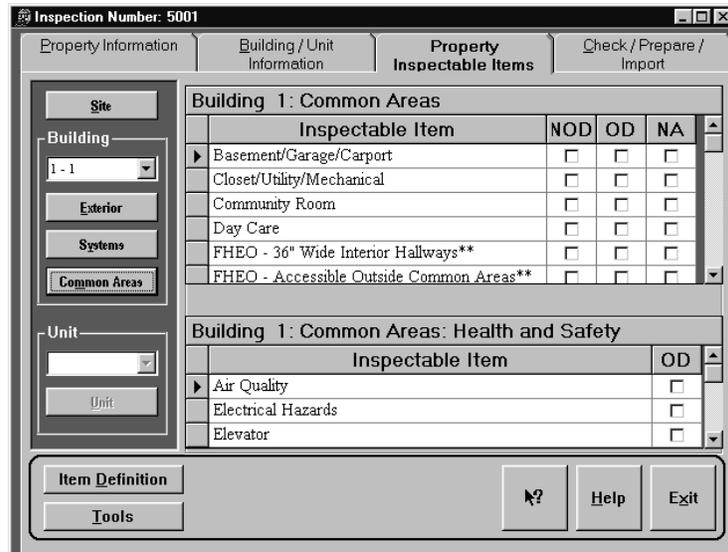
- If the width of the main entrance is less than 32” wide, the inspector checks Observable Defect (OD). The inspector checks Level 3 and updates the **Defect Location and Comments** screen.

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	<p>For the inspectable item FHEO – Accessibility to Main Floor Entrance, there is only one inspectable defect: Obstructed or Missing Accessibility Route. The inspector must verify that there is an accessible route to and from the main ground floor entrance for each inspected building. Accessible routes include a level, unobstructed surface to the door, ramps, etc. that can be accessed by a wheelchair.</p> <ul style="list-style-type: none"> • If the main ground floor entrance for a building is accessible, the inspector checks No Observable Defect (NOD). • If the main ground floor entrance for a building is inaccessible, the inspector checks Observable Defect (OD). The inspector checks Level 3 and updates the Defect Location and Comments screen.
<p>Tap on the Systems button</p>	<p>Tap on  to record deficiencies.</p>
<p>Record your observations for each inspectable item</p>	<p>Use the scroll bars on the right to move through the lists.</p>
<p>Tap on the Common Areas button</p>	<p>Tap on  to record deficiencies.</p>
<p>Record your observations for each inspectable item</p>	<p>Use the scroll bars on the right to move through the lists.</p>

There are two new inspectable items:

- FHEO – 36” Wide Interior Hallways
- FHEO - Accessible Outside Common Areas



For the inspectable item FHEO – 36” Wide Interior Hallways, there is only one inspectable defect; Multi-story Building Hallways/Common Areas Less Than 36” Wide. The inspector must verify that the interior hallways to the inspected units and common areas in the inspected multi-story buildings are at least 36” wide.

- If the width of the hallways is 36” wide or wider, the inspector checks No Observable Defect (NOD).
- If the width of the hallways is less than 36” wide, the inspector checks Observable Defect (OD). The inspector checks Level 3 and updates the **Defect Location and Comments** screen.

For the inspectable item FHEO – Accessible Outside Common Areas, there is only one inspectable defect: Routes Obstructed or Inaccessible to Wheelchair. The inspector must verify that routes to all outside common areas are accessible to wheelchairs. Accessible routes include curb cuts, ramps, and, unobstructed sidewalks with sufficient 36” width.

- If the routes to all outside common areas are accessible to wheelchairs, the inspector checks No Observable Defect (NOD).
- If the routes to all outside common areas are inaccessible to wheelchairs, the inspector checks Observable Defect (OD). The inspector checks Level 3 and updates the **Defect Location and Comments** screen.

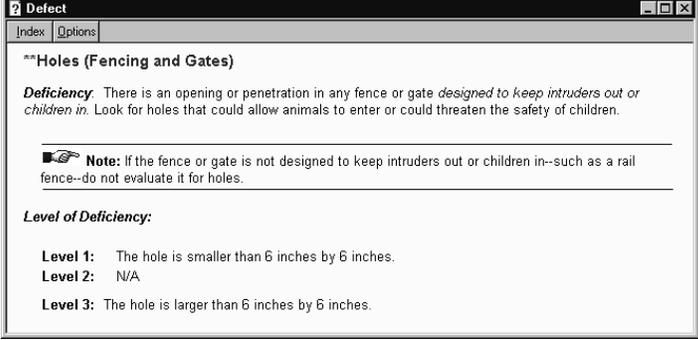
Unit Inspectable Items

Demonstration	Explanation/Illustration
Select a unit	Tap on the Unit drop-down menu (▼) to select the building
Record your observations for each unit inspectable item	Use the scroll bars on the right to move through the lists.

Definitions

Demonstration	Explanation/Illustration
Tap on an inspectable item	<p>The item you selected is indicated by .</p> <p>For example, you want a definition for</p> <div style="border: 1px solid black; padding: 2px; display: inline-block;">  Fencing and Gates** </div> <p>Note: Double asterisks (**) appearing after an Inspectable Item or Inspectable Defect indicates the definition has been revised.</p>
Tap on the Item Definition button	<p>Tap on  to obtain a definition for an inspectable item. If the definition has been revised double asterisks (**) appear in front of the Item Definition on the Item and Definition screens.</p> <p>For this example, the system help provides you with a definition for fencing and gates as well as the possible deficiencies.</p>
Tap on a deficiency link	<div style="border: 1px solid black; padding: 5px;"> <p>Guide to Using the HUD PASS</p> <p>File Edit Bookmark Options Help</p> <p>Index Help Topics Back Options Close</p> <p>**Fencing and Gates (Site)</p> <p><u>Fence</u>: A structure functioning as a boundary or barrier. An upright structure serving to enclose, divide or protect an area.</p> <p><u>Gate</u>: A structured opening in a fence for entrance or exit.</p> <hr/> <p> Note: This does not include swimming pool fences. Swimming Pool Fences are covered under Common Areas - Pools and Related Structures.</p> <hr/> <p>This inspectable item can have the following deficiencies:</p> <ul style="list-style-type: none"> ■ **Damaged/Falling/Leaning ■ **Holes ■ **Missing Sections </div>

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	<p>For example, tap on the Holes link for more information on the deficiency, including the severity definitions.</p>  <p>Use the scroll bar on the right to view the definitions for level 1, level 2, and level 3 deficiencies.</p>
<p>Tap on the Close control icon</p>	<p>Tap on  in the top right corner to close the deficiency definition window.</p>

Tools

Demonstration	Explanation/Illustration
<p>Tap on the Tools button</p>	 provides a calculator and a notepad.

Exercise 2.6–Recording Unit Deficiencies

Purpose

The purpose of this exercise is to allow you to practice recording your inspection observations in PASS 2.3.

Directions

Use the information from the scenario that follows to record the inspectable items in PASS 2.3.

Questions

If you have any questions:

- Use the **Help** or **What's This** button
- Ask the trainer

You will have 20 minutes to complete this exercise. Then, the trainer will review the entries with the class.

Exercise 2.6 Data

In the exercise, the following deficiencies are observed on the **Site** of the property:

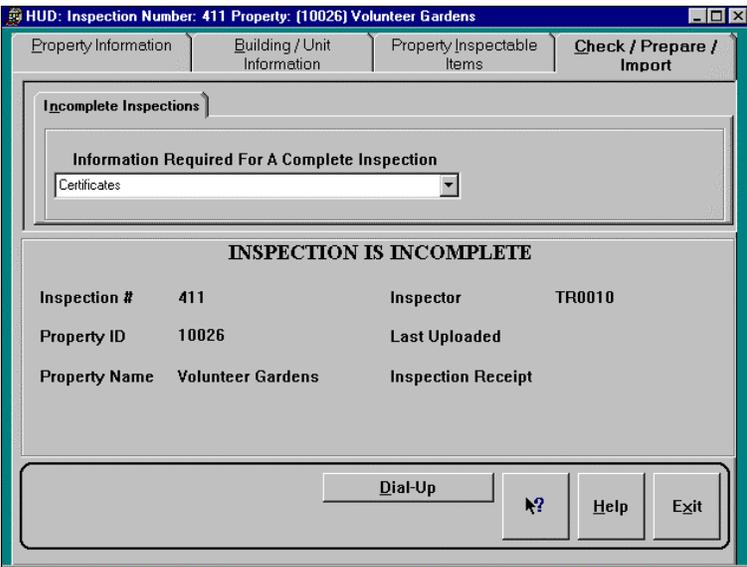
1. There are large cracks in the walkway of the property. The cracks do not restrict foot traffic, but are very noticeable. More than 6 square feet of the walkway is impacted.
2. The sign to the property has been vandalized with spray paint and possibly a tire iron. The sign is unsightly, but readable.

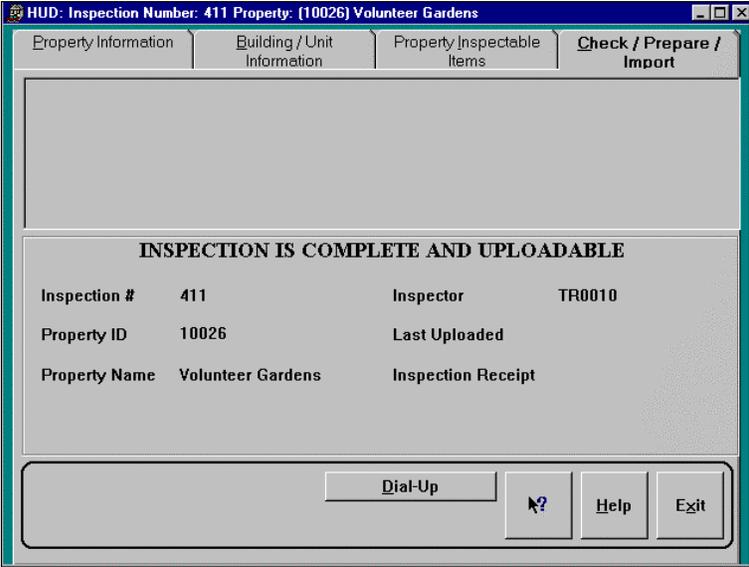
There are no other observed Site, Exterior, Systems, Common Areas or unit deficiencies. Complete the inspection by tapping either NA or NOD in each of the remaining items in Site, Exterior, Systems, Common Areas and Unit.

Checking/Preparing the Inspection

The check/prepare process ensures that the inspection has been completed and is ready for upload.

This should be done before leaving the site to prevent having to return to the property to verify any missing information.

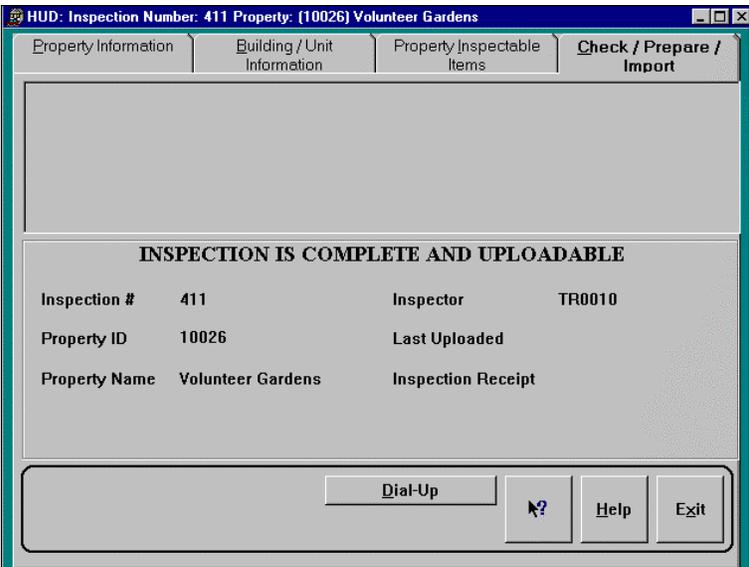
Demonstration	Explanation/Illustration
Tap on the Check/Prepare/Import tab	 <p>The system checks to ensure that an inspection has been successfully completed. If not, it identifies the reason(s) it is not ready for uploading.</p>

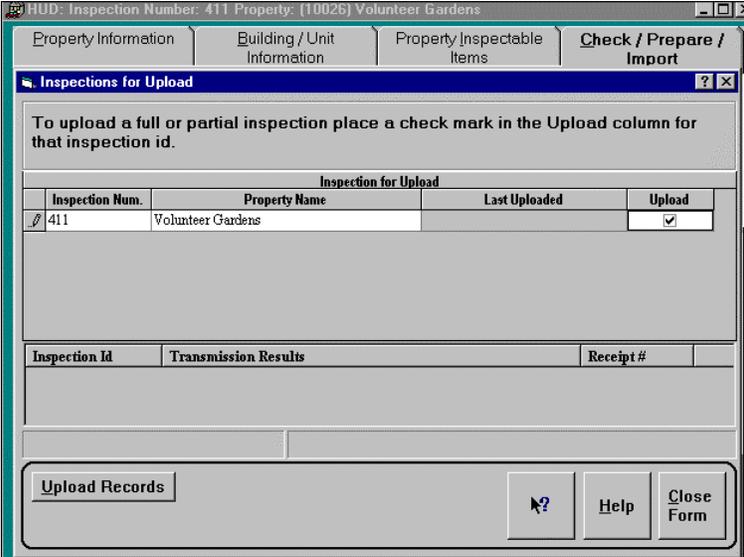
Demonstration	Explanation/Illustration												
<p>Review the page to identify whether the inspection is ready for uploading.</p>	 <p>The screenshot shows a dialog box titled "Incomplete Inspections". Inside, there is a section "Information Required For A Complete Inspection" with a dropdown menu currently set to "Certificates".</p> <p>If the inspection is not ready for upload, the reason and area are identified. Complete the inspection and check again.</p>												
	 <p>The screenshot shows the HUD software interface for "Inspection Number: 411 Property: (10026) Volunteer Gardens". The interface has tabs for "Property Information", "Building / Unit Information", "Property / Inspectable Items", and "Check / Prepare / Import". The main area displays the message "INSPECTION IS COMPLETE AND UPLOADABLE" and a summary table:</p> <table border="1"> <tr> <td>Inspection #</td> <td>411</td> <td>Inspector</td> <td>TR0010</td> </tr> <tr> <td>Property ID</td> <td>10026</td> <td>Last Uploaded</td> <td></td> </tr> <tr> <td>Property Name</td> <td>Volunteer Gardens</td> <td>Inspection Receipt</td> <td></td> </tr> </table> <p>At the bottom, there are buttons for "Dial-Up", "?", "Help", and "Exit".</p> <p>When you have completed the inspection successfully, you are ready to upload the information to REAC.</p>	Inspection #	411	Inspector	TR0010	Property ID	10026	Last Uploaded		Property Name	Volunteer Gardens	Inspection Receipt	
Inspection #	411	Inspector	TR0010										
Property ID	10026	Last Uploaded											
Property Name	Volunteer Gardens	Inspection Receipt											

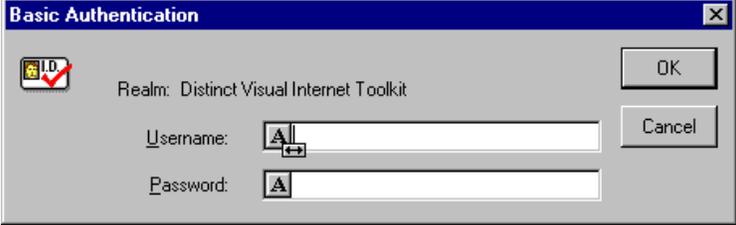
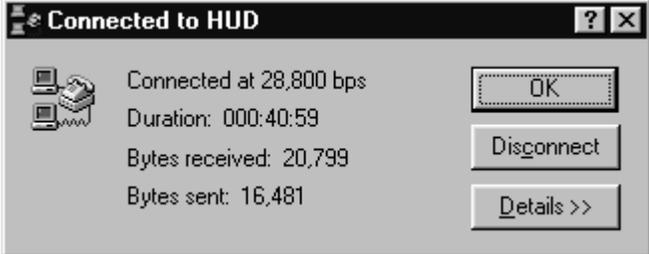
***Life Threatening
Hazards Report***

Demonstration	Explanation/Illustration
Tap on the <i>Life Threatening Hazards Report</i> button	If there are any life-threatening hazards, tap on Life Threatening Hazards Report to view the report. This can be used to complete the Notification of Exigent and Fire Safety Hazards Observed form. NOTE: This button is only available if there are life-threatening hazards for the property.

Uploading Inspection Data

Demonstration	Explanation/Illustration												
Connect the DCD to an analog phone line													
Tap on the Check/Prepare/Import tab	 <p>The screenshot shows a software window with the following content:</p> <ul style="list-style-type: none"> Window Title: HUD: Inspection Number: 411 Property: (10026) Volunteer Gardens Navigation Tabs: Property Information, Building / Unit Information, Property / Inspectable Items, Check / Prepare / Import Message: INSPECTION IS COMPLETE AND UPLOADABLE Table: <table border="1"> <tr> <td>Inspection #</td> <td>411</td> <td>Inspector</td> <td>TR0010</td> </tr> <tr> <td>Property ID</td> <td>10026</td> <td>Last Uploaded</td> <td></td> </tr> <tr> <td>Property Name</td> <td>Volunteer Gardens</td> <td>Inspection Receipt</td> <td></td> </tr> </table> Buttons: Dial-Up, Help, Exit 	Inspection #	411	Inspector	TR0010	Property ID	10026	Last Uploaded		Property Name	Volunteer Gardens	Inspection Receipt	
Inspection #	411	Inspector	TR0010										
Property ID	10026	Last Uploaded											
Property Name	Volunteer Gardens	Inspection Receipt											
Tap on the Dial Up button	Tap on 												

Demonstration	Explanation/Illustration
<p>Tap on the Connect button</p>	
<p>Tap on the Upload Record(s) button</p>	<p>Tap on </p>
<p>Tap on the I Certify button</p>	<p>After reading the certification statement, click on  to certify the inspection.</p>
<p>Place a check in the upload column for the inspection(s) you are uploading</p>	
	<p>Partial inspections are not permitted.</p>

Demonstration	Explanation/Illustration
Tap on the Upload Record(s) button	Tap on  .
Enter your user ID and password Tap on the OK button	 <p>Enter your HUD-issued user ID in the Username field. Remember, both the user ID and password are case-sensitive.</p>
Tap on the Close Form button	Tap on  .
Tap on the Dial-Up button	Tap on  .
Tap on the Disconnect button	

Exercise 2.7–Check/Prepare/Upload the Inspection

Purpose

The purpose of this exercise is to provide participants with experience in checking an inspection for successful completion as well as uploading the inspection information to the REAC database.

Directions

Check inspection number 400 for successful completion. Upload the inspection.

Questions

If you have any questions:

- Use the **Help** or **What's This** button
- Ask the trainer

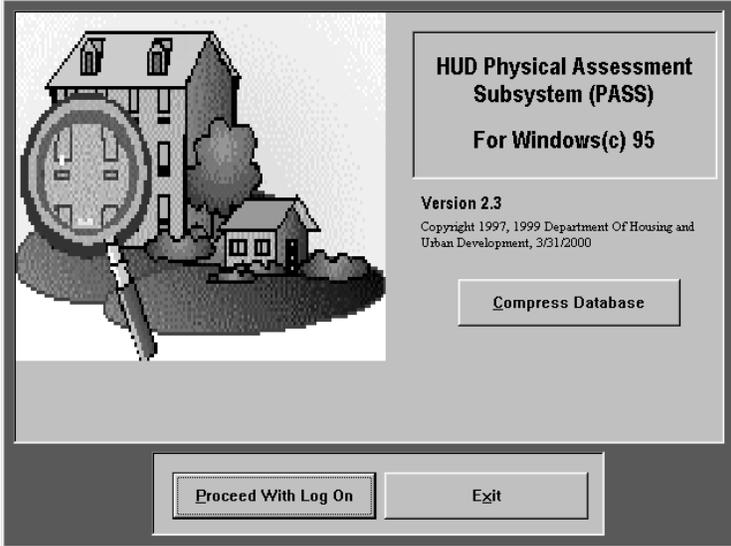
You will have 15 minutes to complete this exercise. Then, the trainer will review the entries with the class.

Compressing the Database

The compact utility provides the capability to recover disk space allocated to deleted records.

This can be done from three locations:

- Start up screens
- Property information tab
- On program exit

Demonstration	Explanation/Illustration
Exit and restart the inspection program	
Tap on the Compress Database button on the initial screen	
- OR -	
Select the Property Information tab and tap on the Administration button	On the Property Information tab, tap on Administration

Tap on the **Compress Database** button



You can also check "Run Compress on Exit" so the system will automatically compress your DCD's database when you exit the program.

Summary

In Chapter 2, we covered a number of important topics on how to use the DCD. We practiced:

- Accessing the Internet
- Logging on to PASS 2.3
- Downloading data from REAC
- Verifying and making corrections to the property information
- Entering building information
- Generating the inspection sample
- Entering sample units
- Recording observations in PASS 2.3
- Computing proportionality information
- Confirming inspection data is complete
- Uploading data to REAC
- Compressing the database”

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Health and Safety

Items to inspect for “Health and Safety” are as follows:

- Air Quality
- Electrical Hazards
- Elevator
- Emergency/Fire Exits
- Flammable Materials
- Garbage and Debris
- Hazards
- Infestation

Air Quality (Health and Safety)

Indoor/Outdoor spaces must be free from high levels of sewer gas, fuel gas, mold, mildew, or other harmful pollutants. Indoors must have adequate ventilation.

The following deficiencies can be noted:

- Mold and/or Mildew Observed
- Propane/Natural Gas/Methane Gas Detected
- Sewer Order Detected

Mold and/or Mildew Observed (Air Quality)

Deficiency: You see evidence of mold or mildew, especially in bathrooms and air outlets.

Propane/Natural Gas/Methane Gas Detected (Air Quality)

Deficiency: You detect strong propane, natural gas, or methane gas odors that could:

- pose a risk of explosion/fire
- pose a health risk if inhaled

Sewer Odor Detected (Air Quality)

Deficiency: You detect sewer odors that could pose a health risk if inhaled for prolonged periods.

Electrical Hazards (Health and Safety)

Any hazard that poses a risk of electrical fires, electrocution, or spark/explosion.

The following deficiencies can be noted:

- Exposed Wires/Open Panels
- Water Leaks On or Near Electrical Equipment

****Exposed Wires/Open Panels (Electrical Hazards)**

Deficiency: You see exposed bare wires or openings in electrical panels.

Note: If the accompanying authority has identified abandoned wiring, capped wires do not pose a risk and should not be recorded as a deficiency.

Water Leaks On or Near Electrical Equipment (Electrical Hazards)

Deficiency: You see water leaking, puddling, or ponding on or immediately near any electrical apparatus. This could pose a risk of fire, electrocution, or explosion.

Elevator (Health and Safety)

Vertical conveyance system for moving personnel, equipment, materials, household goods, etc.

The following deficiency can be noted:

- Tripping

Tripping (Elevator)

Deficiency: An elevator is misaligned with the floor by more than $\frac{3}{4}$ inch. The elevator does not level as it should, which causes a tripping hazard.

Emergency/Fire Exits (Health and Safety)

All buildings must have acceptable fire exits that are also properly marked and operational. (This would include fire towers, stairway access doors, & external exits.). These can include operable windows on the lower floors with easy access to the ground or a back door opening onto a porch with a stairway leading to the ground.

Note: This does not apply to individual units.

The following deficiencies can be noted:

- Blocked/Unusable
- Missing Exit Signs

Blocked/Unusable (Emergency/Fire Exits)

Deficiency: The exit cannot be used or exit is limited because a door or window is nailed shut, a lock is broken, panic hardware is chained, debris, storage, or other conditions.

Missing Exit Signs (Emergency/Fire Exit)

Deficiency:

- Exit signs that clearly identify all emergency exits are missing.

-OR-

- There is no illumination in the area of the sign.

Flammable Materials (Health and Safety)

Any substance that is either known to be combustible or flammable or is stored in a container identifying it as such.

The following deficiency can be noted:

- Improperly Stored

Improperly Stored (Flammable Materials)

Deficiency: Flammable materials are improperly stored, causing the potential risk of fire or explosion.

Garbage and Debris (Health and Safety)

Accumulation of garbage and debris exceeding the capacity of the storage area or not stored in an area sanctioned for such use.

The following deficiencies can be noted:

- Indoors
- Outdoors

Indoors (Garbage and Debris)

Deficiency:

- Too much garbage has gathered, more than the planned storage capacity.

-OR-

- Garbage has gathered in an area that is not sanctioned for staging or storing garbage or debris.

Note: This does not include garbage and debris improperly stored outside. For this deficiency, see Garbage and Debris - Outdoors.

Outdoors (Garbage and Debris)

Deficiency:

- Too much garbage has gathered—more than the planned storage capacity.

-OR-

- Garbage has gathered in an area not sanctioned for staging or storing garbage or debris.

Note: This does not include garbage improperly stored indoors. For this deficiency, see Garbage and Debris – Indoors.

Hazards (Health and Safety)

Physical hazards that pose risk of bodily injury.

The following deficiencies can be noted:

- Other
- Sharp Edges
- Tripping

Other (Hazards)

Deficiency: If you see any general defects or hazards that pose risk of bodily injury, you must note them.

Note: This includes hazards that are not specifically defined elsewhere.

Sharp Edges (Hazards)

Deficiency: You see any physical defect that could cause cutting or breaking human skin or other bodily harm--generally in commonly used or traveled areas.

Tripping (Hazards)

Deficiency: You see any physical defect that poses a tripping risk, generally in walkways or other traveled areas.

Note: This does not include tripping hazards from elevators that do not level properly. For this deficiency, see Elevator - Tripping under Health & Safety.

Infestation (Health and Safety)

Presence of rats, or severe infestation by mice or insects such as roaches or termites.

The following deficiencies can be noted:

- Insects
- Rats/Mice/Vermin

Insects (Infestation)

Deficiency: You see evidence of infestation of insects--including roaches and ants--throughout a unit or room, especially in food preparation and storage areas.

Note:

1. This does not include infestation from rats/mice. For this deficiency, see Infestation - Rats/Mice/Vermin under Health & Safety.
2. If you see baits, traps, and sticky boards that show no presence of insects, do not record this as a deficiency.

****Rats/Mice/Vermin (Infestation)**

Deficiency: You see evidence of rats or mice--sightings, rat or mouse holes, or droppings.

Note:

1. This does not include infestation from insects. For this deficiency, see Infestation – Insects under Health & Safety.
2. If you see baits, traps, or sticky boards that show no presence of vermin, do not record this as a deficiency.

Activity 1

After receiving pictures from the instructor, complete the following steps:

- Review the picture
- Use the PASS 2.3 software to look up any definitions
- Discuss the deficiency shown in the picture with the group
- Rate the deficiency in the picture

Site

Items to inspect for “Building Systems” are as follows:

- Fencing and Gates
- Grounds
- Mailboxes/Project Signs
- Market Appeal
- Parking Lots/Driveways/Roads
- Play Areas and Equipment
- Refuse Disposal
- Retaining Walls
- Storm Drainage
- Walkways/Steps

****Fencing and Gates (Site)**

Fence: A structure functioning as a boundary or barrier. An upright structure serving to enclose, divide or protect an area.

Gate: A structured opening in a fence for entrance or exit.

Note: This does not include swimming pool fences. Swimming Pool Fences are covered under Common Areas - Pools and Related Structures.

This inspectable item can have the following deficiencies:

- Damaged/Falling/Leaning
- Holes
- Missing Sections

****Damaged/Falling/Leaning (Fencing and Gates)**

Deficiency: A fence or gate is rusted, deteriorated, or uprooted, which may threaten security, health, or safety.

Note: Gates for swimming pool fences are covered in another section, “Common Areas - Pools and Related Structures”.

Level of Deficiency: Deficiencies in exterior fences, security fences, and gates are a higher level than interior fences and gates.

Level 1: N/A

Level 2: An interior fence or gate is so damaged that it does not function as it should.

-OR-

An exterior fence, security fence, or gate shows signs of deterioration, but still functions as it should, and it presents no risk to security or safety.

Level 3: An exterior fence, security fence, or gate is no longer there.

-OR-

An exterior fence, security fence, or gate is damaged and does not function as it should or could threaten safety or security.

****Holes (Fencing and Gates)**

Deficiency: There is an opening or penetration in any fence or gate designed to keep intruders out or children in. Look for holes that could allow animals to enter or could threaten the safety of children.

Note: If the fence or gate is not designed to keep intruders out or children in--such as a rail fence--do not evaluate it for holes.

Level of Deficiency:

Level 1: The hole is smaller than 6 inches by 6 inches.

Level 2: N/A

Level 3: The hole is larger than 6 inches by 6 inches.

****Missing Sections (Fencing and Gates)**

Deficiency: A section of a fence or gate has been destroyed or removed, and the structure no longer prevents entry or exit.

Level of Deficiency: Deficiencies in exterior fences, security fences, and gates are a higher level than interior fences and gates.

Level 1: An interior fence is missing a section.

Level 2: N/A

Level 3: An exterior fence, security fence, or gate is missing a section, which could threaten safety or security.

Grounds (Site)

The improved land adjacent to or surrounding the housing and related structures. This does not include land not owned or under the control of the housing provider.

This inspectable item can have the following deficiencies:

- Erosion/Rutting
- Overgrown/Penetrating Vegetation
- Ponding/Site Drainage

****Erosion/Rutting Areas (Grounds)**

Deficiency: Natural processes--weathering, erosion, or gravity—or man-made processes have caused either of these conditions:

- collection or removal of surface material

-OR-

- sunken tracks, ruts, grooves, or depressions

Note: This does not include erosion/rutting from a defined storm drainage system or in a play area. These are covered in these sections: “Site - Storm Drainage” and “Site - Play Areas and Equipment”.

Level of Deficiency:

Level 1: N/A

Level 2: Erosion has caused surface material to collect, leading to a degraded surface that would likely cause water to pool in a confined area--especially next to structures, paved areas, or walkways.

-OR-

A rut/groove is 6-8 inches wide and 3-5 inches deep.

Level 3: Runoff has extensively displaced soil, which has caused visible damage or the potential failure of adjoining structures or systems--pipes, pavements, foundations, building, etc.

-OR-

Advanced erosion threatens the safety of pedestrians or makes an area of the grounds unusable.

