

## Overview


This guide highlights the requirements for resolving deficiencies using the NSPIRE system and offers guidance on how to provide supporting evidence of deficiency correction. Resolving deficiencies ensures the safety and well-being of residents by eliminating severe health and safety risks. Proof of work, such as work orders, invoices, and photographs, can be used as evidence. Permanent repairs should be completed within the allowable time, and if not feasible, a timeframe for completion must be provided to HUD for approval. When one repair addresses multiple deficiencies, evidence of correction can be submitted to close out all the deficiencies at once. Proper certification of the evidence and adherence to truthfulness is essential, as false statements may result in penalties.

[Read the full NSPIRE Admin notice here.](#)

[Watch the tutorial video here.](#)

## How to Correct Health & Safety Deficiencies in the System


**Step 1:** Log in to the [NSPIRE System](#).

 *Contact REAC TAC (1-888-245-4860) if experiencing access issues.*


**Step 2:** Select the **Inspections** tab.

**Step 3:** Select an **Inspection Name** to open the inspection record (e.g., INSP-XXXXX).

**Step 4:** Select **View all** under ExAM Deficiencies.

 *Helpful hint: Select column headers to sort the data.*


**Step 5:** Select the **Deficiency name** (e.g., QR-XXXXXXX).

 *Deficiencies can be accessed from an inspection record or the Deficiencies tab.*

**Step 6:** Check for **Corrective Timeframe** of 24 hours.

**Step 7:** Click **Submit Evidence of Mitigation** on a deficiency record.

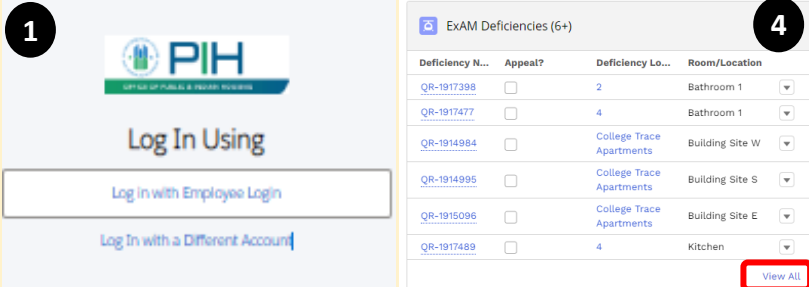
**Step 8:** Add the requested information (date/time mitigated, mitigation details, evidence of mitigation) in the pop-up window.

 *Proof of work can be work orders, invoices, & photographs.*

**Step 9:** Click Next.

**Step 10:** Confirm status change to **"Evidence of Mitigation Submitted."**

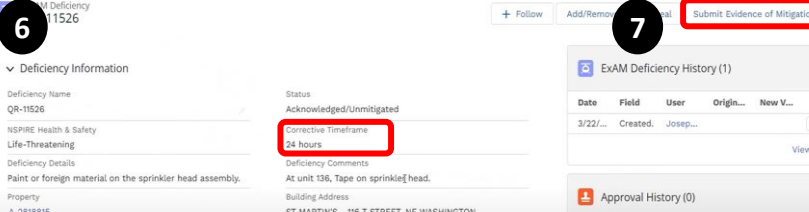
**Step 11:** See uploaded files and images appear under **Notes & Attachments**.



1. Log in to the NSPIRE System. The login page shows options for "Log In Using" with "Employee Login" or "Different Account".

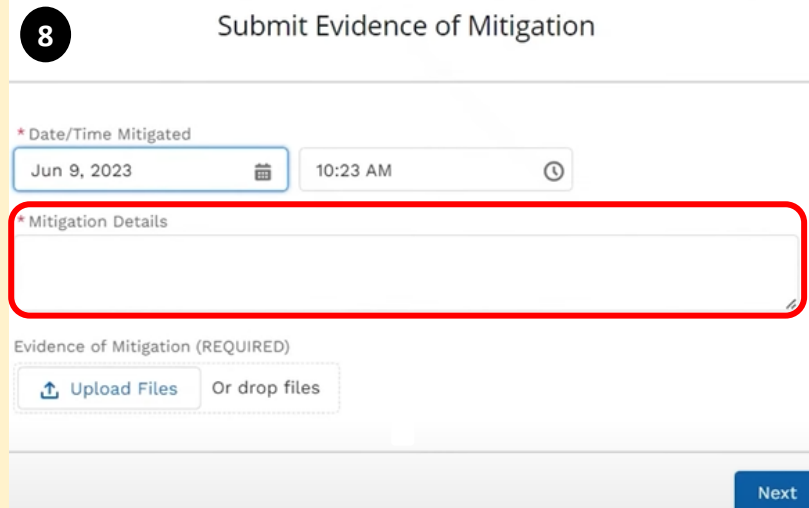
4. ExAM Deficiencies (6+). A table lists deficiencies with columns: Deficiency N..., Appeal?, Deficiency Lo..., Room/Location. A "View All" button is visible.

Deficiency N...	Appeal?	Deficiency Lo...	Room/Location
QR-1917398	<input type="checkbox"/>	2	Bathroom 1
QR-1917477	<input type="checkbox"/>	4	Bathroom 1
QR-1914984	<input type="checkbox"/>	College Trace Apartments	Building Site W
QR-1914995	<input type="checkbox"/>	College Trace Apartments	Building Site S
QR-1915096	<input type="checkbox"/>	College Trace Apartments	Building Site E
QR-1917489	<input type="checkbox"/>	4	Kitchen



6. Deficiency Information for QR-11526. Status: Acknowledged/Unmitigated. Corrective Timeframe: 24 hours. Deficiency Comments: At unit 136, Tape on sprinkler head.


7. Submit Evidence of Mitigation button.



8. Submit Evidence of Mitigation form. Fields include: Date/Time Mitigated (Jun 9, 2023, 10:23 AM), Mitigation Details (text area), Evidence of Mitigation (REQUIRED) with Upload Files and Or drop files buttons. Next button is visible.



10. Deficiency Information for QR-11526. Status: Evidence of Mitigation Submitted. Corrective Timeframe: 24 hours.



11. Notes & Attachments (3). Uploaded files include: SpinklerHead-Fixed (Jun 9, 2023, 189KB), Mobile App Image ... (Mar 23, 2023, Atta...), and Mobile App Image ... (Mar 22, 2023, Atta...).