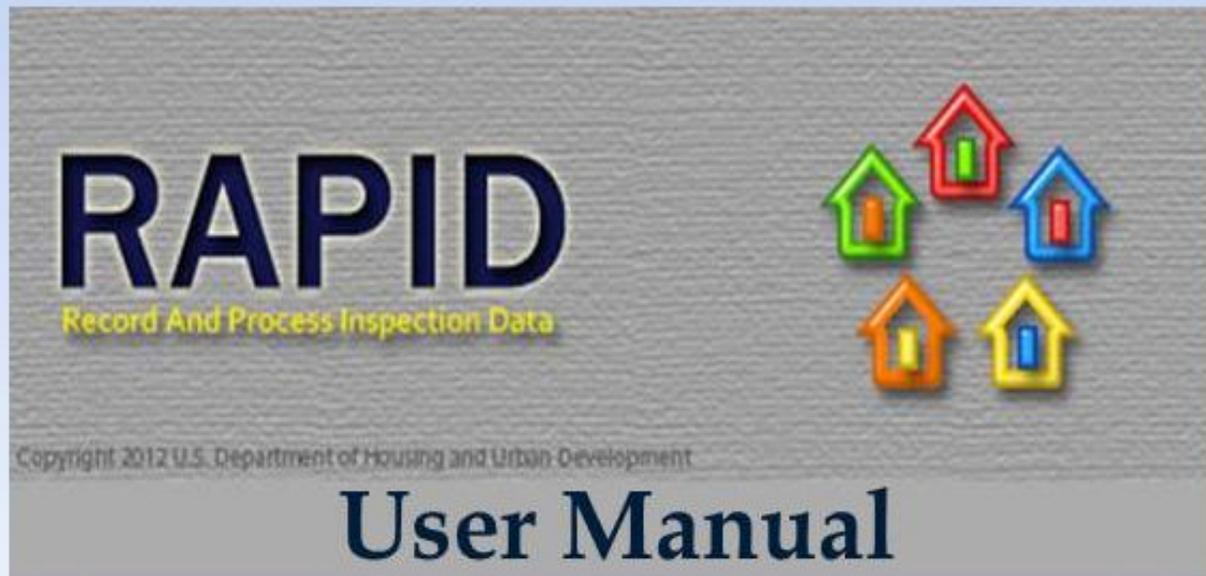


*I Believe In*

# HUD



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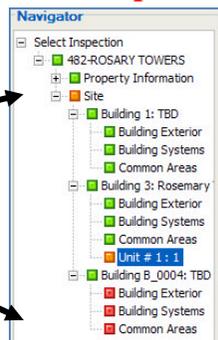
**LEGEND:**

- ❖ Black Arrows {  } are used to indicate instructional steps to perform
- ❖ Action words (click, check, etc.) indicating a specific step will be in **bold italic** font
- ❖ Black Dotted Arrows {  } are used to indicate transition to the next step
- ❖ Red Dotted Arrows {  } are used to indicate areas of interest
- ❖ Blue Star: data fields with a blue star are required in order to save your data



The colored nodes in RAPID indicate:

- **Green = Completed area**
- **Orange = In Progress**
- **Red = Work to be Completed**



**Acronym List**

- EHS – Exigent Health & Safety
- HUD – U.S. Department of Housing and Urban Development
- MF – Multi-Family
- NA – Not Applicable
- NOD – No Observed Deficiencies
- OD – Observed Deficiencies
- PASS – Physical Assessment Sub System
- PIH-REAC – The Office of Public and Indian Housing, Real Estate Assessment Center
- RAPID – Record and Process Inspection Data
- TAC – Technical Assistance Center
- TBD – To Be Determined
- UPCS – Uniform Physical Condition Standards
- WASS – Web Access Security System



### HUD's Physical Inspection Program

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

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

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

#### Uniform Physical Condition Standards (UPCS)

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

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



**Building  
Exterior**



**Building  
Systems**



**Site**



**Common  
Areas**



**Units**

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

## RAPID 4.0 USER GUIDE

**PURPOSE**

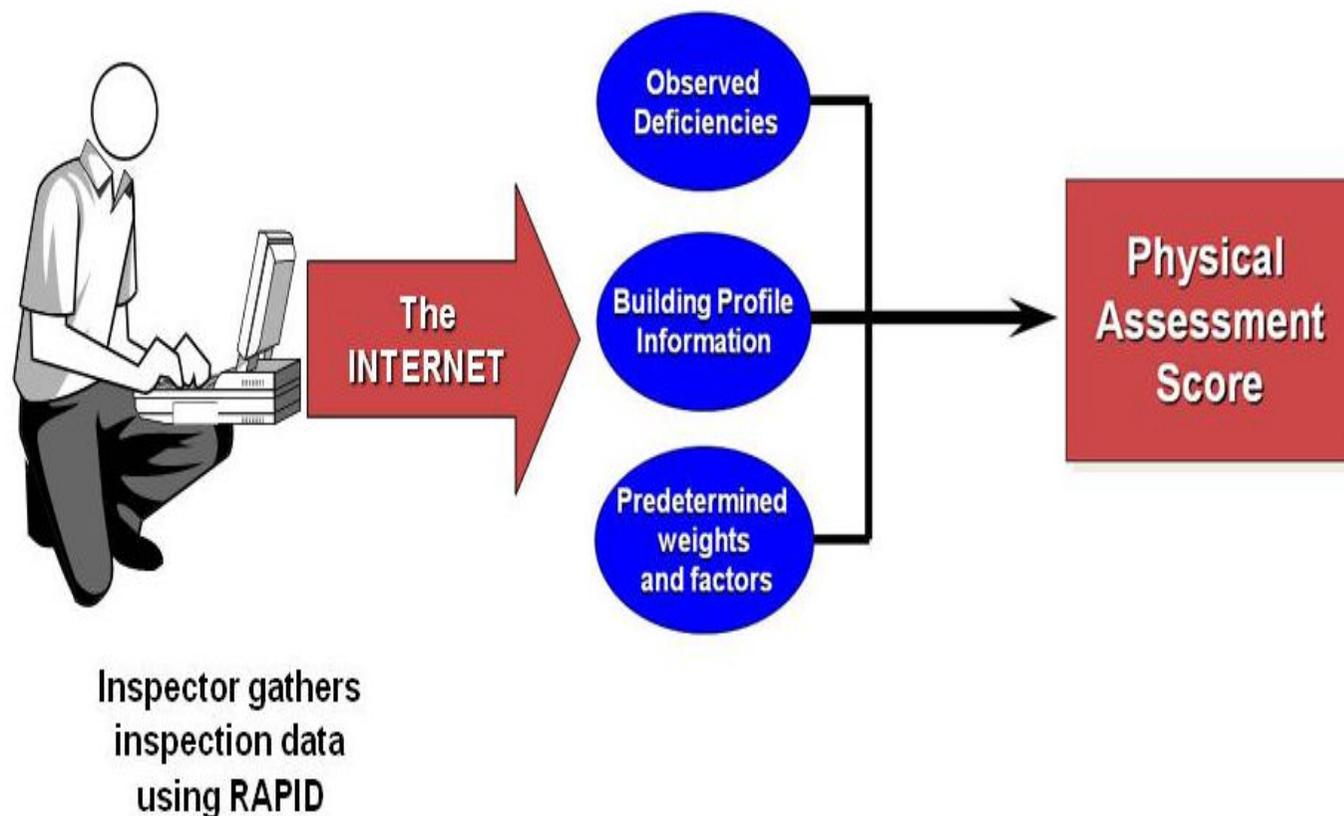
The purpose of this guide is to demonstrate how to use RAPID 4.0 Client, HUD's web-based physical inspection application.

RAPID is a tool utilized by inspectors to record & process inspection data. The software downloads Inspection Data from the server, record/update Inspection Profile, Property Profile, Participants Profile, Certificates, Building Profile and records observations in the Building System, Building Exteriors, Common Areas and Units. Once all inspectable areas are completed, users can upload the completed inspection to the Physical Assessment Subsystem Server to be process, reviewed, scored and released to Multifamily or PHAS.

**OBJECTIVES**

Users will be able to:

- Setup the RAPID application on your laptop
- Download and Add an inspection
- Verify &/or Update Inspection or Property Profile
- Enter building information &/or units
- Record observations or Defects
- Confirm Inspection data is complete
- Retrieve the Discrepancy &/or Inspection Summary Report
- Record TAC #
- Report unsuccessful inspection
- Archive/Restore/Delete inspection



*Figure 2: RAPID – Facilitating the process of ensuring the data regarding the conditions of HUD's Housing Portfolio is accurate, credible and reliable.*

**System Summary**

**Security**

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

**System Interaction**

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

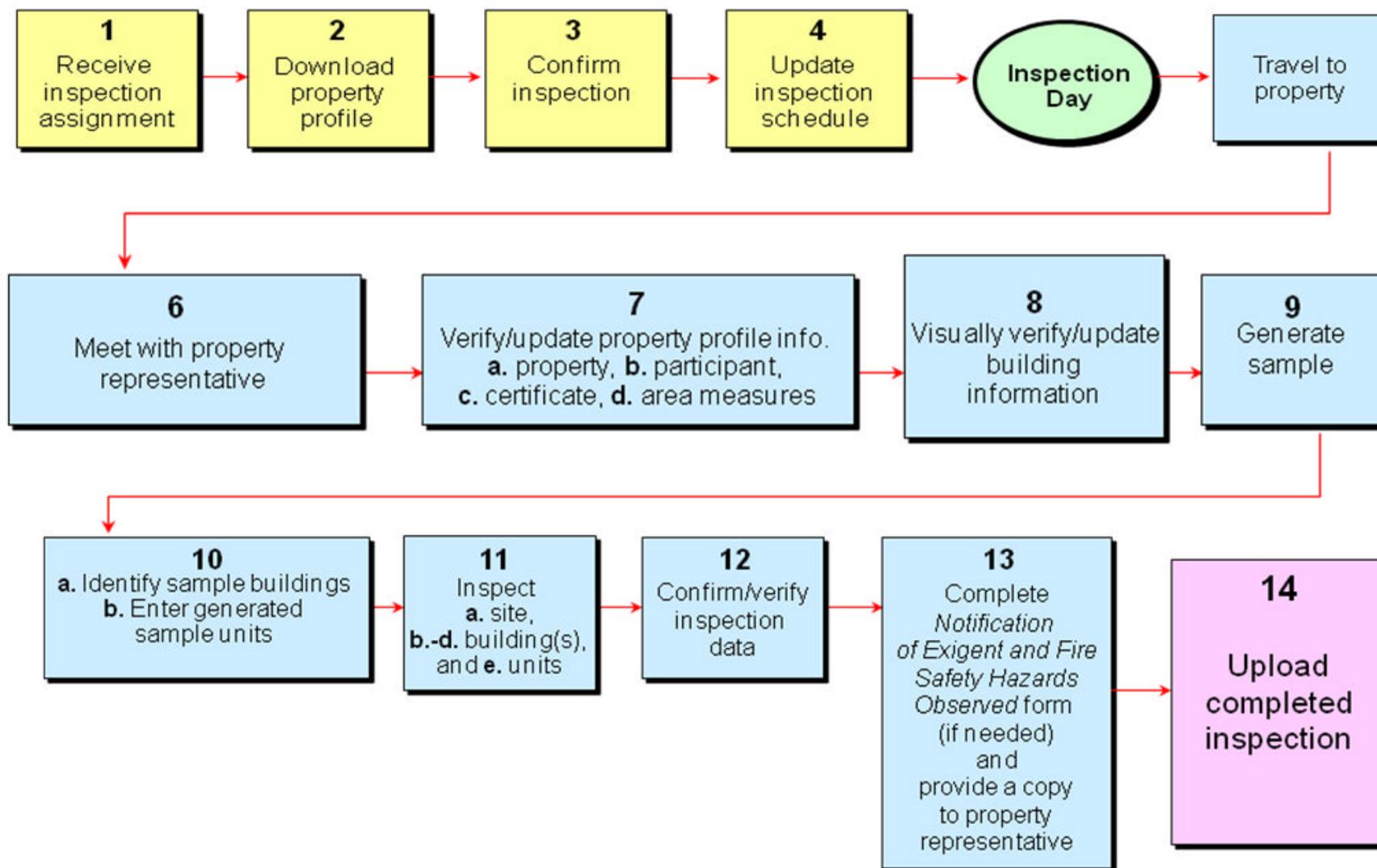
- Web Assessment Subsystem (WASS)
- Real Estate Management System (iREMS)
- PIH Information Center (PIC)

**Hardware**

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

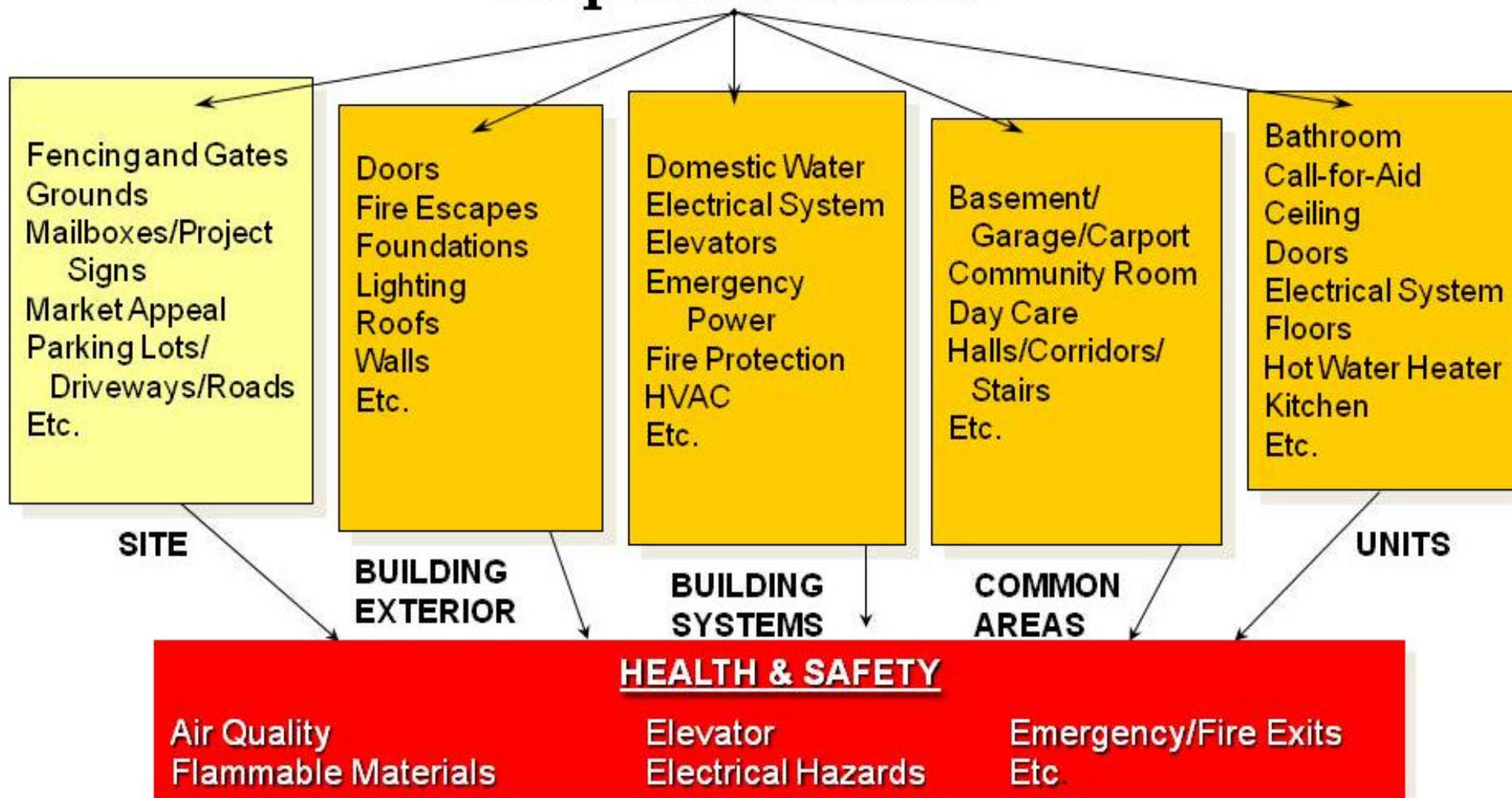


## PHYSICAL INSPECTION PROTOCOL



# Physical Inspection Structure

## Inspectable Items



Application Setup

[http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/public\\_indian\\_housing/reac/products/prodpass/dcd4.0](http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/reac/products/prodpass/dcd4.0)

1) In order to set up the application, we must first download the latest version of RAPID 4.0 Software at the following link:

2) This will bring you to the “DCD 4.0 Web Page” website, where you can *click* on the “Software Download” for the application.

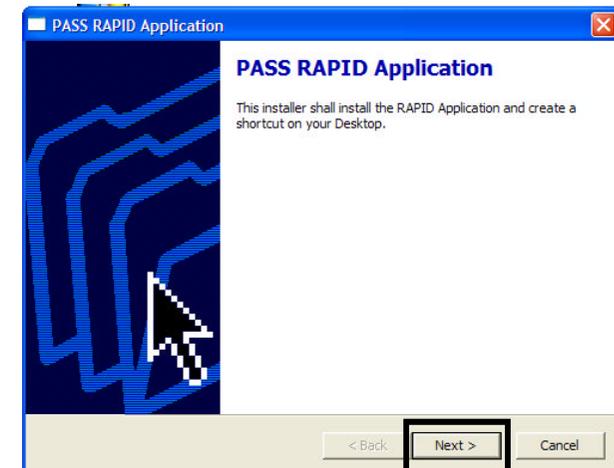
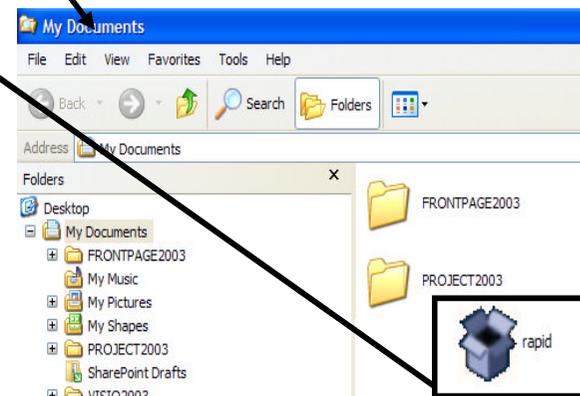
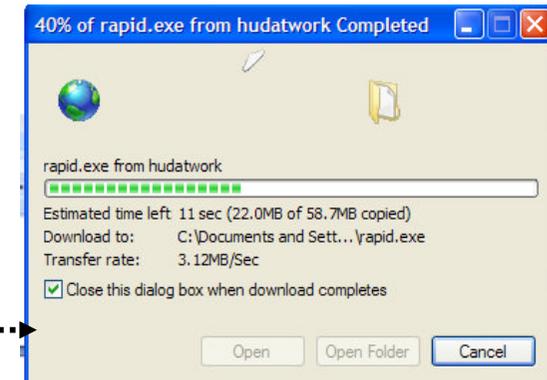
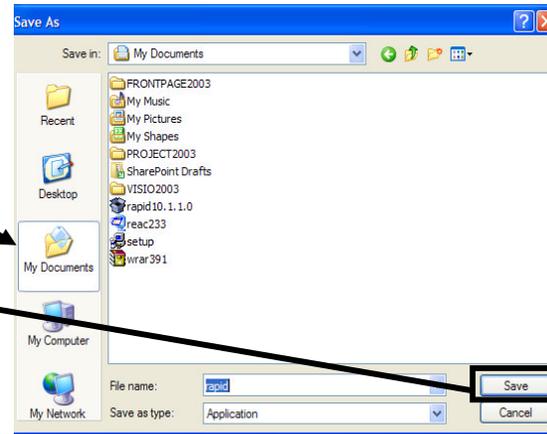
3) After you *click* on the link, a File Download dialog box will appear; select the “Save” option. You now have the option to select where you would like to have the application saved on your computer.

4) The default option will be your “My Documents” folder; however, you can save the folder to any of the other four options listed on the left and then *click* “Save” to complete the action.

5) The “Download” dialog box will appear and allow you to track its progress, once complete, *double-click* on the “My Documents” folder located on your desktop.

6) Inside the folder, you will see the RAPID executable; *double-click* on this icon.

7) The “PASS RAPID Application” wizard will appear; *click* “Next” to begin.



8) The “Extraction Path” box will appear; **click** “Next.” **Click** “Next” when the “Extracting Files” dialog box appears. Once the Wizard is complete, you will have the “RAPID” icon on your desktop.

9) Once the start up has completed you will see the RAPID icon located on your desktop. To access the program, **double-click** on the RAPID icon; the “RAPID” screen will appear.