-OR-

There is a rut larger than 8 inches wide by 5 inches deep.

Overgrown/Penetrating Vegetation (Grounds)

Deficiency: Plant life has spread to unacceptable areas, unintended surfaces, or has grown in areas where it was not intended to grow.

Level of Deficiency:

Level 1: N/A

Level 2: Vegetation is extensive and dense; it is difficult to see broken glass, holes, and other hazards.

-OR-

Vegetation contacts or penetrates an unintended surface--buildings, gutters, fences/walls, roofs, HVAC units, etc.--but you see no visible damage.

-OR-

Extensive, dense vegetation obstructs the intended path of walkways or roads, but the path is still passable.

Level 3: Plants have visibly damaged a component, area, or system of the property or have made them unusable/unpassable.

****Ponding/Site Drainage (Grounds)**

Deficiency Water or ice has collected in a depression or on ground where ponding was not intended.

Note:

1. This does not include detention/retention basins or ponding on paved areas, such as parking lots:
 - Detention/retention basins are covered in “Site - Storm Drainage”.
 - Ponding on paved areas is covered in “Parking Lots/Driveways/Roads”.
2. If there has been measurable precipitation (1/10 inch or more) during the previous 48 hours, consider the impact on the extent of the ponding. Determine that ponding has occurred only when there is clear evidence of a persistent or long-standing problem.

Level of Deficiency:

Level 1: N/A

Level 2: An accumulation of water (3-5 inches deep) affects the use of a section of the grounds, but the grounds are generally usable.

Level 3: There is an accumulation of more than 5 inches deep.

-OR-

Accumulation has made a large section of the grounds—more than 20%-- unusable for its intended purpose. (For example, ponding has made a recreational field unusable.)

Mailboxes/Project Signs (Site)

Mailbox is a public container where mail is deposited for distribution and collection. This does not include mailboxes owned and maintained by the US Postal Service, such as the “Blue Boxes”.

Project signs are boards, posters, or placards displayed in a public place to advertise, impart information, or give directions. This does not include signs owned and maintained by the city.

This inspectable item can have the following deficiencies:

- Mailbox Missing/Damaged
- Signs Damaged

****Mailbox Missing/Damaged (Mailboxes/Project Signs)**

Deficiency: The U.S. Postal Service resident/unit mailbox is either missing or so damaged that it does not function properly.

Note: Do not inspect commercial deposit boxes--FedEx, UPS, etc.--or U.S. Postal Service “blue boxes”.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The U.S. Postal Service resident/unit mailbox cannot be locked.

-OR-

The U.S. Postal Service resident/unit mailbox is missing.

****Signs/Damaged (Mailboxes/Project Signs)**

Deficiency: The project sign is not legible or readable because of deterioration or damage.

Level of Deficiency:

Level 1: The sign is damaged, vandalized, or deteriorated, and cannot be read from a reasonable distance (for example, 20 feet).

Level 2: N/A

Level 3: N/A

Market Appeal (Site)

Evaluate only those areas or structures that are under the control of the housing provider.

This inspectable item can have the following deficiencies:

- Graffiti
- Litter

**Graffiti (Market Appeal)

Deficiency: You see crude inscriptions or drawings scratched, painted, or sprayed on a building surface, retaining wall, or fence that the public can see from 30 feet away.

Note: There is a difference between art forms and graffiti. Do not consider full wall murals and other art forms as graffiti.

Level of Deficiency:

- Level 1:** You see graffiti in one place.
- Level 2:** You see graffiti in 2-5 places.
- Level 3:** You see graffiti in 6 or more places.

****Litter (Market Appeal)**

Deficiency: There is a disorderly accumulation of objects on the property--especially carelessly discarded trash.

Note: Judge litter as you would judge the condition of a city park in America. Do not include these as litter:

- litter left behind in the path of a recent garbage collection
- litter that maintenance personnel are collecting and removing during your inspection

Level of Deficiency:

Level 1: N/A

Level 2: You see excessive litter on the property.

Level 3: N/A

Parking Lots/Driveways/Roads (Site)

An area for parking motorized vehicles begins at the curbside and includes all parking lots, driveways or roads within the property lines that are under the control of the housing provider.

This inspectable item can have the following deficiencies:

- Cracks
- Ponding
- Potholes/Loose Material
- Settlement/Heaving

****Cracks (Parking Lots/Driveways/Roads)**

Deficiency: There are visible faults in the pavement: longitudinal, lateral, alligator, etc.

Note:

1. Do not include cracks on walkways/steps. For this to be a level 2 deficiency, 5% of the parking lots must be impacted--50 out of 1,000 square feet, for example.
2. Relief joints are there by design; do not consider them cracks.
3. When observing traffic ability, consider the capacity to support people on foot, in wheelchairs, and using walkers—and the potential for problems and hazards.
4. For parking lots only, note a deficiency if you see cracks on more than 5% of the parking spaces.
5. For driveways/roads, note a deficiency if you see cracks on more than 5% of the driveways/roads.

Level of Deficiency:

Level 1: N/A

Level 2: Cracks greater than $\frac{3}{4}$ inch, hinging/tilting, or missing section(s) that affect traffic ability over more than 5% of the property's parking lots/driveways/roads.

Comments

If the height differential is greater than $\frac{3}{4}$ inch, consider this a safety hazard. If the condition of the surface could cause tripping or falling, you must manually record this deficiency as "Health and Safety: Hazards."

Level 3: N/A

****Ponding (Parking Lots/Driveways/Roads)**

Deficiency: Water or ice has accumulated in a depression on an otherwise flat plane.

Note:

1. Consider the impact of any measurable precipitation—1/10 inch or more—during the last 48 hours. Note the deficiency only if there is clear evidence that the ponding is a persistent or long-standing problem.
2. For parking lots only, note a deficiency if you see ponding on more than 5% of the parking spaces.
3. For driveways/roads, note a deficiency if you see ponding on more than 5% of the driveways/roads.

Level of Deficiency:

Level 1: N/A

Level 2: Less than 3 inches of water has accumulated, affecting the use of 5% or more of a parking lot/driveway; the parking lot/driveway is passable.

Level 3: 3 inches of water--or more--has accumulated, making 5% or more of a parking lot/driveway unusable or unsafe.

****Potholes/Loose Material (Parking Lots/Driveways/Roads)**

Deficiency:

- a hole caused by road surface failure
- OR-**
- loose, freestanding aggregate material caused by deterioration

Level of Deficiency:

- Level 1:** Potholes or loose material have caused the pavement to fail, exposing the subsurface.
- Level 2:** N/A
- Level 3:** Potholes or loose material have made a parking lot/driveway unusable/unpassable for vehicles and/or pedestrians.

Comments

If the excessively irregular surface could cause tripping or falling, you must manually record this deficiency as “Health and Safety: Hazards.”

****Settlement/Heaving (Parking Lots/Driveways/Roads)**

Deficiency: The pavement sinks or rises because of the failure of subbase materials.

Note: If you see that water or ice has collected in the depression, record this under Ponding.

Level of Deficiency:

- Level 1:** Cracks and deteriorated surface material give evidence of settlement/heaving.
- Level 2:** N/A
- Level 3:** Settlement/heaving has made a parking lot/driveway unusable/unpassable or creates unsafe conditions for pedestrians and vehicles.

Comments

If the excessively irregular surface could cause tripping or falling, you must manually record this deficiency as “Health and Safety: Hazards.”

Play Areas and Equipment (Site)

An outdoor area set aside for recreation or play, especially one containing equipment such as seesaws and swings.

This inspectable item can have the following deficiencies:

- Damaged/Broken Equipment
- Deteriorated Play Area Surface

****Damaged/Broken Equipment (Play Areas and Equipment)**

Deficiency: Equipment is broken into pieces, shattered, incomplete, or inoperable.

Note: Do not evaluate equipment that the authority states has been withdrawn from service, except when safety is still a concern--sharp edges, dangerous leaning, etc. For example, if the authority removed the net and hoop from a basketball backboard and the backboard poses no safety hazards, it is not a deficiency.

Level of Deficiency:

- Level 1:** You see that some of the equipment--20-50%--does not operate as it should, but poses no safety risk.
- Level 2:** You see that most of the equipment--more than 50%--does not operate as it should, but poses no safety risk.
- Level 3:** You see equipment that poses a threat to safety and could cause injury.

****Deteriorated Play Area Surface (Play Areas and Equipment)**

Deficiency: You see damage to a play area caused by cracking, heaving, settling, ponding, potholes, loose materials, erosion, rutting, etc.

Level of Deficiency:

Level 1: N/A

Level 2: 20-50% of the total surveyed play area surface shows deterioration.

Level 3: More than 50% of the surveyed play area surface shows deterioration.

Comments

If the play area surface could cause tripping or falling, you must manually record this deficiency as “Health and Safety: Hazards.”

Refuse Disposal (Site)

Collection areas for trash/garbage common pick-up.

This inspectable item can have the following deficiencies:

- Broken/Damaged Enclosure-Inadequate Outside Storage Space

****Broken/Damaged Enclosure-Inadequate Outside Storage Space (Refuse Disposal)**

Deficiency: The outdoor enclosed area used as a trash/refuse site is:

- broken or damaged, including its walls
- OR-**
- too small to properly store refuse until disposal

Note: This does not include areas that are not designed as trash/refuse enclosures, such as curb pick-up. Address the condition of the slab under Parking Lots/Driveways/Roads.

Level of Deficiency:

Level 1: N/A

Level 2: A single wall or gate of the enclosure has collapsed or is leaning and is in danger of falling.

-OR-

Trash cannot be stored in the designated area because it is too small to store refuse until disposal.

Level 3: N/A

****Retaining Walls (Site)**

A wall built to support or prevent the advance of a mass of earth or water.

This inspectable item can have the following deficiencies:

- Damaged/Falling/Leaning

****Damaged/Falling/Leaning (Retaining Walls)**

Deficiency: A retaining wall structure is deteriorated, damaged, falling, or leaning.

Level of Deficiency:

Level 1: N/A

Level 2: A retaining wall shows some signs of deterioration, but it still functions as it should, and it is not a safety risk.

Level 3: A retaining wall is damaged and does not function as it should or is a safety risk.

Storm Drainage (Site)

System used to collect and dispose of surface runoff water through the use of culverts, underground structures, or natural drainage features, e.g., swales, ditches, etc.

This inspectable item can have the following deficiencies:

- Damaged/Obstructed

****Damaged/Obstructed (Storm Drainage)**

Deficiency: If the storm drains are structurally unsound, are blocked by accumulated debris, or present other safety hazards.

Level of Deficiency:

Level 1: N/A

Level 2: The system is partially blocked by a large quantity of debris, causing backup into adjacent area(s).

Level 3: The system is completely blocked or a large segment of the system has failed because a large quantity of debris has caused:

- backups into adjacent area(s)

-OR-

- runoffs into areas where runoffs are not intended

Walkways/Steps (Site)

Passages for walking and the structures that allow for changes in vertical orientation.

This inspectable item can have the following deficiencies:

- Broken/Missing Hand Railing
- Cracks/Settlement/Heaving
- Spalling

Broken/Missing Hand Railing (Walkways/Steps)

Deficiency: The hand rail is damaged or missing.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The hand rail for four or more stairs is missing, damaged, loose, or otherwise unusable.

****Cracks/Settlement/Heaving (Walkways/Steps)**

Deficiency:

- visible faults in the pavement: longitudinal, lateral, alligator, etc.

-OR-

- pavement that sinks or rises because of the failure of subbase materials

Note:

1. Do not include cracks on parking lots/driveways or roads.
2. For this to be a level 2 deficiency, 5% of the walkways must be impacted--50 out of 1,000 square feet, for example.
3. Relief joints are there by design; do not consider them cracks.
4. When observing traffic ability, consider the capacity to support pedestrians, wheelchairs, and people using walkers.

Level of Deficiency:

Level 1: N/A

Level 2: Cracks greater than $\frac{3}{4}$ ", hinging/tilting, or missing section(s) that affect traffic ability over more than 5% of the property's walkways/steps.

Comments

If the walkways or steps could cause tripping or falling, you must manually record this deficiency as "Health and Safety: Hazards."

Level 3: N/A

****Spalling (Walkways/Steps)**

Deficiency: A concrete or masonry walkway is flaking, chipping, or crumbling-- possibly exposing underlying reinforcing material. This is a defect if 5% or more of the property's walkways/steps are affected (50 square feet out of 1,000 square feet, for example).

Note: When observing traffic ability, consider the capacity to support people on foot, in wheelchairs, and using walkers.

Level of Deficiency:

- Level 1:** More than 5% of the walkway/steps have small areas of spalling--4 inches by 4 inches or less.
- Level 2:** More than 5% of the walkway/steps have large areas of spalling—larger than 4 inches by 4 inches—and this affects traffic ability.
- Level 3:** N/A

Activity 2

After receiving pictures from the instructor, complete the following steps

- Review the pictures
- Use the PASS 2.3 software to look up any definitions
- Discuss the deficiency shown in the picture with the group
- Rate the deficiency in the picture

Building Exterior

Items to inspect for “Building Exterior” are as follows:

- Doors
- FHEO
- Fire Escapes
- Foundations
- Lighting
- Roofs
- Walls
- Windows

Doors (Building Exterior)

Means of access to the interior of a building or structure. Doors provide privacy, control passage, maintain security, provide fire and weather resistance. Includes entry to maintenance areas, boiler and mechanical rooms, electrical vaults, storage areas, etc.

Note: This does not include unit doors.

This inspectable item can have the following deficiencies:

- Damaged Frames/Threshold/Lintels/Trim
- Damaged Hardware/Locks
- Damaged Surface (Holes/Paint/Rusting/Glass)
- Damaged/Missing Screen/Storm/Security Door
- Deteriorated/Missing Caulking/Seals
- Missing Door

****Damaged Frames/Threshold/Lintels/Trim (Doors)**

Deficiency: You see a frame, header, jamb, threshold, lintel, or trim that is warped, split, cracked, or broken.

Note: If you see damage to a door's hardware--locks, hinges, etc.--record this under "Doors-Damage Hardware/Locks".

Level of Deficiency:

Level 1: N/A

Level 2: At least one door is not functioning or cannot be locked because of damage to the frame, threshold, lintel, or trim.

Level 3: At least one entry door or fire/emergency door is not functioning or cannot be locked because of damage to the frame, threshold, lintel, or trim.

Comments

If the condition is a health and safety concern, you must record it manually as "Health and Safety: Hazards."

****Damaged Hardware/Locks (Doors)**

Deficiency: The attachments to a door that provide hinging, hanging, opening, closing, or security are damaged or missing. These include locks, panic hardware, overhead door tracks, springs and pulleys, sliding door tracks and hangers, and door closures.

Note:

1. If a door is designed to have locks, the locks should work.
2. If a door is not designed to have locks, do not record a deficiency for not having a lock.

Level of Deficiency:

Level 1: N/A

Level 2: One door does not function as it should or cannot be locked because of damage to the door's hardware.

Level 3: One door's panic hardware does not function as it should.

-OR-

One entry door or fire/emergency door does not function as it should or cannot be locked because of damage to the door's hardware.

Comments

If the condition is a health and safety concern, you must record it manually as "Health and Safety: Hazards."

****Damaged Surface (Holes/Paint/Rusting/Glass) (Doors)**

Deficiency: You see damage to the door surface that:

- may affect either the surface protection or the strength of the door
- OR-**
- may compromise building security

This includes holes, peeling/cracking/no paint, broken glass, and significant rust.

Level of Deficiency:

Level 1: N/A

Level 2: One door has a hole or holes with a diameter ranging from 1/4 inch to 1 inch.

Level 3: One door has a hole or holes larger than 1 inch in diameter, significant peeling/cracking/no paint, rust that affects the integrity of the door surface, or broken/missing glass.

-OR-

One entry door or fire/emergency door has a hole or holes with a diameter ranging from 1/4 inch to 1 inch.

****Damaged/Missing Screen/Storm/Security Door (Doors)**

Deficiency: You see damage to surfaces, including screens, glass, frames, hardware, and door surfaces.

Level of Deficiency:

- Level 1:** At least one screen door or storm door is damaged or is missing screens or glass—shown by an empty frame or frames.
- Level 2:** N/A
- Level 3:** A security door is not functioning or missing. (“Missing” applies only if a security door that should be there is not there.)

****Deteriorated/Missing Caulking/Seals (Doors)**

Deficiency: Sealant and stripping designed to resist weather or caulking is missing or deteriorated.

Note: This applies only to entry doors that were designed with seals. If a door shows evidence that a seal was never part of its design, do not record a deficiency.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The seals/caulking is missing on one entry door, or they are so damaged that they do not function as they should.

Missing Door (Doors)

Deficiency: A door is missing.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: A single missing building exterior door is a Level 3 deficiency.

Comments

If the condition is a health and safety concern, you must record it manually as “Health and Safety: Hazards.”

****FHEO – 32” Wide Main Entrance (Building Exterior)**

Main Entrance Less Than 32” Wide

****Main Entrance Less Than 32" Wide (FHEO - 32” Wide Main Entrance)**

Deficiency: Verify that the main entrance for each building inspected is at least 32” wide, measured from between the face of the door and the opposite door stop.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The distance between the face of the door and the opposite doorstep is not 32” wide.

****FHEO – Accessibility to Main Floor Entrance (Building Exterior)**

Obstructed or Missing Accessibility Route

****Obstructed or Missing Accessibility Route (FHEO - Accessibility to Main Floor Entrance)**

Deficiency: Verify that there is an accessible route to and from the main ground floor entrance for every building inspected. Accessible routes include level surface to the door, ramps, etc.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: There is not an accessible route.

Fire Escapes (Building Exterior)

All buildings must have acceptable fire exits. This includes both stairway access doors & external exits. These can include external fire escapes, fire towers, operable windows on the lower floors with easy access to the ground or a back door opening onto a porch with a stairway leading to the ground.

- Blocked Egress/Ladders
- Visibly Missing Components

Blocked Egress/Ladders (Fire Escapes)

Deficiency: Any part of the fire escape--including ladders--is blocked, limiting or restricting people from exiting.

Note: This includes fire escapes, fire towers, and windows on the ground floor that would be used in an emergency.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: Stored items or other barriers restrict or block people from exiting.

Visibly Missing Components (Fire Escapes)

Deficiency: You see that any of the components that affect the function of the fire escape are missing.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see that any of the functional components that affect the function of the fire escape--one section of a ladder or a railing, for example—are missing.

Foundations (Building Exterior)

Lowest level structural wall or floor responsible for transferring the building's load to the appropriate footings and soil. Materials may include concrete, stone, masonry and wood.

This inspectable item can have the following deficiencies:

- Cracks/Gaps
- Spalling/Exposed Rebar

****Cracks/Gaps (Foundations)**

Deficiency: You see a split in the exterior of the lowest structural wall.

Note: Cracks that show evidence of water penetration should be evaluated here.

Level of Deficiency:

Level 1: N/A

Level 2: You see cracks more than 1/8 inch wide by 1/8 inch deep by 6 inches long.

-OR-

You see large pieces--many bricks, for example--that are separated or missing from the wall or floor.

Level 3: You see large cracks or gaps more than 3/8 inch wide by 3/8 inch deep by 6 inches long—a possible sign of a serious structural problem.

-OR-

You see cracks that are the full depth of the wall, providing opportunity for water penetration.

-OR-

You see sections of the wall or floor that are broken apart.

Comments

If you have any doubt about the severity of the problem, request an inspection by a structural engineer.

****Spalling/Exposed Rebar (Foundations)**

Deficiency: A concrete or masonry wall is flaking, chipping, or crumbling--possibly exposing underlying reinforcing material (rebar).

Level of Deficiency:

Level 1: N/A

Level 2: You see obvious, large spalled area(s) affecting 10-50% of any foundation wall.

Level 3: You see obvious, significant spalled area(s) affecting 50% or more of any foundation wall.

-OR-

You see spalling that exposes any reinforcing material--rebar or other.

Comments

If you have any doubt about the severity of the problem, request an inspection by a structural engineer.

Lighting (Building Exterior)

System to provide illumination of building exteriors and surrounding grounds. Includes fixtures, lamps, stanchions, poles, supports, and electrical supply that are associated with the building itself.

This inspectable item can have the following deficiencies:

- Broken Fixtures/Bulbs

****Broken Fixtures/Bulbs (Lighting)**

Deficiency: This covers all or part of the lighting associated with the building, including lighting attached to the building used to light the site. If you see lighting that is not directly attached to a specific building, assign it to the nearest building.

Note: If a damaged fixture or bulb presents a safety hazard, rate it as Level 3, and record it manually as a health and safety concern. This includes broken fixtures and bulbs that could fall on pedestrians or could lead to electrocution.

Level of Deficiency:

Level 1: N/A

Level 2: 20-50% of the lighting fixtures and bulbs surveyed are broken or missing, but this does not constitute an obvious safety hazard.

Level 3: More than 50% of the lighting fixtures and bulbs surveyed are broken or missing.

-OR-

The condition constitutes an obvious safety hazard.

Comments

If the condition is a health and safety concern, you must record it manually in “Health and Safety Hazards: Electrical Hazards.”

Roofs (Building Exterior)

Roof system consists of the structural deck, weathering surface, flashing, parapet, and drainage system. They may be flat or pitched.

This inspectable item can have the following deficiencies:

- Damaged/Clogged Drains
- Damaged Soffits/Fascia
- Damaged Vents
- Damaged/Torn Membrane/Missing Ballast
- Missing/Damaged Components from Downspout/Gutter
- Missing/Damaged Shingles
- Ponding (Roofs)

****Damaged/Clogged Drains (Roofs)**

Deficiency: The drainage system does not effectively remove water. Generally, this deficiency applies to flat roofs.

Note:

1. This does not include gutters and downspouts. For these, see “Building Exterior - Roofs - Missing Components from Downspouts/Gutters”.
2. If there has been measurable precipitation (1/10 inch or more) during the previous 48 hours, consider the impact on the extent of the ponding. Determine that ponding has occurred only when there is clear evidence of a persistent or long-standing problem.

Level of Deficiency:

Level 1: N/A

Level 2: You see debris around or in a drain, but no evidence of ponding.

-OR-

The drain is damaged or partially clogged with debris, but the drain system still functions and you see no evidence of ponding.

Level 3: The drain is so damaged or clogged with debris that the drain no longer functions--as shown by ponding.

Comments

If you have any doubt about the severity of the condition, an inspection by a roofing specialist is recommended.

Damaged Soffits/Fascia (Roofs)

Deficiency: You see damage to soffit fascia, soffit vents, or associated components that may provide opportunity for water penetration or other damage from natural elements.

Level of Deficiency:

Level 1: You see damage to soffits or fascia, but no obvious opportunities for water penetration.

Level 2: N/A

Level 3: Soffits or fascia that should be there are missing or so damaged that water penetration is visibly possible.

Comments

If you have any doubt about the severity of the condition, an inspection by a roofing specialist is recommended.

Damaged Vents (Roofs)

Deficiency: Damaged vents on or extending through the roof surface or components are damaged or missing. Vents include ridge vents, gable vents, plumbing vents, gas vents, and others.

Note: This does not include exhaust fans on the roof or soffit vents:

- Exhaust fans are covered under “Building Systems – Exhaust.”
- Soffit vents are covered under “Roofs-Damaged Soffits/Fascia.”

Level of Deficiency:

Level 1: The vents are visibly damaged, but do not present an obvious risk to promote further roof damage.

Level 2: N/A

Level 3: Vents are missing or so visibly damaged that further roof damage is possible.

Damaged/Torn Membrane/Missing Ballast (Roofs)

Deficiency: In the membrane or flashing, you see a rip or tear--including punctures, holes, cracks, blistering, and separated seams. PVC, rubber, bitumen, and similar materials are all subject to tears and punctures.

Level of Deficiency:

Level 1: N/A

Level 2: Ballast has shifted and no longer functions as it should.

Level 3: You see signs of damage to the membrane that may result in water penetration.

Comments

If the condition warrants further inspection, inspection by a roofing specialist is recommended.

****Missing/Damaged Components from Downspout/Gutter (Roofs)**

Deficiency: You see that components of the drainage system--including gutters, leaders, downspouts, splashblocks, and drain openings--are missing or damaged.

Note: This does not include clogged drains. For clogged drains, see “Building Exterior - Roofs - Clogged Drains.”

Level of Deficiency:

- Level 1:** Splashblocks are missing or damaged.
- Level 2:** You see that drainage system components are missing or damaged, but there is no visible damage to the roof, structure, exterior wall surface, or interior.
- Level 3:** You see that drainage system components are missing or damaged, causing visible damage to the roof, structure, exterior wall surface, or interior.

****Missing/Damaged Shingles (Roofs)**

Deficiency: Shingles are missing or damaged, including cracking, warping, cupping, and other deterioration.

Note: A square is 100 square feet.

Level of Deficiency:

- Level 1:** Up to one square of surface material or shingles is missing from roof areas you survey.
- Level 2:** One to two squares of surface material or shingles are missing from surveyed roof areas.
- Level 3:** More than two squares of shingles are missing from surveyed roofing areas.

Comments

If you have any doubt about the severity of the condition, an inspection by a roofing specialist is recommended.

****Ponding (Roofs)**

Deficiency: You see evidence of areas of standing water--roof depression, mold ring, or effervescence water ring.

Note: If there has been measurable precipitation (1/10 inch or more) during the previous 48 hours, consider the impact on the extent of the ponding. Determine that ponding has occurred only when there is clear evidence of a persistent or long-standing problem.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see evidence of standing water on the roof, causing potential or visible damage to roof surface or underlying materials.

Comments

If you have any doubt of the severity of the condition, an inspection by a roofing specialist is recommended.

Walls (Building Exterior)

The exterior enclosure of the building or structure. Materials for construction include concrete, masonry block, brick, stone, wood, glass block. Surface finish materials include metal, wood, vinyl, stucco.

Note: This does not include foundation walls.

This inspectable item can have the following deficiencies:

- Cracks/Gaps
- Damaged Chimneys
- Missing Pieces/Holes/Spalling
- Missing/Damaged Caulking/Mortar
- Stained/Peeling/Needs Paint

****Cracks/Gaps (Walls)**

Deficiency: You see a split, separation, or gap in the exterior walls.

Note: If you see both cracks/gaps and missing pieces/holes/spalling, do not record both. If you see both deficiencies, record only one of the two.

Level of Deficiency:

Level 1: N/A

Level 2: You see a crack that is more than 1/8 inch wide by 1/8 inch deep by 6 inches long.

-OR-

You see pieces—many bricks, for example that are separated from the wall.

Level 3: You see a large crack or gap that is more than 3/8 inch wide or deep and 6 inches long, possibly a sign of a serious structural problem.

-OR-

You see a crack that is the full depth of the wall, providing opportunity for water penetration.

-OR-

You see sections of the wall that are broken apart.

Comments

If you have any doubt of the severity of the condition, request an inspection by a structural engineer.

Damaged Chimneys (Walls)

Deficiency: The chimney, including the part that extends above the roof line, has separated from the wall or has cracks, spalling, missing pieces, or broken sections.

Level of Deficiency:

Level 1: N/A

Level 2: The surface of the chimney shows surface damage on more than one piece of wall--a few bricks or a section of siding, for example.

-OR-

The surface of the chimney has holes that affect an area larger than 4 inches by 4 inches.

Level 3: Part or all of the chimney has visibly separated from the adjacent wall.

-OR-

There are cracked or fallen pieces or sections.

-OR-

There is a risk that falling pieces could create a safety hazard.

Comments

If the condition is a health and safety concern, you must record it manually as “Health and Safety: Hazards.”

****Missing Pieces/Holes/Spalling (Walls)**

Deficiency: You see deterioration of the exterior wall surface, including missing pieces, holes, or spalling. This may also be attributed to:

- materials that are rotting
- OR-**
- a concrete, stucco, or masonry wall that is flaking, chipping, or crumbling

Level of Deficiency:

Level 1: N/A

Level 2: You see that there is a missing piece--a single brick or section of siding, for example--or a hole larger than ½ inch in diameter.

-OR-

You see deterioration that affects an area up to 8½ inches by 11 inches.

Level 3: You see deterioration that exposes any reinforcing material (re-bar).

-OR-

You see more than one missing piece--a few bricks or a section of siding, for example--or holes that affect an area larger than 8½ inches by 11 inches.

-OR-

You see a hole of any size that completely penetrates the exterior wall.

Comments

If you have any doubt about the severity of the condition, request an inspection by a structural engineer.

Missing/Damaged Caulking/Mortar (Walls)

Deficiency: Caulking designed to resist weather or mortar is missing or deteriorated.

Note: This does not include caulking relative to doors and windows; they are covered in other areas. Address all other caulking here.

Level of Deficiency:

Level 1: Mortar is missing around a single masonry unit.

-OR-

Deteriorated caulk is confined to less than 12 inches.

Level 2: Mortar is missing around more than one contiguous masonry unit.

-OR-

You see deteriorated caulking in an area longer than 12 inches.

Level 3: N/A

Stained/Peeling/Needs Paint (Walls)

Deficiency: Paint is cracking, flaking, or otherwise deteriorated. Water damage or related problems have stained the paint.

Note: This does not include walls that are not intended to have paint, such as most brick walls, etc.

Level of Deficiency:

Level 1: You observe that less than 50% of a single building exterior wall is affected.

Level 2: You observe that more than 50% of a single building exterior wall is affected.

Level 3: N/A

Windows (Building Exterior)

Window systems provide light, security, and exclusion of exterior noise, dust, heat, and cold. Frame materials include wood, aluminum, vinyl, etc.

Note: This does not include windows that have defects noted from inspection from inside the unit.

This inspectable item can have the following deficiencies:

- Broken/Missing Cracked Panes
- Damaged/Missing Screens
- Damaged Sills/Frames/Lintels/Trim
- Missing/Deteriorated Caulking/Seals/Glazing Compound
- Peeling/Needs Paint
- Security Bars Prevent Egress

Broken/Missing/Cracked Panes (Windows)

Deficiency: A glass pane is broken, missing, or cracked.

Level of Deficiency:

Level 1: A glass pane is cracked, but you see no sharp edges.

Level 2: N/A

Level 3: A glass pane is missing or broken.

****Damaged/Missing Screens (Windows)**

Deficiency: Screens are punctured, torn, otherwise damaged, or missing.

Level of Deficiency:

Level 1: Three or more screens in one building are punctured, torn, otherwise damaged, or missing.

Level 2: N/A

Level 3: N/A

****Damaged Sills/Frames/Lintels/Trim (Windows)**

Deficiency: Window sills, frames, sash lintels, or trim are damaged by decay, rust, rot, corrosion, or other deterioration.

Note: Damage does not include scratches and cosmetic deficiencies.

Level of Deficiency:

Level 1: You see damage to sills, frames, lintels, or trim, but nothing is missing. The inside of the surrounding wall is not exposed. You see no impact on either the functioning of the window or weather tightness.

Level 2: Sills, frames, lintels, or trim are missing or damaged, exposing the inside of the surrounding walls and compromising its weather tightness.

Level 3: N/A

****Missing/Deteriorated Caulking/Seals/Glazing Compound (Windows)**

Deficiency: The caulking or glazing compound that resists weather is missing or deteriorated.

Note:

1. This also includes Thermopane or insulated windows that have failed.
2. Caulk and seals are considered to be deteriorated when two or more seals for any window have lost their elasticity. (If the seals crumble and flake when touched, they have lost their elasticity.)

Level of Deficiency:

Level 1: N/A

Level 2: Most of the window shows missing or deteriorated caulk or glazing compound, but there is no evidence of damage to the window or surrounding structure.

Level 3: There are missing or deteriorated caulk or seals--with evidence of leaks or damage to the window or surrounding structure.

Peeling/Needs Paint (Windows)

Deficiency:

- Paint covering the window assembly or trim is cracking, flaking, or otherwise failing.

-OR-

- The window assembly or trim is not painted or is exposed to the elements.

Note: This does not include windows that are not intended to be painted.

Level of Deficiency:

Level 1: You see peeling paint or a window that needs paint.

Level 2: N/A

Level 3: N/A

Security Bars Prevent Egress (Windows)

Deficiency: Exiting (egress) is severely limited or impossible, because security bars are damaged or improperly constructed or installed.

Note: This does not include windows that are not intended for exiting.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The ability to exit through the window is limited by security bars that do not function properly and, therefore, pose safety risks.

Activity 3

After reviewing pictures from the instructor, complete the following steps:

- Review the pictures
- Use the PASS 2.3 software to look up any definitions
- Discuss the deficiency shown in the picture with the group
- Rate the deficiency in the picture

Building Systems

Items to inspect for “Building Systems” are as follows:

- Domestic Water
- Electrical System
- Elevators
- Emergency Power
- Exhaust System
- Fire Protection
- HVAC
- Sanitary System

Domestic Water (Building Systems)

Portion of the building system that provides potable water conditioning, heating, and distribution taking its source from outside the building and terminating in domestic plumbing fixtures. The system typically consists of water conditioners (filters and softeners), water heaters, transfer and circulating pumps, strainers, and connecting piping, fittings, valves, and supports.

Note: This does not include portion of water supply that connects to the heating and cooling system. Also the delivery points of the system such as, sinks and faucets in units or common areas.

This inspectable item can have the following deficiencies:

- Leaking Central Water Supply
- Misaligned Chimney/Ventilation System
- Missing Pressure Relief Valve
- Rust/Corrosion on Heater Chimney
- Water Supply Inoperable

Leaking Central Water Supply (Domestic Water)

Deficiency: You see water leaking from any water system component, including valve flanges, stems, bodies, hose bibs, or any domestic water tank or its pipe or pipe connections.

Note:

1. This includes both hot and cold water systems, but does not include fixtures. Address fixtures in dwelling units or common areas.
2. Some pumps and valves are designed to leak as a normal function, particularly in fire pumps, water pressure pumps, and large circulating pumps, and should be considered accordingly.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see that water is leaking.

Comments

If leaking water is a health and safety concern (i.e., is leaking on or near electrical equipment), you must record it manually in “Health and Safety: Electrical Hazards.”

Misaligned Chimney/Ventilation System (Domestic Water)

Deficiency: The ventilation system on a gas-fired or oil-fired water heater is misaligned.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see any misalignment that may cause improper or dangerous venting of exhaust gases.

Missing Pressure Relief Valve (Domestic Water)

Deficiency: The pressure relief valve on the central hot water heating system is missing or does not extend to the floor.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: There is no pressure relief valve.

-OR-

The pressure relief valve does not extend to the floor.

Rust/Corrosion on Heater Chimney (Domestic Water)

Deficiency: The water heater chimney shows evidence of flaking, discoloration, pitting, or crevices.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The water heater chimney shows evidence of flaking, discoloration, pitting, or crevices that may create holes that could allow toxic gases to leak from the chimney.

Water Supply Inoperable (Domestic Water)

Deficiency: Water is not available.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: There is no running water in any area of the building.

Electrical System (Building Systems)

Portion of the building system that safely provides electrical power throughout the building. Including equipment that provides control, protection, metering, and service.

Note: This does not include transformers or metering that belongs to the providing utility. Equipment that is part of any emergency power generating system. Terminal equipment such as receptacles, switches, or panelboards that are located in the units or common areas.

This inspectable item can have the following deficiencies:

- Blocked Access/Improper Storage
- Burnt Breakers
- Evidence of Leaks/Corrosion
- Frayed Wiring
- Missing Breakers/Fuses
- Missing Covers

****Blocked Access/Improper Storage (Electrical System)**

Deficiency: A fixed obstruction or item of sufficient size and weight can delay or prevent access to any panel board or main power switch in an emergency.

Note: If the panel board or main power switch is locked but authorized personnel can quickly gain access, do not record it as a deficiency.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: One or more fixed items or items of sufficient size and weight impede access to the building system's electrical panel during an emergency.

Comments

If the condition is a Health and Safety concern, you must record it manually as "Health and Safety: Flammable Materials."

Burnt Breakers (Electrical System)

Deficiency: Breakers have carbon on the plastic body, or the plastic body is melted and scarred.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see any carbon residue, melted breakers, or arcing scars.

Evidence of Leaks/Corrosion (Electrical System)

Deficiency: You see liquid stains, rust marks, or other signs of corrosion on electrical enclosures or hardware.

Note: Do not consider surface rust a deficiency if it does not affect the condition of the electrical enclosure.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: Any corrosion that affects the condition of the components that carry current

-OR-

Any stains or rust on the interior of electrical enclosures

-OR-

Any evidence of water leaks in the enclosure or hardware

Frayed Wiring (Electrical System)

Deficiency: You see nicks, abrasions, or fraying of the insulation that expose wires that conduct current.

Note: Do not consider this a deficiency for wires that are not intended to be insulated, such as grounding wires.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see any nicks, abrasions, or fraying of the insulation that expose any conducting wire.

Comments

If the condition is a Health and Safety concern, you must record it manually as “Health and Safety: Electrical Hazards.”

Missing Breakers/Fuses (Electrical System)

Deficiency: In a panel board, main panel board, or other electrical box containing circuit breakers, you see an open circuit breaker position that is not appropriately blanked off.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see an open breaker port.

Missing Covers (Electrical System)

Deficiency: The cover is missing from any electrical device box, panel box, switch gear box, or control panel with exposed electrical connections.

Note: If the accompanying authority identifies abandoned wiring, capped wires do not pose a risk; therefore, do not record this as a deficiency.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: A cover is missing, which results in exposed visible electrical connections.

Elevators (Building Systems)

Vertical conveyance system for moving personnel, equipment, materials, household goods, etc.

This inspectable item can have the following deficiency:

Not Operable

****Not Operable (Elevators)**

Deficiency:

- The elevator will not ascend or descend.

-OR-

- The elevator door will not open or close.

-OR-

- The elevator door opens when the cab is not there.

Note: Some elevators are designed/programmed for special applications--stopping at every floor, for example. For these special cases, the elevator is serving its designed purpose and is therefore not deficient.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The elevator does not function at all.

-OR-

The elevator doors open when the cab is not there.

Emergency Power (Building Systems)

Standby/backup equipment intended to supply illumination or power or both, (battery or generator set) during utility outage.

This inspectable item can have the following deficiencies:

- Auxiliary Lighting Inoperable
- Run-Up Records/Documentation Not Available

Auxiliary Lighting Inoperable (Emergency Power)

Deficiency: Emergency lighting that provides illumination during power outages does not function as it should.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: Auxiliary lighting does not function.

Run-Up Records/Documentation Not Available (Emergency Power)

Deficiency: Records are not properly maintained or available.

Level of Deficiency:

Level 1: N/A

Level 2: Current records--from the last 12 months--are lost, but older records are properly maintained and available.

Level 3: No records are available.

Exhaust System (Building Systems)

The system used to primarily exhaust stale air from the building. Primarily from the kitchen and bathroom areas.

Note: This does not include elements related to the HVAC system.

This inspectable item can have the following deficiencies:

- Roof Exhaust Fans Inoperable

Roof Exhaust Fans Inoperable (Exhaust System)

Deficiency: The ventilation system to exhaust kitchen or bathroom air does not function.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The roof exhaust fan unit does not function.

Fire Protection (Building Systems)

Building System designed to minimize the effects of a fire. May include the following: fire walls and doors, portable fire extinguishers, and permanent sprinkler systems.

Note: This does not include fire detection, alarm, and control devices.

This inspectable item can have the following deficiencies:

- Missing Sprinkler Head
- Missing/Damaged/Expired Extinguishers

**Missing Sprinkler Head (Fire Protection)

Deficiency: You see that a sprinkler head--or its components--connected to the central fire protection system is either missing, visibly disabled, painted over, blocked, or capped.

Note: Components include test plugs, drains, and test fittings.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: Any sprinkler head is missing, visibly disabled, painted over, blocked, or capped.

****Missing/Damaged/Expired Extinguishers (Fire Protection)**

Deficiency: A portable fire extinguisher is not where it should be, is damaged, or the extinguisher certification has expired.

Note:

1. This includes missing/damaged fire hoses where there are fire cabinets.
2. For buildings with multiple fire control systems--standpipes, sprinklers, etc.--5% or less of the extinguishers for a given building may be missing, damaged, and/or expired. In such cases do not record as a deficiency.
3. If the inspection tag is missing during the REAC inspection, the accompanying authority may produce proof that the fire extinguisher certification is current. If you see such proof, do not record a deficiency for a missing tag.

Level of Deficiency:

Level 1: For a building with only one fire control system, 5% or less of the fire extinguishers are missing, damaged, or expired.

Level 2: For all buildings, 5-10% of the fire extinguishers are missing, damaged, or expired.

Level 3: For all buildings, more than 10% of the fire extinguishers are missing, damaged, or expired.

-OR-

There is not an operable/non-expired fire extinguisher on each floor.

HVAC (Building Systems)

Portion of the building system that provides ability to heat or cool the air within the building. Includes equipment such as boilers, burners, furnaces, fuel supply, hot water and steam distribution, and associated piping, filters, and equipment. Also includes air handling equipment and associated ventilation ducting.

This inspectable item can have the following deficiencies:

- Boiler/Pump Leaks
- Fuel Supply Leaks
- Misaligned Chimney/Ventilation System
- General Rust/Corrosion

****Boiler/Pump Leaks (HVAC)**

Deficiency: Water or steam is escaping from unit casing or system piping.

Note:

1. This does not include fuel supply leaks. See Building Systems - HVAC fuel supply leaks.
2. Also, do not include steam escaping from pressure relief valves.

Level of Deficiency:

Level 1: You see water or steam leaking in piping or pump packing.

Level 2: N/A

Level 3: Water or steam is leaking in piping or pump packing to the point that the system or pumps should be shut down.

Comments

If the condition is a Health and Safety concern, you must record it manually as “Health and Safety; Hazards.”

Fuel Supply Leaks (HVAC)

Deficiency: There is evidence that fuel is escaping from a fuel storage tank or fuel line.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: Any amount of fuel is leaking from the supply tank or piping.

Misaligned Chimney/Ventilation (HVAC)

Deficiency: The exhaust system on a gas-fired or oil-fired unit is misaligned.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see a misalignment of an exhaust system on a gas-fired or oil-fired unit that causes improper or dangerous venting of gases.

General Rust/Corrosion (HVAC)

Deficiency: The equipment or associated piping and ducting shows evidence of flaking, discoloration, pitting, or crevices.

Level of Deficiency:

Level 1: N/A

Level 2: You see significant formations of metal oxides, significant flaking, discoloration, or the development of a noticeable pit or crevice.

Level 3: The equipment or piping does not function because of this condition.

Comments

If the condition is a health and safety concern, you must record it as “Health and Safety; Hazards.”

Sanitary System (Building Systems)

Portion of the building system that provides for the disposal of waste products with discharge to the local sewage system. Can include sources such as domestic plumbing fixtures, floor drains, and other area drains. Consists of floor drains and traps, collection sumps, sewage ejectors, sewage pumps, and collection piping, fittings, valves, and supports.

Note: This does not include site storm drainage. Refer to Site - Storm Drainage.

This inspectable item can have the following deficiencies:

- Broken/Leaking/Clogged Pipes or Drains (Sanitary System)
- Missing Drain/Cleanout/Manhole Covers

Broken/Leaking/Clogged Pipes or Drains (Sanitary System)

Deficiency: You see that a drain is clogged or that components of the sanitary system are leaking.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see active leaks in or around the system components.

-OR-

You see evidence of standing water, puddles, or ponding--a sign of leaks or clogged drains.

Missing Drain/Cleanout/Manhole Covers (Sanitary System)

Deficiency: You see that a protective cover is missing.

Note: This also includes covers you see while walking the site.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: A protective cover is missing.

Comments

If the condition is a health and safety concern, you must record it manually as “Health and Safety Hazard: Air Quality.”

Common Areas

Items to inspect for “Common Areas” are as follows:

- Basement/Garage/Carport
- Closet/Utility/Mechanical
- Community Room
- Day Care
- FHEO
- Halls/Corridors/Stairs
- Kitchen
- Laundry Room
- Lobby
- Office
- Other Community Spaces
- Patio/Porch/Balcony
- Pools and Related Structures
- Restrooms/Pool Structures
- Storage
- Trash Collection Areas

Basement/Garage/Carport (Common Areas)

- Basement:** the lowest habitable story of a building, usually below ground level.
- Garage:** a building or wing of a building in which to park a car.
- Carport:** a roof projecting from the side of a building or free standing, used to shelter an automobile.

This inspectable item can have the following deficiencies:

- | | |
|---------------------------------------|------------------------|
| Ceiling Damaged | Smoke Detector Damaged |
| Doors Damaged | Stairs/Hand Railings |
| Electrical Damaged | Walls Damaged |
| Floors Damaged | Windows Damaged |
| Lighting Missing/Inoperable Fixture | |
| Outlets/Switches/Cover Plates Damaged | |

Closet/Utility/Mechanical (Common Areas)

An enclosed room or closet housing machines and/or equipment that service the building.

This inspectable item can have the following deficiencies:

- | | |
|---|--------------------------------|
| • Ceiling Damaged | • Smoke Detector Damaged |
| • Doors Damaged | • Stairs/Hand Railings Damaged |
| • Electrical Damaged | • Walls Damaged |
| • Floors Damaged | • Windows Damaged |
| • Lighting Missing/Inoperable Fixture | |
| • Outlets/Switches/Cover Plates Damaged | |

Community Room (Common Areas)

Meeting place used by members of a community for social, cultural, or recreational purposes.

This inspectable item can have the following deficiencies:

- Ceiling Damaged
- Doors Damaged
- Electrical Damaged
- Floors Damaged
- HVAC System Inoperable
- Lighting Missing/Inoperable Fixture
- Outlets/Switches Damaged
- Smoke Detector Inoperable
- Stairs/Hand Railings Damaged
- Walls Damaged
- Windows Damaged

Day Care (Common Area)

Place that provides daytime supervision, training, and medical services for preschool children or for the elderly.

This inspectable item can have the following deficiencies:

- Ceiling Damaged
- Doors Damaged
- Electrical Damaged
- Floors Damaged
- HVAC System Inoperable
- Lighting Missing/Inoperable Damaged
- Outlets/Switches/Cover Plates Damaged
- Smoke Detector Damaged
- Stairs/Hand Railings Damaged
- Walls Damaged
- Windows Damaged

Halls/Corridors/Stairs (Common Areas)

Passageway in a building, which organizes its rooms, apartments and staircases.

This inspectable item can have the following deficiencies:

- Ceiling Damaged
- Doors Damaged
- Electrical Damaged
- Floors Damaged
- Graffiti
- HVAC System Inoperable
- Lighting Missing/Inoperable Fixture
- Mailboxes
- Outlets/Switches/Cover Plates Damaged
- Smoke Detector Damaged
- Stairs/Hand Railings Damaged
- Walls Damaged
- Windows Damaged

Kitchen (Common Areas)

A place where food is cooked or prepared. The facilities and equipment used in preparing and serving food.

This inspectable item can have the following deficiencies:

- Cabinets - Missing/Damaged
- Ceiling Damaged
- Countertops Missing
- Dishwasher/Garbage Disposal - Inoperable
- Doors Damaged
- Electrical Damaged
- Exhaust Systems - Excessive Grease/Inoperable
- Floors Damaged
- GFI - Inoperable
- HVAC System Damaged
- Lighting Missing/Inoperable Fixture
- Outlets/Switches/Cover Plates Damaged
- Plumbing - Clogged Drains
- Plumbing - Leaking Faucet/Pipes
- Range Hood/Exhaust Fans - Excessive Grease/Inoperable
- Refrigerator - Missing/Damaged/Inoperable
- Sink – Damaged/Missing
- Smoke Detector Inoperable
- Stairs/Hand Railings Damaged
- Walls Damaged
- Windows Damaged

Laundry Room (Common Areas)

Place where soiled clothes and linens are washed and/or dried.

This inspectable item can have the following deficiencies:

- Ceiling Damaged
- Doors Damaged
- Electrical Damaged
- Dryer Vent Missing/Damaged/Inoperable
- Floors Damaged
- GFI - Inoperable
- HVAC System Inoperable
- Lighting Missing/Inoperable Fixture
- Outlets/Switches/Cover Plates Damaged
- Smoke Detector Damaged
- Stairs/Hand Railings Damaged
- Walls Damaged
- Windows Damaged

Lobby (Common Areas)

A foyer, hall, or waiting room at or near the entrance of a building.

This inspectable item can have the following deficiencies:

- Ceiling Damaged
- Doors Damaged
- Electrical Damaged
- Floors Damaged
- HVAC System Inoperable
- Lighting Missing/Inoperable Fixture
- Outlets/Switches/Cover Plates Damaged
- Smoke Detector Inoperable
- Stairs/Hand Railings Damaged
- Walls Damaged
- Windows Damaged

Office (Common Areas)

Place in which business, professional, or clerical activities are conducted.

This inspectable item can have the following deficiencies:

- Ceiling Damaged
- Doors Damaged
- Electrical Damaged
- Floors Damaged
- HVAC System Inoperable
- Lighting Missing/Inoperable Fixture
- Outlets/Switches Damaged
- Smoke Detector Inoperable
- Stairs/Hand Railings Damaged
- Walls Damaged
- Windows Damaged

Other Community Spaces (Common Areas)

This inspectable item can have the following deficiencies:

- Ceiling Damaged
- Doors Damaged
- Electrical Damaged
- Floors Damaged
- HVAC System Inoperable_
- Lighting Missing/Inoperable Fixture
- Outlets/Switches Damaged_
- Smoke Detector Inoperable
- Stairs/Hand Railings Damaged
- Walls Damaged
- Windows Damaged

Patio/Porch/Balcony (Common Areas)

Covered entrance to a building, usually with a separate roof or a recreation area that adjoins common areas.

This inspectable item can have the following deficiencies:

- Baluster/Side Railings Damaged
- Ceiling Damaged
- Doors Damaged
- Electrical Damaged
- Floors Damaged
- Lighting Missing/Inoperable Fixture
- Stairs/Hand Railings Damaged
- Outlets/Switches/Cover Plates Damaged
- Walls Damaged
- Windows Damaged

Pools and Related Structures (Common Areas)

Swimming pools and related structures including fencing, etc.

This inspectable item can have the following deficiencies:

- Fencing - Damaged/Not Intact
- Pool - Not Operational

Restrooms/Pool Structures (Common Areas)

A room equipped with a water closet or toilet, tub and/or shower, sink, cabinet(s) and/or closet. This includes locker rooms or bathhouses associated with swimming pools.

This inspectable item can have the following deficiencies:

- Ceiling Damaged
- Doors Damaged
- Electrical Damaged
- Floors Damaged
- GFI - Inoperable
- HVAC System Inoperable
- Lavatory Sink - Damaged/Missing
- Lighting Damaged/Inoperable
- Outlets/Switches Damaged
- Plumbing - Clogged Drains
- Plumbing - Leaking Faucet/Pipes
- Restroom Cabinet - Damaged/Missing
- Smoke Detector Inoperable
- Shower/Tub - Damaged/Missing
- Stairs/Hand Railings Damaged
- Ventilation/Exhaust System - Inoperable
- Walls Damaged
- Water Closet - Damaged/Clogged/Missing
- Windows Damaged

Storage (Common Areas)

A room in which items are kept for future use.

This inspectable item can have the following deficiencies:

- Ceiling Damaged_
- Doors Damaged
- Electrical Damaged
- Floors Damaged
- HVAC System Inoperable
- Lighting Missing/Inoperable Fixture
- Outlets/Switches/Cover Plates Damaged
- Smoke Detector Damaged
- Stairs/Hand Railings Damaged
- Walls Damaged
- Windows Damaged

Trash Collection Areas (Common Areas)

Collection areas for trash/garbage common pick-up.

This inspectable item can have the following deficiencies:

- Chutes Damaged/Missing Components

Outlets/Switches/Cover Plates (Common Areas)

The receptacle connected to a power supply or method to control the flow of electricity. Includes two & three prong outlets, ground fault interrupters, pull cords, two & three pole switches, and dimmer switches.

This inspectable item can have the following deficiencies:

- Missing/Broken

Smoke Detector (Common Areas)

Sensor to detect the presence of smoke and activate an alarm. May be battery operated or hard-wired to electrical system. May provide visual signal, audible signal, or both.

This inspectable item can have the following deficiencies:

- Missing/Inoperable

Baluster/Side Railings (Common Areas)

Baluster/Side Railings - Damaged (Common Areas)

Deficiency: The baluster or side railing on the exterior improvement is loose, damaged, or not functioning--limiting the safe use of this area.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The baluster or side rails enclosing the area are loose, damaged, or missing, limiting the safe use of this area.

****Cabinets (Common Areas)**

****Cabinets - Missing/Damaged (Common Areas)**

Deficiency: Cabinets are missing or the laminate is separating. This includes cases, boxes, or pieces of furniture with drawers, shelves, or doors--primarily used for storage--mounted on walls or floors.

Level of Deficiency:

Level 1: N/A

Level 2: You see that 10-50% of the cabinets, doors, or shelves are missing or the laminate is separating.

Level 3: You see that more than 50% of the cabinets, doors, or shelves are missing or the laminate is separating.

Ceiling (Common Areas)

The visible overhead structure lining the inside of a room or area.

This inspectable item can have the following deficiencies:

- Bulging/Buckling
- Holes/Missing Tiles/Panels/Cracks
- Peeling/Needs Paint
- Water Stains/Water Damage/Mold/Mildew

Ceiling - Bulging/Buckling (Common Areas)

Deficiency: A ceiling is bowed, deflected, sagging, or is no longer aligned horizontally.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see bulging, buckling, sagging, or a lack of horizontal alignment.

Comments

If you have any doubt about the severity of the condition, request an inspection by a structural engineer.

****Ceiling - Holes/Missing Tiles/Panels/Cracks (Common Areas)**

Deficiency:

- The ceiling surface has punctures that may or may not penetrate completely.

-OR-

- Panels or tiles are missing or damaged.

Level of Deficiency:

Level 1: You see small holes that are no larger than a sheet of paper--8½ inches by 11 inches.

-OR-

No hole penetrates the area above.

-OR-

You see that no more than 3 tiles or panels are missing.

Level 2: You see a hole that is larger than a sheet of paper--8½ inches by 11 inches--but it does not penetrate the area above. (You cannot see through it.)

-OR-

You see that more than 3 tiles or panels are missing.

-OR-

You see a crack more than 1/8 inch wide and 11 inches long.

Level 3: You see a hole that penetrates the area above; you can see through it.

Comments

If a hole is a health and safety concern, you must record it manually in "Health and Safety: Hazards."

****Ceiling - Peeling/Needs Paint (Common Areas)**

Deficiency: You see paint that is peeling, cracking, flaking, or otherwise deteriorated on ceilings in common areas.

Level of Deficiency:

Level 1: You see peeling paint on 1-4 ceilings in common areas.

Level 2: You see more than 4 ceilings in common areas that have peeling paint or need paint.

Level 3: N/A

****Ceiling - Water Stains/Water Damage/Mold/Mildew (Common Areas)**

Deficiency: You see evidence of water infiltration, mold, or mildew that may have been caused by saturation or surface failure.

Level of Deficiency:

Level 1: On one ceiling, you see evidence of a leak, mold, or mildew--such as a darkened area--over a small area (more than 1 square foot but less than 4 square feet). You estimate that less than 10% of the ceiling surface area is affected. You may or may not see water.

Level 2: On one ceiling, you see evidence of a leak mold or mildew-- such as a darkened area--over a large area (more than 4 square feet). You may or may not see water.

-OR-

You estimate that 10-50% of the ceiling area has Level 1 damage.

Level 3: On one ceiling, you estimate that a large portion--50% of its surface--has been substantially saturated or damaged by water, mold, or mildew. You see cracks, moist areas, mold, or mildew. The ceiling surface may have failed.

-OR-

You estimate that more than 50% of the ceiling area shows Level 1 damage from stains, mold, or mildew.

Comments

If the condition is a health and safety concern, you must record it manually in "Health and Safety Hazards: Air Quality."

****Chutes (Common Areas)**

****Chutes Damaged/Missing Components (Common Areas)**

Deficiency: The structure that directs garbage into the appropriate storage container is missing or damaged. This includes the chute, chute door, and other components.

Note: Do not evaluate the door that leads to the trash room.

Level of Deficiency:

Level 1: N/A

Level 2: Garbage has backed up into chutes, because the collection structure is missing or broken. Compactors or components—chute, chute door, and other components--have failed.

Level 3: N/A

****Countertops (Common Areas)**

****Countertops - Missing/Damaged (Common Areas)**

Deficiency: A flat work surface in a kitchen often integral to lower cabinet space is missing or deteriorated.

Level of Deficiency:

Level 1: N/A

Level 2: 20% or more of the countertop working surface is missing, deteriorated, or damaged below the laminate--not a sanitary surface to prepare food.

Level 3: N/A

Dishwasher/Garbage Disposal (Common Areas)

Dishwasher/Garbage Disposal - Inoperable (Common Areas)

Deficiency: A dishwasher or garbage disposal, if provided, does not function as it should.

Level of Deficiency:

Level 1: N/A

Level 2: The dishwasher or garbage disposal does not function as it should.

Level 3: N/A

Doors (Common Areas)

Means of access to the interior of a unit. Doors provide privacy and security, control passage, provide fire and weather resistance.

This inspectable item can have the following deficiencies:

- Damaged Frames/Threshold/Lintels/Trim
- Damaged Hardware/Locks
- Damaged/Missing Screen/Storm/Security Door
- Damaged Surface - Holes/Paint/Rusting/Glass
- Deteriorated/Missing Seals (Entry Door)
- Missing Door

****Doors - Damaged Frames/Threshold/Lintels/Trim (Common Areas)**

Deficiency: You see a frame, header, jamb, threshold, lintel, or trim that is warped, split, cracked, or broken.

Note: If you see damage to a door's hardware--locks, hinges, etc.--record this under "Doors-Damage Hardware/Locks".

Level of Deficiency:

Level 1: N/A

Level 2: At least one door is not functioning or cannot be locked because of damage to the frame, threshold, lintel, or trim.

Level 3: At least one restroom door, entry door, or fire is not functioning or cannot be locked because of damage to the frame, threshold, lintel, or trim.

Comments

If the condition is a health and safety concern, you must record it manually as "Health and Safety: Hazards."

****Doors - Damaged Hardware/Locks (Common Areas)**

Deficiency: The attachments to a door that provide hinging, hanging, opening, closing, or security are damaged or missing. These include locks, panic hardware, overhead door tracks, springs and pulleys, sliding door tracks and hangers, and door closures.

Note:

1. If a door is designed to have a lock, the lock should work. If a door is designed without locks, do not record it as a deficiency.
2. If a lock has been removed from an interior door, do not record this as a deficiency.
3. 504 units have had locks removed. Before you start the inspection, you should be given a list of units relative to 504/FH/ADA. Do not record these missing locks as deficiencies.

Level of Deficiency:

Level 1: A closet door does not function as it should because of damage to the door's hardware.

-OR-

A closet door that requires locking cannot be locked because of damage to the door's hardware.

Level 2: A door does not function as it should because of damage to the door's hardware.

-OR-

A door that requires locking cannot be locked because of damage to the door's hardware.

Level 3: A restroom door, entry door, or fire door does not function as it should because of damage to the door's hardware.

-OR-

A restroom door, entry door, or fire door that requires locking cannot be locked because of damage to the door's hardware.

****Doors - Damaged/Missing Screen/Storm/Security Door (Common Areas)**

Deficiency: Visible damage to surfaces including screens, glass, frames, hardware, and door surface.

Level of Deficiency:

- Level 1:** One or more screen/storm doors has damage or door is missing screens/glass as evidenced by empty frame.
- Level 2:** N/A
- Level 3:** A single security door is inoperable or missing. (Missing only applies to those situations where a security door is supposed to be present but is observed not to be there.)

****Doors - Damaged Surface (Holes/Paint/Rusting/Glass) (Common Areas)**

Deficiency: You see damage to the door surface that:

- may affect either the surface protection or the strength of the door

-OR-

- may compromise building security

This includes holes, peeling/cracking/no paint, broken glass, and significant rust.

Note: If the door is a restroom, fire door, or entry door, this is a Level 3 deficiency.

Level of Deficiency:

Level 1: N/A

Level 2: One door has a hole or holes with a diameter ranging from 1/4 inch to 1 inch.

Level 3: One door has a hole or holes larger than 1 inch in diameter, significant peeling/cracking/no paint, rust that affects the integrity of the door surface, or broken/missing glass.

Comments

If the condition is a health and safety concern, you must record it manually in “Health and Safety: Hazards.”

Doors - Deteriorated/Missing Seals (Entry Only) (Common Areas)

Deficiency: The seals and stripping around the entry door(s) to resist weather and fire are damaged or missing.