The very first time that you log into RAPID, the screen will be blank, there will be several options but only two icons will be enabled:

- Download an inspection; you will click this button to begin the download process
- Click on the “Help” icon for additional information regarding functionality specific to this screen

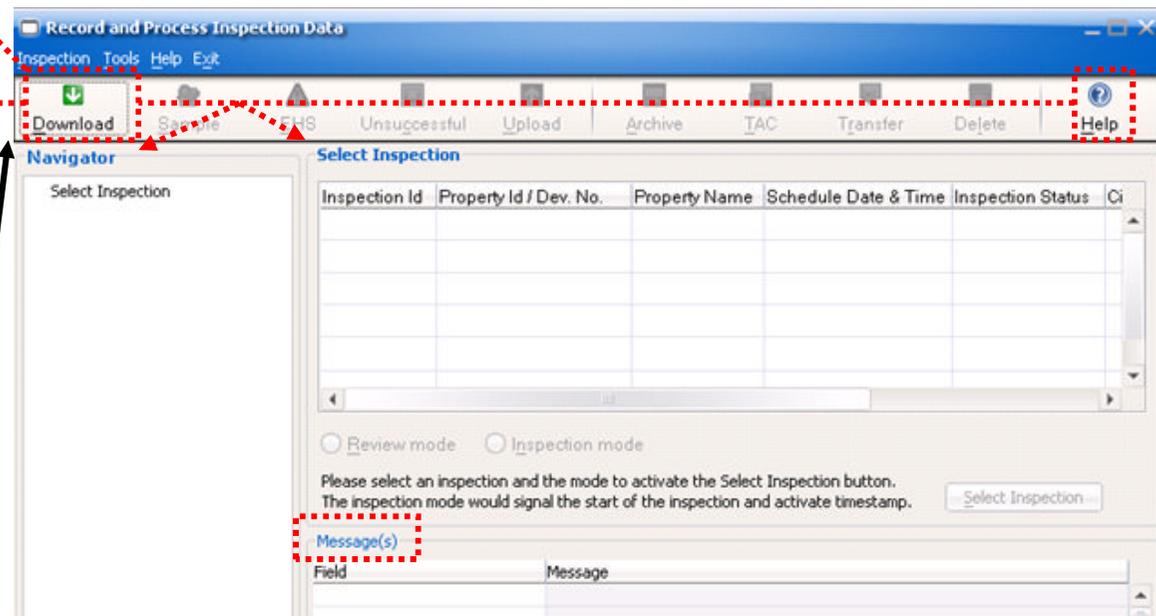
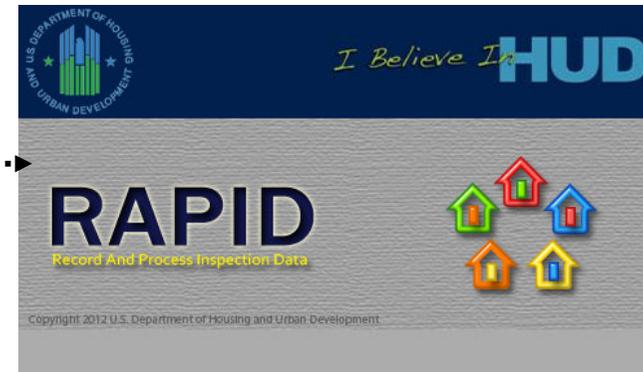
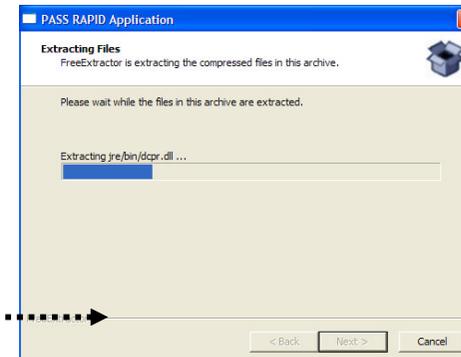
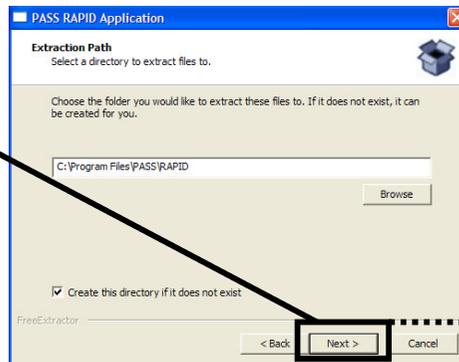
Other areas of note:

- **Navigator** – users can use to navigate through the inspectable areas of the Inspection.
- **Select Inspection(s)** – area where user will obtain all available inspections for download
- **Message(s)** – status of the inspection after download

In addition, the icons on the tool bar, will take you to that specific screen to facilitate that particular action. We want to download an inspection.

1. **Click** the “Download” button...

*Continued in the “Download Inspection(s) section...”*



### The Inspection Tool Bar

Before we continue, let us take a moment to look at the icons located on the RAPID Tool Bar at the top of your screen. These icons, when clicked will take you to that specific screen to perform that action. From left to right:

- **Download icon:** which is used for downloading inspections;
- **Sample icon:** which is used for generating inspection samples;
- **EHS icon:** Exigent Health and Safety Report
- **Unsuccessful icon:** which is used to report inspections that are unsuccessful;
- **Upload icon:** used to upload an Inspection that has been completed, finished and is ready to be uploaded to the server;
- **Archive icon:** used to archive Inspections that have been uploaded and are already in *Review*, *Accepted* or *Reject* status;
- **Unsuccessful icon:** is used to report inspections that are unsuccessful;
- **TAC icon:** is used to report the TAC number relating to a specific issue with this property and inspection;
- **Transfer icon:** is used to upload inspection database to HUD;
- **Delete icon:** is used to delete an inspection;
- **Help icon:** is used to provide specific user-friendly information on how to utilize this application.

The screenshot shows the RAPID 4.0 interface for '1097 - St. Anthony Mills Apartments'. The top toolbar includes icons for Download, Sample, EHS, Unsuccessful, Upload, Archive, TAC, Transfer, Delete, and Help. The main window displays the following information:

- Property Id:** 800222151
- Property Name:** St. Anthony Mills Apartments
- Inspection Id:** 1097
- Inspection Status:** In Progress
- Inspection Type:** Standard
- Scheduled Date/Time:** May 20, 2011 10:00:00 AM

The interface also includes sections for 'HUD QA/IA Inspector Information' (with a checkbox for 'HUD QA/IA Inspector present?' and a 'Select HUD Inspector' dropdown), 'Finish Inspection' (with a 'Check for Incomplete Items' button and a 'Finish Inspection?' checkbox), and 'Unsuccessful Inspection' (with a checkbox for 'Inspection Unsuccessful?', a 'Reason' dropdown, and a 'Comment' text area). At the bottom, there are 'Save' and 'Reset' buttons, and a 'Message(s)' table with columns for 'Field' and 'Message'.

**Download Inspection(s)**

When you click the “Download” icon on the “Record and Process Inspection Data” screen, you will arrive at the “Download Inspection(s)” screen.

1. **Click** the “Download” icon once again
2. **Click** the “Connect” button

The “User Log in” dialog box will appear.

3. **Enter** your “User Id,” “Password,” and click “Login”

**The very first time that you perform this action** the “Download Inspection” dialog box will appear; *this will also occur whenever there is a discrepancy between the reference data on the server and your computer.*

4. **Click** “Yes” to inform RAPID that you wish to have your “Reference Data” synchronized.

Synchronization should take 2 – 5 minutes depending upon your connection speed and resources available on your computer.

When “Synchronization” is complete, a message will be displayed which states, “Reference data synchronization is now complete;” will be displayed in the Messages Center.

The “Download” page appears but now inspections are available. The inspections listed are the ones assigned to your unique Inspector ID.

**Please note:** in the lower right-hand section of the screen that the “Download” button is disabled. Once you select an inspection to download, the button will become enabled.

Inspection Id	Property Id/Dev. No.	Property Name	Schedule Date & Time	City
363	CT030001	Alan Jepson Manor	Tue, Dec 29, 2009 01:49 PM	Milford
364	CT030002	Catherine McKeen Village	Mon, Jan 3, 2011 01:49 PM	MILFORD
365	N0025001	ALEXANDER CT	Fri, Jan 15, 2010 01:50 PM	ORANGE
366	N0025001	ALEXANDER CT	Mon, Nov 30, 2009 01:50 PM	ORANGE
507	CT030005	Island View Park	Fri, Jan 22, 2010 02:57 PM	MILFORD
608	CT030006	DeMain Gardens	Fri, Jan 22, 2010 03:47 PM	MILFORD

4. **Select** the Inspection(s) you wish to download by clicking the “Inspection ID” box and
5. **Click** the “Download” button.

Note: The download progress bar in the lower right-hand portion of the screen will provide an accurate assessment regarding the status of your download.

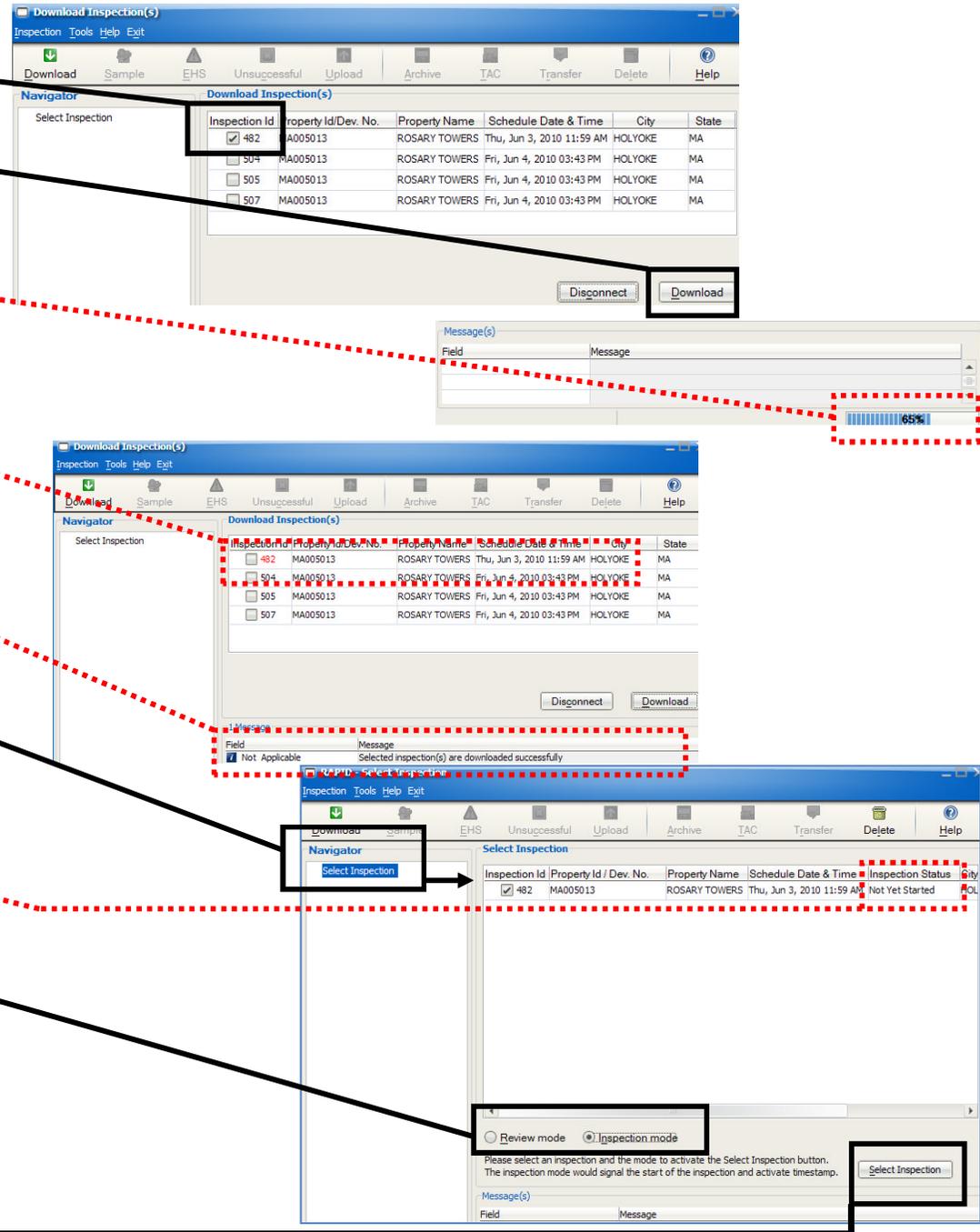
Once the download has completed, the “Inspection ID” for the inspection that you selected will now be in **RED**.

In addition, the Message Center will now display “Selected inspection(s) are downloaded successfully” to indicate a successful download.

6. From the “Navigator” windowpane, **click** on “Select Inspection” link. On the right side on the screen, “Select Inspection” panel, your Inspection(s) will be displayed.

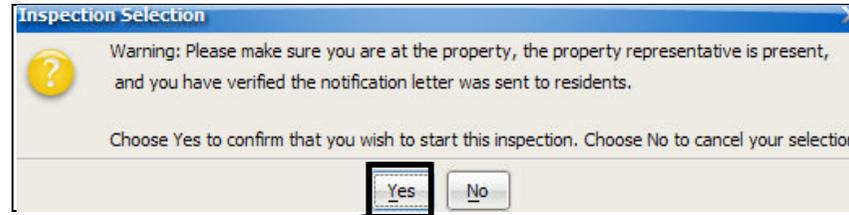
**Please Note:** Check to verify that all newly downloaded Inspections have a “Not Yet Started” message listed for their status.

7. In the middle-bottom portion of the screen, **click** on the “Inspection Mode” radio button.
8. This will enable the “Select Inspection” button located in the lower right-hand portion of the screen. **Click** on the “Select Inspection” button.



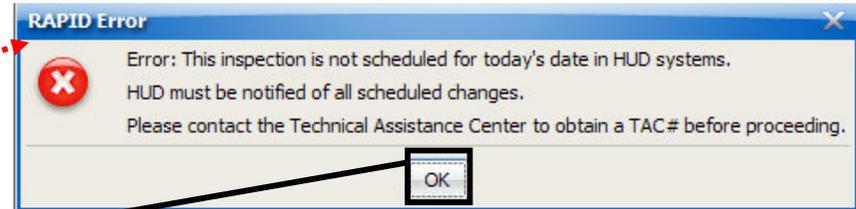
When an inspector is selecting an inspection for the first time, a warning notice will be displayed to ensure that the inspector is:

- at the correct property,
- the property representative is present and
- has verified the notification letter was sent to residents



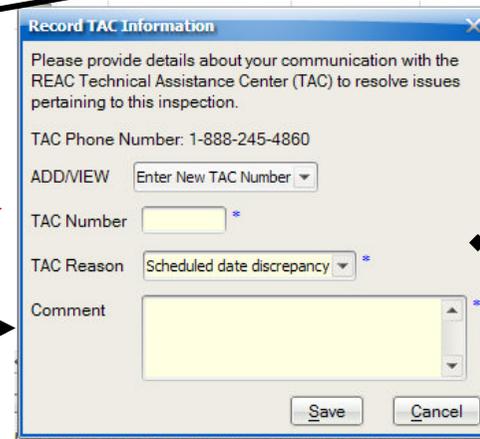
9) Click "Yes"

If there is a discrepancy between the date of the inspection and the scheduled date within HUD Systems, an error message will appear. This message will request that you contact TAC (Technical Assistance Center) before proceeding

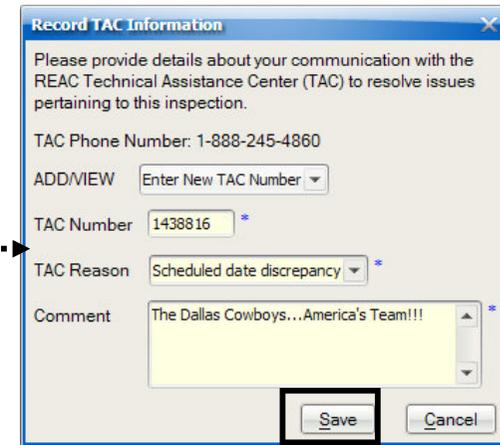


10) Click "Ok"

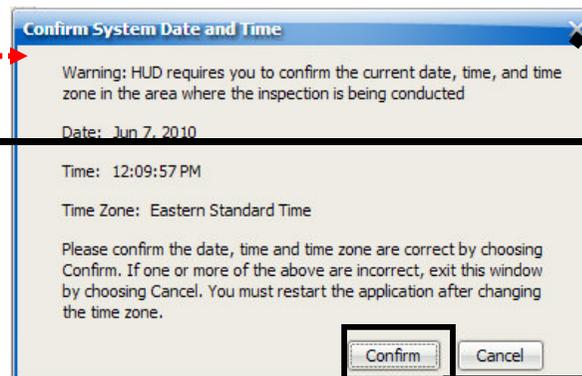
The "Record TAC Information" dialog box appears.



11) Enter the required information and click "Save"

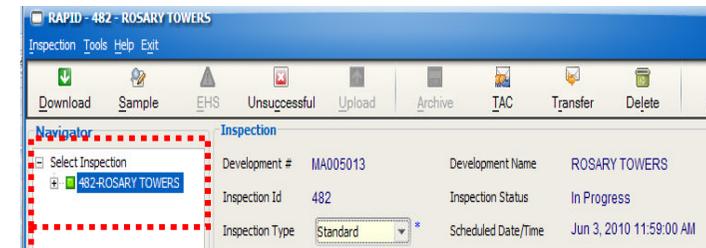


The "Confirm System Date and Time" dialog box appears. Please check to make sure that the System date and time is accurate in the Time Zone where the inspection physically occurs.



12) Click "Confirm"

The property for your inspection is now listed on the left-hand side of the screen under the Navigator panel.



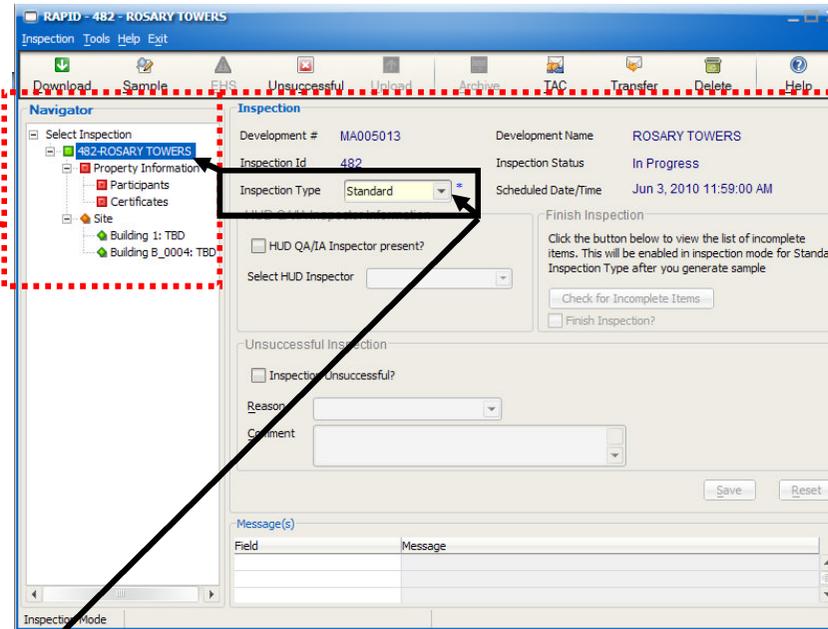
**Complete Inspection Profile**

You will now notice that under the Navigator panel on the left, an expandable, collapsible tree of the Inspection now lists several sub-roots. Specifically the:

- **Property Information:** which is used for downloading inspections;
- **Participants:** which is used for generating inspection samples;
- **Certificates:** which is used to report inspections that are unsuccessful;
- **Site:** which is used to report the TAC number relating to a specific issue with this property and inspection;
- **Buildings:** which is used to upload inspection database to HUD;

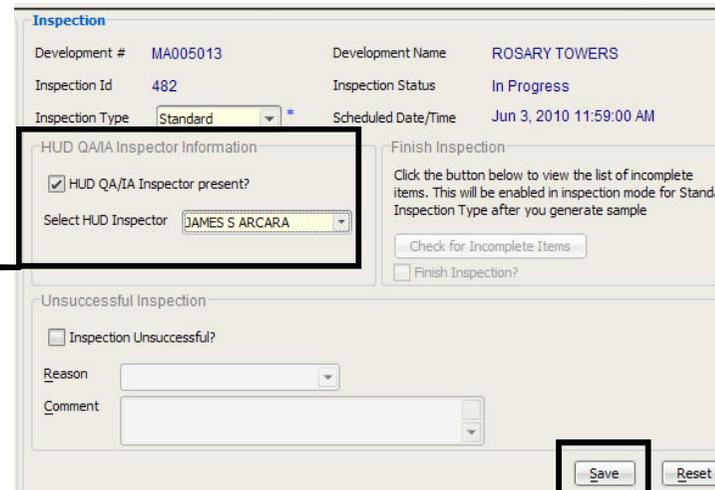
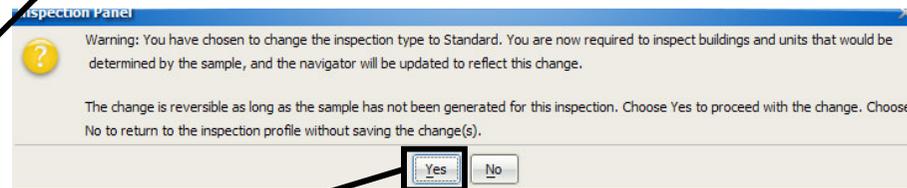
Our first step is to:

1. **Click** on the property to be inspected and verify that we have selected the appropriate “Inspection Type” from the drop-down list. For this example, we will select “Standard”
2. **Click** “Yes” from the Inspection Panel warning box to verify that we are aware that we have changed the inspection type
3. **Click** to indicate the presence of a HUD QA/IA Inspector if applicable
4. **Select** the name of the HUD Inspector
5. **Click** “Save”



The colored nodes in RAPID indicate:

- **Green = Completed area**
- **Orange = In Progress**
- **Red = Work to be Completed**



**Adding Participants**

1. Under the Navigator panel, *select* “Participants”
2. *Click* the “Add New Participant” button
3. *Complete* the required fields –
  - Ensure that you select the correct role for each individual
  - Verify that they are present during the inspection
  - Indicate which participant is the “Primary Contact”
4. *Click* “Save” and repeat for each participant

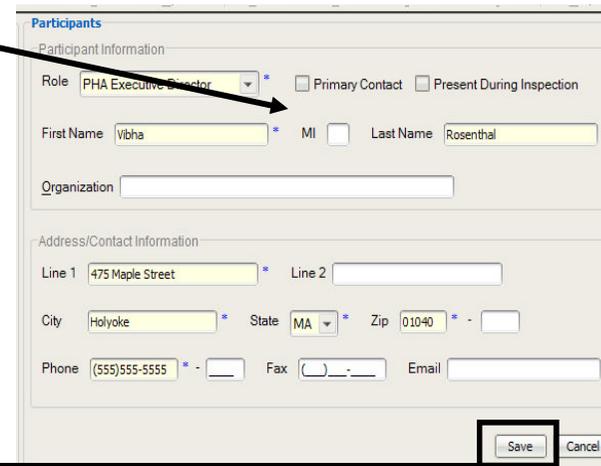
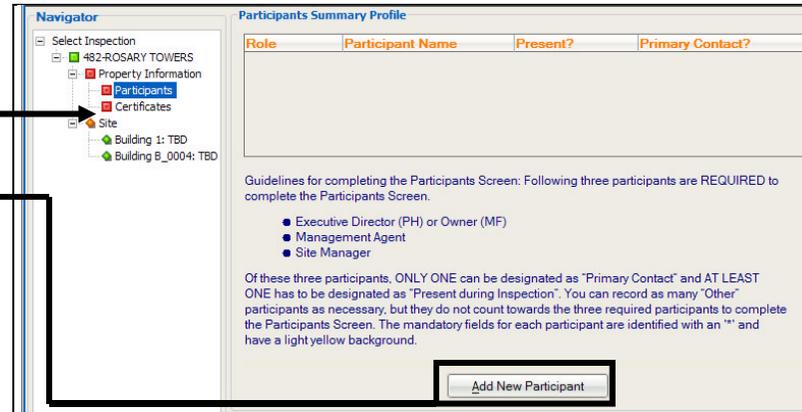
As you capture the information for each participant, the “Participants Summary Profile” will automatically update with the data you supplied.