Note: This defect applies only to entry doors that were designed with seals. If a door shows evidence that a seal was never part of its design do not record it as a deficiency.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The seals are missing on one entry door, or they are so damaged that they do not function as they should.

Doors – Missing Door (Common Areas)

Deficiency: A door is missing.

Note: If a restroom door, entry door, or fire door, record this as a Level 3 deficiency.

Level of Deficiency:

Level 1: A door is missing, but it is not a restroom door, entry door, or fire door.

Level 2: Two doors or up to 50% of the doors are missing, but they are not restroom doors, entry doors, or fire doors, and the condition presents no hazard.

Level 3: A restroom door, entry door, or fire door is missing.

-OR-

You estimate that more than 50% of the doors are missing.

Comments

If the condition is a health and safety concern, you must record it manually as “Health and Safety: Hazards.”

Dryer Vent (Common Areas)

Dryer Vent - Missing/Damaged/Inoperable (Common Areas)

Deficiency: There is no adequate way to vent heat and lint to the outside.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The dryer vent is missing or you see that it is not functioning because it is blocked. Dryer exhaust is not effectively vented to the outside.

Electrical (Common Areas)

Portion of the common area that safely provides electrical power throughout the building. Including equipment that provides control, protection, metering, and service.

This inspectable item can have the following deficiencies:

- Blocked Access to Electrical Panel
- Burnt Breakers
- Evidence of Leaks/Corrosion
- Frayed Wiring
- Missing Breakers
- Missing Covers

****Electrical - Blocked Access to Electrical Panel (Common Areas)**

Deficiency: A fixed obstruction or item of sufficient size and weight can delay or prevent access to any panel board switch in an emergency.

Note: If you see an item that is easy to remove, like a picture, do not note this as a deficiency.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: One or more fixed items or items of sufficient size and weight can impede access to the unit's electrical panel during an emergency.

Electrical - Burnt Breakers (Common Areas)

Deficiency: Breakers have carbon on the plastic body, or the plastic body is melted and scarred.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see any carbon residue, melted breakers, or arcing scars.

Electrical - Evidence of Leaks/Corrosion (Common Areas)

Deficiency: You see liquid stains, rust marks, or other signs of corrosion on electrical enclosures or hardware.

Note: Do not consider surface rust a deficiency if it does not affect the condition of the electrical enclosure.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: Any corrosion that affects the condition of the components that carry current

-OR-

Any stains or rust on the interior of electrical enclosures

-OR-

Any evidence of water leaks in the enclosure or hardware

Electrical - Frayed Wiring (Common Areas)

Deficiency: You see nicks, abrasions, or fraying of the insulation that expose wires that conduct current.

Note: Do not consider this a deficiency for wires that are not intended to be insulated, such as grounding wires.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see any nicks, abrasions, or fraying of the insulation that expose any conducting wire.

Comments

If the condition is a health and safety concern, you must record it manually as “Health and Safety: Electrical Hazards.”

Electrical - Missing Breakers (Common Areas)

Deficiency: In a panel board, main panel board, or other electrical box that contains circuit breakers/fuses, you see an open circuit breaker position that is not appropriately blanked-off.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see an open breaker port.

Electrical - Missing Covers (Common Area)

Deficiency: The cover is missing from any electrical device box, panel box, switch gear box, control panel, etc., with exposed electrical connections.

Note: If an accompanying authority has identified abandoned wiring, capped wires do not pose a risk. Do not record this as a deficiency.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: A cover is missing, and you see exposed electrical connections.

Fencing (Common Areas)

Fencing - Damaged/Not Intact (Common Areas)

Deficiency: You see that fencing around the swimming pool is damaged.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see any damage that could compromise the integrity of the fence.

****FHEO – 36” Wide Interior Hallways (Common Areas)**

Multi-story Building Hallways/Common Areas Less Than 36” Wide

****Multi-story Building Hallways/Common Areas Less Than 36” Wide (FHEO – 36” Wide Interior Hallways) (Common Areas)**

Deficiency: For multi-story buildings that are inspected, verify that the interior hallways to the inspected units and common areas are at least 36” wide.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The interior hallways are less than 36” wide.

****FHEO – Accessible Outside Common Areas (Common Areas)**

Routes Obstructed or Inaccessible to Wheelchair

****Routes Obstructed or Inaccessible to Wheelchair (FHEO – Accessible Outside Common Areas)(Common Areas)**

Deficiency: Verify that routes to all outside common areas are accessible to wheelchairs (i.e.; there are curb cuts, ramps, and sufficient (36”) width)

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The route is obstructed or not accessible route.

Floors (Common Areas)

The visible horizontal surface system within a room or area underfoot; the horizontal division between two stories of a structure.

This inspectable item can have the following deficiencies:

- Bulging/Buckling
- Floor Covering Damaged
- Missing Flooring/Tiles
- Peeling/Needs Paint
- Rot/Deteriorated Subfloor
- Water Stains/Water Damage/Mold/Mildew

Floors - Bulging/Buckling (Common Areas)

Deficiency: The floor is bowed, deflected, sagging, or is no longer aligned horizontally.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see bulging, buckling, sagging, or a problem with alignment.

Comments

If you have any doubt about the severity of the condition, request an inspection by a structural engineer.

****Floors - Floor Covering Damaged (Common Areas)**

Deficiency: You see damage to carpet tiles, wood, sheet vinyl, or other floor covering.

Level of Deficiency:

- Level 1:** You estimate that only 5-10% of the floor covering has stains, surface burns, shallow cuts, small holes, tears, loose areas, or exposed seams. The covering is fully functional, and there is no safety hazard.
- Level 2:** You estimate that 10-50% of the floor covering has stains, surface burns, shallow cuts, small holes, tears, loose areas, or exposed seams. The covering is fully functional, and there is no safety hazard.
- Level 3:** For a single floor, you estimate that more than 50% of the floor covering is damaged.

-OR-

Damage to the floor covering exposes the underlying material.

Comments

If this condition is a health and safety concern, you must record it manually in “Health and Safety: Hazards.”

****Floors - Missing Flooring/Tiles (Common Areas)**

Deficiency: You see that flooring--terrazo, hardwood, ceramic tile, or other flooring material--is missing.

Level of Deficiency:

- Level 1:** For a single floor, you see small holes in areas of the floor surface. You estimate that 5-10% of the floors are affected, and there are no safety problems.
- Level 2:** You estimate that 10-50% of the floors have small holes in areas of the floor surface, but there are no safety problems.
- Level 3:** You estimate that more than 50% of the floors are affected by Level 1 holes/damage.

-OR-

The condition causes a safety problem.

Comments

If you have just one concern that safety is compromised, classify the floor system as a Level 3 deficiency.

****Floors – Peeling/Need Paint (Common Areas)**

Deficiency: For floors that are painted, you see paint that is peeling, cracking, flaking, or otherwise deteriorated.

Level of Deficiency:

Level 1: The area affected is more than 1 square foot, but less than 4 square feet.

Level 2: The area affected is more than 4 square feet.

Level 3: N/A

****Floors - Rot/Deteriorated Subfloor (Common Areas)**

Deficiency: The subfloor has decayed or is decaying.

Level of Deficiency:

Level 1: N/A

Level 2: You see small areas of rot--1-4 square feet.

Level 3: You see large areas of rot--more than 4 square feet-- and applying weight causes noticeable deflection.

Comments

If you have any doubt about the severity of this condition, request an inspection by a structural engineer.

****Floors - Water Stains/Water Damage/Mold/Mildew (Common Areas)**

Deficiency: You see evidence of water infiltration, mold, or mildew that may have been caused by saturation or surface failure.

Level of Deficiency:

Level 1: N/A

Level 2: You see evidence of a water stain, mold, or mildew--such as a darkened area--over a small area of floor (1-4 square feet). You may or may not see water. You estimate that less than 10% of the floors are affected.

Level 3: You estimate that a large portion of one of more floors--more than 4 square feet--has been substantially saturated or damaged by water, mold, or mildew. You see cracks, mold, and flaking, and the floor surface may have failed.

Comments

If this condition is a health and safety concern, you must record it manually as "Health and Safety: Air Quality."

GFI (Common Areas)

GFI - Inoperable (Common Areas)

Deficiency: The GFI does not function.

Note: To determine whether the GFI is functioning, you must press the self-test button in the GFI unit.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The GFI does not function.

Comments

If this condition is a health and safety concern, you must record it as “Health and Safety: Electrical Hazards.”

****Graffiti (Common Areas)**

****Graffiti (Common Areas)**

Deficiency: You see crude inscriptions or drawings scratched, painted, or sprayed on a building surface, retaining wall.

Note: There is a difference between art forms and graffiti. Do not consider full wall murals and other art forms as graffiti.

Level of Deficiency:

Level 1: You see graffiti in one place.

Level 2: You see graffiti in 2-5 places.

Level 3: You see graffiti in 6 or more places.

HVAC (Common Areas)

System to provide heating, cooling and ventilation to the unit.

This does not include building heating or cooling system deficiencies such as boilers, chillers, circulating pumps, distribution lines, fuel supply, etc., **OR** occupant owned or supplied heating sources.

- Convection/Radiant Heat System Covers Missing/Damaged
- General Rust/Corrosion
- Inoperable
- Misaligned Chimney/Ventilation System
- Noisy/Vibrating/Leaking

HVAC - Convection/Radiant Heat System Covers Missing/Damaged (Common Areas)

Deficiency: A cover on the convection/radiant heat system is missing or damaged, which could cause a burn or related injury.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: At least one cover is missing or substantially damaged, allowing contact with heating/surface elements or associated fans.

Comments

When the system is operational during an inspection and you see a Level 3 deficiency--a real-time hazard exists--you must record it manually in "Health and Safety: Hazards."

****HVAC – General Rust/Corrosion (Common Area)**

Deficiency: The equipment or associated piping/ducting shows evidence of flaking, oxidation, discoloration, pitting, or crevices.

Level of Deficiency:

- Level 1:** You see superficial surface rust.
- Level 2:** You see significant formations of metal oxides, flaking, or discoloration--or a pit or crevice.
- Level 3:** Because of this condition, the equipment or piping do not function.

****HVAC - Inoperable (Common Areas)**

Deficiency: The heating, cooling, or ventilation system does not function.

Note:

1. If the HVAC system is not functioning because it is not the right season, do not record this as a deficiency.
2. Statement may be validated by resident survey process.

Level of Deficiency:

- Level 1:** N/A
- Level 2:** N/A
- Level 3:** The HVAC does not function; it does not provide the heating or cooling it should. The system does not respond when the controls are engaged.

Comments

If this condition is a health and safety concern, you must record it manually in “Health & Safety: Hazards.”

HVAC - Misaligned Chimney/Ventilation System (Common Areas)

Deficiency: The exhaust system on a gas-fired or oil-fired unit is misaligned.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see any misalignment that may cause improper or dangerous venting of gases.

****HVAC - Noisy/Vibrating/Leaking (Common Areas)**

Deficiency: The HVAC distribution components, including fans, are the source of abnormal noise, unusual vibrations, or leaks.

Level of Deficiency:

Level 1: The HVAC system shows signs of abnormal vibrations, other noise, or leaks when engaged. The system still provides enough heating or cooling to maintain a minimum temperature range in the major living areas.

Level 2: N/A

Level 3: N/A

****Lavatory Sink (Common Areas)**

****Lavatory Sink - Damaged/Missing (Common Areas)**

Deficiency: A sink, faucet, or accessories are missing, damaged, or not functioning.

Note: If you see that a stopper is missing from a common area, do not record this as a deficiency.

Level of Deficiency:

Level 1: You see extensive discoloration or cracks in over 50% of the basin, but the sink can be used.

Level 2: N/A

Level 3: The sink or associated hardware have failed or are missing. The sink cannot be used.

****Lighting (Common Areas)**

****Lighting - Missing/Damaged/Inoperable Fixture (Common Areas)**

Deficiency: Lighting fixture is damaged, not functional, or missing.

Note: To conserve energy during daytime or in low-use areas, many facilities use alternate lights that are triggered by either a sensor or a timer. If you see these kinds of lights, ask the accompanying authority to verify that these conservation systems are in place.

Level of Deficiency:

Level 1: N/A

Level 2: 20%-50% of the permanent lighting fixtures are missing or damaged so they do not function. This results in inadequate lighting in the common area(s).

Level 3: More than 50% of the permanent lighting fixtures are missing or damaged so they do not function. This results in inadequate lighting in the common area(s).

****Mailboxes (Common Areas)**

****Mailboxes - Missing/Damaged (Common Areas)**

Deficiency: The U.S. Postal Service resident/unit mailbox is either missing or so damaged that it does not function properly.

Note: Do not inspect commercial deposit boxes--FedEx, UPS, etc.--or U.S. Postal Service “blue boxes”.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The U.S. Postal Service resident/unit mailbox cannot be locked.

-OR-

The U.S Postal Service resident/unit mailbox is missing.

Outlets/Switches/Cover Plates - (Common Areas)

Outlets/Switches/Cover Plates - Missing/Broken (Common Areas)

Deficiency:

- The flush plate that covers the opening around a switch or outlet is damaged or missing.

-OR-

- A switch or outlet is missing.

Level of Deficiency:

Level 1: An outlet or switch has a broken cover plate over a junction box, but it does not result in exposed wiring.

Level 2: N/A

Level 3: An outlet or switch is missing.

-OR-

A cover plate is missing or broken, resulting in exposed wiring.

****Pedestrian/Wheelchair Ramp (Common Areas)**

****Pedestrian/Wheelchair Ramp (Common Areas)**

Deficiency: A pedestrian walkway or wheelchair ramp is damaged or does not function as it should.

Level of Deficiency:

Level 1: N/A

Level 2: A walkway or ramp shows signs of deterioration and requires repair, but it can be used by people on foot, in wheelchairs, or using walkers.

Level 3: A walkway or ramp is damaged and cannot be used by people on foot, in wheelchairs, or using walkers.

Plumbing (Common Areas)

Plumbing - Clogged Drains (Common Areas)

Deficiency: Water does not drain adequately from the shower, sink, tub, or basin.

Level of Deficiency:

- Level 1:** Water does not drain freely, but the fixture can be used.
- Level 2:** N/A
- Level 3:** The drain is completely clogged or has suffered extensive deterioration. The fixture cannot be used.

Plumbing - Leaking Faucet/Pipes (Common Areas)

Deficiency: You see that the sink faucet or piping is leaking.

Level of Deficiency:

- Level 1:** You see a leak or drip that is contained by the basin and pipes, and the faucet can be used.
- Level 2:** N/A
- Level 3:** You see a steady leak that is adversely affecting the surrounding area.

-OR-

The faucet/pipe cannot be used.

Pool (Common Areas)

****Pool - Not Operational (Common Areas)**

Deficiency: The pool was not in operation during the inspection.

Note: If the pool is open for the season, it should be operational. If the pool is closed for the season, do not record this as a deficiency.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The pool is not operational.

-OR-

You see unsafe conditions at the pool/pool area that could cause an injury.

Range Hood/Exhaust Fans (Common Areas)

Range Hood/Exhaust Fans - Excessive Grease/Inoperable (Common Areas)

Deficiency: The apparatus that draws out cooking exhaust does not function as it should because of dirt, grease, or other operational problems.

Level of Deficiency:

- Level 1:** An accumulation of dirt or grease threatens the free passage of air.
- Level 2:** N/A
- Level 3:** The range hood or exhaust fan does not function or presents serious electrical hazard to health or property. You estimate that the flue may be completely blocked.

****Range/Stove (Common Areas)**

****Range/Stove - Missing/Damaged/Inoperable (Common Areas)**

Deficiency: The unit is missing or damaged.

Level of Deficiency:

Level 1: The operation of doors or drawers is impeded, but the stove is functioning. On gas ranges, flames are not distributed equally. The pilot light is out on one or more burners.

Level 2: One burner is not functioning.

Level 3: The unit is missing.

-OR-

2 or more burners are not functioning.

-OR-

The oven is not functioning.

Comments

If this condition is a health and safety concern, you must record it manually as “Safety and Health: Hazards.”

Refrigerator (Common Areas)

Refrigerator - Damaged/Inoperable (Common Areas)

Deficiency: The refrigerator is missing or does not cool adequately to store food safely.

Level of Deficiency:

Level 1: The refrigerator has an excessive accumulation of ice.

-OR-

The seals around the doors are deteriorated.

Level 2: N/A

Level 3: The refrigerator is missing.

-OR-

The refrigerator does not cool adequately for the safe storage of food.

****Restroom Cabinet (Common Areas)**

****Restroom Cabinet - Damaged/Missing (Common Areas)**

Deficiency: You see damaged or missing cabinets, vanity tops, drawers, shelves, doors, medicine cabinets, or vanities.

Level of Deficiency:

- Level 1:** You see damaged or missing shelves, vanity tops, drawers, or doors that are not functioning as they should for storage or their intended purpose.
- Level 2:** N/A
- Level 3:** N/A

****Shower/Tub (Common Areas)**

****Shower/Tub - Damaged/Missing (Common Areas)**

Deficiency: The shower, tub, or components are damaged or missing.

Note: A missing stopper in a common area is not a deficiency.

Level of Deficiency:

Level 1: N/A

Level 2: The shower or tub can be used, but you see cracks or extensive discoloration in more than 50% of the basin.

Level 3: The shower or tub cannot be used for any reason. The shower, tub, faucets, drains, or associated hardware is missing or has failed.

****Sink (Common Areas)**

****Sink - Damaged/Missing (Common Areas)**

Deficiency: A sink, faucet, or accessories are missing, damaged, or not functioning.

Note: If a stopper is missing, do not record it as a deficiency.

Level of Deficiency:

- Level 1:** You see extensive discoloration or cracks in 50% or more of the basin, but the sink and hardware can still be used to prepare food.
- Level 2:** N/A
- Level 3:** The sink or hardware is either missing or not functioning.

****Smoke Detector (Common Areas)**

****Smoke Detector - Missing/Inoperable (Common Areas)**

Deficiency:

- A smoke detector will not activate.

-OR-

- A hardwired smoke detector is missing.

Note:

1. If a smoke detector is there, it must function as it should.
2. “Missing” means that evidence suggests that unauthorized personnel have removed a hardwired smoke detector that should be there.
3. If 2 or more smoke detectors are on the same level in visible proximity, at least one of the smoke detectors must function as it should.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: A single smoke detector is missing or does not function as it should.

Stairs/Hand Railings Damaged (Common Areas)

Series of 4 or more steps or flights of steps joined by landings connecting levels of a common area. Includes supports, frame, treads, handrails.

This inspectable item can have the following deficiencies:

- Broken/Missing Hand Railing
- Broken/Damaged/Missing Steps

Stairs - Broken/Missing Hand Railing (Common Areas)

Deficiency: The hand-rail is damaged or missing.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The hand-rail for four or more stairs is either missing, damaged, loose, or otherwise unusable.

Stairs - Broken/Damaged/Missing Steps (Common Areas)

Deficiency: The horizontal tread or stair surface is damaged or missing.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: A step is broken or missing.

****Ventilation/Exhaust System (Common Areas)**

****Ventilation/Exhaust System - Inoperable (Common Areas)**

Deficiency: The apparatus used to exhaust air has failed.

Note: If there was never a bathroom fan, do not record this as a deficiency.

Level of Deficiency:

Level 1: N/A

Level 2:

- An exhaust fan is not functioning.

-OR-

- A bathroom window cannot be opened.

Level 3: N/A

Walls (Common Areas)

The enclosure of the unit and rooms. Materials for construction include concrete, masonry block, brick, wood, glass block, plaster, sheet-rock. Surface finish materials include paint, wall-coverings.

This inspectable item can have the following deficiencies:

- Bulging/Buckling
- Damaged/Deteriorated Trim
- Damaged
- Peeling/Needs Paint
- Water Stains/Water Damage/Mold/Mildew

Walls - Bulging/Buckling (Common Areas)

Deficiency: A wall is bowed, deflected, sagging, or is no longer aligned horizontally.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see bulging, buckling, sagging, or a lack of horizontal alignment.

Comments

If you have any doubt about the severity of the condition, request an inspection by a structural engineer.

**Walls - Damaged/Deteriorated Trim (Common Areas)

Deficiency: Cove molding, chair rail, base molding, or other decorative trim is damaged or has decayed.

Note: Before the inspection starts, you should be given a list of 504/FH/ADA buildings/units. For the buildings/units on this list, do not record superficial surface/paint damage caused by wheelchairs, walkers, or medical devices as a deficiency.

Level of Deficiency:

Level 1: You see small areas of deterioration in the trim surfaces, and you estimate that 5-10% of the wall area is affected.

Level 2: You see large areas of deterioration in the trim surfaces, and you estimate that 10-50% of the wall area is affected.

Level 3: You see significant areas of deterioration in the wall surfaces, and you estimate that more than 50% of the wall area is affected.

****Walls - Damaged (Common Areas)**

Deficiency: You see punctures in the wall surface that may or may not penetrate completely. Panels or tiles may be missing or damaged.

Note: This does not include small holes from hanging pictures, etc.

Level of Deficiency:

Level 1: In a wall, you find a hole, missing tile or panel, or other damage that is between 1 inch and 8 ½ inches by 11 inches. The hole does not penetrate the adjoining room; you cannot see through it.

Level 2: In a wall, you find a hole, missing tile or panel, or other damage that is larger than a sheet of paper—8 1/2 inches by 11 inches.

-OR-

You find a crack greater than 1/8 inch wide and at least 11 inches long.

Level 3: You find a hole of any size that penetrates an adjoining room; you can see through the hole.

-OR-

Two or more walls have Level 2 holes.

****Walls – Peeling/Need Paint (Common Areas)**

Deficiency: Paint is peeling, cracking, flaking, or otherwise deteriorated.

Note: Before the inspection starts, you should be given a list of 504/FH/ADA buildings/units. For the buildings/items on this list, do not record as deficiencies any superficial surface/paint damage caused by wheelchairs, walkers, or medical devices.

Level of Deficiency:

Level 1: The affected area is 1-4 square feet on 2 or more walls.

Level 2: The affected area is more than 4 square feet on any wall or walls.

Level 3: N/A

****Walls - Water Stains/Water Damage/Mold/Mildew (Common Areas)**

Deficiency: Walls are not watertight. You see evidence of water infiltration, mold, or mildew--or damage caused by saturation or surface failure.

Level of Deficiency:

- Level 1:** You see evidence of a leak, mold, or mildew--such as a darkened area--over a small area (more than 1 square foot but less than 4 square feet). You may or may not see water.
- Level 2:** You see evidence of a leak, mold, or mildew--such as a darkened area--over a large area (more than 4 square feet). You probably see water.
- Level 3:** On one or more walls, you estimate that a large portion--50% of the surface--has been substantially saturated or damaged by water, mold, or mildew. You see cracks, moist areas, mold, or flaking. The wall surface may have failed.

-OR-

In any one unit, you estimate that more than 50% of the walls shows Level 1 damage from stains, mold, or mildew.

Comments

If the condition is a health and safety concern, you must record it manually in "Health and Safety: Hazards."

Water Closet/Toilet (Common Areas)

Water Closet/Toilet - Damaged/Clogged/Missing (Common Areas)

Deficiency: A water closet/toilet is damaged or missing.

Level of Deficiency:

Level 1: N/A

Level 2: Fixture elements--seat, flush handle, cover etc.--are missing or damaged.

-OR-

The toilet seat is cracked, or the hinge is broken.

Level 3: The bowl is fractured or broken and cannot retain water.

-OR-

The water closet/toilet is missing.

-OR-

There is a hazardous condition.

-OR-

The water closet/toilet cannot be flushed, because of obstruction or another defect.

Windows (Common Areas)

Window systems provide light, security, and exclusion of exterior noise, glare, dust, heat, and cold. Frame materials include wood, aluminum, and vinyl.

This inspectable item can have the following deficiencies:

- Cracked/Broken/Missing Panes
- Damaged Window Sill
- Deteriorated/Missing Caulking/Seals
- Inoperable/Not Lockable
- Peeling/Needs Paint
- Security Bars Prevent Egress

Windows - Cracked/Broken/Missing Panes (Common Areas)

Deficiency: A glass pane is cracked, broken, or missing from the window sash.

Level of Deficiency:

Level 1: You see a cracked window pane.

Level 2: N/A

Level 3: You see that a glass pane is broken or missing from the window sash.

Windows - Damaged Window Sill (Common Areas)

Deficiency: The sill--the horizontal part of the window that bears the upright portion of the frame--is damaged.

Note: When looking for damage to window sills, do not include scratches and cosmetic deficiencies.

Level of Deficiency:

Level 1: A sill is damaged, but still there. The inside of the surrounding wall is not exposed, and you see no impact on the operation or functioning of the window or on its weather tightness.

Level 2: A sill is missing or damaged enough to expose the inside of the surrounding walls and compromise its weather tightness.

Level 3: N/A

Windows - Security Bars Prevent Egress (Common Areas)

Deficiency: Exiting by window is severely limited or impossible because security bars are damaged or improperly constructed or installed.

Note: This does not include windows that were not designed for exiting.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: Security bars are not functioning as they should, limiting the ability to exit through the window and posing safety risks.

****Windows - Missing/Deteriorated Caulking/Seals (Common Areas)**

Deficiency: The caulking or seals that resists weather is missing or deteriorated.

Note:

1. This includes Thermopane and insulated windows that have failed.
2. Caulk and seals are considered to be deteriorated when two or more seals for any window have lost their elasticity. (If the seals crumble and flake when touched, they have lost their elasticity.)

Level of Deficiency:

Level 1: N/A

Level 2: Most of the window shows missing or deteriorated caulk, but there is no evidence of damage to the window or surrounding structure.

Level 3: There are missing or deteriorated caulk or seals--with evidence of leaks or damage to the window or surrounding structure.

****Windows - Inoperable/Not Lockable (Common Areas)**

Deficiency: A window cannot be opened or closed because of damage to the frame, faulty hardware, or another cause.

Note:

1. If a window is not designed to lock, do not record this as a deficiency.
2. Windows that are accessible from the outside--a ground level window, for example--must be lockable.

Level of Deficiency:

Level 1: A window is not functioning, but can be secured. Other windows in the immediate area are functioning.

Level 2: N/A

Level 3: A window is not functioning, but cannot be secured. In the immediate area, there are no other windows that are functioning properly.

Windows - Peeling/Needs Paint (Common Areas)

Deficiency: Paint covering the window assembly or trim is cracking, flaking, or otherwise failing.

Level of Deficiency:

Level 1: You see peeling paint or a window that needs paint.

Level 2: N/A

Level 3: N/A

Activity 4

After receiving pictures from the instructor, complete the following steps:

- Review the pictures
- Use the PASS 2.3 software to look up any definitions
- Discuss the deficiency shown in the picture with the group
- Rate the deficiency in the picture

Unit

Items to inspect for “Unit” are as follows:

- Bathroom
- Call-for-Aid
- Ceiling
- Doors
- Electrical System
- Floors
- Hot Water Heater
- HVAC System
- Kitchen
- Laundry Area (room)
- Lighting
- Outlets/Switches
- Patio/Porch/Balcony
- Smoke Detector
- Stairs
- Walls
- Windows

Bathroom (Unit)

A room equipped with a water closet or toilet, tub and/or shower, sink, cabinet(s) and/or closet.

This inspectable item can have the following deficiencies:

- Bathroom Cabinets - Damaged/Missing
- Lavatory Sink - Damaged/Missing
- Plumbing - Clogged Drains
- Plumbing - Leaking Faucet/Pipes
- Shower/Tub - Damaged/Missing
- Ventilation/Exhaust System - Inoperable
- Water Closet/Toilet - Damaged/Clogged/Missing

****Bathroom Cabinets - Damaged/Missing (Bathroom)**

Deficiency: You see damaged or missing cabinets, vanity tops, drawers, shelves, doors, medicine cabinets, or vanities.

Level of Deficiency:

Level 1: You see damaged or missing shelves, vanity tops, drawers, or doors that are not functioning as they should for storage or their intended purpose.

Level 2: N/A

Level 3: N/A

****Lavatory Sink - Damaged/Missing (Bathroom)**

Deficiency: A basin (sink) is missing or shows signs of deterioration or distress.

Note: If you see the stopper near the shower/tub area, do not record it as a deficiency.

Level of Deficiency:

Level 1: The sink can be used, but you see either of these:

- There are cracks or extensive discoloration in more than 50% of the basin.

-OR-

- A stopper is missing.

Level 2: N/A

Level 3: The sink cannot be used, because the sink or associated hardware is missing or has failed.

Plumbing - Clogged Drains (Bathroom)

Deficiency: Water does not drain adequately in the shower, tub, or basin (sink).

Level of Deficiency:

Level 1: Water does not drain freely, but the fixtures can be used.

Level 2: N/A

Level 3: The fixtures are not usable, because the drain is completely clogged or shows extensive deterioration.

Plumbing - Leaking Faucet/Pipes (Bathroom)

Deficiency: You see that a basin, shower, water closet, tub faucet, or associated pipes are leaking water.

Level of Deficiency:

Level 1: You see a leak or drip that is contained by the basin, and the faucet or pipe can be used.

Level 2: N/A

Level 3: You see a steady leak that is adversely affecting the area around it.

-OR-

The faucet or pipe cannot be used.

****Shower/Tub - Damaged/Missing (Bathroom)**

Deficiency: The shower, tub, or components are damaged or missing. This includes associated hardware—grab bars, shower doors, etc.

Note:

1. This does not include leaking faucets and pipes.
2. If you see the stopper near the shower/tub area, do not record it as a deficiency.

Level of Deficiency:

Level 1: A stopper is missing.

Level 2: The shower or tub can be used, but you see:

- Cracks or extensive discoloration in more than 50% of the basin.

Level 3: The shower or tub cannot be used for any reason. The shower, tub, faucets, drains, or associated hardware is missing or has failed.

****Ventilation/Exhaust System - Inoperable (Bathroom)**

Deficiency: The apparatus used to exhaust air has failed.

Note:

1. If a resident has blocked an exhaust fan but it can function properly, do not record this as a deficiency.
2. If a resident has disconnected a fan, consider it functional if it can be immediately reconnected for your inspection.
3. If there was never a bathroom fan, do not record this as a deficiency.

Level of Deficiency:

Level 1: N/A

Level 2: An exhaust fan is not functioning.

-OR-

A bathroom window cannot be opened.

Level 3: N/A

Water Closet/Toilet - Damaged/Clogged/Missing (Bathroom)

Deficiency: A water closet/toilet is damaged or missing.

Level of Deficiency:

Level 1: N/A

Level 2: Fixture elements--seat, flush handle, cover etc.--are missing or damaged.

-OR-

The toilet seat is cracked, or the hinge is broken.

Level 3: The bowl is fractured or broken and cannot retain water.

-OR-

The water closet/toilet is missing.

-OR-

There is a hazardous condition.

-OR-

The water closet/toilet cannot be flushed, because of obstruction or another defect.

Call-for-Aid (Unit)

System to summon help. May be visual, audible, or both. May be activated manually or automatically when pre-programmed conditions are met.

This inspectable item can have the following deficiency:

- Inoperable

Inoperable (Call-for-Aid)

Deficiency The system does not function as it should.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The system does not function as it should.

Ceiling (Unit)

The visible overhead structure lining the inside of a room or area.

This inspectable item can have the following deficiencies:

- Bulging/Buckling
- Holes/Missing Tiles/Panels/Cracks
- Peeling/Needs Paint
- Water Stains/Water Damage/Mold/Mildew

Bulging/Buckling (Ceiling)

Deficiency: The ceiling is bowed, deflected, sagging, or is no longer aligned horizontally.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see bulging, buckling, sagging, or a problem with alignment.

Comments

If there is any doubt about the severity of the condition, request an inspection by a structural engineer.

****Holes/Missing Tiles/Panels/Cracks (Ceiling)**

Deficiency:

- The ceiling surface has punctures that may or may not penetrate completely.

-OR-

- Panels or tiles are missing or damaged.

Level of Deficiency:

Level 1: You see small holes that are no larger than a sheet of paper--8½ inches by 11 inches.

-OR-

No hole penetrates the area above.

-OR-

You see that no more than 3 tiles or panels are missing.

Level 2: You see a hole that is larger than a sheet of paper--8½ inches by 11 inches--but it does not penetrate the area above. (You cannot see through it.)

-OR-

You see that more than 3 tiles or panels are missing.

-OR-

You see a crack more than 1/8 inch wide and 11 inches long.

Level 3: You see a hole that penetrates the area above; you can see through it.

Comments

If a hole is a health and safety concern, you must record it manually in "Health and Safety: Hazards."

****Peeling/Needs Paint (Ceiling)**

Deficiency:

- You see paint that is peeling, cracking, flaking, or otherwise deteriorated.
- OR-**
- You see a surface that is not painted.

Level of Deficiency:

- Level 1:** The affected area is larger than 1 square foot, but smaller than 4 square feet.
- Level 2:** The affected area is larger than 4 square feet.
- Level 3:** N/A

****Water Stains/Water Damage/Mold/Mildew (Ceiling)**

Deficiency: You see evidence of water infiltration, mold, or mildew that may have been caused by saturation or surface failure.

Level of Deficiency:

Level 1: On one ceiling, you see evidence of a leak, mold, or mildew--such as a darkened area--over a small area (more than 1 square foot but less than 4 square feet). You estimate that less than 10% of the ceiling surface area is affected. You may or may not see water.

Level 2: On one ceiling, you see evidence of a leak mold or mildew-- such as a darkened area--over a large area (more than 4 square feet). You may or may not see water.

-OR-

You estimate that 10-50% of the ceiling area has Level 1 damage.

Level 3: On one ceiling, you estimate that a large portion--50% of its surface--has been substantially saturated or damaged by water, mold, or mildew. You see cracks, moist areas, mold, or mildew. The ceiling surface may have failed.

-OR-

In any one unit, you estimate that more than 50% of the ceiling shows Level 1 damage from stains, mold, or mildew.

Comments

If the condition is a health and safety concern, you must record it manually in “Health and Safety: Air Quality.”

Doors (Unit)

Means of access to the interior of a unit, room within the unit, or closet. Doors provide privacy and security, control passage, provide fire and weather resistance.

This inspectable item can have the following deficiencies:

- Damaged Surface Holes/Paint/Rusting/Glass
- Damaged Frames/Threshold/Lintels/Trim
- Damaged Hardware/Locks
- Damaged/Missing Screen/Storm/Security Door
- Deteriorated/Missing Seals (Entry Only)
- Missing Door

****Damaged Surface - Holes/Paint/Rusting/Glass (Doors)**

Deficiency: You see damage to the door surface that:

- may affect either the surface protection or the strength of the door
- OR-**
- may compromise building security

This includes holes, peeling/cracking/no paint, broken glass, and significant rust.

Note: If the door is a bathroom door or entry door, this is a Level 3 deficiency.

Level of Deficiency:

Level 1: N/A

Level 2: One interior door--not a bathroom or entry door--has a hole or holes with a diameter ranging from 1/4 inch to 1 inch.

Level 3: One door has a hole or holes larger than 1 inch in diameter, significant peeling/cracking/no paint, rust that affects the integrity of the door surface, or broken/missing glass.

-OR-

If a bathroom door or entry door has Level 2 damage.

Comments

If the condition is a health and safety concern, you must record it manually in "Health and Safety: Hazards."

****Damaged Frames/Threshold/Lintels/Trim (Doors)**

Deficiency: You see a frame, header, jamb, threshold, lintel, or trim that is warped, split, cracked, or broken.

Note: If you see damage to a door's hardware--locks, hinges, etc.--record this under "Doors-Damage Hardware/Locks".

Level of Deficiency:

Level 1: N/A

Level 2: At least one door is not functioning or cannot be locked because of damage to the frame, threshold, lintel, or trim.

Level 3: At least one bathroom door or entry door is not functioning or cannot be locked because of damage to the frame, threshold, lintel, or trim.

Comments

If the condition is a health and safety concern, you must record it manually as "Health and Safety: Hazards."

****Damaged Hardware/Locks (Doors)**

Deficiency: The attachments to a door that provide hinging, hanging, opening, closing, surface protection, or security are damaged or missing. These include locks, panic hardware, overhead door tracks, springs and pulleys, sliding door tracks and hangers, and door closures.

Note:

1. If a door is designed to have a lock, the lock should work. If a door is designed without locks, do not record it as a deficiency.
2. If a lock has been removed from an interior door, do not record this as a deficiency.
3. 504 units have had locks removed. Before you start the inspection, you should be given a list of units relative to 504/FH/ADA. Do not record these missing locks as deficiencies.
4. For public housing, if a lock on a bedroom door is missing or damaged, do not record it as a deficiency.

Level of Deficiency:

Level 1: A closet door does not function as it should because of damage to the door's hardware.

-OR-

A closet door that requires locking cannot be locked because of damage to the door's hardware.

Level 2: A door does not function as it should because of damage to the door's hardware.

-OR-

A door that requires locking cannot be locked because of damage to the door's hardware.

Level 3: A bathroom door or entry door does not function as it should because of damage to the door's hardware.

-OR-

A bathroom door or entry door that requires locking cannot be locked because of damage to the door's hardware.

****Damaged/Missing Screen/Storm/Security Door (Doors)**

Deficiency: You see damage to surfaces, including screens, glass, frames, hardware, and door surfaces.

Level of Deficiency:

Level 1: At least one screen door or storm door is damaged or is missing screens or glass—shown by an empty frame or frames.

Level 2: N/A

Level 3: A security door is not functioning or missing.

Comments

“Missing” applies only if a security door that should be there is not there.

****Deteriorated/Missing Seals (Entry Only) (Doors)**

Deficiency: The seals and stripping around the entry door(s) to resist weather and fire are damaged or missing.

Note: This defect applies only to entry doors that were designed with seals. If a door shows evidence that a seal was never part of its design, do not record it as a deficiency.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The seals are missing on one entry door, or they are so damaged that they do not function as they should.

Missing Door (Doors)

Deficiency: A door is missing.

Note:

1. If a bathroom, or entry door is missing, record this as a Level 3 deficiency.
2. If a bedroom door has been removed to improve access for an elderly or handicapped resident, do not record this as a deficiency.

Level of Deficiency:

Level 1: A door is missing, but it is not a bathroom door or entry door.

Level 2: Two doors or up to 50% of the doors are missing, but they are not bathroom doors or entry doors, and the condition presents no hazard.

Level 3: A bathroom door or entry door is missing.

-OR-

You estimate that more than 50% of the unit doors--not including bathroom doors and entry doors--are missing.

Electrical System (Unit)

Portion of the unit that safely provides electrical power throughout the building. Includes equipment that provides control, protection, metering, and service.

This inspectable item can have the following deficiency:

- Blocked Access to Electric Panel
- Burnt Breakers
- Evidence of Leaks Corrosion
- Frayed Wiring
- GFI Inoperable
- Missing Breakers/Fuses
- Missing Covers

****Blocked Access to Electric Panel (Electrical System)**

Deficiency: A fixed obstruction or item of sufficient size and weight can delay or prevent access to any panel board switch in an emergency.

Note: If you see an item that is easy to remove, like a picture, do not note this as a deficient.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: One or more fixed items or items of sufficient size and weight can impede access to the unit's electrical panel during an emergency.

Burnt Breakers (Electrical System)

Deficiency: Breakers have carbon on the plastic body, or the plastic body is melted and scarred.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see any carbon residue, melted breakers, or arcing scars.

Evidence of Leaks/Corrosion (Electrical System)

Deficiency: You see liquid stains, rust marks, or other signs of corrosion on electrical enclosures or hardware.

Note: Do not consider surface rust a deficiency if it does not affect the condition of the electrical enclosure.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: Any corrosion that affects the condition of the components that carry current

-OR-

Any stains or rust on the interior of electrical enclosures

-OR-

Any evidence of water leaks in the enclosure or hardware

Frayed Wiring (Electrical System)

Deficiency: You see nicks, abrasions, or fraying of the insulation that expose wires that conduct current.

Note: Do not consider this a deficiency for wires that are not intended to be insulated, such as grounding wires.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see any nicks, abrasions, or fraying of the insulation that expose any conducting wire.

Comments

If the condition is a health and safety concern, you must record it manually as “Health and Safety: Electrical Hazards.”

GFI - Inoperable (Electrical System)

Deficiency: The GFI does not function.

Note: To determine whether the GFI is functioning, you must press the self-test button in the GFI unit.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The GFI does not function.

Comments

If this condition is a health and safety concern, you must record it as “Health and Safety: Electrical Hazards.”

Missing Breakers/Fuses (Electrical System)

Deficiency: In a panel board, main panel board, or other electrical box that contains circuit breakers/fuses, you see an open circuit breaker position that is not appropriately blanked-off.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see an open breaker port.

Missing Covers (Electrical System)

Deficiency: The cover is missing from any electrical device box, panel box, switch gear box, control panel, etc., with exposed electrical connections.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: A cover is missing, and you see exposed electrical connections.

Floors (Unit)

The visible horizontal surface system within a room or area underfoot; the horizontal division between two stories of a structure.

This inspectable item can have the following deficiencies:

- Bulging/Buckling
- Floor Covering Damage
- Missing Flooring/Tiles
- Peeling/Needs Paint
- Rot/Deteriorated Subfloor
- Water Stains/Water Damage/Mold/Mildew

Bulging/Buckling (Floors)

Deficiency: A floor is bowed, deflected, sagging, or is no longer aligned horizontally.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see bulging, buckling, sagging, or a lack of horizontal alignment.

Comments

If you have any doubt about the severity of this condition, request an inspection by a structural engineer.

****Floor Covering Damage (Floors)**

Deficiency: You see damage to carpet tiles, wood, sheet vinyl, or other floor covering.

Level of Deficiency:

- Level 1:** You estimate that only 5-10% of the floor covering has stains, surface burns, shallow cuts, small holes, or tears in non-traffic areas; loose areas; or exposed seams. The covering is fully functional, and there is no safety hazard.
- Level 2:** You estimate that 10-50% of the floor covering has burn marks, cuts, tears, holes, or large sections of exposed seams that expose the underlying material. There is no safety hazard.
- Level 3:** You estimate that more than 50% of the floor covering has burn marks, cuts, tears, holes, or large sections of exposed seams that expose the underlying material.

Comments

If this condition is a health and safety concern, you must record it manually in “Health and Safety: Hazards.”

****Missing Flooring/Tiles (Floors)**

Deficiency: VCT, sheet, vinyl, carpet, or other flooring material is missing.

Note: If you have a single concern about compromised safety, record this as a Level 3 deficiency.

Level of Deficiency:

Level 1: For a single floor, small areas of the floor surface are missing. You estimate that more than 5% but less than 10% of the floors are affected and that this does not cause a safety problem.

Level 2: You estimate that 10-50% of the floors have missing or broken flooring and that this does not cause a safety problem.

Level 3: You estimate that more than 50% of the floors are affected by missing or broken flooring

-OR-

Missing or broken flooring causes a single safety problem.

Comments

If this condition is a health and safety concern, you must record it manually in “Health and Safety: Hazards.”

****Peeling/Needs Paint (Floors)**

Deficiency: For floors that are painted, you see paint that is peeling, cracking, flaking, or otherwise deteriorated.

Level of Deficiency:

Level 1: The area affected is more than 1 square foot, but less than 4 square feet.

Level 2: The area affected is more than 4 square feet.

Level 3: N/A

****Rot/Deteriorated Subfloor (Floors)**

Deficiency: The subfloor has decayed or is decaying.

Level of Deficiency:

Level 1: N/A

Level 2: You see small areas of rot or spongy flooring--more than 1 square foot, but less than 4 square feet.

Level 3: You see large areas of rot--more than 4 square feet--and applying weight causes noticeable deflection.

Comments

If you have any doubt about the severity of this condition, request an inspection by a structural engineer.

****Water Stains/Water Damage/Mold/Mildew (Floors)**

Deficiency: You see evidence of water infiltration, mold, or mildew that may have been caused by saturation or surface failure.

Level of Deficiency:

Level 1: N/A

Level 2: You see evidence of a water stain, mold, or mildew--such as a darkened area--over a small area of floor (1-4 square feet). You may or may not see water.

Level 3: You estimate that a large portion of floor--more than 4 square feet--has been substantially saturated or damaged by water, mold, or mildew. You see cracks, mold, and flaking, and the floor surface may have failed.

Comments

If this condition is a health and safety concern, you must record it manually as “Health and Safety: Air Quality.”

Hot Water Heater (Unit)

This inspectable item can have the following deficiencies:

- Misaligned Chimney/Ventilation System
- Inoperable Unit/Components
- Leaking Valves/Tanks/Pipes
- Pressure Relief Valve Missing
- Rust/Corrosion

Misaligned Chimney/Ventilation System (Hot Water Heater)

Deficiency: The exhaust system on a gas-fired or oil-fired unit is misaligned.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see any misalignment that may cause improper or dangerous venting of gases.

Inoperable Unit/Components (Hot Water Heater)

Deficiency: Hot water supply is not available, because the system or system components have malfunctioned.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: After running, water from the hot water taps is not warmer than room temperature.

Leaking Valves/Tanks/Pipes (Hot Water Heater)

Deficiency: You see water leaking from any hot water system component, including valve flanges, stems, bodies, domestic hot water tank, or its piping.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see water leaking.

Comments

If this condition is a health and safety concern, you must record it manually in “Health and Safety Hazards.”

Pressure Relief Valve Missing (Hot Water Heater)

Deficiency: The pressure relief valve on the unit water heating system is missing or does not extend to the floor.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see that the pressure relief valve on the unit water heating system is either missing or does not extend to the floor.

**Rust/Corrosion (Hot Water Heater)

Deficiency: The equipment or associated piping/ducting shows evidence of flaking, oxidation, discoloration, pitting, or crevices.

Level of Deficiency:

Level 1: You see superficial surface rust.

Level 2: You see significant formations of metal oxides, flaking, or discoloration--or a pit or crevice.

Level 3: Because of this condition, the equipment or piping do not function.

HVAC System (Unit)

System to provide heating, cooling and ventilation to the unit.

This does not include building heating or cooling system deficiencies such as boilers, chillers, circulating pumps, distribution lines, fuel supply, etc., OR occupant owned or supplied heating sources.

This inspectable item can have the following deficiencies:

- Convection/Radiant Heat System Covers Missing/Damaged
- General Rust/Corrosion
- Inoperable
- Misaligned Chimney/Ventilation System
- Noisy/Vibrating/Leaking

****Convection/Radiant Heat System Covers Missing/Damaged (HVAC)**

Deficiency: A cover on the convection/radiant heat system is missing or damaged, which could cause a burn or related injury.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: At least one cover is missing or substantially damaged, allowing contact with heating/surface elements or associated fans.

Comments

When the system is operational during an inspection and you see a Level 3 deficiency—a real-time hazard exists-- you must record it manually in “Health and Safety: Hazards.”

****General Rust/Corrosion (HVAC)**

Deficiency: You see a component of the system with deterioration from oxidation or corrosion of system parts.

Level of Deficiency:

Level 1: You see deterioration from rust and corrosion on the HVAC units in the dwelling unit. The system still provides enough heating or cooling.

Level 2: N/A

Level 3: N/A

****Inoperable (HVAC)**

Deficiency: The heating, cooling, or ventilation system does not function.

Note: If the HVAC system does not operate because of seasonal conditions, do not record this as a deficiency.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The HVAC does not function; it does not provide the heating or cooling it should. The system does not respond when the controls are engaged.

Comments

If this condition is a health and safety concern, you must record it manually in “Health and Safety: Hazards.”

Misaligned Chimney/Ventilation System (HVAC)

Deficiency: The exhaust system on a gas-fired unit is misaligned.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see any misalignment that may cause improper or dangerous venting of gases.

**Noisy/Vibrating/Leaking (HVAC)

Deficiency: The HVAC distribution components, including fans, are the source of abnormal noise, unusual vibrations, or leaks.

Level of Deficiency:

Level 1: The HVAC system shows signs of abnormal vibrations, other noise, or leaks when engaged. The system still provides enough heating or cooling to maintain a minimum temperature range in the major living areas.

Level 2: N/A

Level 3: N/A

Kitchen (Unit)

A place where food is cooked or prepared. The facilities and equipment used in preparing and serving food.

This inspectable item can have the following deficiencies:

- Cabinets - Missing/Damaged
- Countertops – Missing/Damaged
- Dishwasher/Garbage Disposal - Inoperable
- Plumbing - Clogged Drains
- Plumbing - Leaking Faucets/Pipes
- Range Hoods/Exhaust Fans - Excessive Grease/Inoperable
- Range/Stove - Missing/Damaged/Inoperable
- Refrigerator - Missing/Damaged/Inoperable
- Sink - Missing/Damaged

****Cabinets - Missing/Damaged (Kitchen)**

Deficiency: Cabinets are missing or the laminate is separating. This includes cases, boxes, or pieces of furniture with drawers, shelves, or doors--primarily used for storage--mounted on walls or floors.

Level of Deficiency:

Level 1: N/A

Level 2: You see that 10-50% of the cabinets, doors, or shelves are missing or the laminate is separating.

Level 3: You see that more than 50% of the cabinets, doors, or shelves are missing or the laminate is separating.

****Countertops - Missing/Damaged (Kitchen)**

Deficiency: A flat work surface in a kitchen often integral to lower cabinet space is missing or deteriorated.

Level of Deficiency:

Level 1: N/A

Level 2: 20% or more of the countertop working surface is missing, deteriorated, or damaged below the laminate--not a sanitary surface to prepare food.

Level 3: N/A

Dishwasher/Garbage Disposal - Inoperable (Kitchen)

Deficiency: A dishwasher or garbage disposal, if provided, does not function as it should.

Level of Deficiency:

Level 1: N/A

Level 2: The dishwasher or garbage disposal does not function as it should.

Level 3: N/A

Plumbing - Clogged Drains (Kitchen)

Deficiency: The water does not drain adequately.

Level of Deficiency:

Level 1: The basin does not drain freely.

Level 2: N/A

Level 3: The drain is completely clogged or has suffered extensive deterioration.

Plumbing - Leaking Faucets/Pipes (Kitchen)

Deficiency: You see that a basin faucet or drain connections leak.

Level of Deficiency:

Level 1: You see a leak or drip that is contained by the basin or pipes, and the faucet is functioning as it should.

Level 2: N/A

Level 3: You see a steady leak that is having an adverse affect on the surrounding area, and the faucet or pipe is not usable.

Range Hood/Exhaust Fans - Excessive Grease/Inoperable (Kitchen)

Deficiency: The apparatus that draws out cooking exhaust does not function as it should.

Level of Deficiency:

Level 1: An accumulation of dirt threatens the free passage of air.

Level 2: N/A

Level 3: The range hood or exhaust fan does not function or presents serious electrical hazard to health or property. You estimate that the flue may be completely blocked.

****Range/Stove - Missing/Damaged/Inoperable (Kitchen)**

Deficiency: The unit is missing or damaged.

Note: Before the inspection starts, you should be given a list of units under 504/FH/ADA. Do not record these disconnected or partially disconnected ranges/stoves as a deficiency.

Level of Deficiency:

Level 1: The operation of doors or drawers is impeded, but the stove is functioning. On gas ranges, flames are not distributed equally. The pilot light is out on one or more burners.

Level 2: One burner is not functioning.

Level 3: The unit is missing.

-OR-

2 or more burners are not functioning.

-OR-

The oven is not functioning.

Comments

If this condition is a health and safety concern, you must record it manually as “Safety and Health: Hazards.”

Refrigerator - Missing/Damaged/Inoperable (Kitchen)

Deficiency: The refrigerator is missing or does not cool adequately for the safe storage of food.

Level of Deficiency:

Level 1: The refrigerator has an excessive accumulation of ice.

-OR-

The seals around the doors are deteriorated.

Level 2: N/A

Level 3: The refrigerator is missing.

-OR-

The refrigerator does not cool adequately for the safe storage of food.

****Sink - Missing/Damaged (Kitchen)**

Deficiency: A sink, faucet, or accessories are missing, damaged, or not functioning.

Note: If a stopper is missing, do not record it as a deficiency.

Level of Deficiency:

Level 1: You see extensive discoloration or cracks in 50 % or more of the basin, but the sink and hardware can still be used to prepare food.

Level 2: N/A

Level 3: The sink or hardware is either missing or not functioning.

****Laundry Area (Room) (Unit)**

Place where soiled clothes and linens are washed and/or dried.

This inspectable item can have the following deficiencies:

- Dryer Vent -
Missing/Damaged/Inoperable

****Dryer Vent - Missing/Damaged/Inoperable (Laundry Area (Room))**

Deficiency: Inadequate means is available to vent accumulated heat/lint to the outside.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: Dryer vent is missing or is visually determined to be inoperable (blocked).
Dryer exhaust is not effectively vented to the outside.

Lighting (Unit)

System to provide illumination to a room or area. Includes fixtures, lamps, and supporting accessories.

This inspectable item can have the following deficiencies:

- Missing/Inoperable Fixture

****Missing/Inoperable Fixture (Lighting)**

Deficiency: A lighting fixture is missing or does not function as it should. The malfunction may be in the total system or components--excluding light bulbs.

Level of Deficiency:

- Level 1:** In one room in a unit, a permanent lighting fixture is missing or not functioning, and no other switched light source is functioning in the room.
- Level 2:** In two rooms, a permanent lighting fixture is missing or not functioning, and no other switched light source is functioning in the rooms.
- Level 3:** In more than two rooms, a permanent light fixture is missing or not functioning, and no other switched light sources are functioning in the rooms.

Outlets/Switches (Unit)

The receptacle connected to a power supply or method to control the flow of electricity. Includes two & three prong outlets, ground fault interrupters, pull cords, two & three pole switches, and dimmer switches.

This inspectable item can have the following deficiencies:

- Missing
- Missing/Broken Cover Plates

Missing (Outlets/Switches)

Deficiency: An outlet, switch, or both are missing.

Note: This does not apply to empty junction boxes that were not intended to contain an outlet or switch.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: An outlet, switch, or both are missing.

Comments

If this condition is a health and safety concern, you must record it manually as a “Health and Safety: Electrical Hazards.”

Missing/Broken Cover Plates (Outlets/Switches)

Deficiency: The flush plate used to cover the opening around a switch or outlet is damaged or missing.

Level of Deficiency:

Level 1: An outlet or switch has a broken cover plate over a junction box, but this does not cause wires to be exposed.

Level 2: N/A

Level 3: A cover plate is missing, which causes wires to be exposed.

Patio/Porch/Balcony (Unit)

Adjoining patio, porch, or balcony.

This inspectable item can have the following deficiency:

- Baluster/Side Railings Damaged

Baluster/Side Railings Damaged (Patio/Porch/Balcony)

Deficiency: A baluster or side railing on the porch/patio/balcony is loose, damaged, or does not function, which limits the safe use of this area.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The baluster or side rails enclosing this area are loose, damaged, or missing, limiting the safe use of this area.

Smoke Detector (Unit)

Sensor to detect the presence of smoke and activate an alarm. May be battery operated or hard-wired to electrical system. May provide visual signal, audible signal, or both.

This inspectable item can have the following deficiencies:

- Missing/Inoperable

****Missing/Inoperable (Smoke Detector)**

Deficiency: A smoke detector will not activate or is missing.

Note:

1. There must be at least one smoke detector on each level.
2. If 2 or more smoke detectors are on the same level in visible proximity, at least one of the smoke detectors must function as it should.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: A single smoke detector is missing or does not function as it should.

Stairs (Unit)

Series of 4 or more steps or flights of steps joined by landings connecting levels of a unit. Includes supports, frame, treads, handrails.

This inspectable item can have the following deficiencies:

- Broken/Missing Hand Railing_
- Broken/Damaged/Missing Steps

Broken/Missing Hand Railing (Stairs)

Deficiency: The hand-rail is damaged or missing.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The hand-rail for four or more stairs is either missing, damaged, loose, or otherwise unusable.

Broken/Damaged/Missing Steps (Stairs)

Deficiency: The horizontal tread or stair surface is damaged or missing.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: A step is broken or missing.

Walls (Unit)

The enclosure of the unit and rooms. Materials for construction include concrete, masonry block, brick, wood, glass block, plaster, sheet-rock. Surface finish materials include paint, wall-coverings.

This inspectable item can have the following deficiencies:

- Bulging/Buckling
- Damaged
- Damaged/Deteriorated Trim
- Peeling/Needs Paint
- Water Stains/Water Damage/Mold/Mildew

Bulging/Buckling (Walls)

Deficiency: A wall is bowed, deflected, sagged, or is no longer vertically aligned.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see bulging, buckling, sagging, or that the wall is no longer vertically aligned.

Comments

If you have any doubt about the severity of the condition, request an inspection by a structural engineer.

****Damaged (Walls)**

Deficiency: You see punctures in the wall surface that may or may not penetrate completely. Panels or tiles may be missing or damaged.

Note: This does not include small holes created by hanging pictures, etc.

Level of Deficiency:

Level 1: In a wall, you find a hole, missing tile or panel, or other damage that is between 1 inch and 8 ½ inches by 11 inches. The hole does not penetrate the adjoining room; you cannot see through it.

Level 2: In a wall, you find a hole, missing tile or panel, or other damage that is larger than a sheet of paper—8 1/2 inches by 11 inches.

-OR-

You find a crack greater than 1/8 inch wide and at least 11 inches long.

Level 3: You find a hole of any size that penetrates an adjoining room; you can see through the hole.

-OR-

Two or more walls have Level 2 holes.

****Damaged/Deteriorated Trim (Walls)**

Deficiency: Cove molding, chair rail, base molding, or other decorative trim is damaged or has decayed.

Note: Before the inspection starts, you should be given a list of 504/FH/ADA buildings/units. For the buildings/units on this list, do not record superficial surface/paint damage caused by wheelchairs, walkers, or medical devices as a deficiency.

Level of Deficiency:

- Level 1:** You see small areas of deterioration in the trim surfaces, and you estimate that 5-10% of the wall area is affected.
- Level 2:** You see large areas of deterioration in the trim surfaces, and you estimate that 10-50% of the wall area is affected.
- Level 3:** You see significant areas of deterioration in the wall surfaces, and you estimate that more than 50% of the wall area is affected.

****Peeling/Needs Paint (Walls)**

Deficiency:

- Paint is peeling, cracking, flaking, or otherwise deteriorated.

-OR-

- A surface is not painted.

Note: Before the inspection starts, you should be given a list of 504/FH/ADA buildings/units. For the buildings/items on this list, do not record as deficiencies any superficial surface/paint damage caused by wheelchairs, walkers, or medical devices.

Level of Deficiency:

Level 1: The affected area affected is more than 1 square foot but less than 4 square feet.

Level 2: The affected area is more than 4 square feet.

Level 3: N/A

****Water Stains/Water Damage/Mold/Mildew (Walls)**

Deficiency: Walls are not watertight. You see evidence of water infiltration, mold, or mildew--or damage caused by saturation or surface failure.

Level of Deficiency:

- Level 1:** You see evidence of a leak, mold, or mildew--such as a darkened area--over a small area (more than 1 square foot but less than 4 square feet). You may or may not see water.
- Level 2:** You see evidence of a leak, mold, or mildew--such as a darkened area--over a large area (more than 4 square feet). You probably see water.
- Level 3:** On one or more walls, you estimate that a large portion--50% of the surface--has been substantially saturated or damaged by water, mold, or mildew. You see cracks, moist areas, mold, or flaking. The wall surface may have failed.

-OR-

In any one unit, you estimate that more than 50% of the walls shows Level 1 damage from stains, mold, or mildew.

Comments

If the condition is a health and safety concern, you must record it manually in "Health and Safety: Air Quality."

Windows (Unit)

Window systems provide light, security, and exclusion of exterior noise, dust, heat, and cold. Frame materials include wood, aluminum, and vinyl.

This inspectable item can have the following deficiencies:

- Cracked/Broken/Missing Panes
- Damaged Window Sill
- Inoperable/Not Lockable
- Missing/Deteriorated Caulking/Seals
- Peeling/Needs Paint
- Security Bars Prevent Egress

Cracked/Broken/Missing Panes (Windows)

Deficiency: A glass pane is cracked, broken, or missing from the window sash.

Level of Deficiency:

Level 1: You see a cracked window pane.

Level 2: N/A

Level 3: You see that a window pane is broken or missing from the window sash.

Damaged Window Sill (Windows)

Deficiency: The sill--the horizontal part of the window that bears the upright portion of the frame--is damaged.

Note: When looking for damage to window sills, do not include scratches and cosmetic deficiencies.

Level of Deficiency:

Level 1: A sill is damaged, but still there. The inside of the surrounding wall is not exposed, and you see no impact on the operation or functioning of the window or on its weather tightness.

Level 2: A sill is missing or damaged enough to expose the inside of the surrounding walls and compromise its weather tightness.