Once all the appropriate participants have been captured and the “Primary Contact” identified, the “Participant” label under the Navigation panel will become **GREEN**.

Now we will complete the Certificates specific to this building.

**Please Note:**

*Executive Director (PH) or Owner (MF), Management Agent and Site Manager information MUST BE POPULATED in order to complete the participant Profile and there must be a participant designated as “Primary Contact” and a participant designated as “Present During Inspection.”*



**Completing Certificates & Property Information**

To review and complete the certificate information:

1. Under the Navigation panel, *click* the word “Certificate;”
2. Indicate the “State” of each certificate by *selecting* one of the following: Yes, No, NA

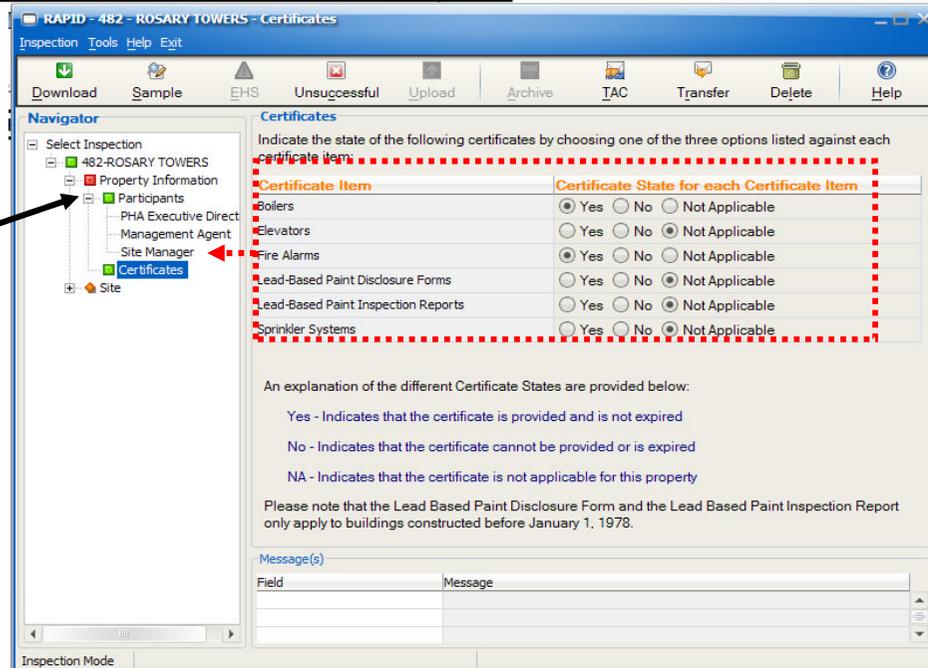
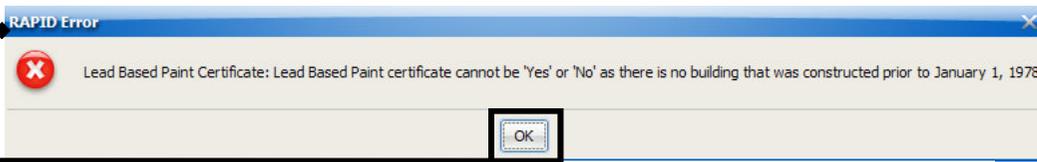
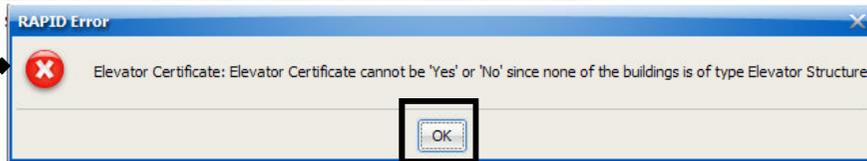
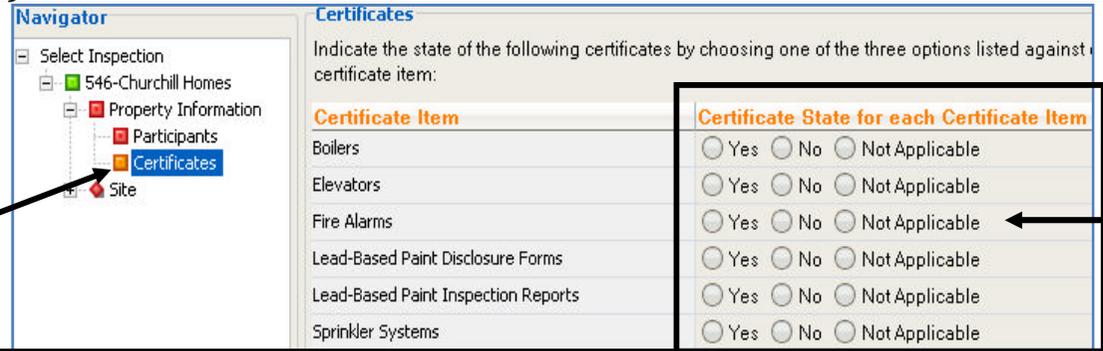
For the “Elevator” and “Lead Based Paint” Certificates you may see an error message stating that the certificate “cannot be Yes or No...” based on the type of Elevator Structure or date that the building was constructed. In either instance:

3. *Click* “Ok” for each instance

Once the “State” for all Certificates have been indicated, the “Certificate” heading under the Navigation panel will turn **GREEN**.

Finally, only the “Property Information” node remains **RED**.

4. *Click* on the “Property Information” node under the Navigation panel. Once there, ensure that all required fields have been captured. This will then cause the **nodes** to turn from **RED** to **GREEN**; an indication that the screen has been completed.



**Update Building Profile**

For many properties, large portions of information in the downloaded Property Profile maybe incorrect or outdated since HUD may not have inspected them recently.

The inspector is responsible for correcting and updating the information in the downloaded Property Profile before conducting an inspection.

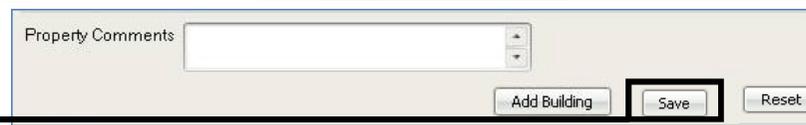
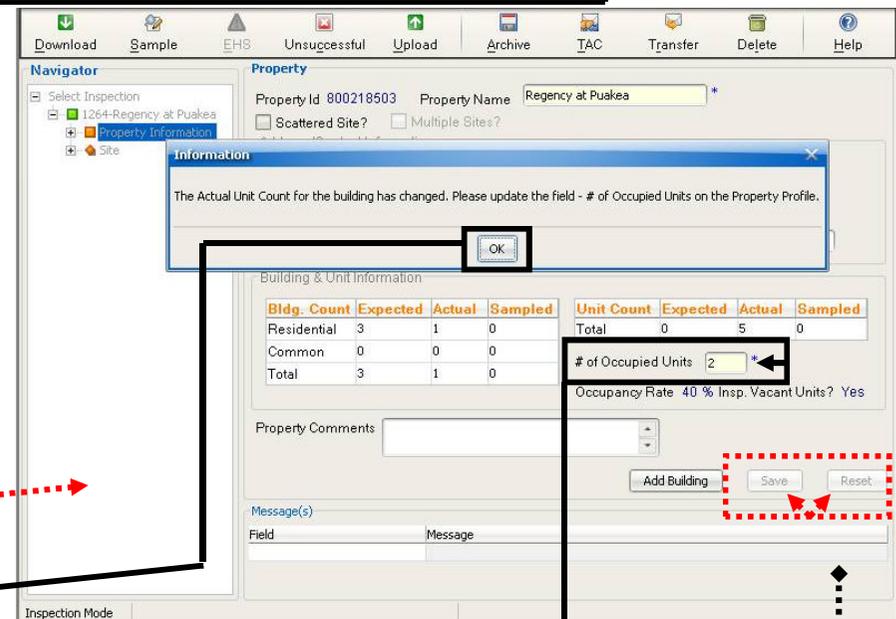
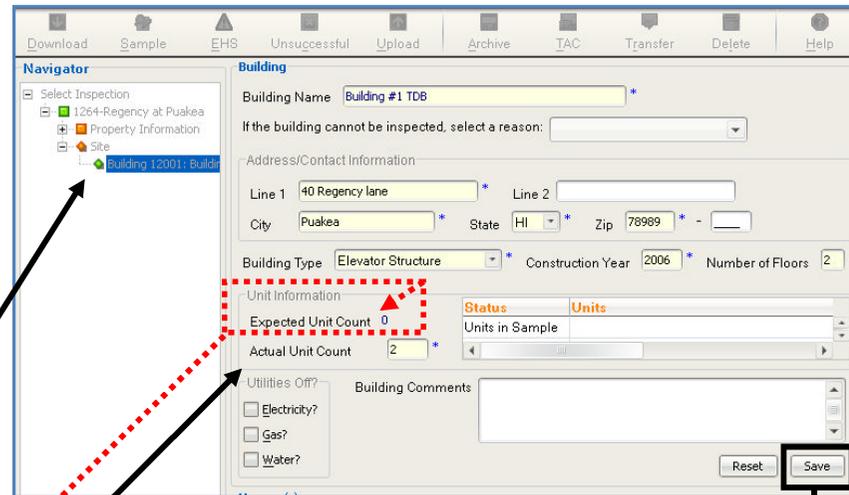
Failure to correct property information may result in an inaccurate count of buildings and/or units. Such a mistake will cause incorrect sampling calculations and may invalidate the inspection. In such cases, a new sample must be generated with the correct property information and a new inspection conducted.

To update the building profile information:

1. Within the “Navigator” window, *click* on the specific building
2. *Update* the “Actual Unit Count;” we’re going to enter “2” for this example
3. *Click* “Save”

RAPID will direct the user to the “Property Information” page to update the “Number of Occupied Units.” The “Save” & “Reset” buttons are disabled until you click “Ok”

4. *Click* “Ok” and then
5. *Update* the “Actual Unit Count”
6. *Click* “Save”



**Obtain Area Measurements**

The property representative is requested to have the area measures relating to Parking Lots/Driveways/Roads and Walkways/Steps available to the inspector on the day of the inspection.

Area measures (referred to as proportionality) are used to determine the percentage of the defect area. The level of the rating is based on the percentage of the defect.

If the property representative does not have this information, the inspector will estimate the measurement of the area and record it in RAPID. To begin:

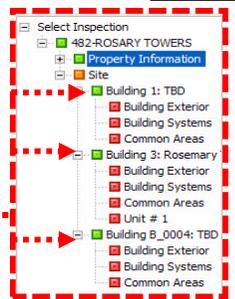
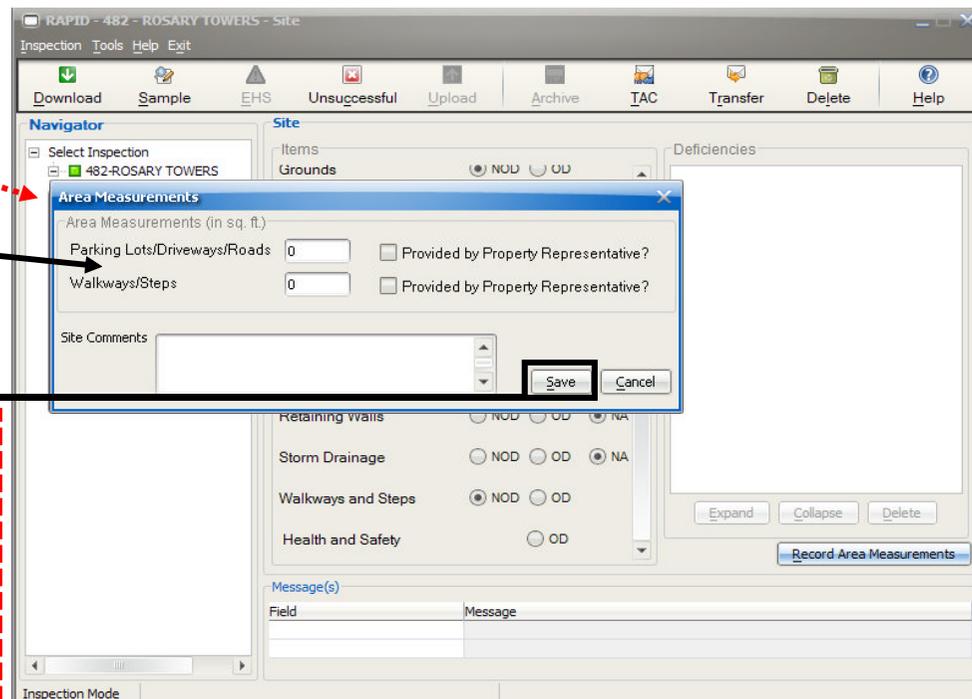
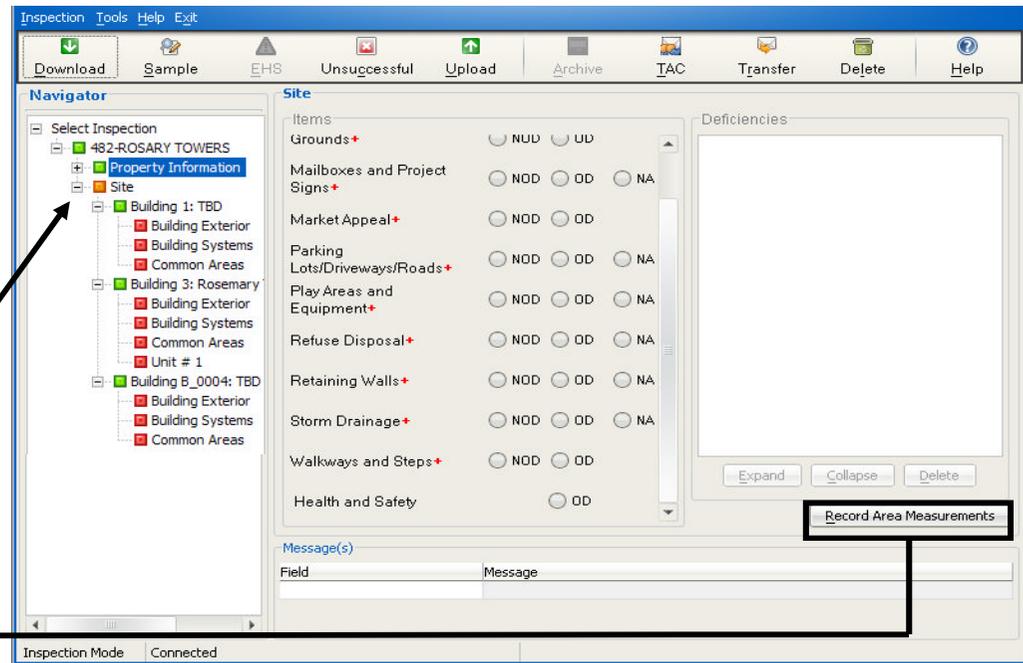
1. **Click** on the “Site” node
2. **Click** on the “Record Area Measurements” button in the lower right-hand corner

The “Area Measurements” dialog box will appear

3. **Capture** the measurements and any applicable comments
4. **Click** “Save”

Now that we verified and/or updated the property, participant, certificate and area information we can generate our inspection sample.

**Please Note:** Before the Sample can be generated all Building profiles have to be green.



**Generating the Sample**

Using a series of mathematical and statistical equations, RAPID generates a random sample of buildings and units for inspection. The inspector should explain to the representatives that this is designed to produce inspection results that are representative of the results that would have been obtained if every building and unit had been inspected.

In addition, it dramatically reduces the time it takes to complete a physical inspection!

To generate the inspection sample:

1. **Click** on the “Sample” icon located on the RAPID 4.0 tool bar

The “Inspection Sample” screen will appear. It will provide detailed Building and Unit Sample information regarding the:

- Building count
- Expected
- Actual
- Sampled

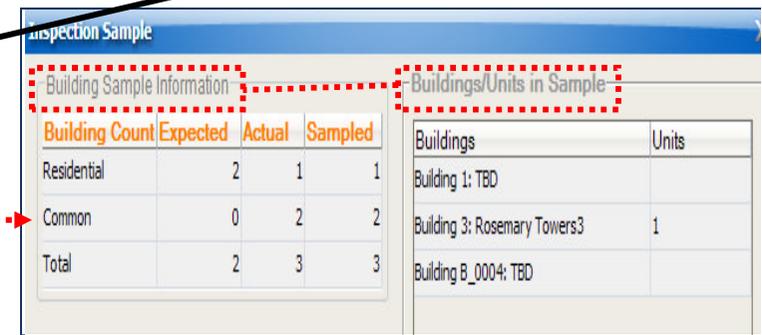
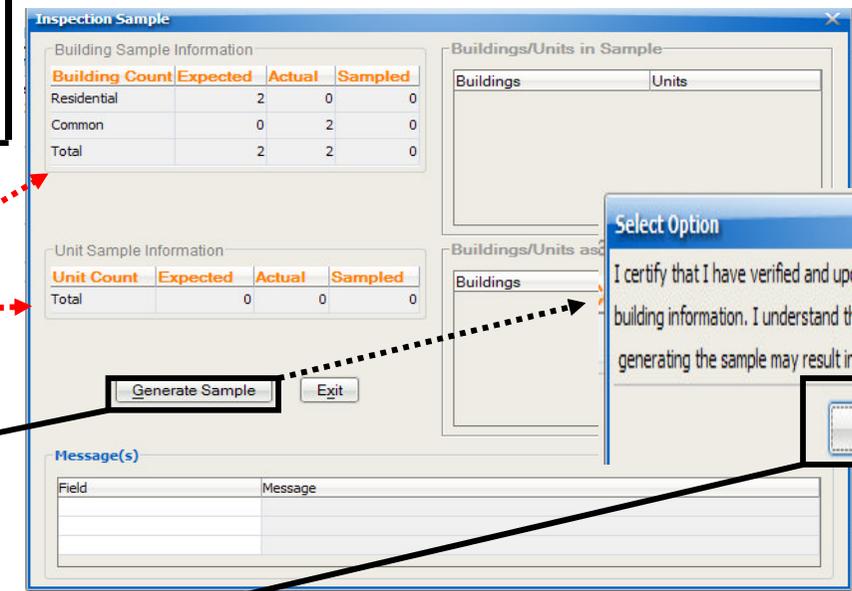
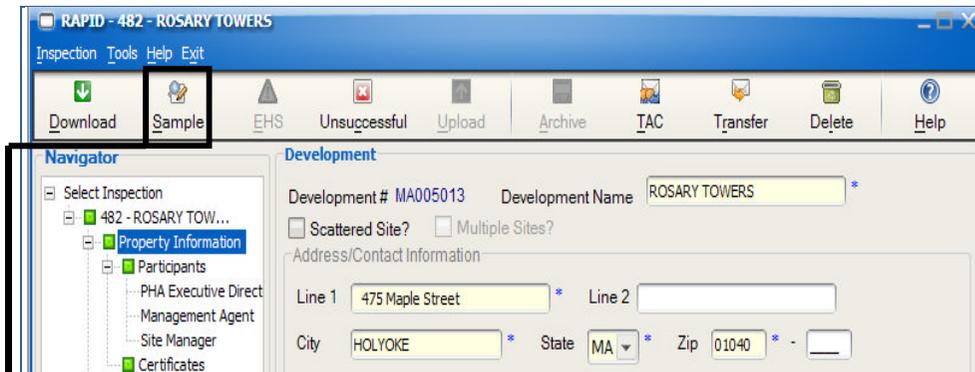
2. **Click** the “Generate Sample” button

A “Select Option” dialog box will appear. This box is a confirmation by the inspector that they have verified and made the appropriate updates regarding the inspection/property/participants/building information.

3. **Click** “I Certify”

Please note that the data within the “Building Sample Information” and the “Building/Units in Sample” has been updated.