Level 3: N/A

****Inoperable/Not Lockable (Windows)**

Deficiency: A window cannot be opened or closed because of damage to the frame, faulty hardware, or another cause.

Note:

1. If a window is not designed to lock, do not record this as a deficiency.
2. Windows that are accessible from the outside--a ground level window, for example--must be lockable.

Level of Deficiency:

Level 1: A window is not functioning, but can be secured. Other windows in the immediate area are functioning

Level 2: N/A

Level 3: A window is not functioning, but cannot be secured. In the immediate area, there are no other windows that are functioning properly.

****Missing/Deteriorated Caulking/Seals (Windows)**

Deficiency: The caulking or seals that resist weather is missing or deteriorated.

Note:

1. This includes Thermopane or insulated windows that have failed.
2. Caulk or seals are considered to be deteriorated when two or more seals for any window have lost their elasticity. (If seals crumble and flake when touched, they have lost their elasticity.)

Level of Deficiency:

Level 1: N/A

Level 2: Most of the window shows missing or deteriorated caulk, but there is no evidence of damage to the window or surrounding structure.

Level 3: There are missing or deteriorated caulk or seals--with evidence of leaks or damage to the window or surrounding structure.

Peeling/Needs Paint (Windows)

Deficiency: Paint covering the window assembly or trim is cracking, flaking, or otherwise failing.

Level of Deficiency:

Level 1: You see peeling paint or a window that needs paint.

Level 2: N/A

Level 3: N/A

Security Bars Prevent Egress (Windows)

Deficiency: Exiting by window is severely limited or impossible because security bars are damaged or improperly constructed or installed.

Note: This does not include windows that were not designed for exiting.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: Security bars are not functioning as they should, limiting the ability to exit through the window and posing safety risks.

Activity 5

After receiving pictures from the instructor, complete the following steps:

- Review the picture
- Use the PASS 2.3 software to look up any definitions
- Discuss the deficiency shown in the picture with the group
- Rate the deficiency in the picture

APPENDIX A. Sample Forms and Policies

- Inspection Notification Letter A-1
- Inspection Summary Report A-3
- Inclement Weather Inspection, Natural Disaster and Rehab/Vacant Unit Policies A-5
- Elevator Certificate A-6
- Notification of Exigent and Fire Safety Hazards Observed form A-7
- Disclosure of Information on Lead-Based Paint and/or Lead-Based Paint Hazards A-11
- 35.85 Definitions (from *Federal Register*) A-12

Inspection Notification Letter

U.S. Department of Housing and Urban Development

1280 Maryland Avenue, SW

Suite 800

Washington, D.C. 20410-0100



REAL ESTATE ASSESSMENT CENTER

August 18, 2000

Individual first name, Individual last name

Organization name

Street address

Street2 address

City, state, zip code, zip4 code

SUBJECT: Inspection No., Property Name

Dear Public Housing Agency/Owner/Agent:

This letter is to inform you about the upcoming physical inspection of your property. The inspection will be conducted by an inspector who works for an inspection company that is under contract with the Department of Housing and Urban Development (HUD). The inspector will use the standardized physical inspection protocol developed by the Department of Housing and Urban Development (HUD) in partnership with industry, entering all of the information into a hand-held computer.

Someone from the inspection company, (name of company) will contact you to schedule the date for your property inspection. The date will be set by agreement between the inspector's representative and you, the Public Housing Agency/Owner/Agent (P/O/A). Morning inspections begin at 9:00 a.m. and afternoon inspections begin at 1:00 p.m. If the inspector anticipates any delay, the inspector will call you or your designated representative as soon as possible.

During the initial telephone call, you will be asked to have the following project profile information available at the beginning of the inspection:

1. Total Number of Units
2. Total Number of Buildings (and number of units within each building)
3. The unique building identifier, i.e., address or some other identifier that will enable the identification of each building for future inspections.

After the inspection is scheduled, you must provide written notice to the residents. We suggest the notice cover a 3 to 5 day period surrounding the scheduled date to avoid having to provide additional notice for unexpected delays. It is not necessary for the resident to be present during this inspection. However, your representative must accompany the inspector at all times while on site. **Your representative should be prepared to open all units identified in the inspection sample when the tenant is not present and when the unit is vacant.** The inspector will inform your representative of the units that have been randomly selected for inspection on the day of the inspection.

Please note that REAC will conduct Quality Assurance (QA) inspections on a targeted and random basis to ensure a quality inspection. A QA inspection maybe conducted at the same time as or shortly after the contract inspector visits your property.

If major rehabilitation work is underway at your property, an inspection after the work is completed may more clearly reflect the condition of the building so it is possible that HUD may accommodate a revised date for the inspection. You should **immediately** contact your local HUD office to discuss a change to the inspection schedule. The local HUD Office will determine whether or not to request a modification from the Headquarters Program Office in Washington, D.C.

During the course of the inspection, the inspector will verify specific project data. Please have available the following information for verification:

1. All applicable certifications, including inspections of elevators, sprinkler systems, fire alarms and boilers. For Housing built prior to 1978, Lead-based paint (LBP) inspection reports or LBP disclosure certification are required. Exceptions to the LBP requirement are Housing for the elderly or persons with disabilities (unless children under the age of 6 years reside in such Housing). If a particular certification does not apply to your development, please tell this to the inspector.
2. The current rent-roll.
3. Site-map or plat showing property layout and buildings locations, if available.
4. A copy of the notice of the inspection that you provided the residents.
5. **Area Measures.** Recent modifications to REAC's inspection protocol require the P/O/A to provide specific technical information to the inspector at the commencement of the inspection. Two of the property's areas must be measured: 1) Parking Lots/Driveways/Roads; and 2) Walkways/Steps. The total square footage for both of these areas needs to be provided. If you do not provide these area measurements at the time of the inspection, the inspector will provide his or her estimate. You should note that the REAC wishes to provide an accurate inspection result, but if you fail to provide these requested measures at the time of the inspection be advised that you will not be able to request a data correction or technical review based on an error in the inspectors estimate.

The inspection covers the total property: project grounds, common areas, office, maintenance work areas, laundry rooms, community rooms, etc., and a statistically valid random sample of the buildings and residential units. Your representative may request the inspector to advise him or her of the deficiencies as they are being observed and recorded. HUD appreciates that you may have different views regarding the deficiency definitions, but please refrain from discussing the merits of the deficiencies with the inspector. The inspector must classify deficiencies in accordance with the inspection protocol.

All health and safety hazards identified during the inspection are recorded by the inspector. Your representative will be provided a written notification of such items and be asked to sign acknowledging receipt of the notice before the contract inspector leaves the property. The Offices of Housing and Public Housing require all Exigent Health and Safety hazards be mitigated immediately.

Thank you in advance for your cooperation and assistance. If you have any questions, please contact our Technical Support Operations Center at (877) 406-9220.

Sincerely,



Donald J. LaVoy
Director
Real Estate Assessment Center

Inspection Summary Report

Inspection Summary Report - 5003

Inspection No:

Property:

Inspection Date:

Phone:

Fax:

E-Mail Address:

ACCI#:

CA#:

Scattered Site?:

PIH Project:

Comments:

Building Unit Count

	#Total	#Inspected
Buildings	2	1
Units	2	1

Scores

	Possible Points	Area Points	H & S Deduction
Site	13.7	7.0	0.0
Bldg Ext	25.2	25.2	20.2
Bldg Sys	15.4	8.4	0.0
CA	13.7	9.4	0.0
Units	32.0	25.9	24.0

Overall	100.0	75.8	44.1
Final Score = Area Points - H & S Deduction			32 c

Health and Safety Counts

Non-Life Threatening

	Site	Bldg	Unit	Total
Actual	0	0	0	0
%Inspected	---	50%	50%	---
Projected	0	0	0	0

Life Threatening

	Site	Bldg	Unit	Total
Actual	0	1	1	2
%Inspected	---	50%	50%	---
Projected	0	2	2	4

Smoke Detectors

	Site	Bldg	Unit	Total
Actual	0	0	0	0
%Inspected	---	50%	50%	---
Projected	0	0	0	0

Systemic Deficiencies:

Area	Item	Defect	# with Defect	# Total	% of Bldgs / Units with Defect
Capital*	None				
Ordinary**	None				

* Capital items are repairs that generally require large cash outlays. (Items such as new roofs and new appliance

** Ordinary items are repairs that require smaller cash outlays. (Items such as light fixtures, fire extinguishers, and smoke detectors).

Participants:

Management Agent XXXXXXXXXXXXXXXXXXXXXXXXXXXX	Phone: Fax: E-Mail Address:
Owner Contact XXXXXXX, XXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX	Phone: Fax: E-Mail Address:
Owner/PHA XXXXXXXXXXXXXXXXXXXXXXXXXXXX	Phone: Fax: E-Mail Address:
Regional Office Contact XXXXXXX, XXXXX None Entered	Phone: Fax: E-Mail Address:

No	Name/Type/Reason Uninspectable	Year built	# Units	Address
1	1 Row/Town Houses	1111	2	XXXXXX XZC XZC AS 43234
	a	Efficiency	Occupied	
	Comments: test to see the comments.			
	b	Efficiency	Occupied	No Keys
	Comments: test			
2	2 Common Building Office	1111	0	12312 12 123 AS 23123

Inspection Summary Report - 5003

Comments: taken offline after inspection started.

Inspectable Items:

<u>Inspected Item</u>	<u>NO/OD</u>	<u>Observation</u>	<u>Severity</u>	<u>Location/Comments</u>	<u>Ded.</u>
Certificates					
Elevator	NO				
Lead Based Paint Disclosure Form	NO				
Site					
Parking Lots/Driveways/Roads	OD	Cracks**	Level 2		1.31
		Ponding**	Level 3	Location: test; Comments: teste	3.49
Walkways/Steps	OD	Cracks/Settlement/Heaving**	Level 2		1.93
Building 1 - Building Systems					
Fire Protection	OD	Missing/Damaged/Expired Extinguishers**	Level 2		7.08
Building 1 - Common Areas					
Halls/Corridors/Stairs	OD	Ceiling - Peeling/Needs Paint**	Level 2		0.34
		Ceiling - Water Stains/Water Damage/Mold/Mildew**	Level 2		0.86
		Doors - Damaged Hardware/Locks**	Level 2		1.54
		Doors - Damaged Surface - Holes/Paint/Rusting/Glass**	Level 2		1.54
Building 1 - Building Exterior - Health & Safety					
Electrical Hazards	OD	Exposed Wires/Open Panels** (LT)	Level 3	Location: test; Comments: test	
Building 1 - Unit a					
Doors	OD	Damaged Frames/Threshold/Lintels/Trim**	Level 2		0.90
		Damaged Hardware/Locks**	Level 2		1.62
		Missing Door	Level 2		3.60
Building 1 - Unit a - Health & Safety					
Electrical Hazards	OD	Water Leaks on/near Electrical Equipment (LT)	Level 3	Location: test; Comments: test	

NOTE: Score for any given building or unit can not be negative (if deductions are greater than possible points, the score is set to zero)

Inclement Weather Inspection, Natural Disaster and Rehab/Vacant Unit Policies

Inclement Weather Inspection Policy

A property inspection will not be conducted if any of the following conditions, either known or anticipated, exist based on reliable weather reports:

- Snow which has accumulated to a depth of 2 or more inches.
- When a "Severe Weather Advisory" is in effect. (This includes but is not limited to: hurricanes, tornadoes, thunderstorms, hail or any other adverse weather conditions that would likely endanger the safety of the participants.)

It is the responsibility of the inspector to verify all weather conditions prior to conducting an inspection.

If the inspection cannot be conducted based on any of the above reasons, the inspector will contact PI-OPs' Technical Service Support (TSS) Center in accordance with the Contract/Task Order requirements at (1-877-406-9220). The contractor must up-date scheduler, and the inspection is to be rescheduled in accordance with the scheduling requirements of the Contract/Task Order.

Natural Disaster Policy

A property inspection will not be conducted if the scheduled property has recently been affected by a natural disaster.

- This includes but is not limited to: earthquakes, floods, hurricanes, tornadoes, wild fires, mudslides, tsunamis or other acts of God that would severely impact the possibility of giving a true representation of the condition of the property.

If the inspection cannot be conducted based on any of the above reasons, the inspector will contact PI-OPs' Technical Service Support (TSS) Center in accordance with the Contract/Task Order requirements at (1-877-406-9220). REAC will contact the appropriate program office (Multifamily or Public Housing) for determination as to whether the property should be rescheduled for inspection or deleted from the Task Order for inspection at a later date, based on the amount of damage sustained by the property. The GTR will notify the contractor if the property is deleted from the Task Order or whether to reschedule the inspection. If the inspection is to be rescheduled, the contractor must comply with the scheduling requirements of the Contract/Task Order.

Rehab/Vacant Unit Policy

A building or unit will not be inspected if it is currently involved in an approved modernization program. In addition, if the unit selected for inspection by the random sample generator is vacant and undergoing rehabilitation because of routine unit turnaround, the inspector is to verify that the unit is vacant, mark the unit as uninspectable noting the reason as "vacant" and select an alternate unit for inspection. (e.g. A unit is selected by the random sample generator and when the unit is entered, the stove, refrigerator and/or cabinets are missing and all the outlet covers are off and the maintenance staff is in the process of painting the unit or patching it up, etc.)

Elevator Certificate

L
I
C
E
N
S
E

GOVERNMENT Department of Consumer and Regulatory Affairs
OF THE Business Services Division
DISTRICT OF COLUMBIA Business Regulation Administration
911 N. Capitol St. N.E. Room 100
Washington, D.C. 20002

CERTIFICATE OF ELEVATOR INSPECTION

LICENSE TYPE ISSUED NAME AND ADDRESS

DATE ISSUED 1999/05/25

ELEVATOR (COMMERCIAL)

License No. 29912931

VALID FOR THE PERIOD

6040 39902823

1999/05/25 - 1999/06/30

REPUBLIC PROPERTIES CORP

PARTY BILLED AND MAILING ADDRESS

THE PARCEL 45C LIMITED PARTNERSHIP

REPUBLIC PROPERTIES CORP

445 12TH ST SW

1280 MARYLAND AV SW

WASHINGTON DC 20024

WASHINGTON DC 20024

Elev File No. 2777

Elev Type L

Elev No. 19

Passengers 1

Weight 750

In case of accident affecting life limb or this elevator notify the chief elevator inspector DC government immediately. We certify that this elevator was duly inspected and the requirements of the DC elevator status regulations were complied with.

THIS CERTIFICATE TO BE POSTED UNDER GLASS IN THE ELEVATOR CAR

TTH2103

THE LAW REQUIRES THIS LICENSE TO BE POSTED


DIRECTOR

Notification of Exigent and Fire Safety Hazards Observed form

(Contractor's (Letterhead)

NOTIFICATION OF EXIGENT AND FIRE SAFETY HAZARDS OBSERVED

Property ID #: _____ Inspection ID # _____ Inspection Date: _____
 Property name: _____ PHA Name _____ Property Phone: _____
 Property Address: _____ PHA ID Number _____ Agent Phone: _____
 Property City: _____ State: _____ Zip: _____

PART 1 EXIGENT HEALTH AND SAFETY HAZARDS

Air Quality A-- Propane/Natural Gas/Methane Gas Detected Electrical Hazards B-- Exposed Wires/Open Panels C-- Water Leaks On or Near Electrical Equipment	Emergency Equipment/Fire Exits/Fire Escapes D-- Emergency/Fire Exits/Blocked/Unusable Fire Escapes E-- Blocked Egress/Ladders Gas/Oil Hot Water Heater/Gas/Oil HVAC F-- Carbon Monoxide Hazard - Gas/Oil Fired Unit -Missing/Misaligned Chimney
---	---

** The Offices of Housing and Public Housing require all exigent hazards be mitigated immediately. The office of Housing requires a written report to be filed with the local office within 72 hours of the date of the inspection. All public housing agencies are required to document activities in this area under both PHMAP and PHAS requirements for later evaluation by HUD.

During this inspection the following items were observed and noted as Exigent Health and Safety hazards which require immediate attention. Use additional sheets if needed.

Item Number	Site or Bldg. Location	DU or CA Location	CHECK DEFECT TYPE(s) (See list below)						COMMENT(s)
			A	B	C	D	E	F	
1									Certificate***
2									
3									
4									
5									

*** Reserved for HUD Use.

PART 2 FIRE SAFETY HAZARD

Emergency Equipment/Fire Exits/Fire Escapes G-- Window Security Bars Prevent Egress H-- Fire Extinguishers Expired	Smoke Detectors I -- Missing/Inoperative
---	--

During this inspection the following items were observed and noted as Fire Safety hazards which require immediate attention:

Item Number	Site or Bldg. Location	DU or CA Location	CHECK DEFECT TYPE(s) (See list below)			COMMENT(s)
			G	H	I	
1						Certificate***
2						
3						

*** Reserved for HUD Use.

Other Health and Safety Concerns Not Defined In Above Matrix.

1.	
2	

NAME OF OWNER/AGENT'S REPRESENTATIVE (Please print legibly)

INSPECTOR NAME: (Print)

 SIGNATURE OF OWNER/AGENT'S REPRESENTATIVE Date _____

 INSPECTOR ID NUMBER

A copy of this notification will be provided to the appropriate local health/safety/fire code enforcement entity.

Neither the inspector, the inspector's employer nor the Department of Housing and Urban Development assume any liability whatsoever expressed or implied that the above noted health and safety hazards constitute all of the health and safety deficiencies that may be present on the property. Any and all liability for the health and safety hazards noted above, as well as any health and safety hazards that may exist on the property but were not observed by the inspector, are the full and absolute responsibility of the property owner and not the inspector, the inspector's employer nor the Department of Housing and Urban Development.

NOTIFICATION OF EXIGENT AND FIRE SAFETY HAZARDS OBSERVED

(continued)

Property ID #: _____

Inspection ID # _____

Inspection Date: _____

Inspector ID # _____

PART 1 EXIGENT HEALTH AND SAFETY HAZARDS

<p>Air Quality A-- Propane/Natural Gas/Methane Gas Detected</p> <p>Electrical Hazards B-- Exposed Wires/Open Panels C-- Water Leaks On or Near Electrical Equipment</p>	<p>Emergency Equipment/Fire Exits/Fire Escapes D-- Emergency/Fire Exits/Blocked/Unusable Fire Escapes E-- Blocked Egress/Ladders</p> <p>Gas/Oil Hot Water Heater/Gas/Oil HVAC F-- Carbon Monoxide Hazard - Gas/Oil Fired Unit -Missing/Misaligned Chimney</p>
---	---

** The Offices of Housing and Public Housing require all exigent hazards be mitigated immediately. The office of Housing requires a written report to be filed with the local office within 72 hours of the date of the inspection. All public housing agencies are required to document activities in this area under both PHMAP and PHAS requirements for later evaluation by HUD.

During this inspection the following items were observed and noted as Exigent Health and Safety hazards which require immediate attention. Use additional sheets if needed.

Item Number	Site or Bldg. Location	DU or CA Location	CHECK DEFECT TYPE(s) (See list below)						COMMENT(s)
			A	B	C	D	E	F	
6.									Certificate***
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44.									
45.									

*** Reserved for HUD Use.

NOTIFICATION OF EXIGENT AND FIRE SAFETY HAZARDS OBSERVED

(continued)

Property ID #: _____

Inspection ID # _____

Inspection Date: _____

Inspector ID # _____

PART 2 FIRE SAFETY HAZARD

Emergency Equipment/Fire Exits/Fire Escapes G-- Window Security Bars Prevent Egress H-- Fire Extinguishers Expired	Smoke Detectors I -- Missing/Inoperative
---	--

During this inspection the following items were observed and noted as Fire Safety hazards which require immediate attention:

Item Number	Site or Bldg. Location	DU or CA Location	CHECK DEFECT TYPE(s) (See list below)			COMMENT(s)
			G	H	I	
4.						
5.						
6.						
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50.						

*** Reserved for HUD Use

Disclosure of Information on Lead-Based Paint and/or Lead-Based Paint Hazards

Lead Warning Statement

Housing built before 1978 may contain lead-based paint. Lead from paint, paint chips, and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women. Before renting pre-1978 housing, lessors must disclose the presence of known lead-based paint and/or lead-based paint hazards in the dwelling. Lessees must also receive a federally approved pamphlet on lead poisoning prevention.

Lessor's Disclosure

- (a) Presence of lead-based paint and/or lead-based hazards (check (i) or (ii) below):
- (i) _____ Known lead-based paint and/or paint hazards are present in the housing (explain).
- _____
- _____
- (ii) _____ Lessor has no knowledge of lead-based paint and/or lead-based paint hazards in the housing.
- (b) Records and reports available to the lessor (check (i) or (ii) below):
- (i) _____ Lessor has provided the lessee with all available records and reports pertaining to lead-based paint and/or lead-based paint hazards in the housing (list documents below).
- _____
- _____
- (ii) _____ Lessor has no reports or records pertaining to lead-based paint and/or lead-based paint hazards in the housing.

Lessee's Acknowledgement (initial)

- (c) _____ Lessee has received copies of all information listed above.
- (d) _____ Lessee has received the pamphlet *Protect Your Family from Lead in Your Home*.

Agent's Acknowledgement (initial)

- (e) _____ Agent has informed the lessor of the lessor's obligations under 42 U.S.C. 4852(d) and is aware of his/her responsibility to ensure compliance.

Certification of Accuracy

The following parties have reviewed the information above and certify, to the best of their knowledge, that the information they have provided is true and accurate.

_____	_____	_____	_____
Lessor	Date	Lessor	Date
_____	_____	_____	_____
Lessee	Date	Lessee	Date
_____	_____	_____	_____
Agent	Date	Agent	Date

FEDERAL REGISTER
VOL. 61. NO. 45
WEDNESDAY, MARCH 6, 1996
RULES AND REGULATIONS

35.85 Definitions

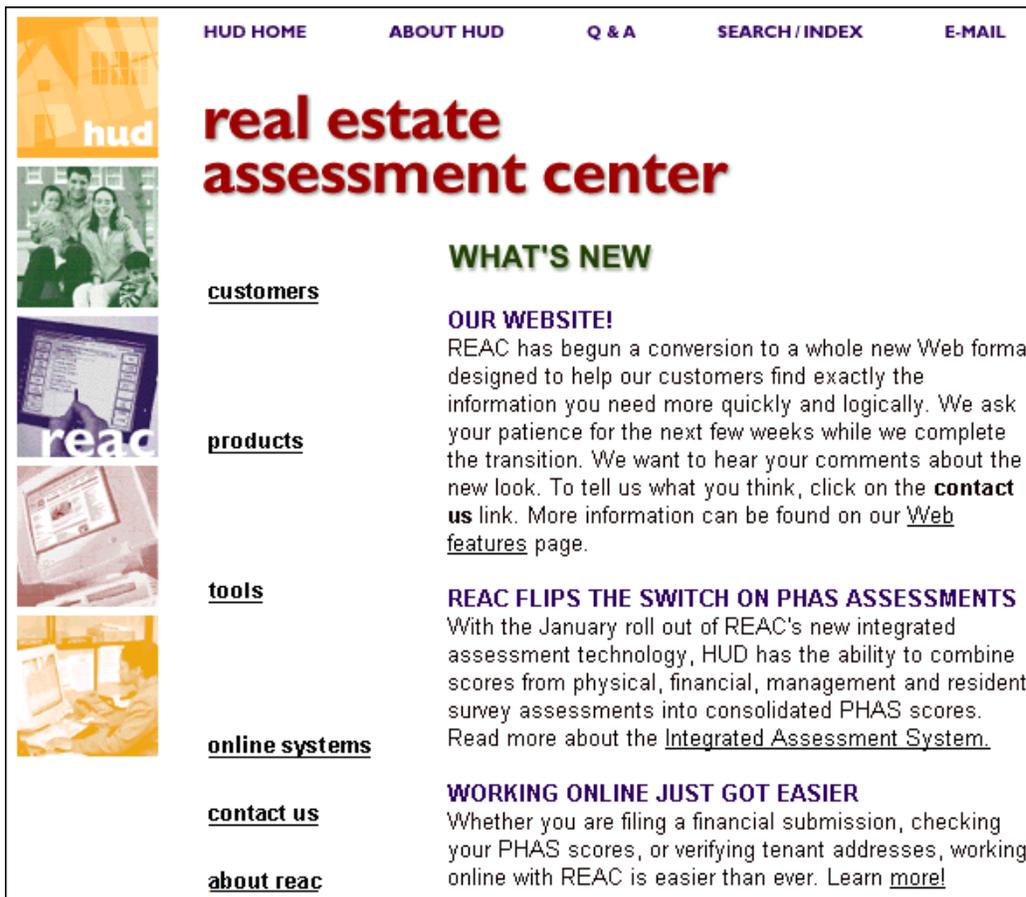
Target housing means any housing constructed prior to 1978, except housing for the elderly or persons with disabilities (unless any child who is less than 6 years of age resides or is expected to reside in such housing) or any 0-bedroom dwelling.

APPENDIX B. DOWNLOADING DCD 2.3 SOFTWARE

This appendix provides a step-by-step guide for installing the latest version of DCD 2.3 software. The DCD 2.3 software replaces the DCD 2.1 software. It is recommended that the DCD 2.1 version be removed before installing the newer version. Refer to pages 15-18 on how to remove the older version.

Real Estate Assessment Center Home Page

In order to download the DCD 2.3 software, you must first access the **Real Estate Assessment Center** home page. The **Real Estate Assessment Center** home page presents the latest information about REAC activities, products, documents, legislation, and more. Users can bookmark this page for quick access.



HUD HOME ABOUT HUD Q & A SEARCH / INDEX E-MAIL

**real estate
assessment center**

customers

products

tools

online systems

contact us

about reac

WHAT'S NEW

OUR WEBSITE!
REAC has begun a conversion to a whole new Web format designed to help our customers find exactly the information you need more quickly and logically. We ask your patience for the next few weeks while we complete the transition. We want to hear your comments about the new look. To tell us what you think, click on the **contact us** link. More information can be found on our [Web features](#) page.

REAC FLIPS THE SWITCH ON PHAS ASSESSMENTS
With the January roll out of REAC's new integrated assessment technology, HUD has the ability to combine scores from physical, financial, management and resident survey assessments into consolidated PHAS scores. Read more about the [Integrated Assessment System](#).

WORKING ONLINE JUST GOT EASIER
Whether you are filing a financial submission, checking your PHAS scores, or verifying tenant addresses, working online with REAC is easier than ever. Learn [more!](#)

NOTE: The contents of this page are updated regularly.

REAL ESTATE ASSESSMENT CENTER HOME PAGE	
<i>Link</i>	<i>Description</i>
customers	Provides information about REAC's public housing, multi-family, and single family housing partners.
products	Provides additional links to REAC product pages containing information, guidance, and news about REAC's assessment functions, including the Public Housing Assessment System.
tools	Provides information, instructions, schedules, technical support, and other handy tools most frequently requested by business partners.
online systems	Provides instructions and links for registering for a HUD user ID and for logging into HUD's secure systems.
contact us	Links to the REAC Technical Assistance Center (TAC).
reac home	Link returns to the REAC home page.

Downloading DCD 2.3 Software

To download the DCD 2.3 software:

1. From your desktop, click on your Internet browser icon. An Internet page displays. ▼



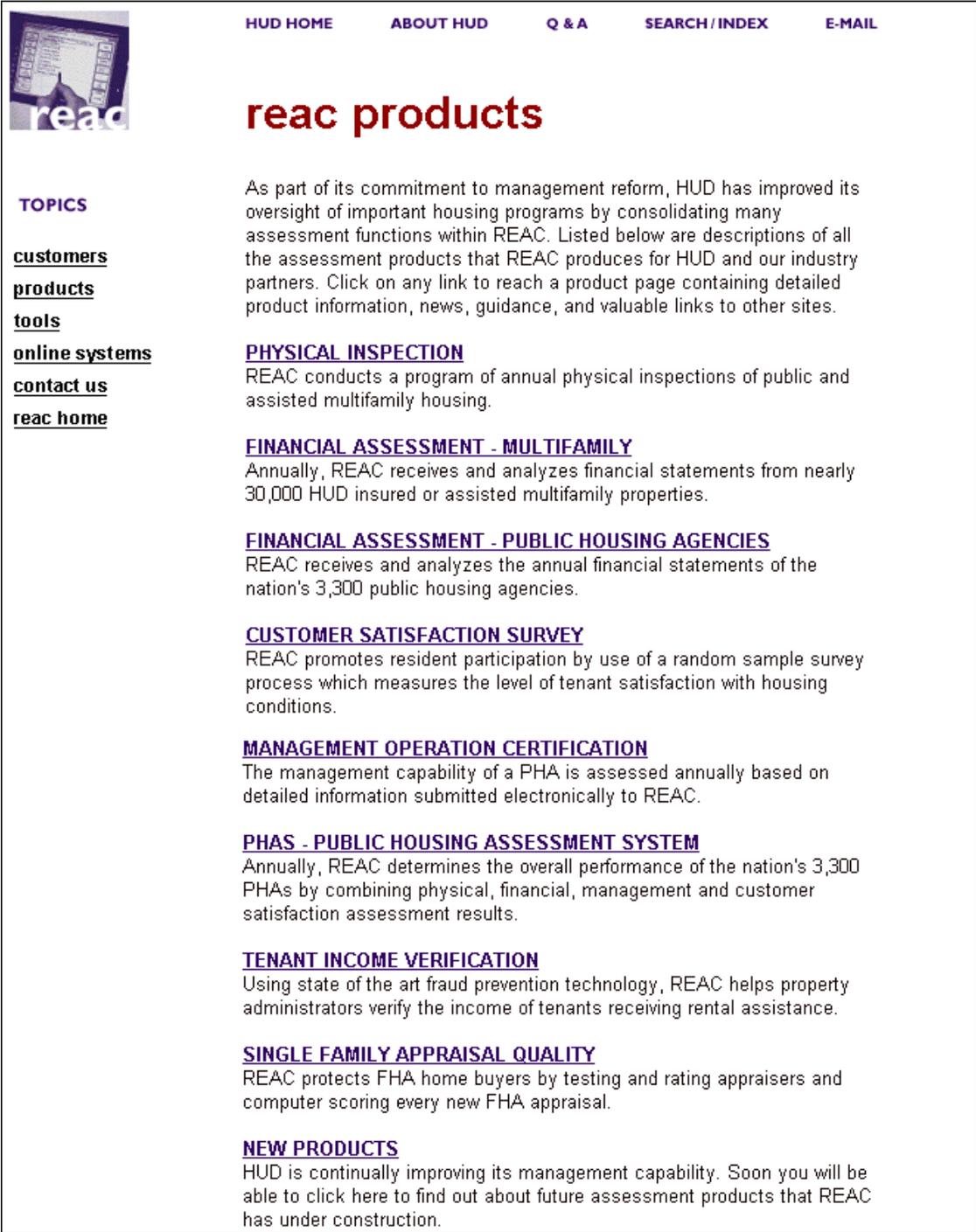
2. Click in the *Location* field under the toolbar to highlight the current URL.

NOTE: Highlighting the URL allows users to overwrite it with the desired URL. Users can also use the Backspace or Delete key to delete the current URL.

3. Enter the following URL address: **www.hud.gov/reac** in the *Location* field. The **Real Estate Assessment Center** home page displays. ▼ (next page)

	HUD HOME	ABOUT HUD	Q & A	SEARCH / INDEX	E-MAIL
	<h1>real estate assessment center</h1>				
	<h2>WHAT'S NEW</h2>				
customers	<h3>OUR WEBSITE!</h3>				
products	<p>REAC has begun a conversion to a whole new Web format designed to help our customers find exactly the information you need more quickly and logically. We ask your patience for the next few weeks while we complete the transition. We want to hear your comments about the new look. To tell us what you think, click on the contact us link. More information can be found on our Web features page.</p>				
tools	<h3>REAC FLIPS THE SWITCH ON PHAS ASSESSMENTS</h3>				
online systems	<p>With the January roll out of REAC's new integrated assessment technology, HUD has the ability to combine scores from physical, financial, management and resident survey assessments into consolidated PHAS scores. Read more about the Integrated Assessment System.</p>				
contact us	<h3>WORKING ONLINE JUST GOT EASIER</h3>				
about reac	<p>Whether you are filing a financial submission, checking your PHAS scores, or verifying tenant addresses, working online with REAC is easier than ever. Learn more!</p>				

- Click on the [products](#) link in the left column. The **REAC Products** page displays. ▼ (next page)



The screenshot shows the REAC website with a navigation bar at the top containing links for HUD HOME, ABOUT HUD, Q & A, SEARCH / INDEX, and E-MAIL. On the left side, there is a sidebar with a 'TOPICS' section listing: customers, products, tools, online systems, contact us, and reac home. The main content area features the heading 'reac products' and a paragraph explaining HUD's commitment to management reform. Below this, several product categories are listed with brief descriptions: PHYSICAL INSPECTION, FINANCIAL ASSESSMENT - MULTIFAMILY, FINANCIAL ASSESSMENT - PUBLIC HOUSING AGENCIES, CUSTOMER SATISFACTION SURVEY, MANAGEMENT OPERATION CERTIFICATION, PHAS - PUBLIC HOUSING ASSESSMENT SYSTEM, TENANT INCOME VERIFICATION, SINGLE FAMILY APPRAISAL QUALITY, and NEW PRODUCTS.

HUD HOME **ABOUT HUD** **Q & A** **SEARCH / INDEX** **E-MAIL**

reac products

As part of its commitment to management reform, HUD has improved its oversight of important housing programs by consolidating many assessment functions within REAC. Listed below are descriptions of all the assessment products that REAC produces for HUD and our industry partners. Click on any link to reach a product page containing detailed product information, news, guidance, and valuable links to other sites.

TOPICS

[customers](#)
[products](#)
[tools](#)
[online systems](#)
[contact us](#)
[reac home](#)

PHYSICAL INSPECTION
 REAC conducts a program of annual physical inspections of public and assisted multifamily housing.

FINANCIAL ASSESSMENT - MULTIFAMILY
 Annually, REAC receives and analyzes financial statements from nearly 30,000 HUD insured or assisted multifamily properties.

FINANCIAL ASSESSMENT - PUBLIC HOUSING AGENCIES
 REAC receives and analyzes the annual financial statements of the nation's 3,300 public housing agencies.

CUSTOMER SATISFACTION SURVEY
 REAC promotes resident participation by use of a random sample survey process which measures the level of tenant satisfaction with housing conditions.

MANAGEMENT OPERATION CERTIFICATION
 The management capability of a PHA is assessed annually based on detailed information submitted electronically to REAC.

PHAS - PUBLIC HOUSING ASSESSMENT SYSTEM
 Annually, REAC determines the overall performance of the nation's 3,300 PHAs by combining physical, financial, management and customer satisfaction assessment results.

TENANT INCOME VERIFICATION
 Using state of the art fraud prevention technology, REAC helps property administrators verify the income of tenants receiving rental assistance.

SINGLE FAMILY APPRAISAL QUALITY
 REAC protects FHA home buyers by testing and rating appraisers and computer scoring every new FHA appraisal.

NEW PRODUCTS
 HUD is continually improving its management capability. Soon you will be able to click here to find out about future assessment products that REAC has under construction.

5. Click on the [PHYSICAL INSPECTION](#) link. The **Physical Inspection** page displays. ▼
 (next page)

HUD HOME ABOUT HUD Q & A SEARCH / INDEX E-MAIL

physical inspection

Nearly 4 million American families live in rental housing that is owned, insured or subsidized by HUD. To ensure that these families have housing that is decent, safe, sanitary and in good repair, REAC conducts annual physical property inspections of nearly 33,000 properties each year.

TOPICS
[customers](#)
[products](#)
[tools](#)
[online systems](#)
[contact us](#)
[reac home](#)

WHAT'S NEW

[Physical Inspection Summary Report \(version 2.3\)](#) Updated 5/17/00
 Now Available. This document details the objectives of the Inspection Summary Report and, provides the definition for each field in the report.

[Contractor Review Quick Reference Guide](#)
 Updated Version as of 5/3/00! Contractor Review Quick Reference Guide is now available. (This replaces the Checklist Quick Reference Guide for Contractors.) A query page has been added that allows the contractor to search for their inspections based on specific criteria, such as the area, contract, inspector id, status date, inspection number and status. In addition, a building tab page has been added for challenged building profile information.

[Now Available Revised DCD 2.3 \(Public Version\) Training Document](#) Updated 5/9/00

Physical Inspection Toolbox
 Reading Room Find It

Hot Links to Other Sites
 HUD PIH Find It

[Documents and Guidance](#)

[Contract Partners](#)

[Federal Regulations](#)

[Software \(Public Version\)](#)

[PDF Viewer](#)

- Click on the [Contract Partners](#) link located in the yellow box on the **Physical Inspection** page. ▼

[Documents and Guidance](#)

[Contract Partners](#)

[Federal Regulations](#)

[Software \(Public Version\)](#)

[PDF Viewer](#)

The **Physical Inspection Contract Partners** page displays. ▼

HUD HOME ABOUT HUD Q & A SEARCH / INDEX E-MAIL

physical inspection
contract partners

In order to view the documents, a [PDF Reader](#) may be required

- [Mortgagee List](#)
Inspectors can obtain the current address of lenders with active Multifamily Insured Mortgages. **Note:** Downloading this file may require you to locate and execute through "Pick App" the Excel file found in your Microsoft Office folder.
- [Inspector Information](#)
Please review the attached document. This information was previously sent to all inspection contractors.
- **NEW!** [Version 2.3 PASS DCD Inspection Software](#)
- [Install Past Versions of PASS DCD Inspection Software](#)
- [List of Contractors, Training, and Inspection Sources](#)
- [PI-OPs Special Bulletins](#)
An archive of notices from PI-OPs regarding important issues that concern the Physical Inspection Protocol.
- **Please Note:** The PASS Scheduling system is now accessible by selecting the "**online systems**" link on any of the REAC web pages, then the "log in" button.
- **Please Note:** All PASS Training Materials are now accessible from the **reading room**. Select the "**tools**" link on any of the REAC web pages, then the "**reading room**" link, then "**training Materials**" from the "**Select a Document Type**" drop-down box. All PASS Training Materials will be listed under the "Physical Inspections" heading.

Last revised: April 25, 2000

7. Click on the [New! Version 2.3 PASS DCD Inspection Software](#) link. The **Physical Inspection Software Download Information** page displays. ▼

HUD HOME ABOUT HUD Q & A SEARCH / INDEX E-MAIL

physical inspection
software download information

In order to view the documents, a [PDF Reader](#) may be required

- [DCD 2.3 Download Property Profile Information](#)
- [Install PASS DCD 2.3 Inspection Software](#)

Last revised: April 17, 2000

- Click on the [Install PASS DCD 2.3 Inspection Software](#) link. The **PASS Software Download Information** page displays. ▼



PASS Software Download Information

These pages have been created to inform users of the REAC DCD software of the latest software revisions and updates, as well as relevant news.

Latest News: 2/22/2000 - Version 2.3 of the software has been released.

Full Installation Page:
If this is the first time you will be installing PASS version 2.3, click [here](#).

Training Download Page:
If you need PASS training software, and are NOT going to training, click [here](#).

Software Component Update Page:
If you are in need of a specific part of the PASS version 2.3 software, click [here](#).

Attention: If you have any problems with the procedures on these pages, contact your Contractor Help Desk.

Return to the REAC Contractor Physical Inspection Page
[Return to Assessment Center Home](#)

- Click on the [Full Installation Page](#) link. The **Full Installation Download** page displays. ▼



Full Installation Download

This page contains the full installation of the PASS software. The only time you need to do a full installation of the software is when there is a major revision of the software (2.1 to 2.3 for example) or when the system files have been damaged in some way.

Important: If you are an inspector and you have not been recertified for the 2.3 version of the PASS software, **DO NOT DOWNLOAD THIS SOFTWARE.**

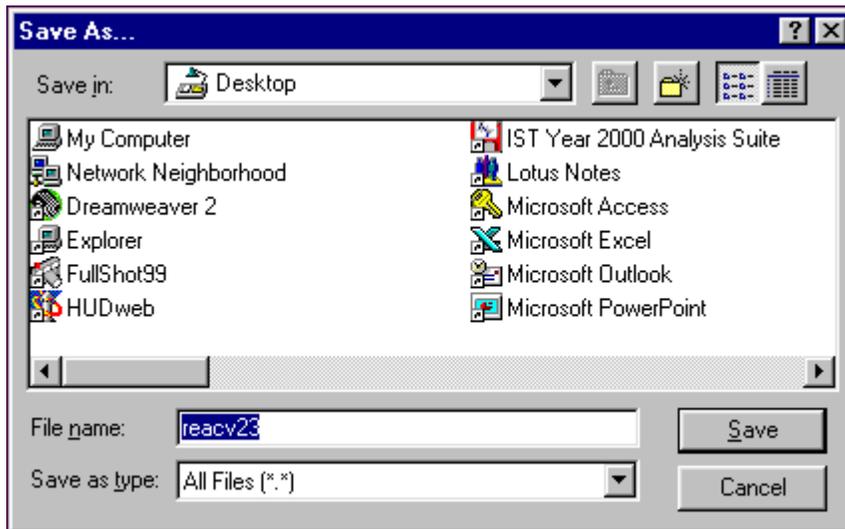
Latest Version: 2.3	
Full Installation (reacv23.exe, 7.4 Mb) The full installation of the PASS program includes all of the files necessary to run the program in a self-extracting .zip file. More information...	Instructions

NOTE: If you receive a time-out during download, please install download management software. This will allow you to pause and resume downloads or recover from a dropped Internet connection. If you are a Netscape user, see <http://home.netscape.com/computing/download/smartdownload/c2.html> to get "Smartdownload". If you are an Internet Explorer user, see <http://www.gozilla.com/gozilla/download.html> to get "gozilla". Once you download the executable, be sure to double-click the file within Windows Explorer to complete installation.

[Return to PASS Download Page](#)

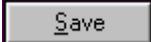
Return to the REAC Contractor Physical Inspection Page
[Return to Assessment Center Home](#)

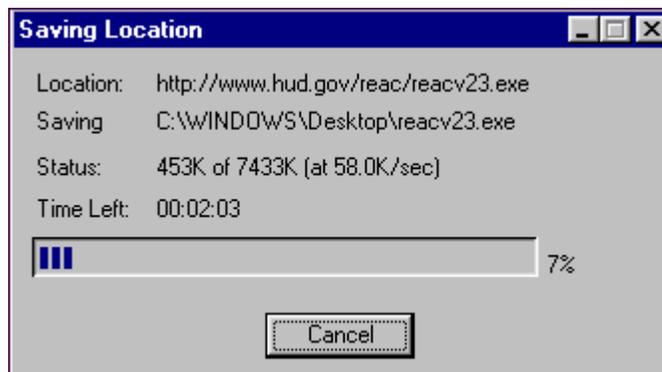
10. Click on the [Full Installation](#) link. The **Save As** window displays. ▼



NOTE: The *Save in* file location is the Desktop symbol, and the *File name* is **reacv23**.

symbol, and

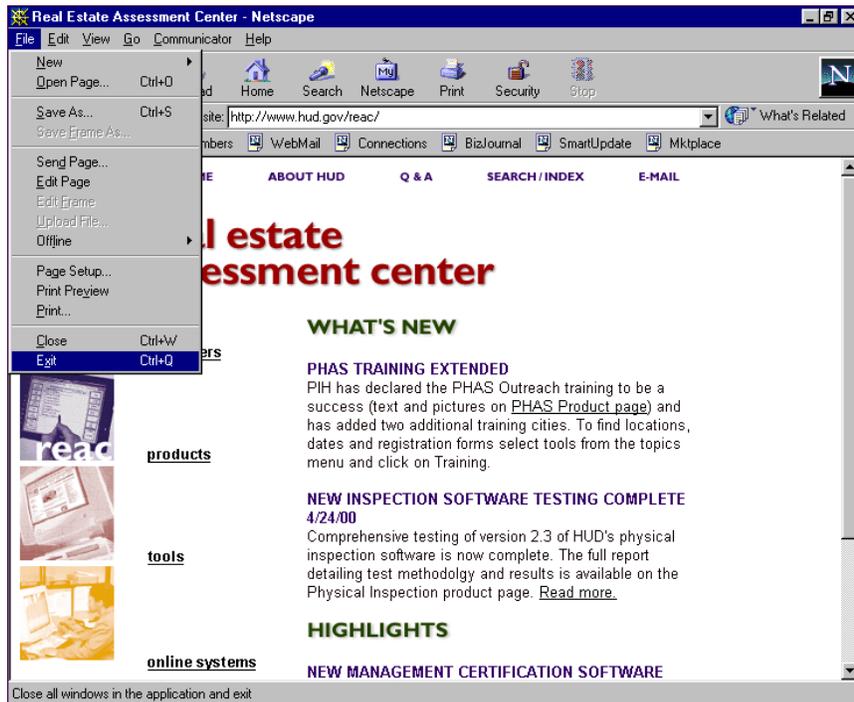
11. Click on the  button. The **Saving Location** window displays. ▼



NOTE: When the indicator bar reaches 100%, the save is complete and the **Full Installation Download** page redisplay.

12. Scroll down and click on the [Return to Assessment Center Home](#) link. The **Real Estate Assessment Center** page displays.

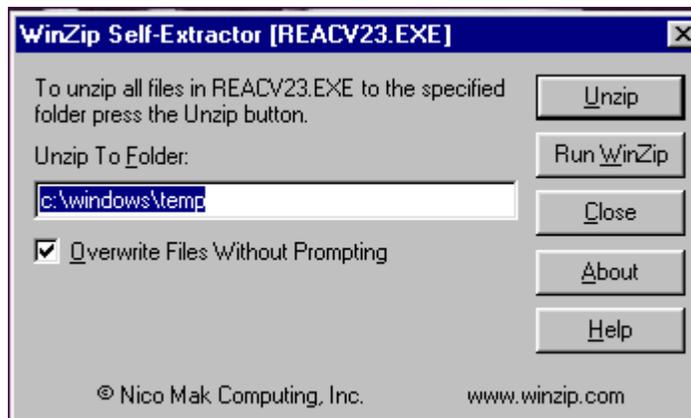
- Click on the **File** menu located on the **Real Estate Assessment Center** page and select **Exit** to return to your **Desktop** page.



NOTE: As a result of DCD 2.3 software installation, the  icon appears on the **Desktop** page.



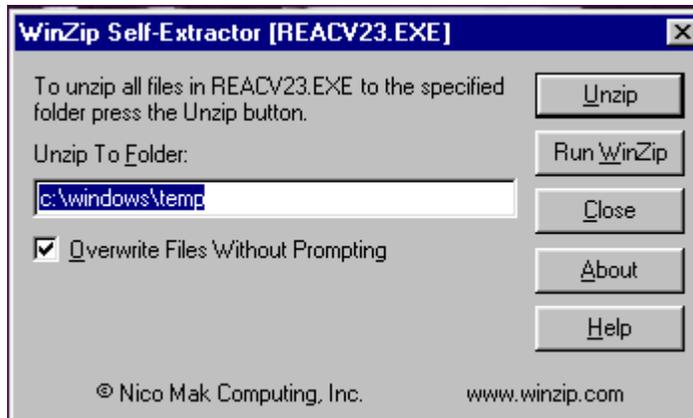
- Click on the  icon located on the **Desktop** page. The **WinZip Self-Extractor [REACV23.EXE]** window displays. ▼



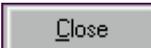
15. Click on the  button. The **WinZip Self-Extractor** message window displays.



16. Click on the  button. The **WinZip Self-Extractor [REAVC23.EXE]** window redisplay. ▼

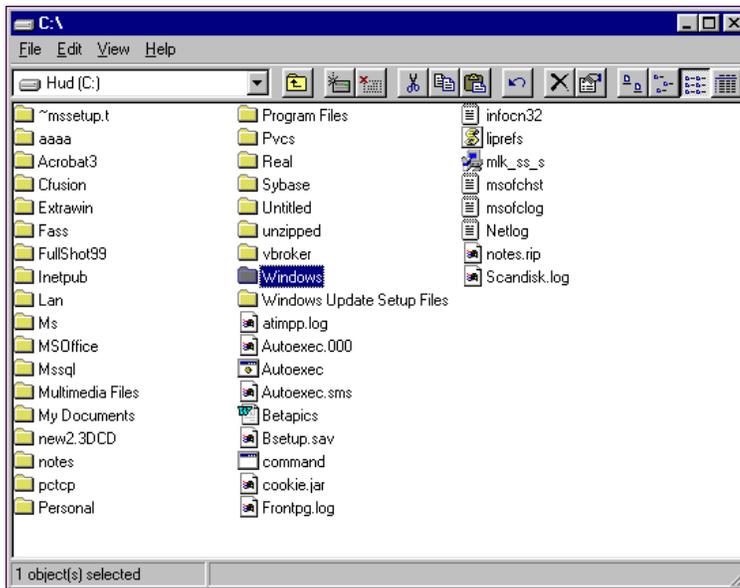


NOTE: It is important to remember the location of the zip files to initiate SETUP. The files are located on the c:\, in the Windows folder and in the sub-folder temp.

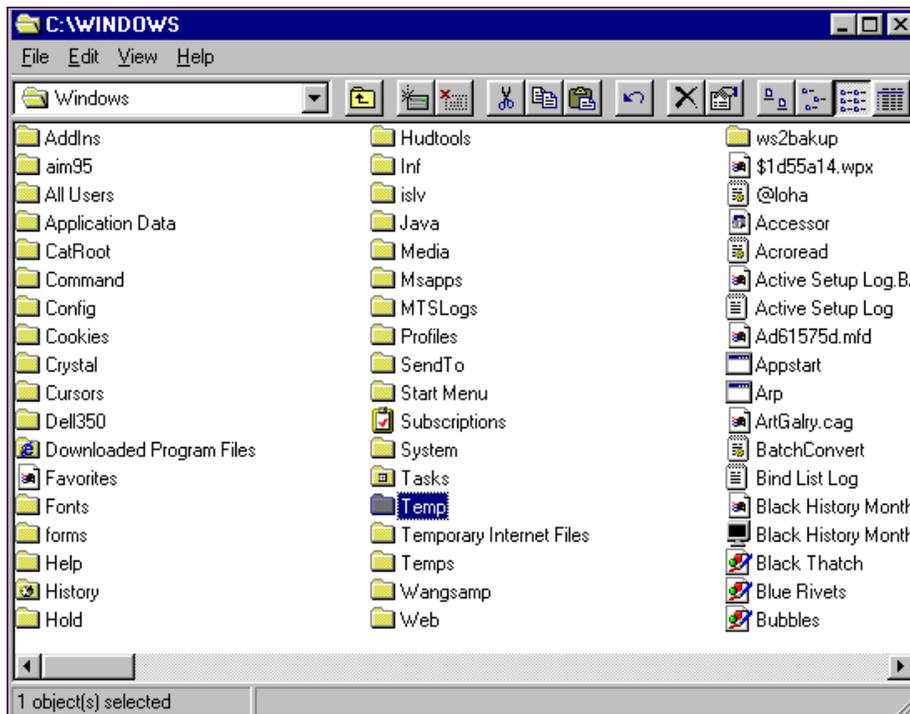
17. Click on  button. The **Desktop** page displays.



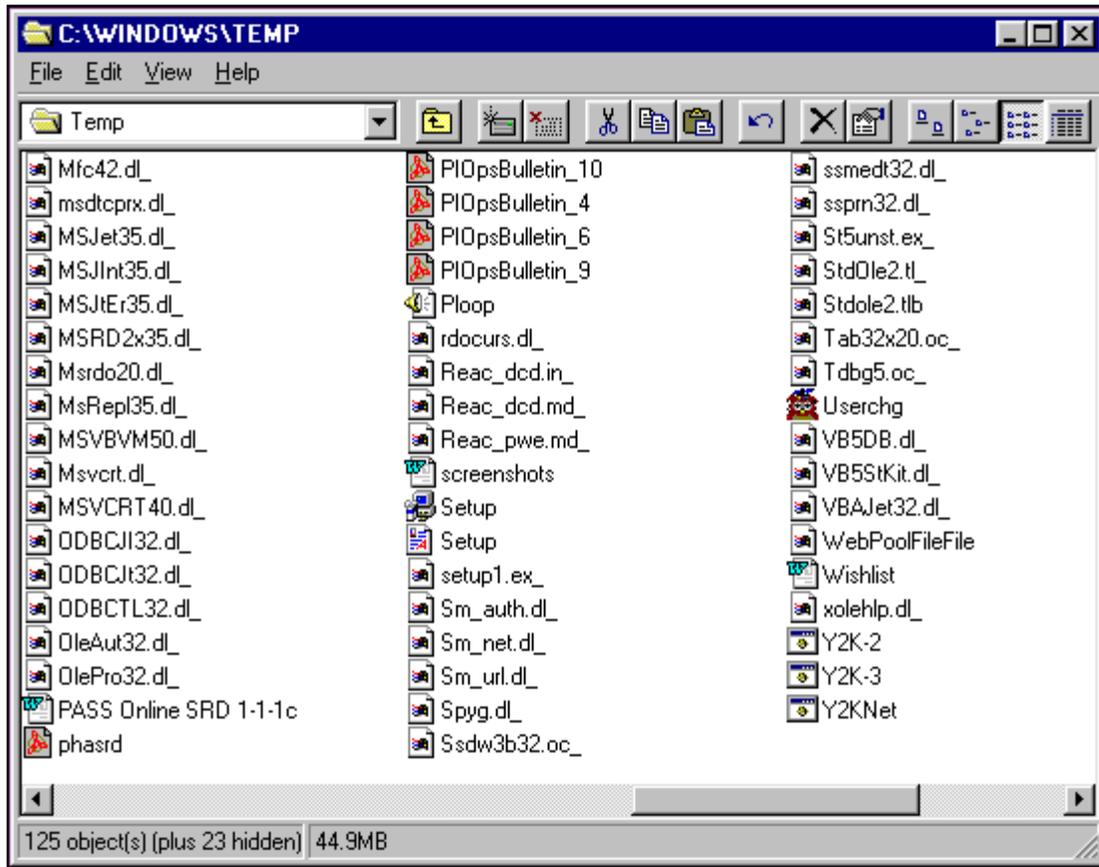
18. Click on the  icon located on the **Desktop** page.
19. Click on the Drive where the Windows folder is located. (In the example on the next page, Windows is stored on the C:\ drive).



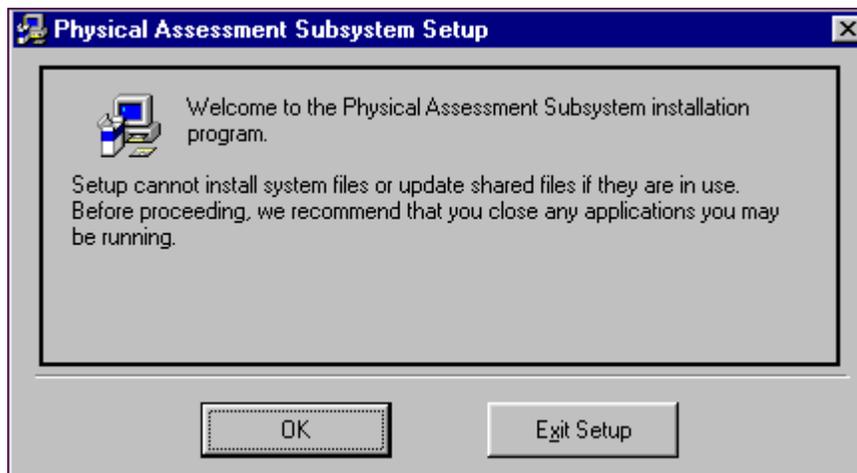
20. Click on the Windows folder, the **C:\Windows** window displays. ▼



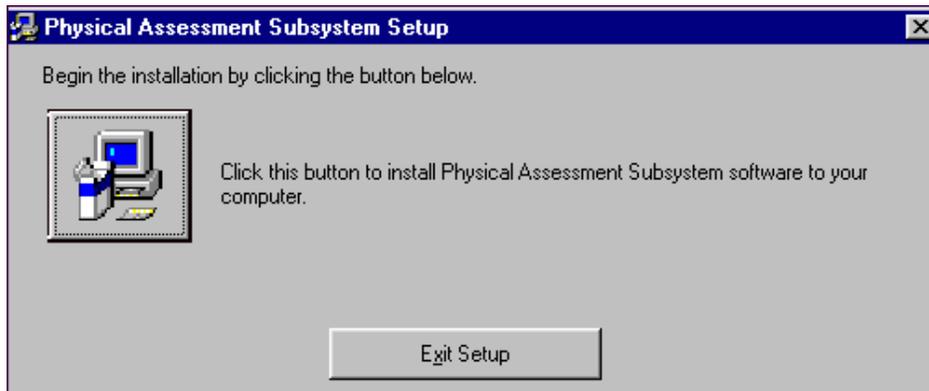
21. Click on the Temp Folder. The **C:\WINDOWS\TEMP** window displays. ▼



22. Scroll and click on **Setup** symbol. The **Physical Assessment Subsystem Setup** window displays. ▼

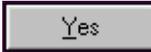


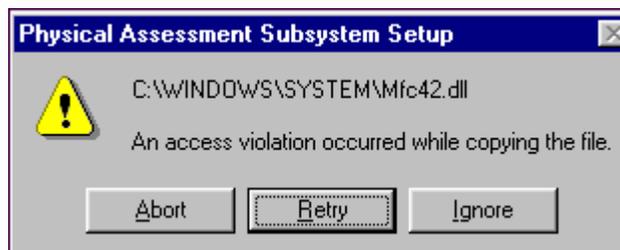
23. Click on  button. Another **Physical Assessment Subsystem Setup** window displays. ▼

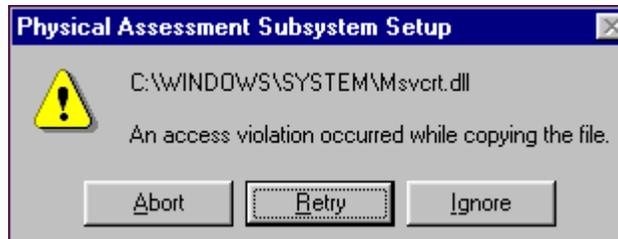
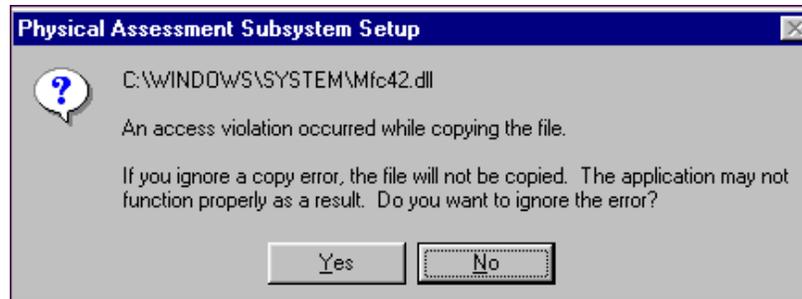


24. Click on the  button located on the **Physical Assessment Subsystem Setup** window to execute the setup. After the Physical Assessment Subsystem Setup is completed, the following message displays. ▼



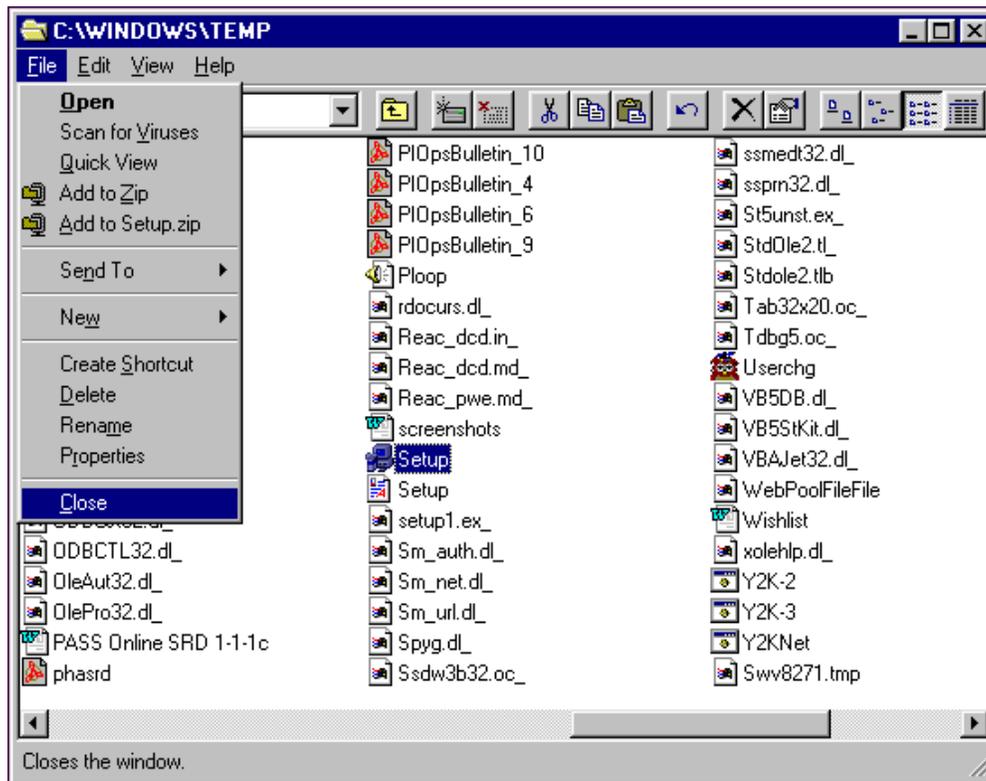
NOTE: During the setup process if one of the following window messages display, click on either the  or  button to continue the setup process.