4. **Click** “Exit”



**Building Exterior, Systems, and Common Areas**

Let's begin our inspection with the Building Exterior. You will first notice that the node entitled "Site" is **ORANGE**; indicating that work is "in progress."

However, when you click on the "+" sign to expand the tree you will see that the inspectable areas are still in **RED**; an indication of work to be completed.

1. Under the node "Building 1: TBD" *click* on "Building Exterior"

In the center of the screen you will see a listing of inspectable items under the "Building Exterior" panel. As an inspector you have one of three categories to initiate your inspection:

- NOD – No Observed Deficiencies
- OD – Observed Deficiencies
- NA – Not Applicable

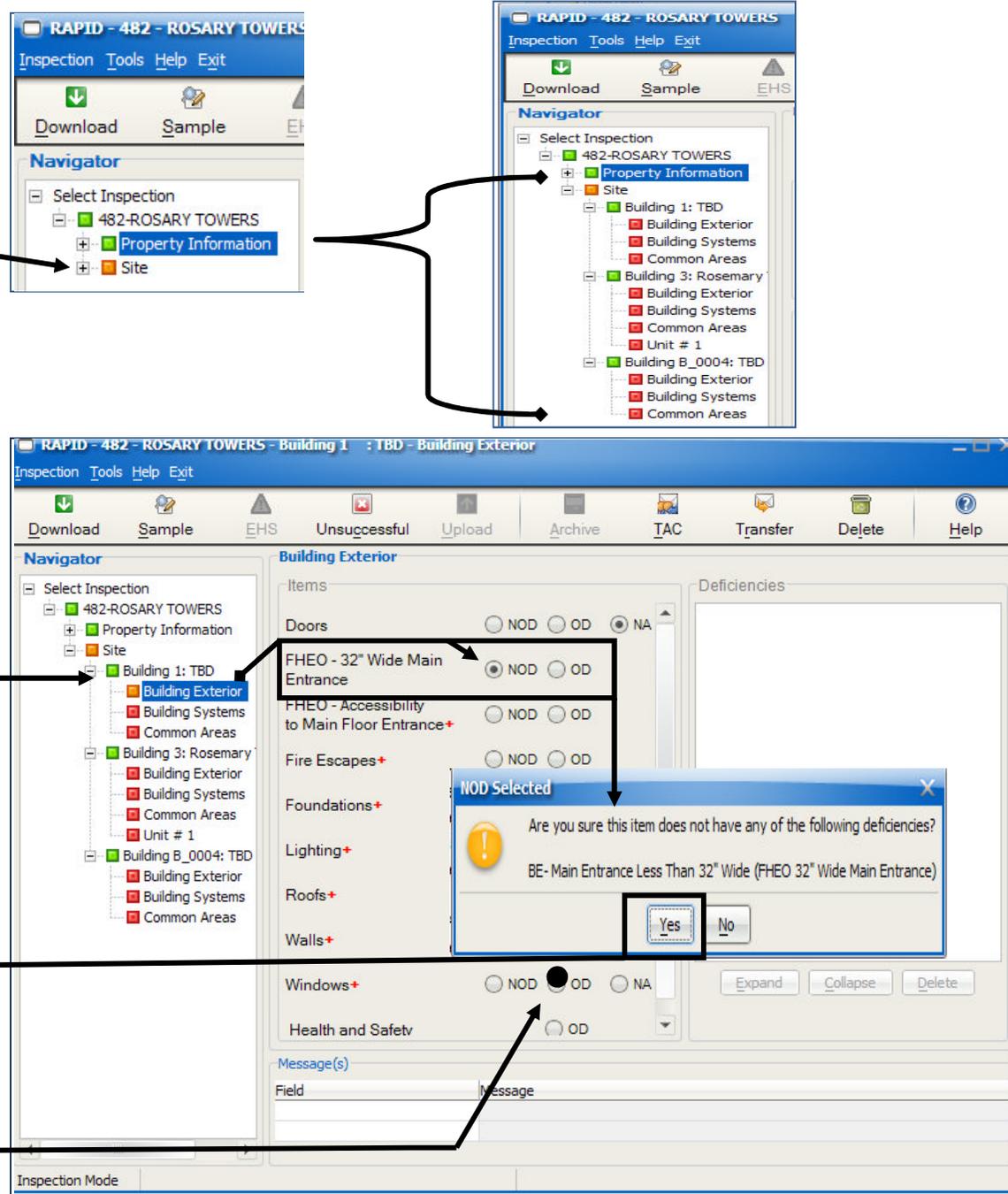
2. For each item *click* on the appropriate response to the observed item

To maintain the integrity of the inspection and minimize mistakes, the system will ask you to verify that you did not observe any deficiencies for a specific item.

3. *Click* "Yes"

4. *Repeat* for each item

For training purposes we are going to select "NOD" or "NA" for all items except "Windows"; here we will select "OD"



When we select “OD” for Windows, the “Building Exterior Inspection” dialog box will appear. This is where you will record your observations by **choosing** from the options presented.

This is the Berger 47 Deficiency Definitions through decision trees methodology for documenting deficiencies. HUD has employed this process for RAPID 4.0 because it:

- Improves consistency between inspectors
- Eliminates interpretation of inspector comments
- Uses logical, universally defined progression to determine and document results

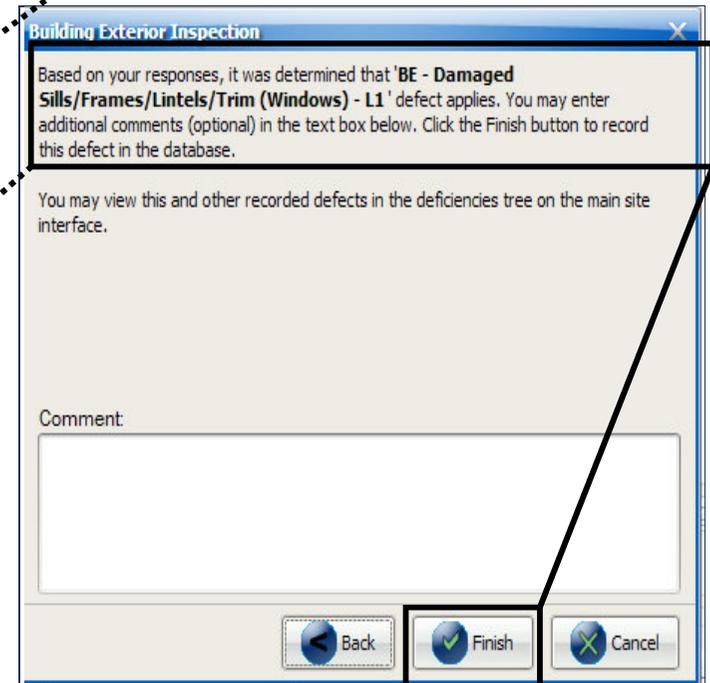
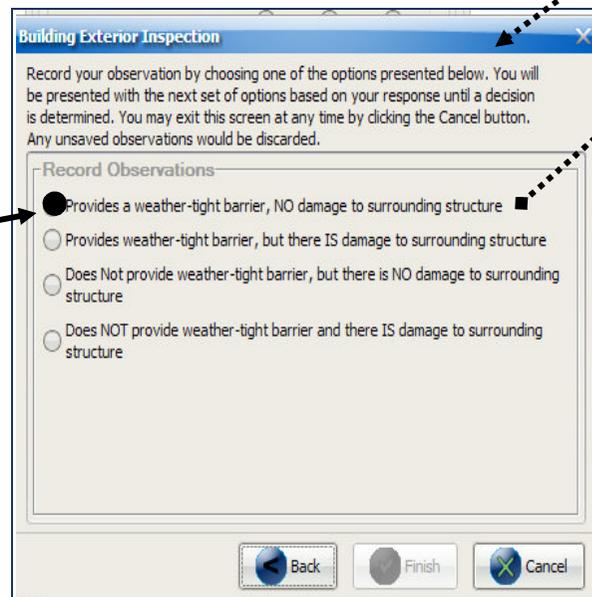
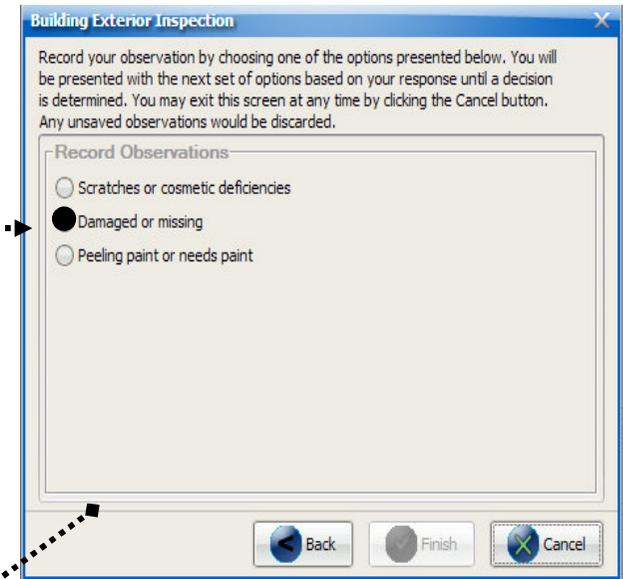
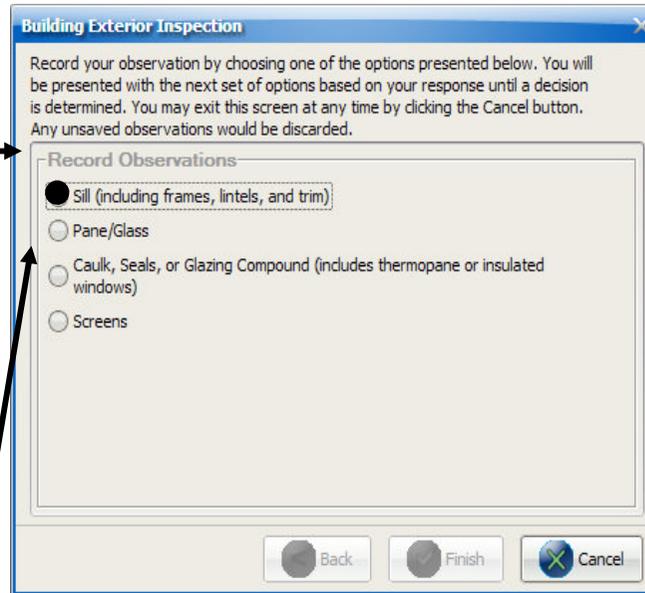
This ensures that every inspection is done in accordance with the UPCS Inspection Protocol.

**Documenting the Deficiency**

1. **Click** “Sill” radio button
2. **Click** “Damaged or missing”
3. **Click** the 1<sup>st</sup> option “Provides a weather-tight barrier, NO damage to surrounding structure”

The decision tree logic has determine that “BE – Damaged Sills/Frames/Lintels/Trims (Windows) – L1 defect applies.

4. You may **enter** additional comments (optional) and then **click** “Finish” to record this defect in the database.



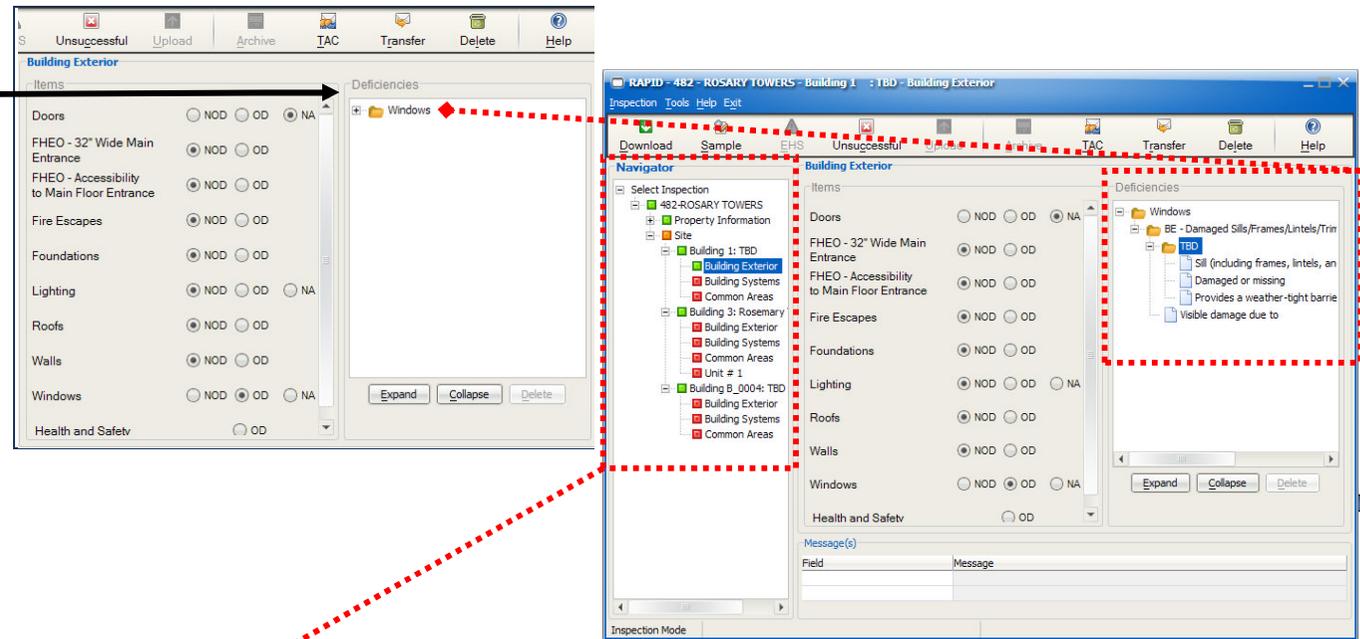
Once the deficiency has been captured, this and other deficiencies that you have recorded will be displayed in the “Deficiencies Tree” panel located on the right-hand side of the main screen.

**Viewing the Deficiency**

To view this and other deficiencies:

1. **Click** on the “+” sign on the “Deficiencies” Panel
2. **Keep repeating** step one as the decision tree expands to show more specific data regarding that deficiency
3. The decision tree will illustrate the logical conclusion the software reached in determining the severity of the deficiency based upon the responses you provided during your observations.

In addition to the deficiency tree you will also notice on the left hand side of the screen the Navigation panel. Here we will see a number of inspectable areas that are still in **RED** because the inspection of those areas have not been documented.



Cont'd on page 24

**Exigent Health & Safety – EHS**

RAPID’s Exigent Health & Safety (EHS) module supports the recording, reporting, and overseeing of life threatening deficiencies observed by an inspector.

RAPID allows PASS staff the capabilities to review, generate reports, and track EHS violations to resolution, if needed.

**Note:**

- *For Multi-Family housing units, life-threatening deficiencies must be mitigated immediately and reported to the HUD field office within 3 business days*
- *For Public Housing properties, life-threatening deficiencies must be corrected and/or abated within 24 hrs and reported to the HUD field office within three business days.*

All mitigation certifications should be submitted on-line within three business days.

To document an Exigent Health & Safety issue in RAPID **click** on the “Site” or specific “Building” node:

1. For this example, we **click** on the “Site” node.
2. **Click** the “OD” (observed deficiency) selection for Health and Safety

**Please note:** that the “EHS” icon, located on the RAPID Tool Bar, is grey-out and inaccessible.

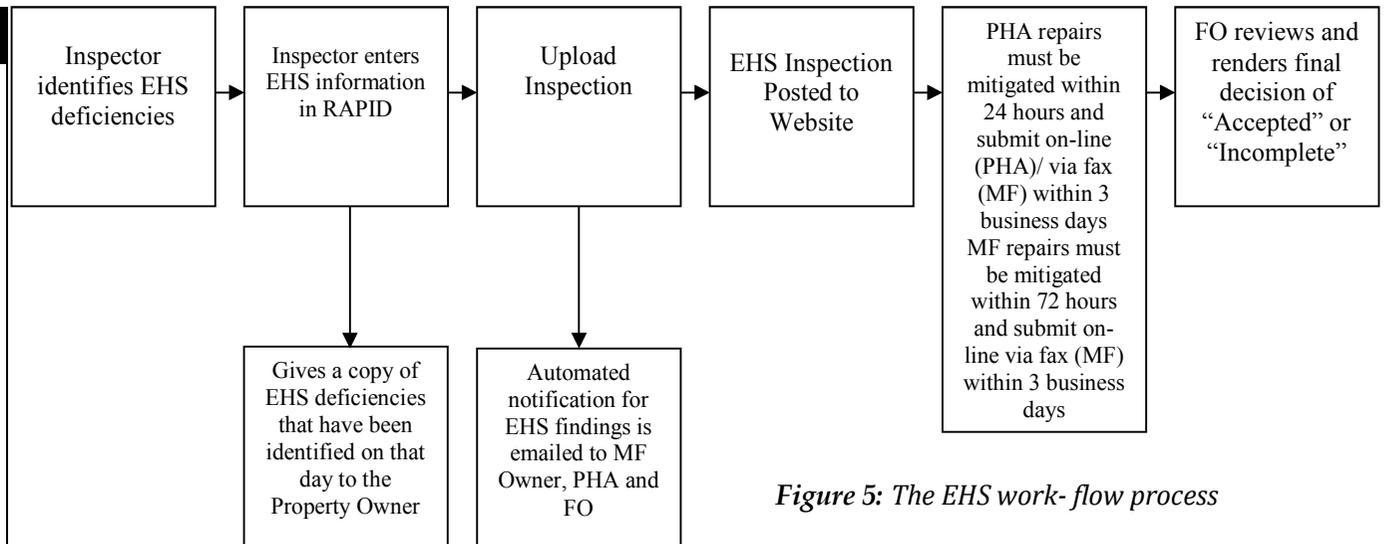
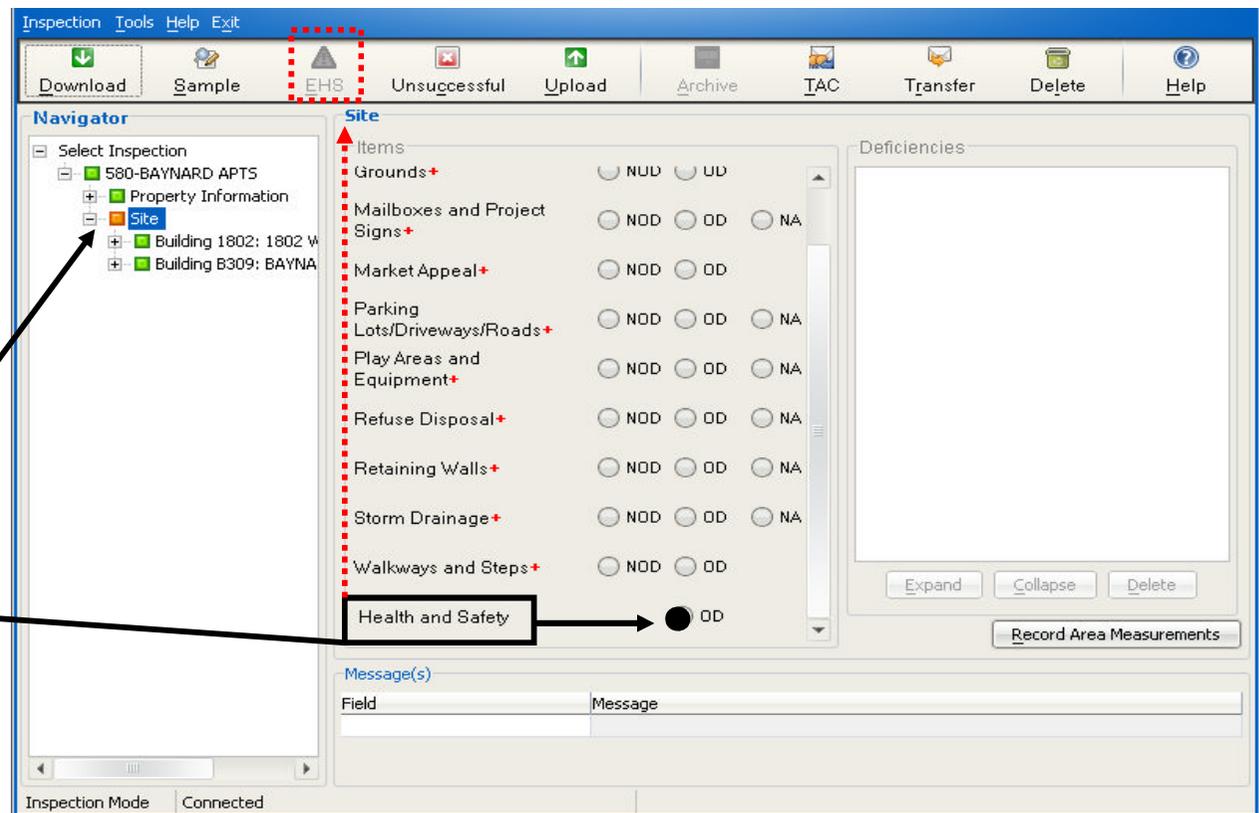


Figure 5: The EHS work-flow process



Because we clicked on "Site" and then selected "OD" for Health and Safety, RAPID will now require you to identify which specific building.

- 3. Select the building in which you observed the deficiency by *clicking* the corresponding circle.

Now that the specific building has been located, you will be required to identify the specific deficiency.

- 4. *Select* the location of the specific EHS issue; for this example we will select "Emergency/Fire Exits"

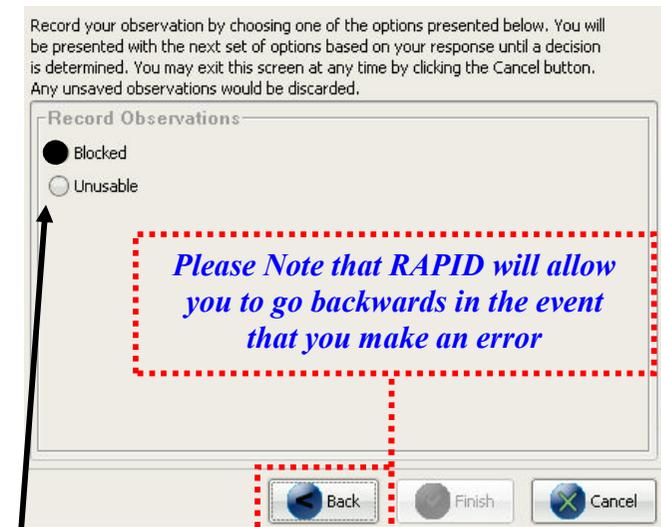
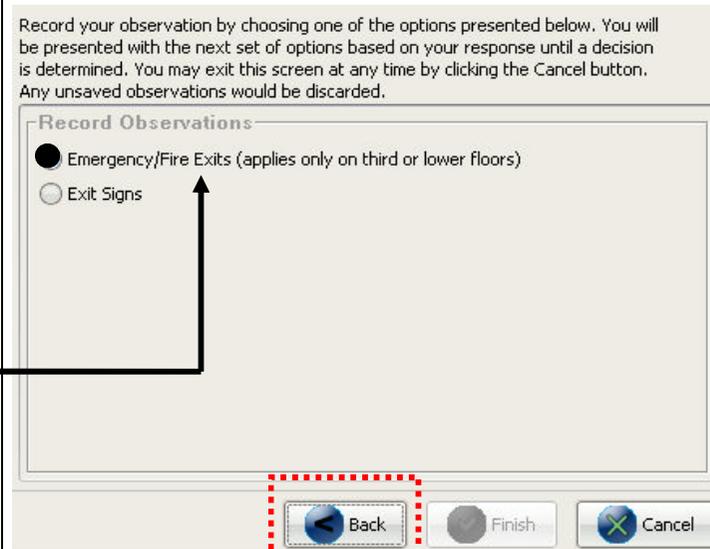
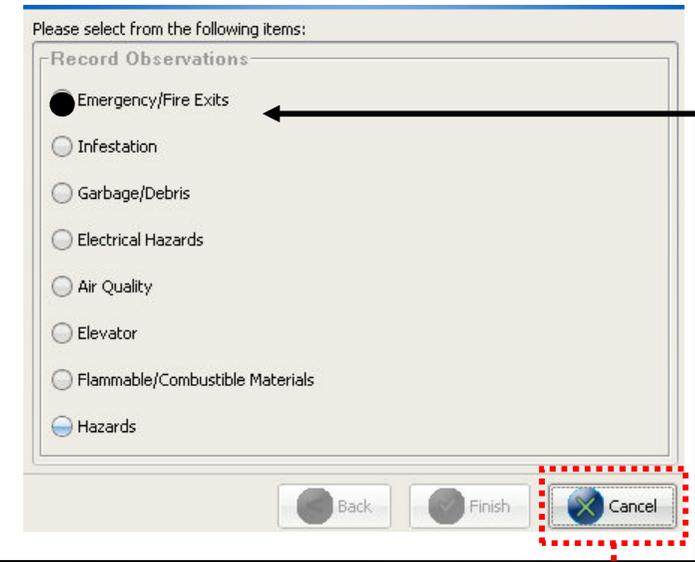
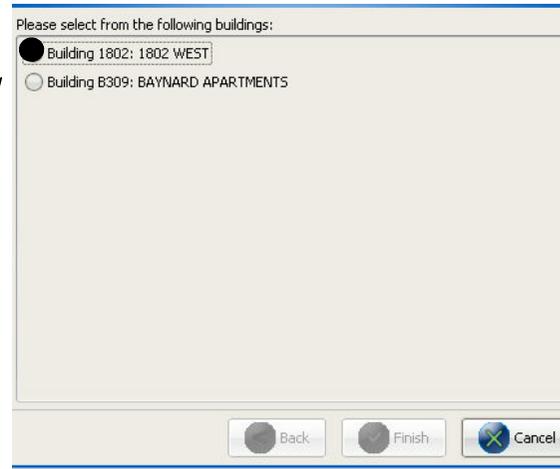
*Please note: that you can exit any of these screens at any time by clicking the "Cancel" button. Any unsaved observations will be discarded.*

RAPID will lead you to the next set of options based upon your response until a decision has been determined.

- 5. *Select* whether the issue is with the "Emergency/Fire Exits" or the "Exit Signs" - we're going to click the first selection

Now that we have observed that issue is with the "Emergency/Fire Exits" we need to identify the specific issue.

- 6. For this example, we will *click* "Block."



RAPID’s intuitive decision tree logic will automatically ensure that the results of your observation are accurately captured according to HUD’s exacting standards.

7. At the end of your observations and RAPID’s determination, you have the ability to *add* additional comments.

8. *Click* “Finish”

RAPID will now take you back to the Navigator screen.

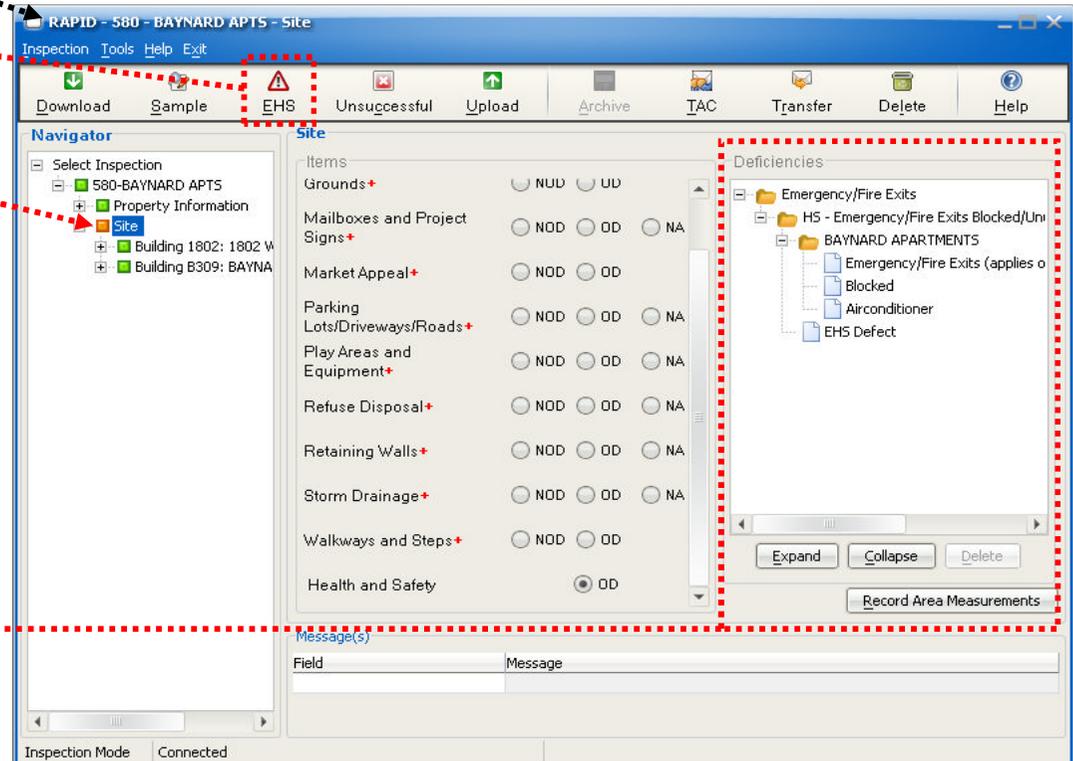
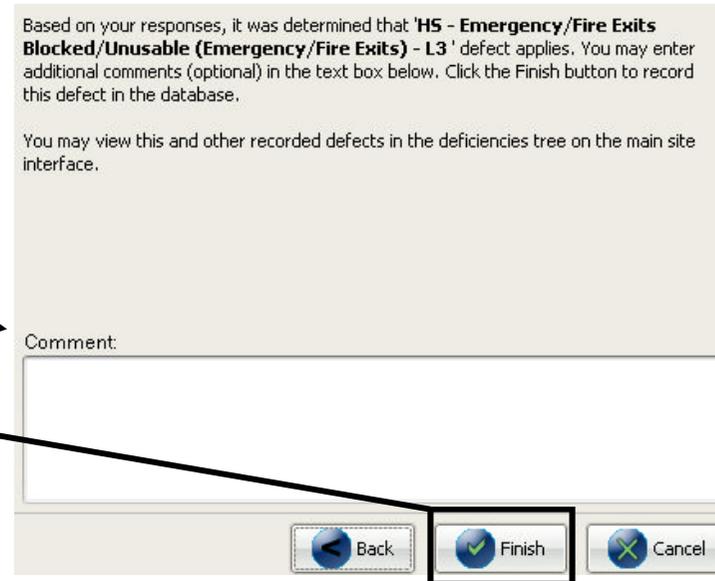
**Please note:**

1. The “EHS” icon, located on the tool bar is now enabled
2. “Site” is still orange because your work is still in progress

For the purpose of illustrations, within the “Deficiency” window, we have taken the liberty of expanding the deficiency tree by clicking on the “+” of the node.

3. Your observations regarding the specific EHS issue(s) led to branching questions. This enables RAPID to determine the severity status of the observed deficiency with pinpoint accuracy.

Now that we have captured the EHS issue, let us now continue documenting the inspection...



**(Cont'd) Documenting the Inspection**

(From pg. 20)

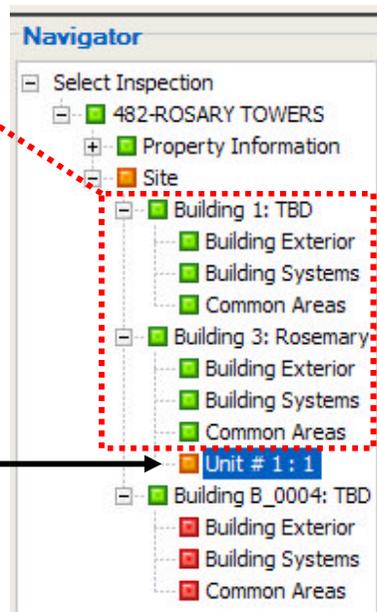
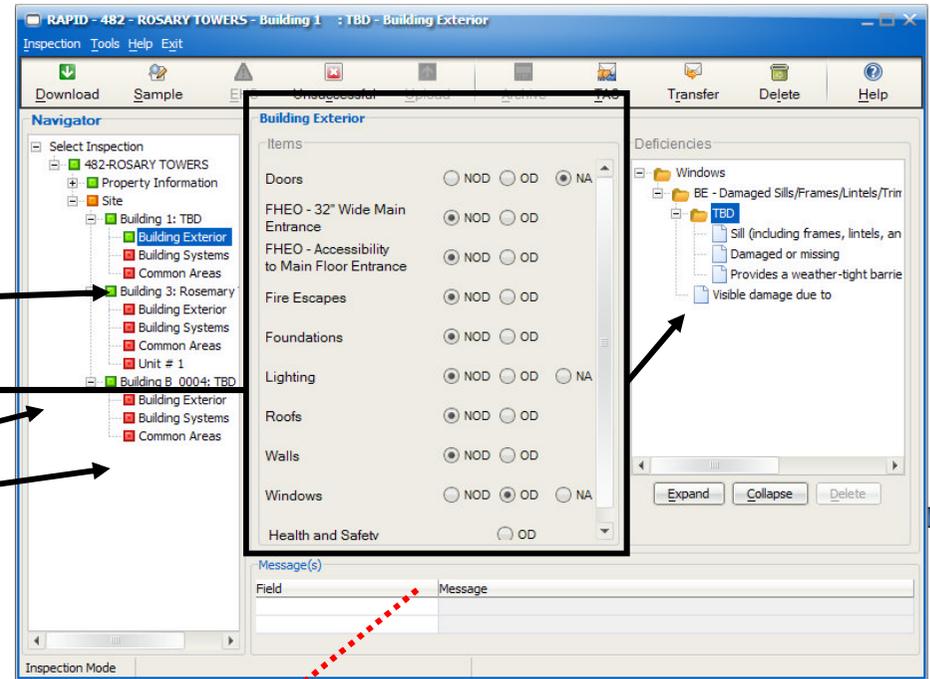
Under the Navigation panel,

1. **Click** on the next inspectable area; in our case we're going to select "Building Systems" under "Building 1: TDB"
2. Under Building Exterior, **capture** the appropriate observation for each item

**Repeat** these steps for each remaining area nodes that are **RED**.

Upon completion, all items are now **GREEN**, except for the "Unit."

3. **Click** on the "Unit" which is still **Orange**



4. **Capture** the required fields (“Unit Number “and “No. of Bedrooms”)

5. **Indicate** if any utilities are off

6. **Capture** any comments if necessary

- In the unit cannot be inspected, select a reason

7. **Click** the “Record/View Observation” button in the lower right hand corner.

This will bring you to the “Items” Observation page for that specific unit; where the observations are “greyed-out.”

8. **Click** “Enter Unit” to enable to observation buttons

The “Enter Unit” button is now “greyed-out”

9. **Indicate** the state of deficiencies

10. **Upon** completion, click “Exit Unit”

**Finalizing the Inspection**

Under the Navigation panel, you will now see that all items are now in **GREEN**.

To “Finalize” your inspection

1. **Click** on the name of the “Current Location” node on the Navigation panel

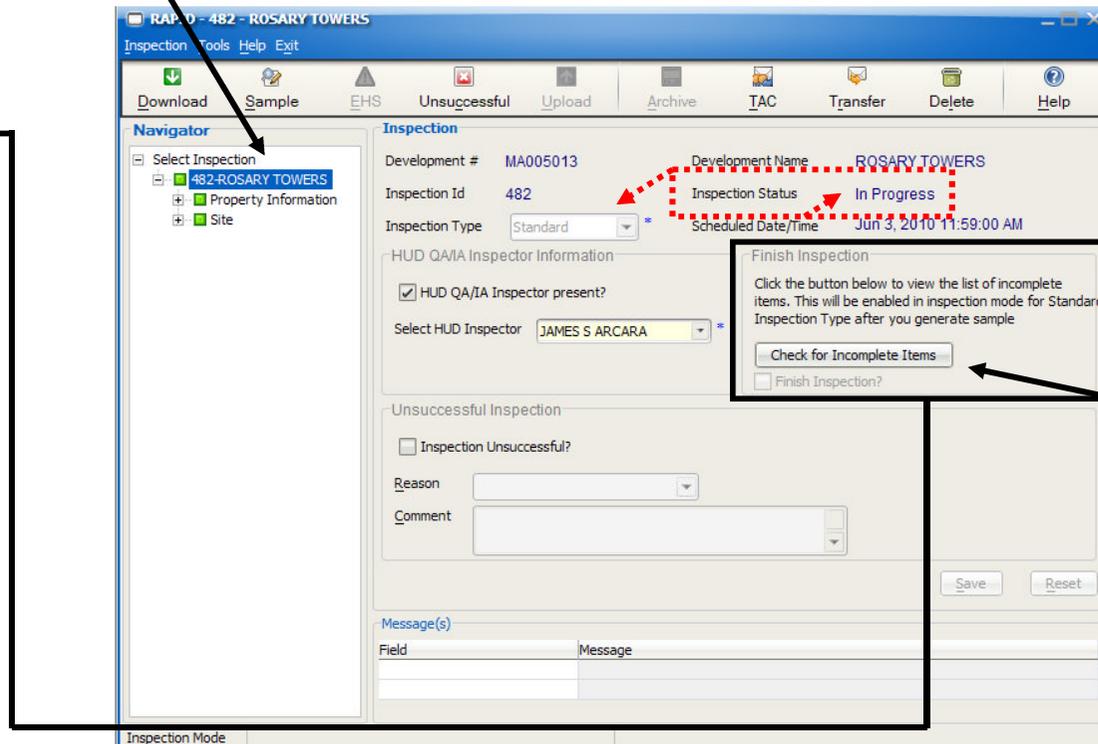
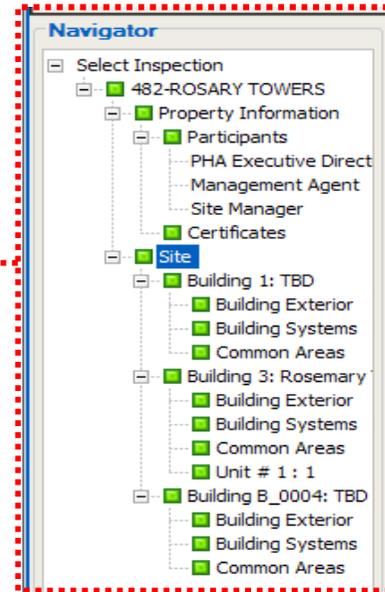
Notice under the “Inspection Details” panel the following:

- The “Inspection Status” is still “In Progress”
- A majority of the fields have been “greyed-out”

2. **Click** the “Check for Incomplete Items” button; this is an internal quality assurance mechanism to ensure all steps have been completed.

If any items are incomplete, a message box will appear to inform you of this; all items are complete for us.

**Please Note:** Refer to the section entitled “Incomplete Items – Completing The Inspection” if the message box does appear on page #44



3. Click "OK"

The "Finish Inspection?" button has now become enabled

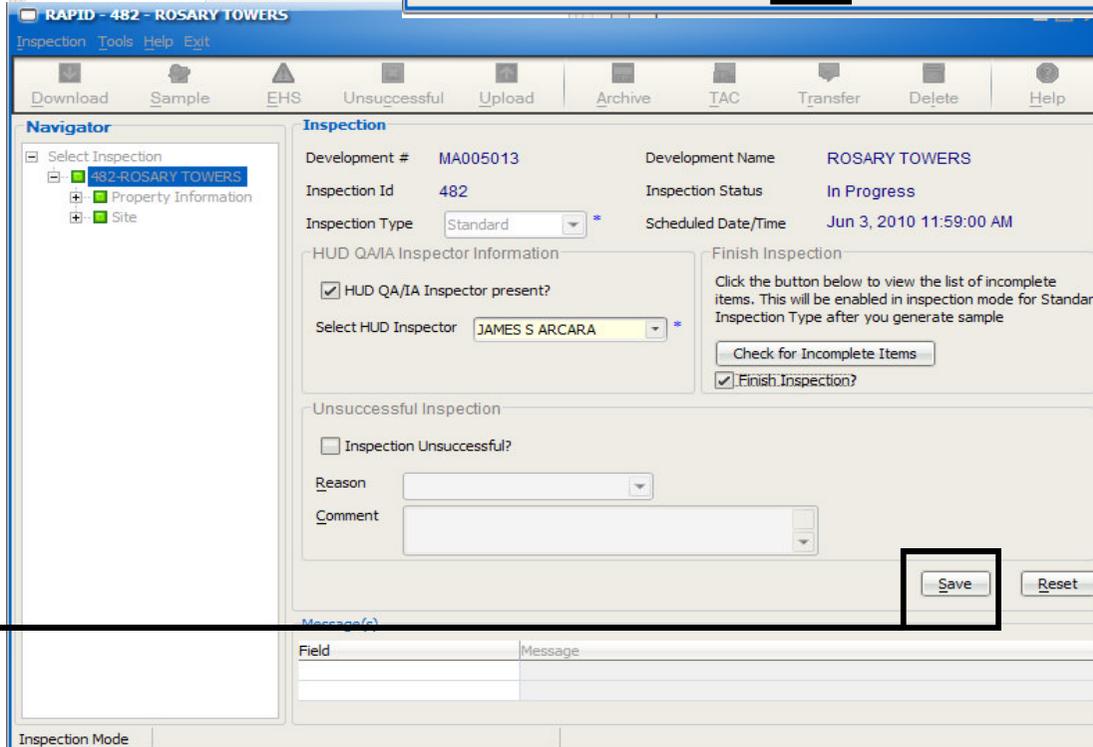
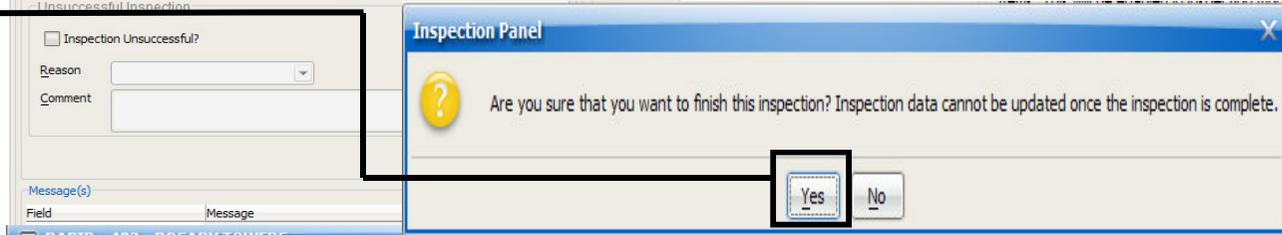
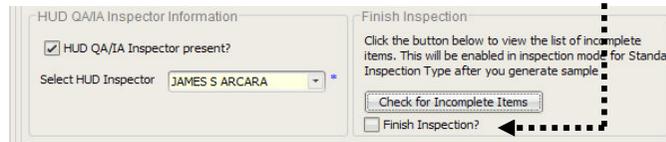
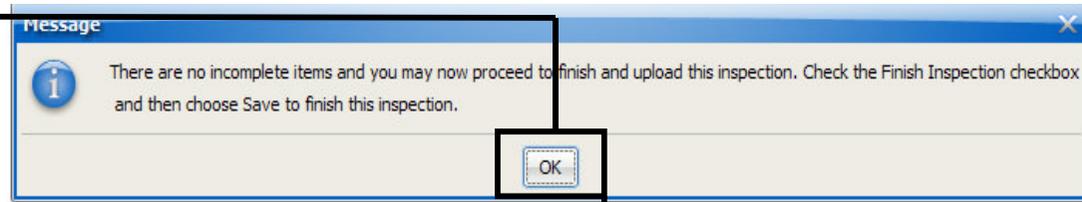
4. Check the "Finish Inspection?" box

RAPID's quality assurance mechanism will verify if you are absolutely sure that you wish to finish this inspection

5. Click "Yes"

The "Finish Inspection?" box is now checked and the "Save" button is now enabled.