25. Click on  button. The **C:\WindowTemp** window displays.

26. Click on the File menu and select Close to return to the **Desktop** page.



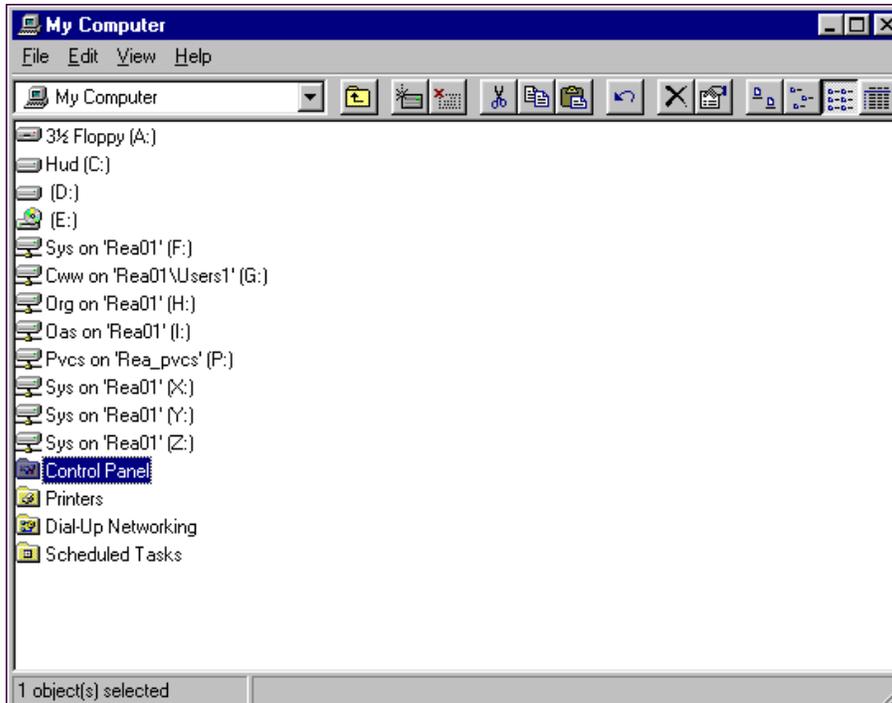
CONGRATULATIONS, YOU HAVE SUCCESSFULLY DOWNLOADED THE DCD 2.3 SOFTWARE!

Removing an Older Version of DCD Software

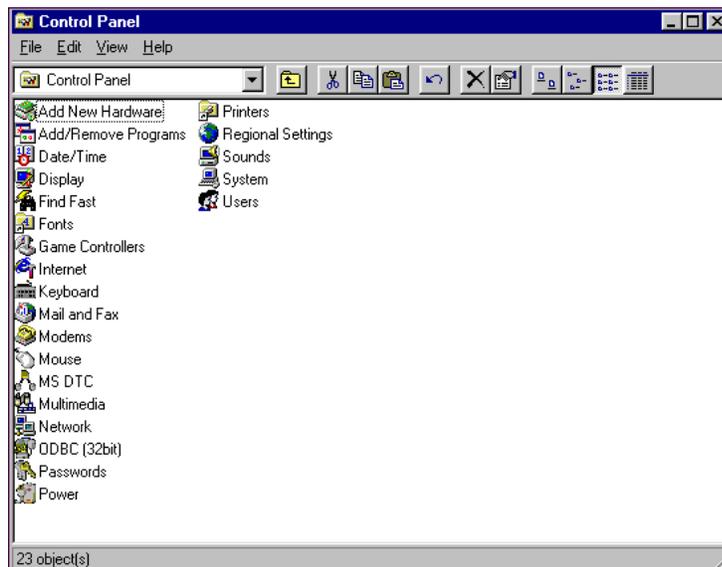
To remove an older version of DCD software:



1. Click on the **My Computer** icon located on your desktop. The **My Computer** window displays. ▼



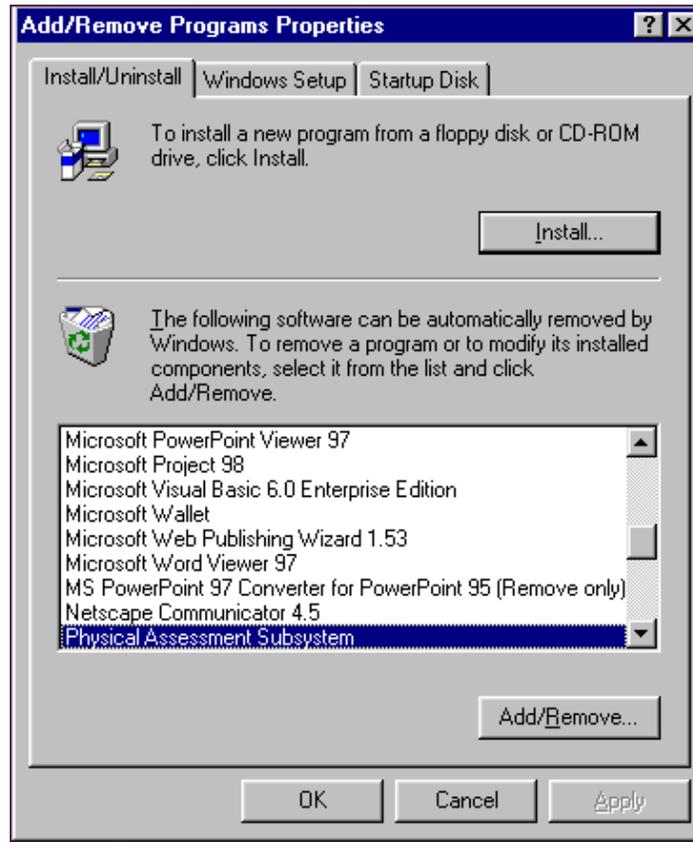
2. Click on Control Panel. The **Control Panel** window displays. ▼



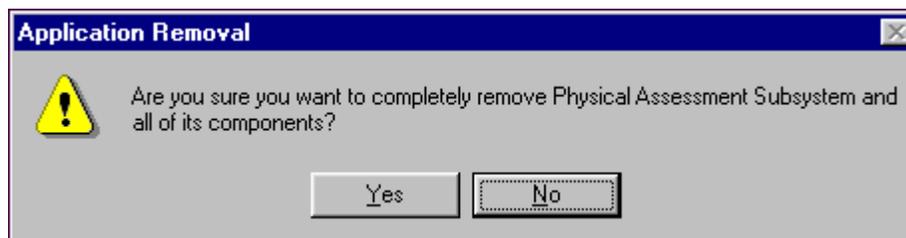
3. Click on the displays. ▼

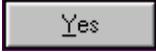


symbol. The **Add/Remove Programs Properties** window



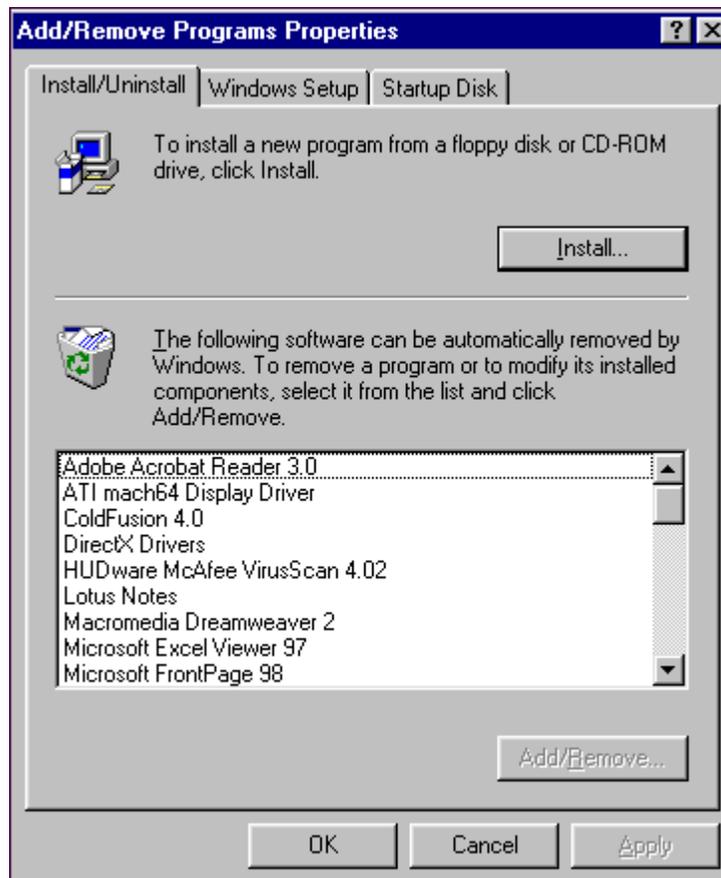
4. Scroll and highlight Physical Assessment Subsystem located within the Install/Uninstall tab.
5. Click on the  button. The following window message displays. ▼



6. Click on the  button. The Application Removal window message displays once the Physical Assessment Subsystem is removed.

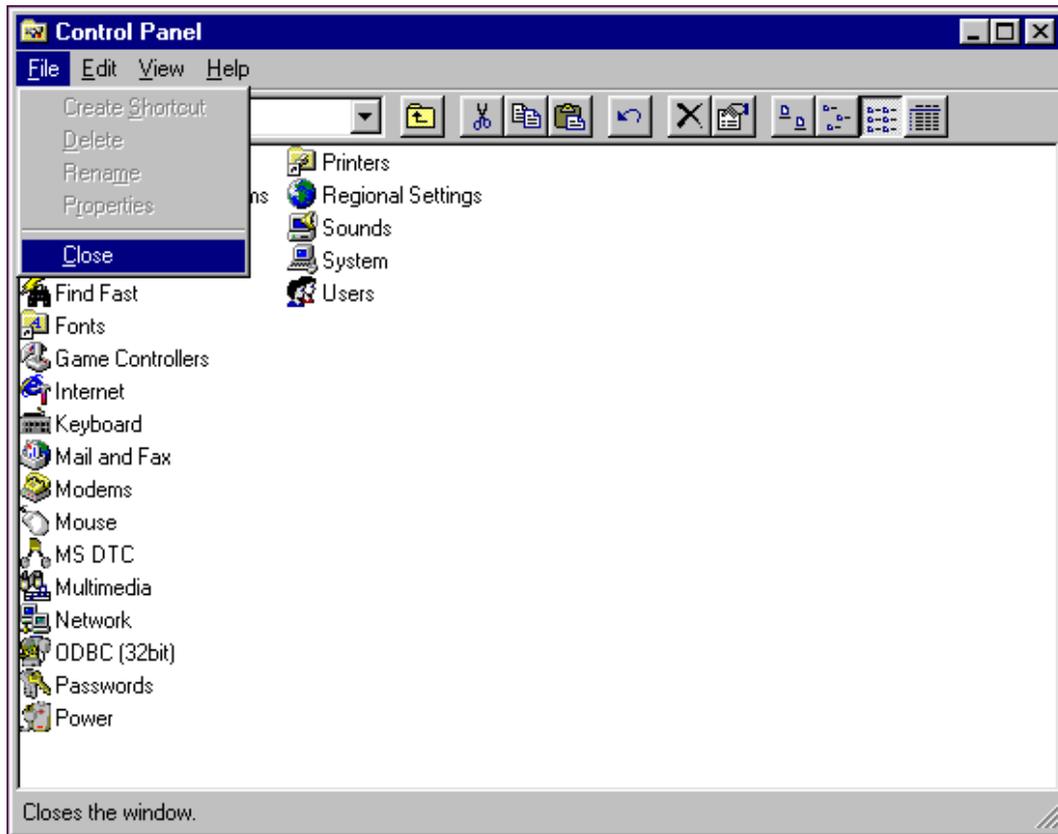


7. Click on the  button. The **Add/Remove Programs Properties** window re-displays.



8. Click on the  button. The **Control Panel** window displays.

9. Click on the *File* menu and select *Close*. The **Control Panel** window closes and returns to the **Desktop** page.



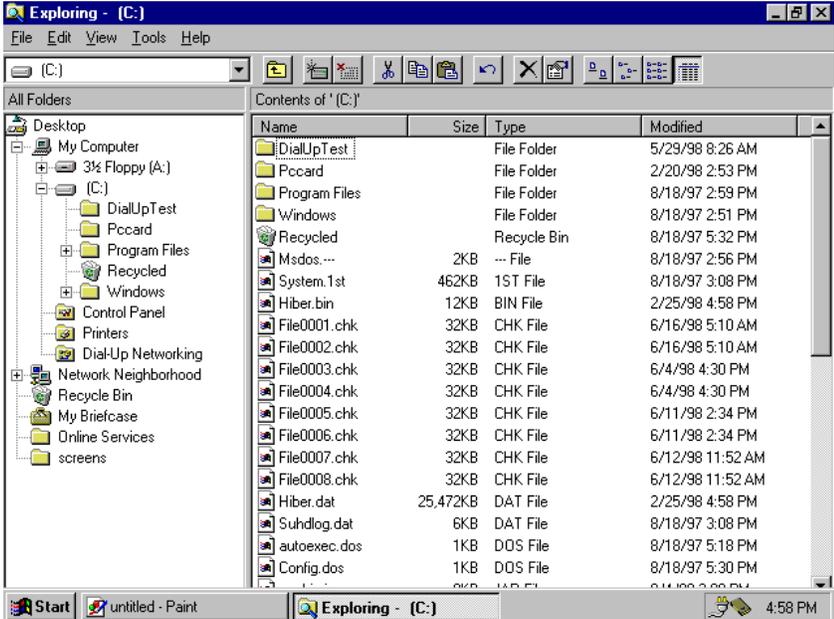
APPENDIX C. WINDOWS AND BROWSER BASICS

The HUD physical inspection software runs on Microsoft Windows 95©. All inspection data is transferred to the Real Estate Assessment Center (REAC) via the Internet. Familiarity with Windows and Internet browser basics is essential, as well as the ability to connect to the Internet.

Windows Basics

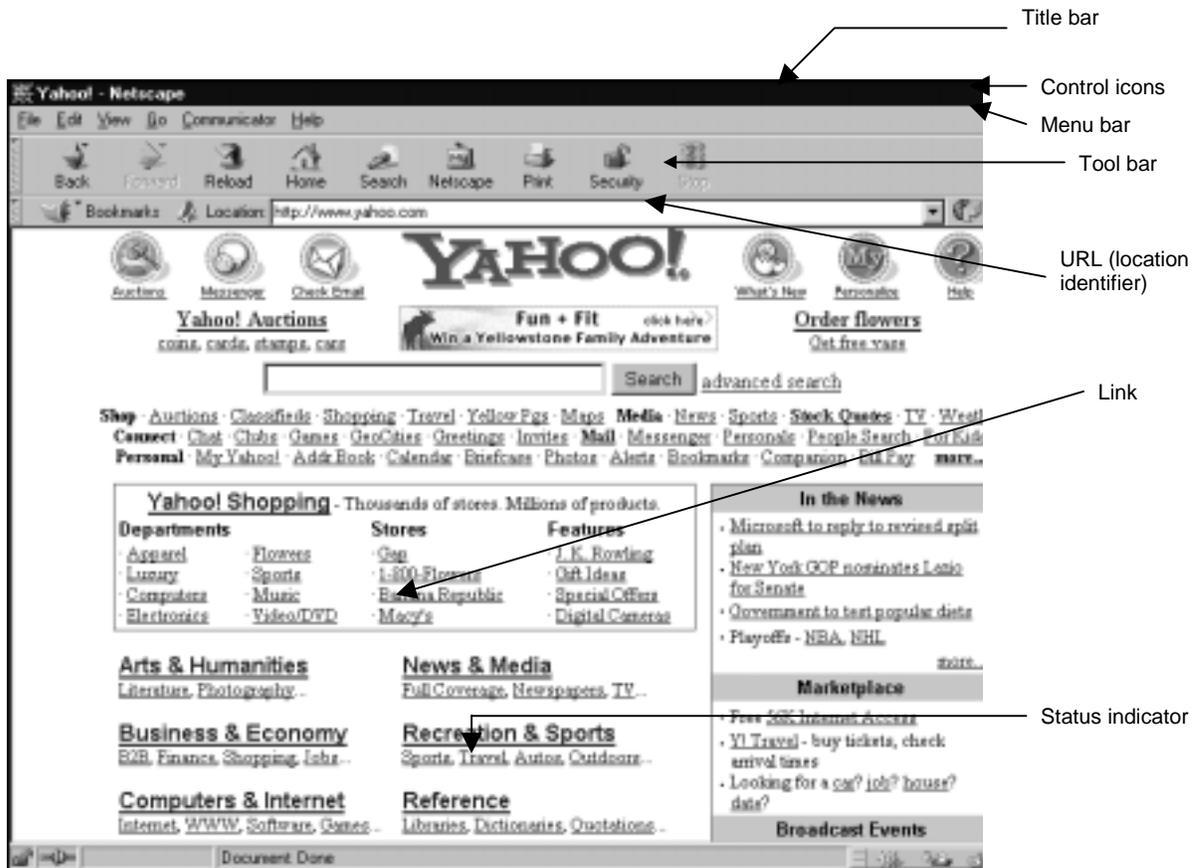
Windows allow multiple applications and screens to be open at the same time. Several windows can be opened simultaneously, but work can be done in *only* one window at a time.

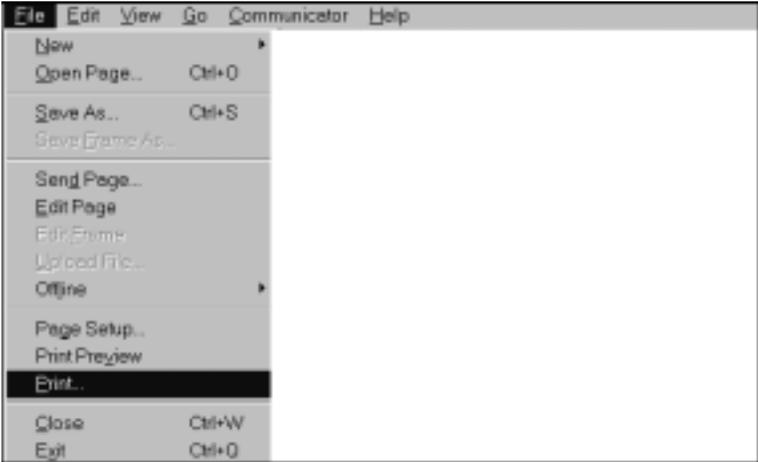
WINDOWS BASICS	
<i>Feature</i>	<i>Description</i>
<i>Buttons</i>	Activates the command displayed on the button label.
<i>Scroll Bar</i>	Allows movement through text too large to fit in the field. Scroll bars are typically presented in list and display boxes.
<i>List Box</i>	Displays menu or list of options to select.
<i>Radio Button</i>	Activates the selection of only one item from a list of available choices. Selecting one radio button automatically deselects the previously selected button.
<i>Check Box</i>	Activates/deactivates the selection of a control or option. When an option is selected, an 'X' appears in the check box.
<i>Status Bar</i>	Contains messages, descriptions, field name explanations about the current activity, selected control, or option. The status bar is located at the bottom of the application window.

WINDOWS BASICS	
<i>Feature</i>	<i>Description</i>
<p>Windows Desktop</p>	<p>Displays when the computer is turned on. The desktop contains program icons, task bar, and the start button.</p> 
<p>Windows Explorer Includes:</p> <ul style="list-style-type: none"> • Open/Close • Title bar • Menu bar • Left pane • Right pane • Folders • Files • Select folder • Expand folder • Select file • File date and size • Copy/move/delete folders • Minimize program • Maximize program • Close program 	<p>Explorer is a tool that performs file management tasks. Explorer allows users to view the contents of documents, as well as other storage devices and network drives.</p> 

Browser Basics

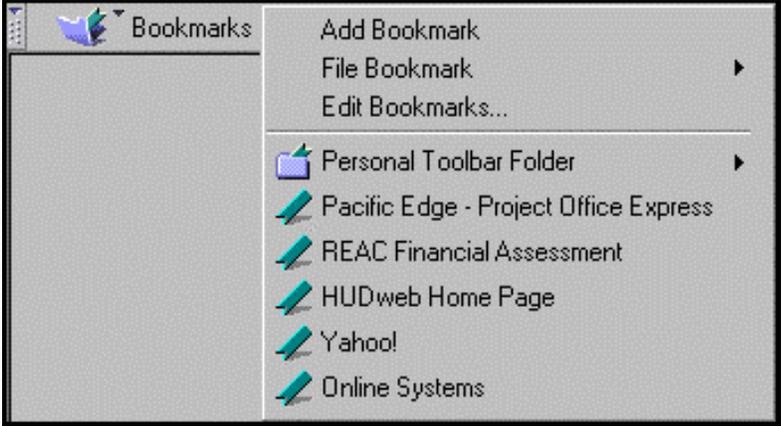
The web page is a document or application with a unique address on the Web, including links to other pages.

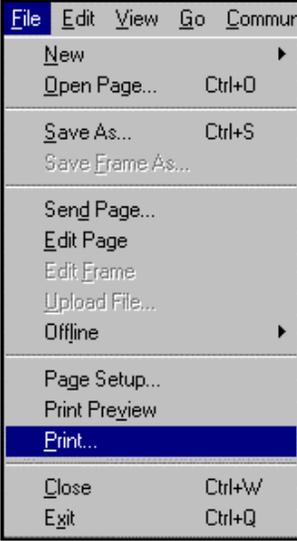


BROWSER BASICS	
<i>Feature</i>	<i>Description</i>
Title bar	<p>Appears at the top of the window, and displays the window title. When more than one window is open, the title bar of the active window is bold; the other open title bars appear faded.</p> 
Control Icons	<p>In the top right corner of the title bar, there are three control icons. With a mouse click, the Minimize  icon reduces or minimizes the window to the bottom of the page. To enlarge the window back to full size, click on the appropriately titled box at the bottom of the page. The Minimize/Maximize  icon reduces the window to a smaller size, allowing the user to view other open windows or the desktop. To enlarge the window back to full size, click on  again. The last control icon is the Close  icon. Clicking on this control icon closes the browser application (and the document or application open within the browser) and returns the user to the desktop.</p>
Menu Bar	<p>Provides drop-down menus for browser functions. By placing the cursor over a menu item and clicking on it with a left mouse button, the drop-down menu appears. Highlight the appropriate menu function with the cursor to make a selection.</p> <p>Available menu functions are text items in bold. Menu functions that are not available appear faded and cannot be activated.</p> 

BROWSER BASICS	
<i>Feature</i>	<i>Description</i>
Tool Bar	<p>Consists of buttons representing browser functions. Available functions are buttons with bold text and graphics. A tool bar button appears faded if the function is not available.</p> 
Location Identifier	<p>The unique location of the Web document or application is called the Uniform Resource Locator (URL). The URL is used to find a particular Web page among all the computers on the Internet. Enter the desired URL in the Location or Netsite field and press the Enter key.</p> <p>NOTE: The field is labeled “Location” for an Internet site. It is labeled “Netsite” for an intranet (internal/within the organization) site.</p>
Links	<p>A link provides a method to move quickly from the current page to another Web page. Links are typically underlined, although they do not have to be. Click on a particular link, and it moves the user to that particular page. Once the link is accessed, it typically changes color to indicate the user has already accessed it once before.</p>
Scroll Bar	<p>Appears whenever there is more information to display on the screen or in the dialog box or list box. There are horizontal and vertical scroll bars. Clicking on an arrow on the scroll bar causes the display to move left, right, up and down, so that additional information can be seen.</p> 

BROWSER BASICS	
<i>Feature</i>	<i>Description</i>
Status	<p>The Netscape browser indicates the status of the action being performed. If the browser is performing an action (for example, searching a database for information):</p> <ul style="list-style-type: none"> · Netscape  logo to the right of the URL address appears to have comets flying across it, · Stop sign  on the tool bar is bold and red, and · Status indicator line at the bottom of the page (next to the lock ) describes the status (for example, “Connect . . . Waiting for reply”). Upon completion of the action, the logo returns to its static state, the Stop button appears faded, and the status indicator line reads “Document: Done.” <p>NOTE: The lock indicates whether the Web page is secure or not. Some Web pages can be secured or blocked from other Internet users if the page contains sensitive information, such as financial or housing information. If the lock is closed, the page is secure. If the lock is open, it is not a secure Web page.</p>

BROWSER BASICS	
<i>Feature</i>	<i>Description</i>
Bookmarks	<p>Function is a browser tool that provides the user with quick access to a Web page. Once a Web page’s title and location is marked as a bookmark in the browser, the user does not have to remember and type in the URL or go through a series of links to access that page.</p>  <p>To bookmark the currently displayed Web page, click on Bookmarks to the left of the <i>Location</i> field for the drop-down options. Click on the Add Bookmark option to mark the page. The Web page location is added.</p> <p>All bookmark(s) appear in list form under the Bookmarks option. Clicking on a bookmark in that list takes the user directly to that page.</p> 

BROWSER BASICS	
Feature	Description
Printing	<p>A screen can be printed by clicking on the <i>Print</i> option under the <i>File</i> menu item located on the Menu bar, or by using the <i>Print</i> button on the toolbar.</p> <div style="display: flex; align-items: center;">  <p>button is located on the Toolbar. To print using the Toolbar:</p> </div> <ol style="list-style-type: none"> 1. Click the mouse inside the screen to be printed. 2. Click the <i>Print</i> button located on the toolbar. The <i>Print</i> dialog box pops up. 3. From the <i>Print</i> dialog box, select the desired print attributes (e.g., number of copies). 4. Click on  button. The selected screen is printed. <p><i>Print</i> option is located on the Menu bar.</p>  <p>To print using the Menu Bar:</p> <ol style="list-style-type: none"> 1. Click the mouse on the <i>File</i> menu item located on the Menu bar. 2. Click on the <i>Print</i> option. The <i>Print</i> dialog box pops up. 3. From the <i>Print</i> dialog box, select the desired print attributes (e.g., number of copies). 4. Click on  button. The selected screen is printed.

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* Copyright© Yahoo! Inc. All rights reserved. Protected by the copyright laws of the United States and international treaties.

* Copyright© Microsoft Windows 95. All rights reserved. Protected by the copyright laws of the United States and international treaties.

APPENDIX D. DCD QUICK TIPS

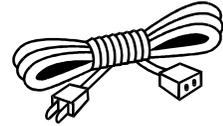
Throughout the training, the Data Collection Device is referred to as the DCD. There are several different manufacturers' models available, such as Panasonic Toughbook, Fujitsu 1200, and Fujitsu-2300.



The different DCD models primarily operate in the same manner, although the On/Off switch, touch panel keys, jacks and the stylus may be located in different locations depending on the model. These **DCD QUICK TIPS** provide helpful instructions for basic operation. However, like all electronic equipment, **the manufacturer's operating instructions should be read thoroughly prior to operating a DCD for the first time.**

STARTING UP

1. Remove the rubber cap over the DC-IN jack (input connector).
2. Connect your DCD to a power outlet or install the charged battery pack.
3. Turn your DCD power On switch.



Use only the specified AC adapter supplied or battery pack with your DCD. Using an AC adapter other than the one specified or using a car adapter, can damage the DCD.

THE STYLUS

A stylus  is used in lieu of a



to select items displayed on the DCD screen or to input characters.

Removing and Installing the Stylus

1. To remove the stylus, slide the stylus eject lever in the direction of the arrow so that the stylus pops out.
2. Grip the end of the stylus and pull it out.
3. To reinstall, align the pointed end with the groove while gently sliding the stylus all the way back inside the DCD.

Using the Stylus

1. Select items on the screen by touching them with the stylus. This is called a "tap". Tapping the stylus once is equivalent to clicking a mouse button once.
2. Touching an item on the screen twice is called a "double-tap".
3. Moving the stylus while holding it against the DCD screen, is called "dragging".



*Remove dirt from the stylus tip because dirt scratches the display screen and makes the stylus difficult to use.
Only use the stylus for the screen and touch panel key operations.
Never use a fingernail, pencil, or other sharp-pointed object as a substitute.*

SHUTTING DOWN

1. Save all data.
2. Using the stylus, tap on the  button.
3. From the Shut Down Windows menu tap the radio button for shutting down the DCD.
4. Tap on the Yes button to successfully shut down the DCD.



*Damage to the disk drive or your data can occur if the proper method of shutting down is not used.
Never use the power Off switch to shut down the DCD before following these procedures.
When the DCD is not in use for an extended period (over a week), use the power Off switch and disconnect the AC adapter from the DCD.*

BATTERY KNOW-HOW

When the AC adapter is not connected, the battery pack serves as the DCD's power source.



Installing and Removing the Battery Pack

1. To install the battery pack, open the battery pack cover and slide the battery pack cover lock in the direction of the arrow to release the cover.
2. Slide the battery pack cover a short distance in the direction of the arrow.
3. Open the cover.
4. Insert the battery pack.
5. To remove the battery pack, pull the tape on the batter pack and remove it from the DCD.
6. Close the battery pack cover, and slide the battery pack cover in the direction of the arrow.
7. Slide the battery pack cover lock upward to the lock the cover.



*Remember that data will be lost if both the battery pack or AC adapter are removed while the computer is in the suspend mode.
Use the Battery indicator (BATT) to check how much charge remains in the battery.
Immediately replace the battery pack when prompted by the DCD.*

NEED HELP WITH YOUR DCD? CONTACT YOUR CONTRACTOR HELP DESK!