6. Click "Save"



**Uploading the Inspection**

Now that you have saved your inspection, it is time to upload it to the HUD Systems. Before we perform that action, let us take notice of the following:

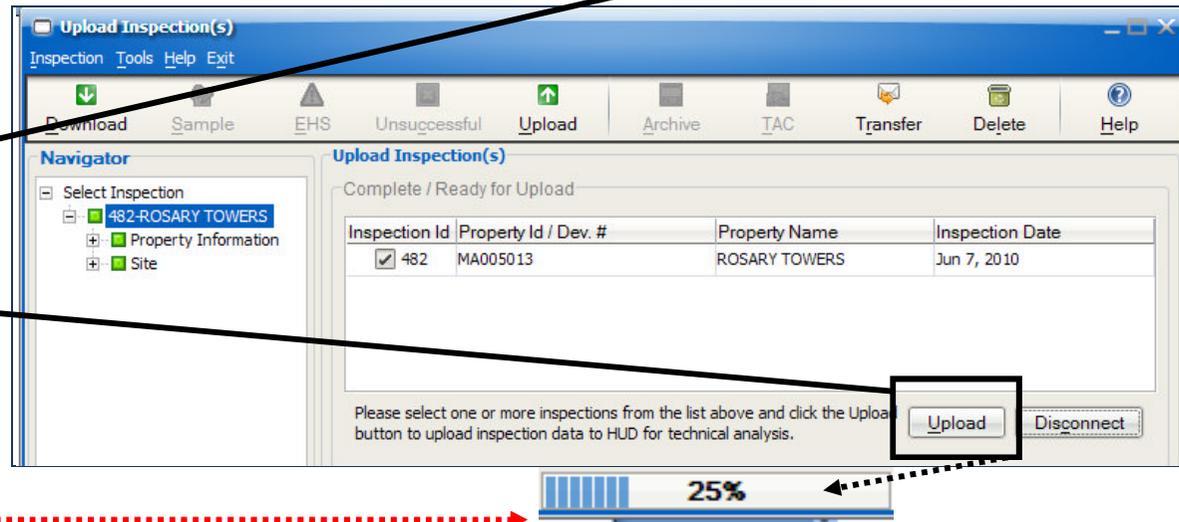
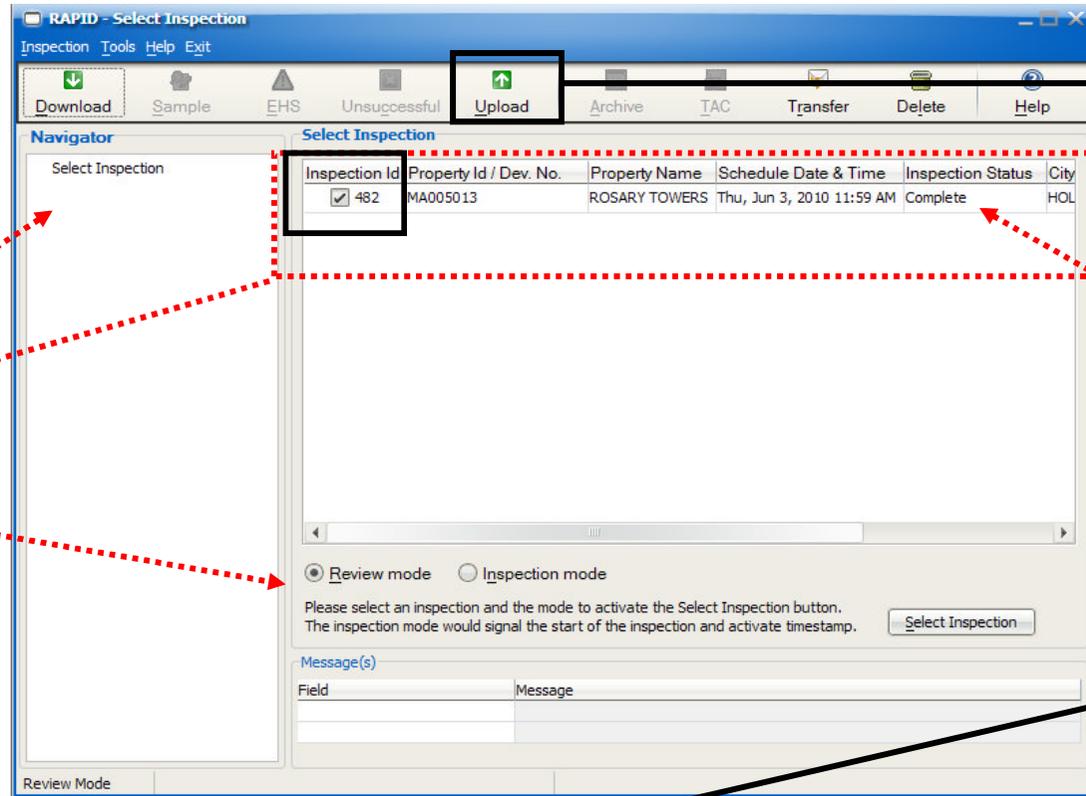
- The Navigator panel to the left is empty
- The “Inspection Status” within the “Select Inspection” panel is listed as “Complete”
- The inspection is now listed in “Review mode” instead of “Inspection mode”

*Please note: Inspection can no longer be selected in Inspection Mode*

Uploading the inspection is the final process to close-out the inspection.

1. **Click** the inspection that you just completed, located under the “Inspection Id” column within the “Select Inspection” panel.
2. **Click** the “Upload” button on the top menu
3. **Click** the “Upload” button on the “Upload Inspections(s)” Panel.

The process bar will appear at the bottom of the page.

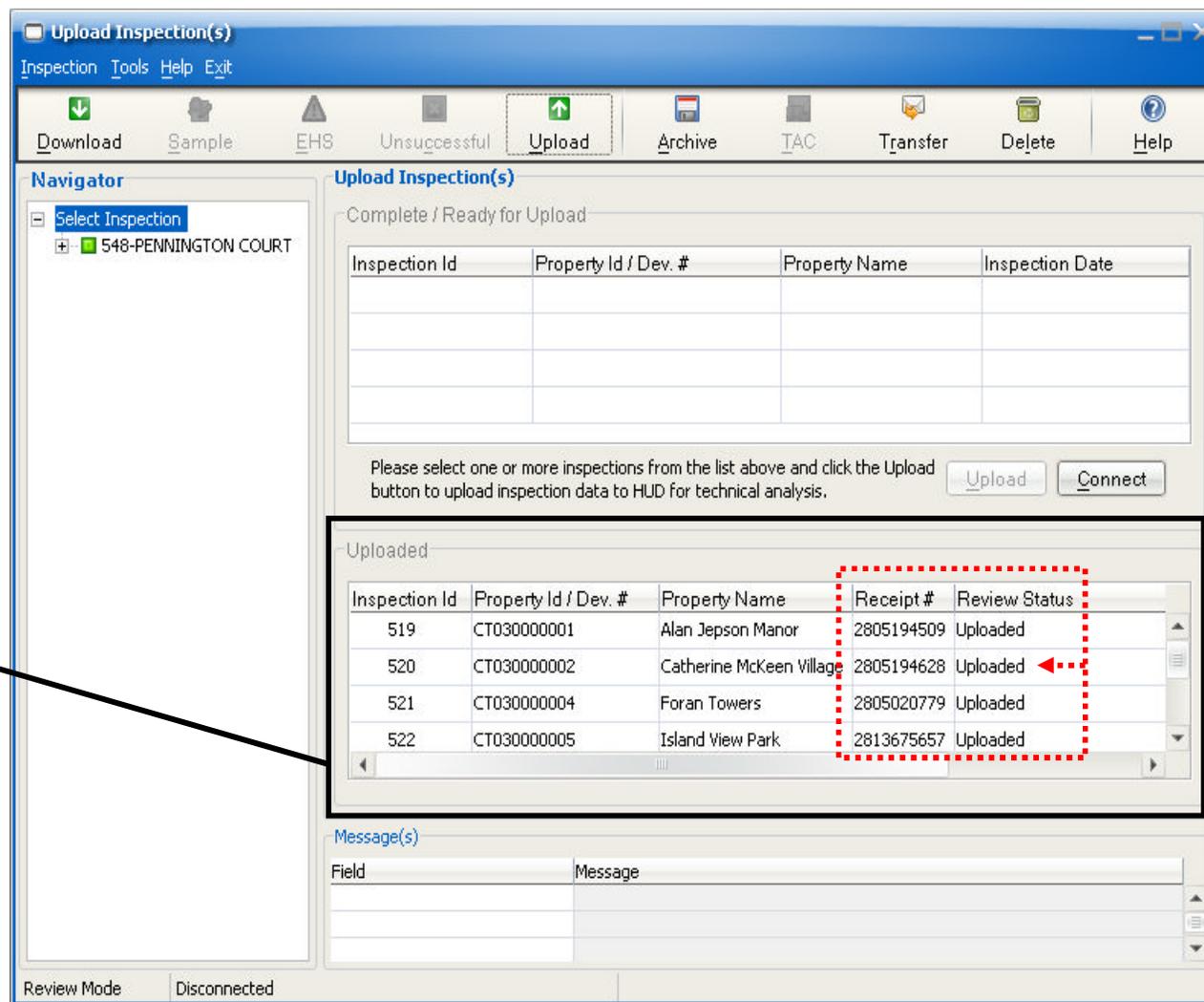


Once the upload has completed, RAPID will display the uploaded inspection in the middle of the page within the “Uploaded” panel.

**Bear in mind**, for the inspection that took place within this user manual was fictitious and therefore we could not “upload” it into RAPID.

The screen that you see to the right is an accurate representation of the type of information that RAPID will display once you have uploaded your inspection. Specifically, the:

1. Inspection Id
2. Property Id/Dev.#
3. Property Name
4. Receipt #
5. Review Status
6. Date Uploaded (is displayed by sliding the horizontal scroll bar to the right; it contains the date & time that the inspection was uploaded.)



**Review Mode**

For many properties, large portions of information in the downloaded Property Profile may be incorrect or outdated since HUD may not have not recently inspected these properties.

The inspector is responsible for ensuring that that the Property Profile is accurate before generating the sample or performing the inspection.

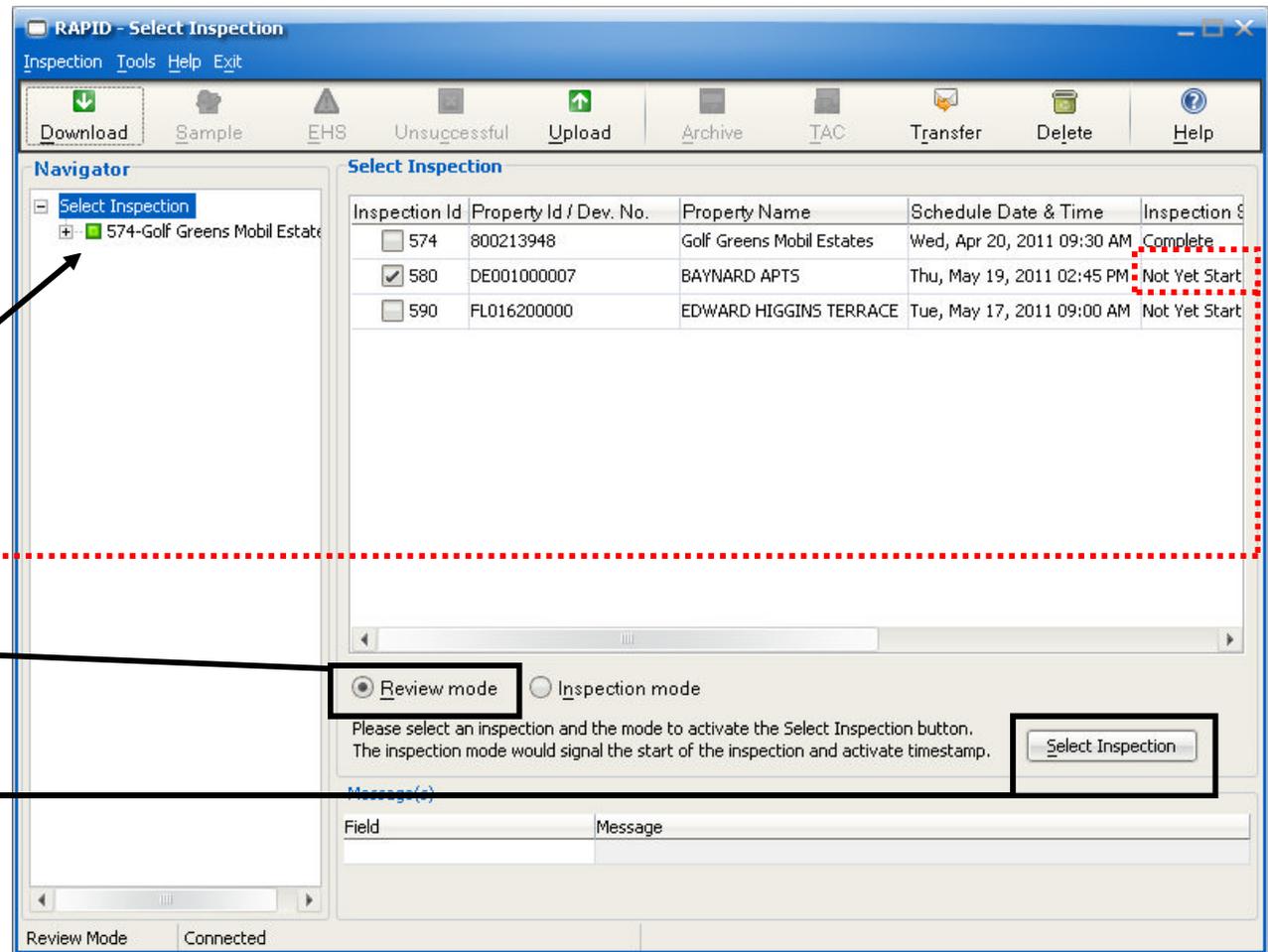
RAPID’s Review mode allows an inspector the ability to review the property, participant, certificate and area measurements prior to the inspection.

1. **Click** on the identified property

Note: the “Inspection Status” is “Not Yet Started”

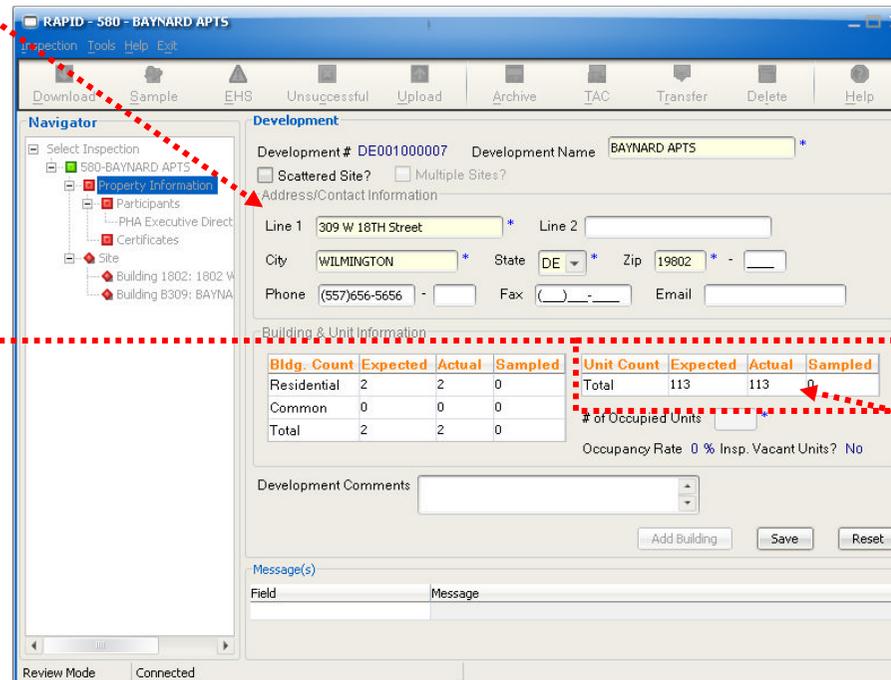
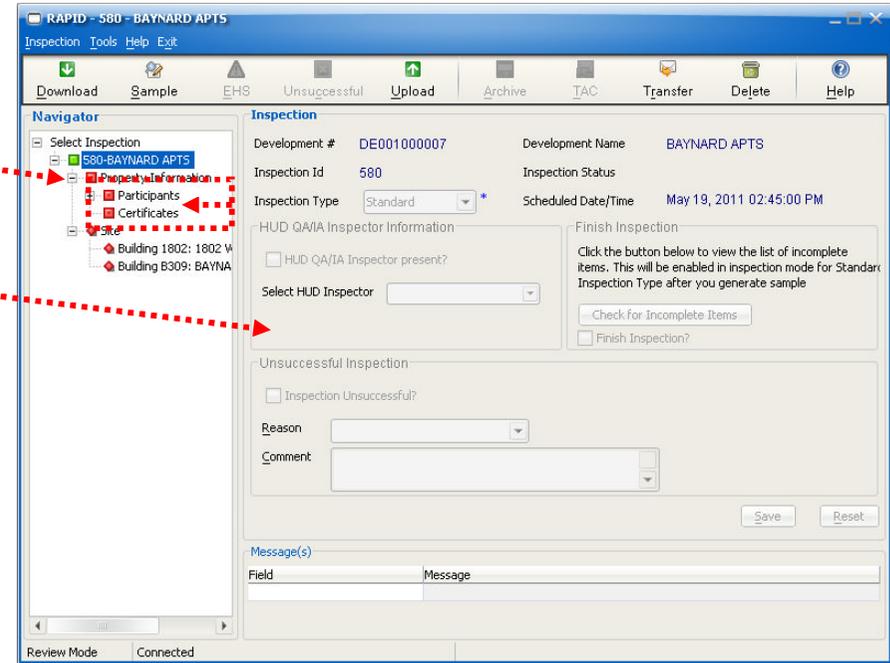
2. **Select** “Review mode”

3. **Click** “Select Inspection”



*Please Note:*

- Property and Site nodes are red
- Inspection Profile screen is greyed out because it cannot be updated in Review mode.
- Can add/update “Participants” but you cannot select “Present during Inspection” while in Review mode
- Cannot update the “Certificates”
- Can update the “Building Profile”
- Cannot change/update the “Actual Unit Count” while in Review mode



**Delete an Inspection**

To delete an inspection,

1. *Select* the inspection in question

**Please note:**

- Once you select an inspection the “Delete” button on the RAPID tool bar becomes enabled
- You can select one or more inspections to delete
- For the purposes of this user guide we are only going to select one inspection

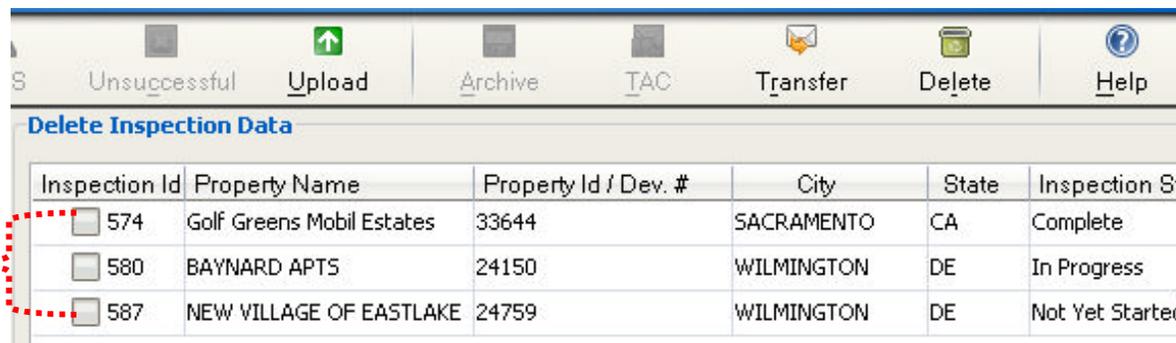
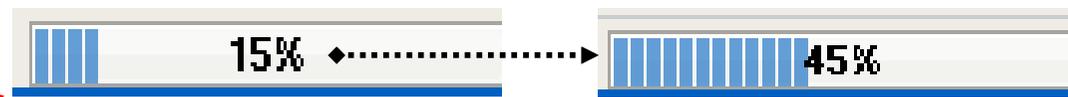
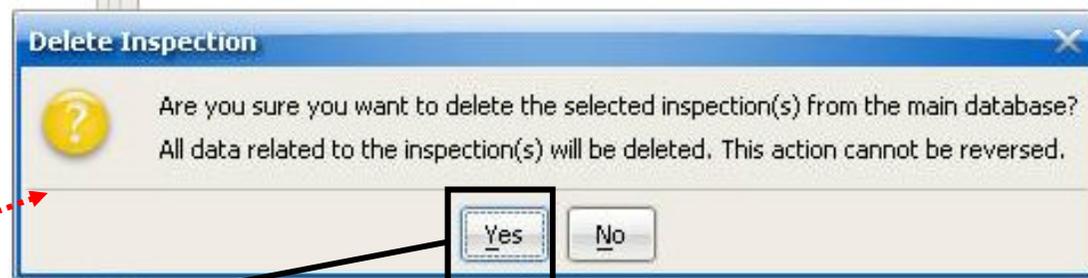
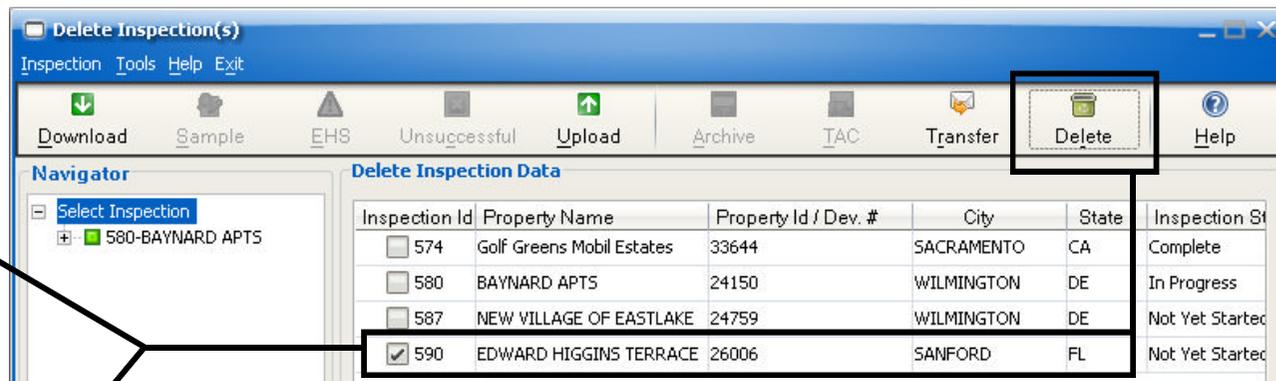
2. *Click* the “Delete” button on the RAPID tool bar

The “Delete Inspection” dialog box will appear to confirm that you wish to remove this inspection for the main database.

3. *Click* “Yes”

RAPID will document the progress of your deletion.

Upon completion, the specific inspection will be deleted.



**Reporting the TAC Number**

The Technical Assistance Center (TAC) serves as HUD’s frontline support and point of contact for inspectors, PIH program, and business area inquiries.

As it relates to RAPID, when an inspector encounters an issue and/or error in the field the system will not allow you to proceed without a TAC Number. Following are the most common reasons for an inspector to contact TAC:

- Profile Change
- Discrepancy with property
- Sample size issue
- Compilation Bulletin (aka – The Inspector’s Bible) review/support

The following steps will allow you to capture the details of your conversation with the TAC representative as well as the TAC Number:

1. **Click** on the “TAC” icon located on RAPID’s toolbar.

“Record TAC Information” dialog box appears

Within this box you will **capture** the following **required** fields:

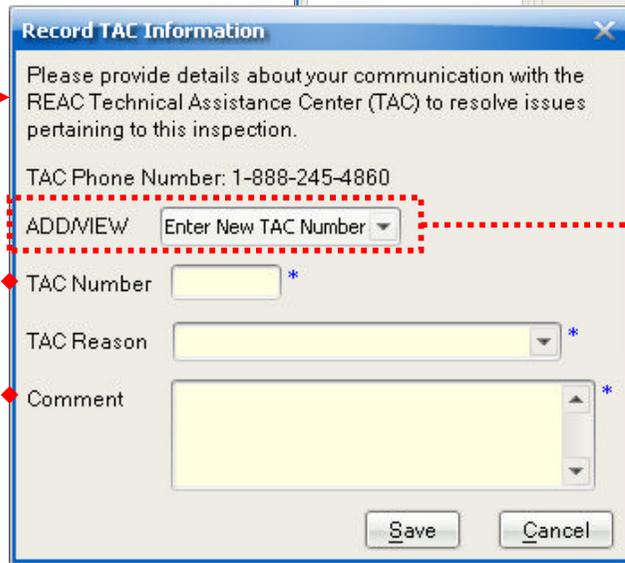
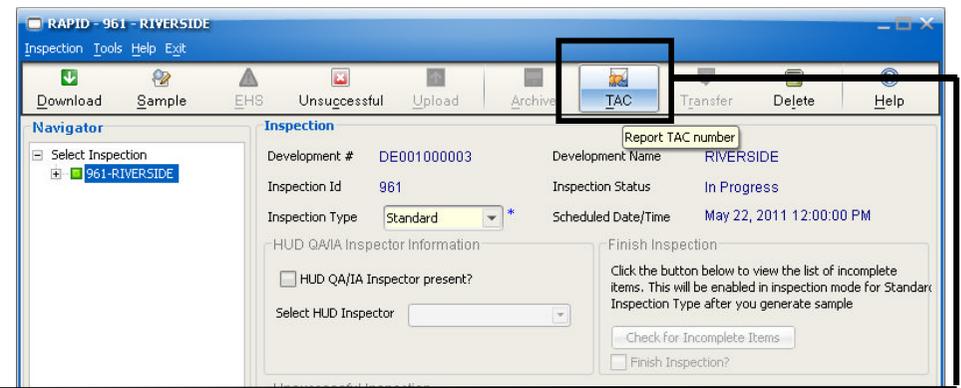
- TAC Number
- TAC Reason
- Comment

Note: The “Record TAC Information” will also allow you to view previous TAC issues by clicking on the ADD/VIEW drop-down and entering the appropriate TAC number.

**: TAC Notice :**

When calling **choose the best option** for your request, be logged into the REAC system, be ready to share:

- your ID number
- PHA Code
- TIN number
- FHA number
- FYE
- error message and
- any other specific information needed to answer your inquiry.



- 2. **Enter** the TAC Number
- 3. **Select** the TAC Reason from the choices in the drop-down
- 4. **Enter** your comments in the Comment field

Once you are complete the Record TAC Information, dialog box will look like this:

- 5. **Review** the information that you have entered and make any corrections or additions if necessary
- 6. **Click** "Save"

**Record TAC Information**

Please provide details about your communication with the REAC Technical Assistance Center (TAC) to resolve issues pertaining to this inspection.

TAC Phone Number: 1-888-245-4860

ADD/VIEW

TAC Number  \*

TAC Reason  \*

Comment  \*

Inspection Unsuccessful  
Resi not notifi prior to insp  
Sample not met  
Scheduled discrepancy  
Other

**Record TAC Information**

Please provide details about your communication with the REAC Technical Assistance Center (TAC) to resolve issues pertaining to this inspection.

TAC Phone Number: 1-888-245-4860

ADD/VIEW

TAC Number  \*

TAC Reason  \*

Comment  \*

**Transfer an Inspection**

In the event that an inspector is having an issue or problem with an inspection (e.g. not able to upload or continue inspection), the “Transfer Button” is used to transfer the inspection data to HUD for technical analysis.

Note: “Transfer” button is not enabled if the inspection has not started.

To transfer an inspection once it has started in Inspection Mode:

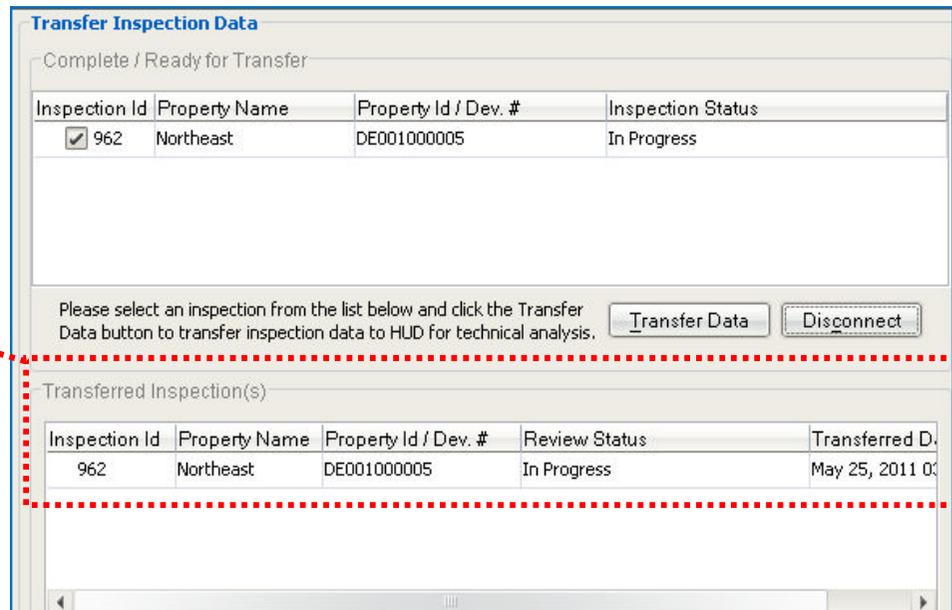
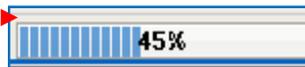
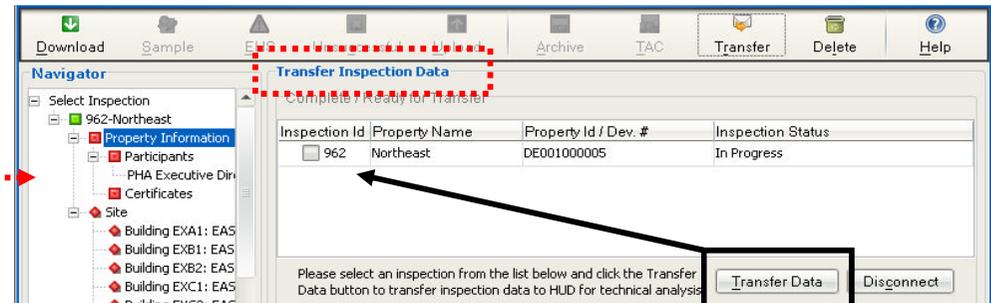
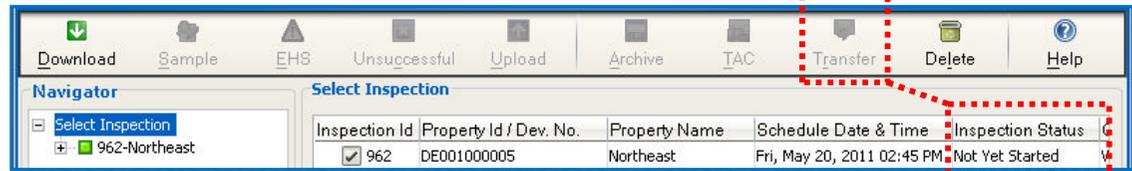
1. **Click** the “Transfer” button on the RAPID toolbar

The “Transfer Inspection Data” screen will appear.

2. **Select** the inspection to transfer and click the “Transfer Data” button.

The inspection data is being transferred.

The inspection data has been successfully transferred.



**Unsuccessful Inspection**

The “Unsuccessful” button is utilized by an inspector so that an unsuccessful inspection can be uploaded.

Note: “Unsuccessful” button is not enabled if the inspection has not started.

To classify an inspection as “Unsuccessful” after it is in progress:

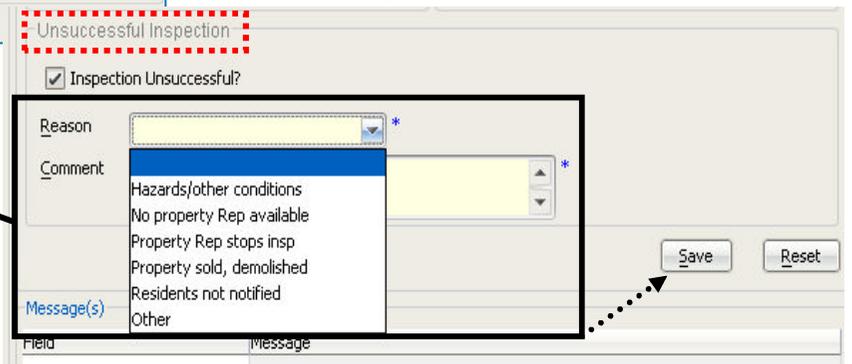
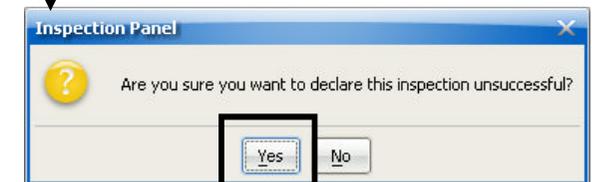
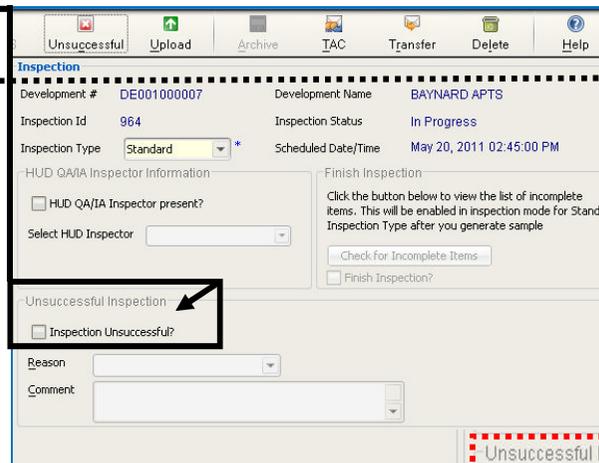
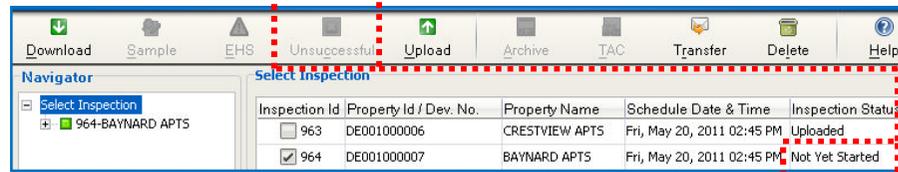
1. **Click** the “Unsuccessful” button on the RAPID tool bar
2. Within the “Unsuccessful” section of the “Inspection” page, **click** the “Inspection Unsuccessful?” checkbox

The “Inspection Panel” dialog box appears.

3. **Click** “Yes” that you wish to declare this inspection unsuccessful

The “Unsuccessful” section is now enabled.

4. From the “Reason” drop-down **indicate** why the inspection is unsuccessful.
5. **Enter** comments.
6. **Click** “Save”



The “TAC” dialog box will appear and the default reason is “Inspection Unsuccessful.”

- 7. **Enter** the TAC Number
- 8. **Enter** your comments
- 9. **Click** “Save”

The “Inspection Designated as Unsuccessful” message appears

- 10. **Click** “Ok”

The status of this inspection is now designated as “Unsuccessful” – you can now upload this Unsuccessful Inspection.

**Record TAC Information**

Please provide details about your communication with the REAC Technical Assistance Center (TAC) to resolve issues pertaining to this inspection.

TAC Phone Number: 1-888-245-4860

ADDVIEW

TAC Number:  \*

TAC Reason:  \*

Comment:  \*

**Message**

The inspection has been designated as unsuccessful and is ready for upload. It has been reset to review mode to prevent any further edits.

**Navigator**

Select Inspection

Inspection Id	Property Id / Dev. No.	Property Name	Schedule Date & Time	Inspection Status
<input type="checkbox"/> 963	DE001000006	CRESTVIEW APTS	Fri, May 20, 2011 02:45 PM	Uploaded
<input checked="" type="checkbox"/> 964	DE001000007	BAYNARD APTS	Fri, May 20, 2011 02:45 PM	Unsuccessful
<input type="checkbox"/> 971	FL016100000	CASTLE BREWER CT	Fri, May 20, 2011 09:15 AM	Not Yet Started

Review mode     Inspection mode

Please select an inspection and the mode to activate the Select Inspection button. The inspection mode would signal the start of the inspection and activate timestamp.

**Message(s)**

Field	Message

Review Mode    Connected

**Archive/Restore an Inspection**

Over the course of time, an inspector will do so many inspections that they will not fit within the Navigator screen.

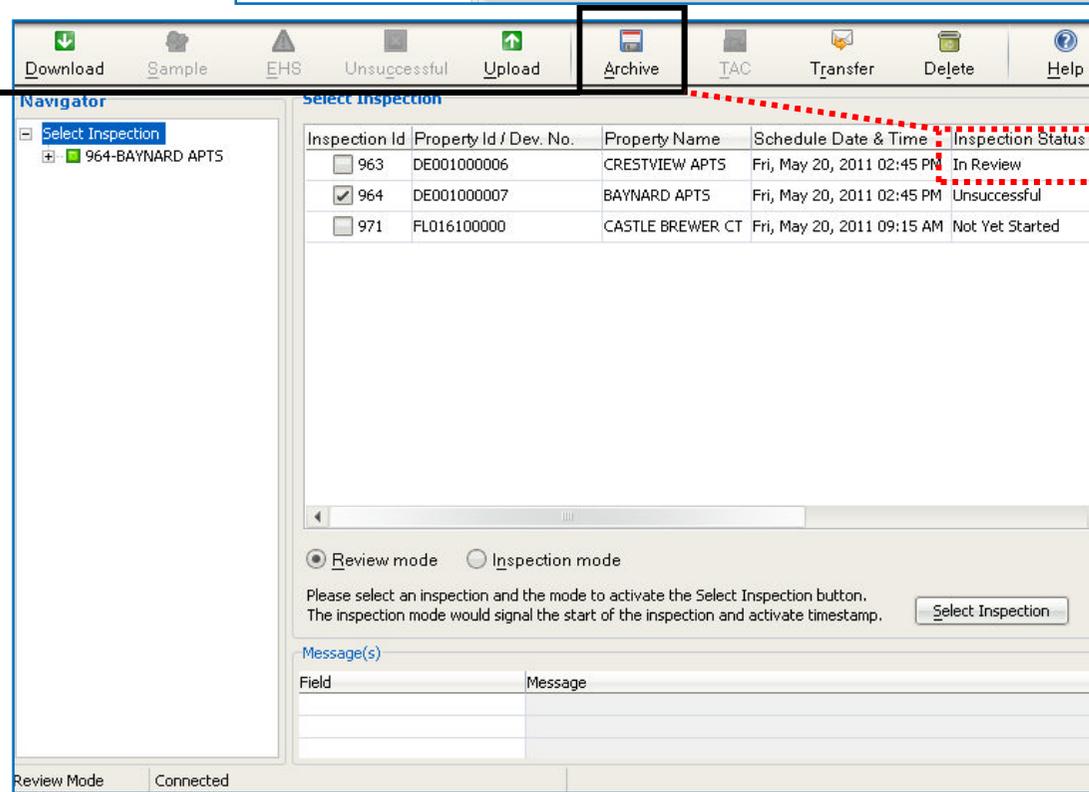
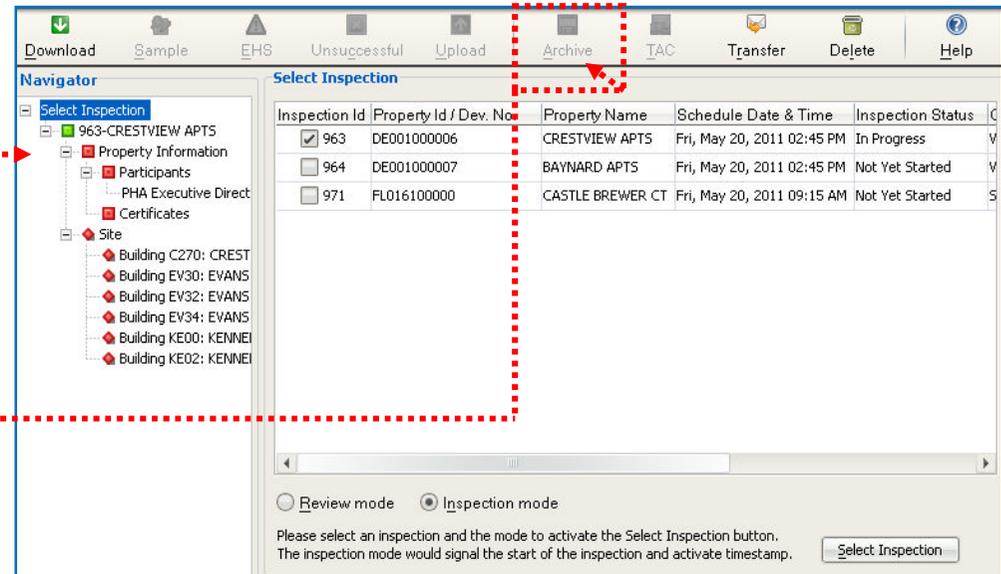
After an inspection has been completed and uploaded, an inspector can choose to archive the inspection.

Note: The “Archive” button, located on the RAPID tool bar is greyed out when there are zero uploaded inspections.

After an inspector uploads an inspection and the status is “In Review” the “Archive” button is enabled

To archive an inspection:

1. **Click** the “Archive” button on the RAPID tool bar



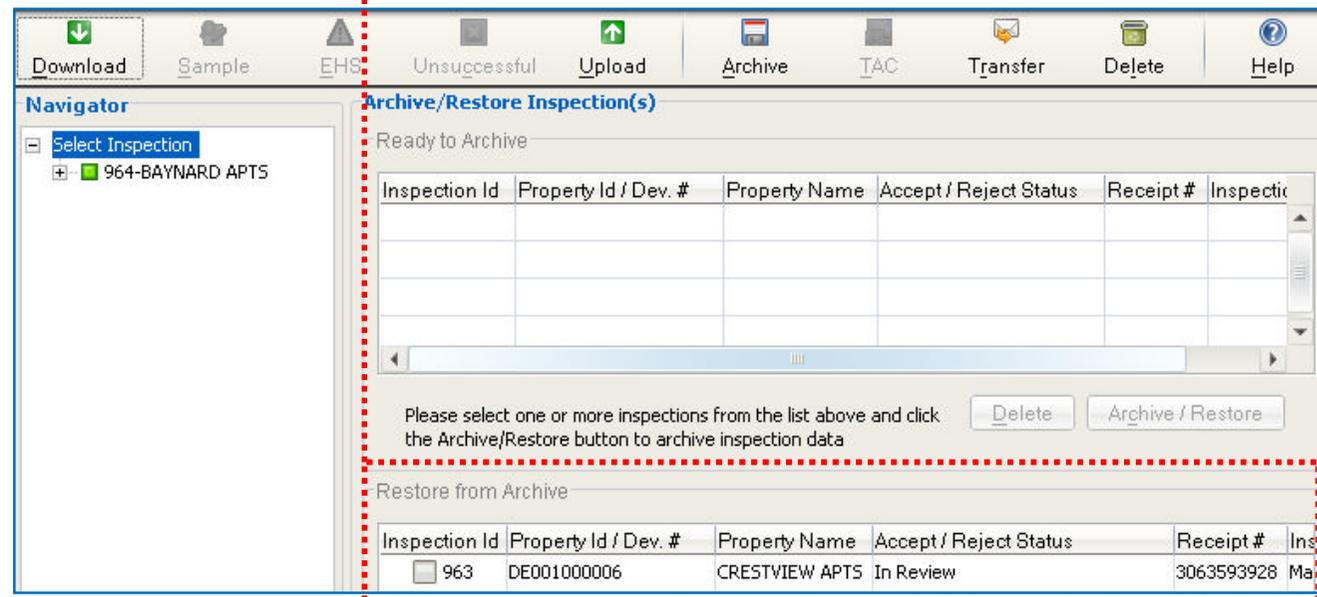
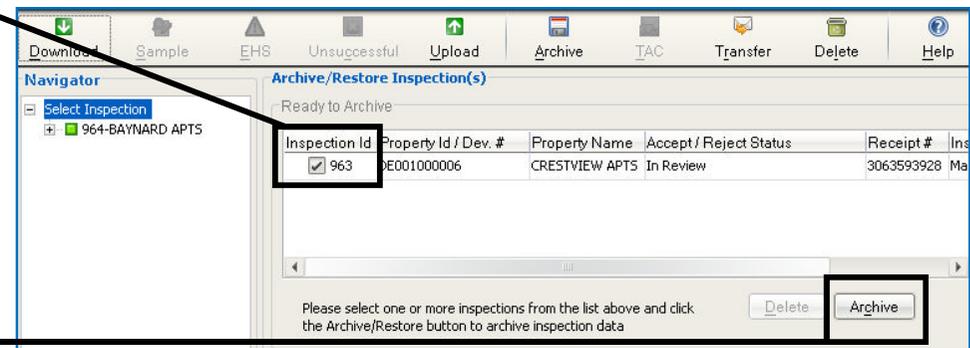
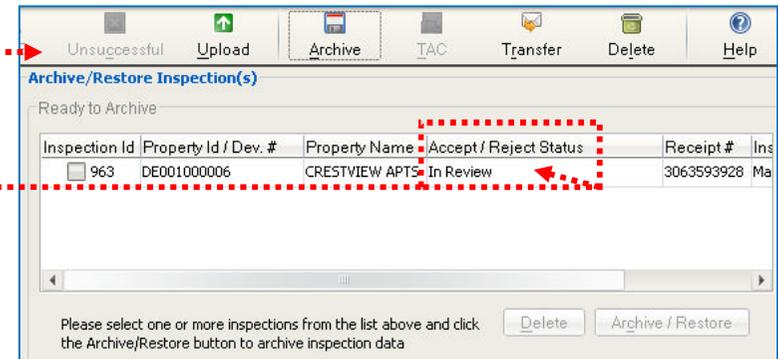
You will now be taken to the “Archive Inspection” screen.

Note: RAPID has only brought the qualified inspection (status “In Review”) for archiving to the archive screen.

2. **Select** the inspection to archive

3. **Click** the “Archive” button

The inspection is now archived/located in the “Restore from Archive” section.



**Restore an Inspection**

Once an inspection has been archived it can no longer be viewed in the “Select Inspection” panel. In order to view the inspection you will have to restore it.

In order to restore an inspection:

1. **Click** on the “Archive” button on RAPID’s tool bar.

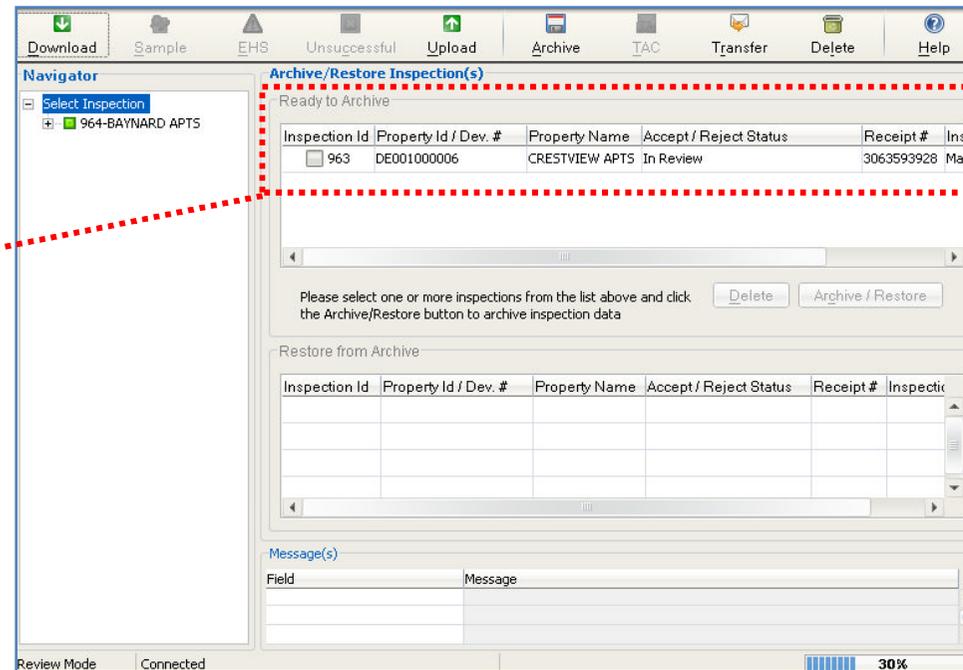
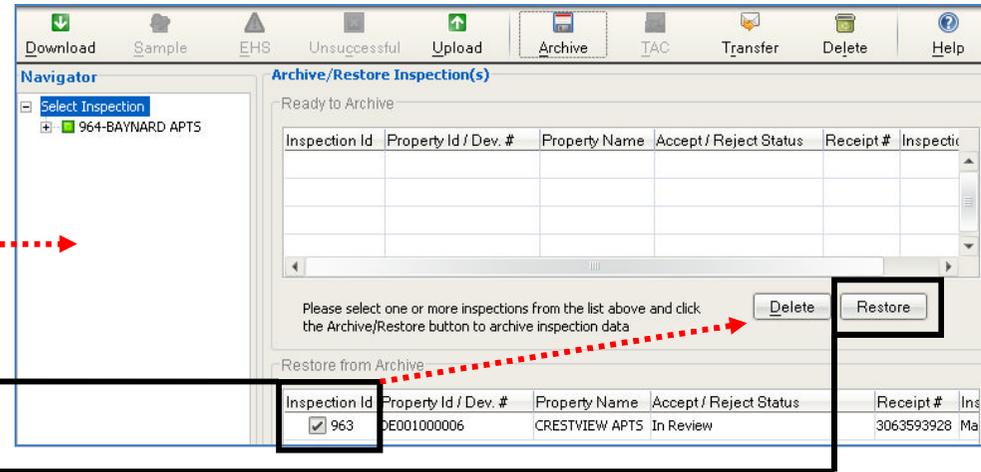
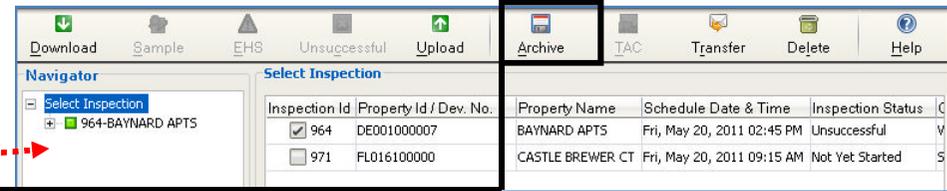
You are now on the “Archive/Restore Inspection(s)” screen.

2. **Select** the inspection(s) you would like to restore from the “Restore from Archive” section.

Once you select an inspection(s) the “Delete” and “Restore” button become enabled.

3. **Click** the “Restore” button

The inspection(s) selected will be restored to the “Ready to Archive” section of the page. This inspection can now be viewed.



**The HELP Section**

Within RAPID are tools to assist inspectors conduct physical inspections. One such item is the Compilation Bulletin.

When performing inspections using the HUD UPCS Protocol it is the inspector's responsibility to ensure that he/she has the most up-to-date information available. This Bulletin applies to all physical inspections conducted using the HUD UPCS protocol.

It incorporates all previous guidance that HUD has given on a number of matters pertaining to physical inspections. It provides answers to some of the most common questions received from inspectors in the field and clarifies certain areas of the inspection protocol to further ensure that physical inspections are objective and conducted in accordance with the protocol.

To access RAPID's "Help" section:

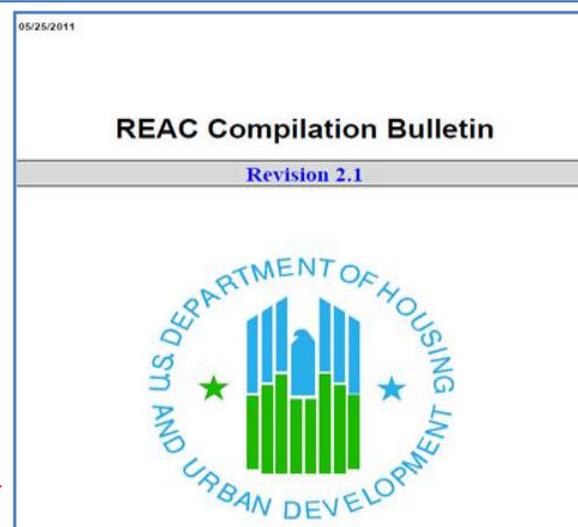
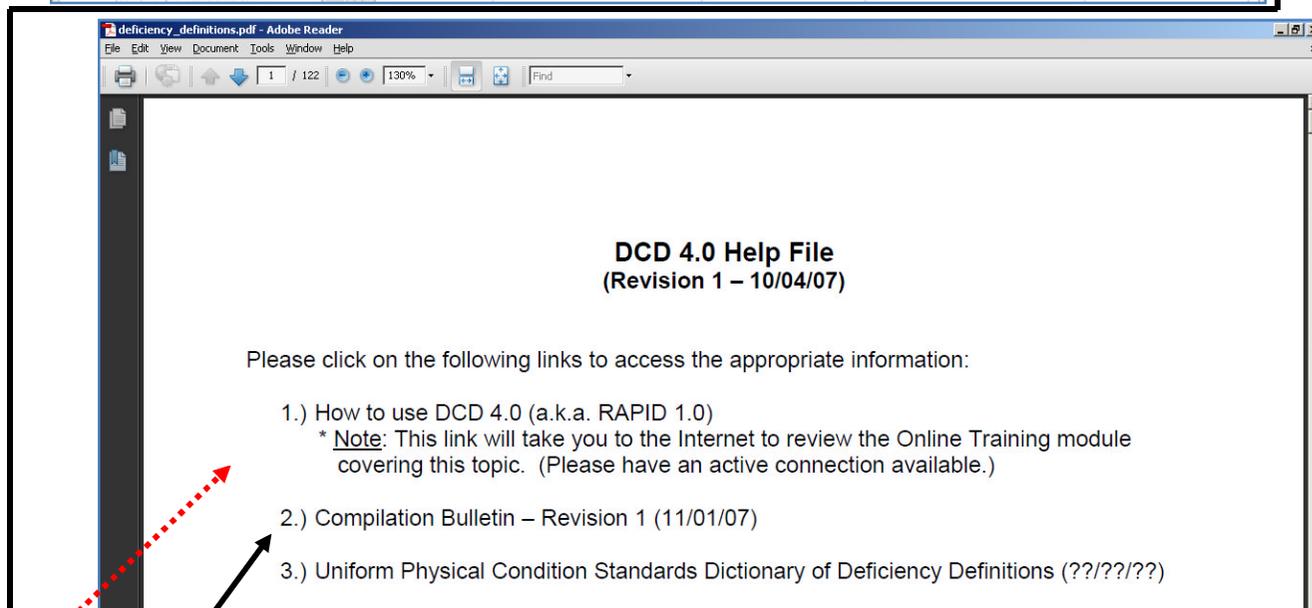
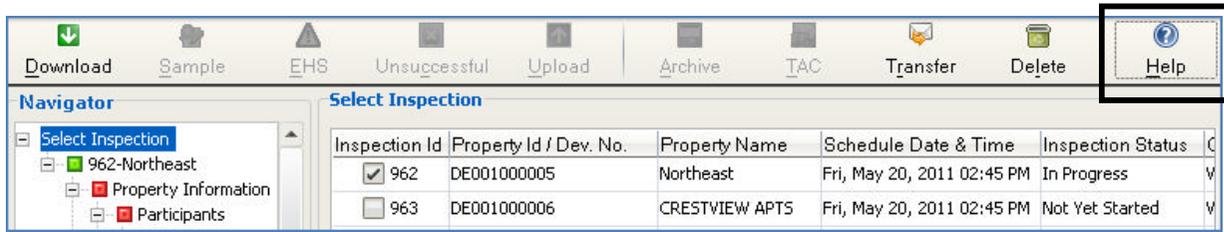
1. **Click** on the "Help" button located on the RAPID tool bar.

The DCD 4.0 Help File will open. This file will contain:

- A link to the online RAPID training module
- Compilation Bulletin (Revision 1)
- Uniform Physical Conditions Standards Dictionary of Deficiency Definitions

2. **Click** on the "Compilation Bulletin"

It opens on your computer.



**Incomplete Items – Finishing the Inspection**

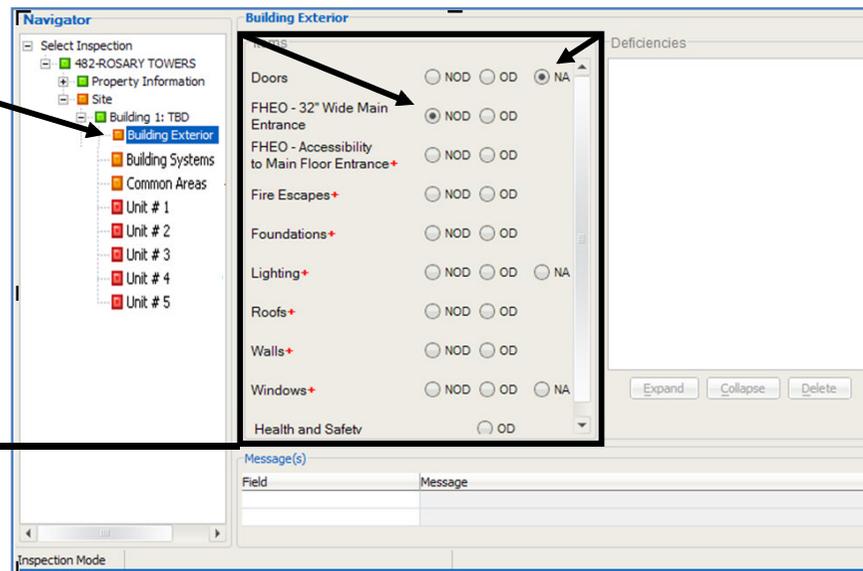
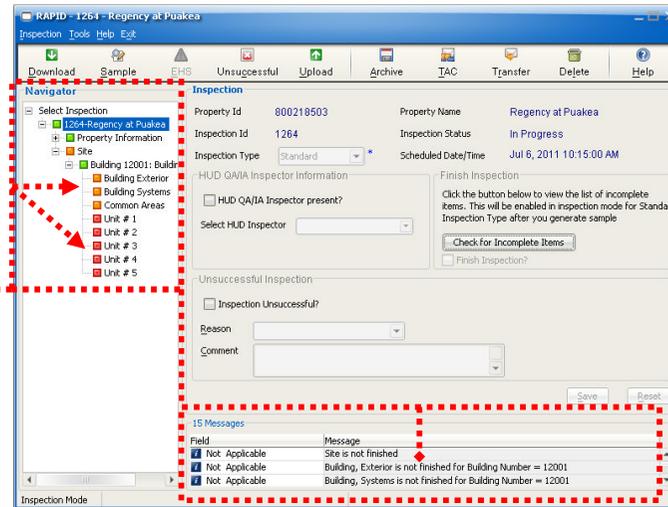
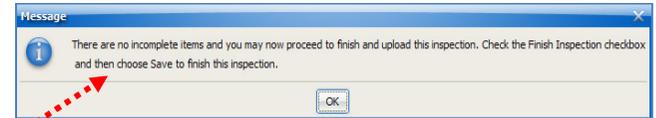
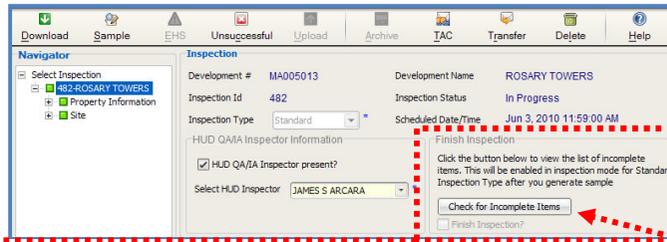
At the conclusion of the inspection, you will be required to verify that all items have been inspected.

This is done by clicking the “Check for Incomplete Items” button. In the event that there are no incomplete items, RAPID will display a message to that effect; allowing you to finish and upload your inspection *as shown on page #28*.

**However, in the event there are incomplete items**, RAPID will display them within the “Navigator” screen. Items with an “orange” colored node **are in progress** and those with a **red** node represent **work to be completed/not started**.

To address the incomplete items:

1. **Click** on the specific item you wish to complete.
2. **Complete** your observations and inspection

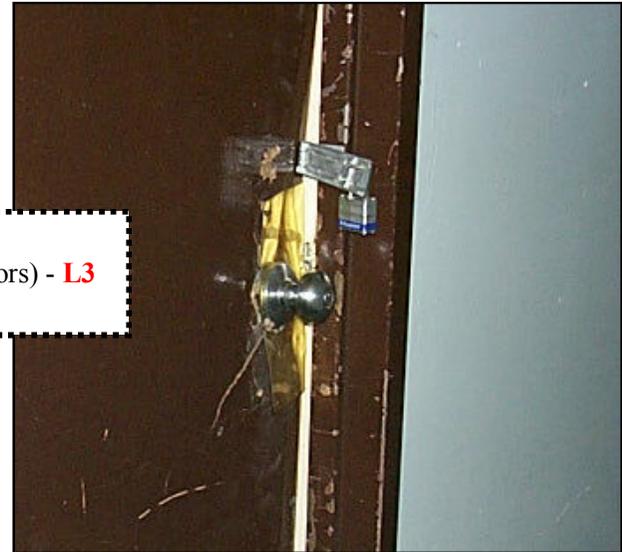


**The 25 Most Frequently Cited Deficiencies**

Following are examples of maintenance items that, under the Uniform Physical Conditions Standards (UPCS), are most frequently cited as deficiencies according to their “Item” and “Deficiency Name”:

1. **Doors:** Damaged hardware/locks;
2. **Kitchen:** Refrigerator – missing/damaged/inoperable;
3. **Bathroom:** Lavatory sink – damaged/missing;
4. **Kitchen:** Range/stove – missing/damaged/inoperable;
5. **Doors:** Damaged surface – holes/pain/rusting/glass;
6. **Walls:** Damaged;
7. **Walls:** Stained/peeling/needs paint;
8. **Walls:** Peeling/needs paint;
9. **Walls:** Missing pieces/holes/spalling;
10. **Roofs:** Missing/damaged components from downspout/gutter;
11. **Windows:** Missing/deteriorated caulking/seals/glazing compound;
12. **Smoking Detector:** Missing/inoperable;
13. **Windows:** Inoperable/not lockable;
14. **Outlets/Switches:** Missing/broken cover plates;
15. **Hazards:** Tripping;

Damaged Hardware/Locks (Doors) - **L3**  
 Damaged Surface - Holes/Paint/Rusting/Glass (Doors) - **L3**  
 Health and Safety - Blocked Egress



Lavatory Sink - Damaged/Missing (Bathroom) - **L3**  
 Bathroom Cabinets - Damaged/Missing (Bathroom) - **L1**



- 16. **Bathroom:** Plumbing – leaking faucet/pipes
- 17. **Electrical System:** GFI – inoperable;
- 18. **Call-for-Aid:** Inoperable;
- 19. **Ceiling:** Peeling/needs paint;
- 20. **Emergency/Fire Exits:** Emergency/fire exits blocked/unusable;
- 21. **Bathroom:** Shower/tub – damaged/missing;
- 22. **Doors:** Damaged/missing screen/storm/security door;
- 23. **Doors:** Missing door;
- 24. **Infestation:** Insects;
- 25. **Windows:** Damaged/missing screens



**Plumbing: Leaking Faucets/Pipes (Kitchen) – L3**

### Resetting Your Password

WASS allows for password resets for external users through this link

<https://hudapps.hud.gov/reac/wass/resetPwd.html>

Internal users must contact the TAC to have their passwords reset, since WASS is prevented from updating credentials in Active Directory.

External users can reset their own passwords (assuming that their email address is correct in WASS.) Users must know their User ID and must provide the same information that they provided at registration (first name, last name, social security number, and mother's maiden name.) The form for requesting a password reset is located here:

<https://hudapps.hud.gov/reac/wass/resetPwd.html>.

Internal users must contact the TAC to have their passwords reset, since WASS is prevented from updating credentials in Active Directory.

