Updated
Nov 2023

POC EXPERIENCE TRAINING GUIDE

HUD NSPIRE

HUD NSPIRE POC Experience App

The POC Experience App helps Property POCs review deficiencies and upload mitigation evidence for review by HUD. Property POCs can also submit inspection appeals within this app.

Contents

Click the shield anywhere in the document to return to this page

MANAGE DEFICIENCIES
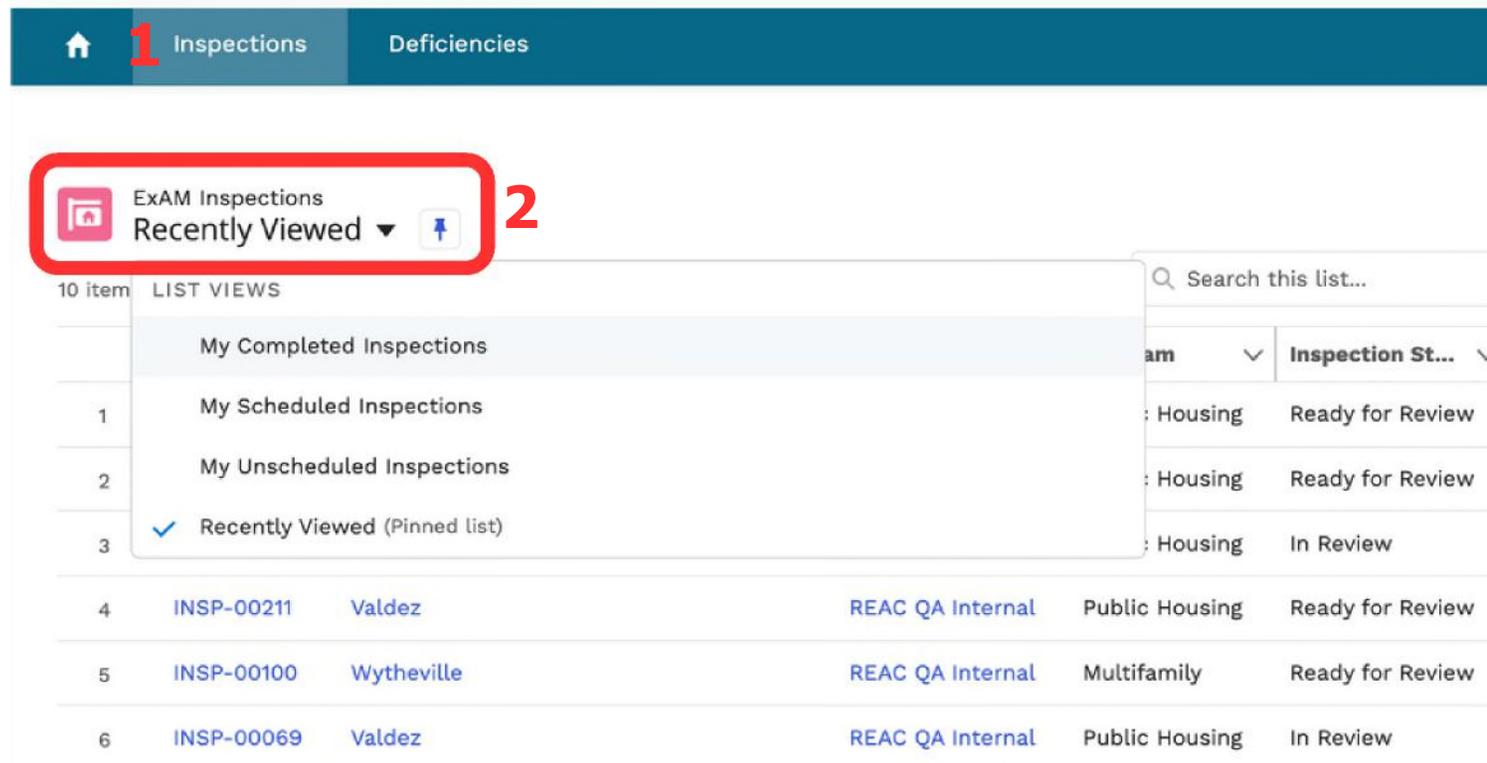
Section One

Navigate the POC Experience

The POC Experience homepage displays two tabs: **Inspections and Deficiencies.**

Find an Inspection

1 | **Click the Inspections tab.** Note that you can see your inspections and deficiencies using different list views.

2 | **Click the arrow next to Recently Viewed** to select a list view. Use the pin icon to save the current list view as your default.
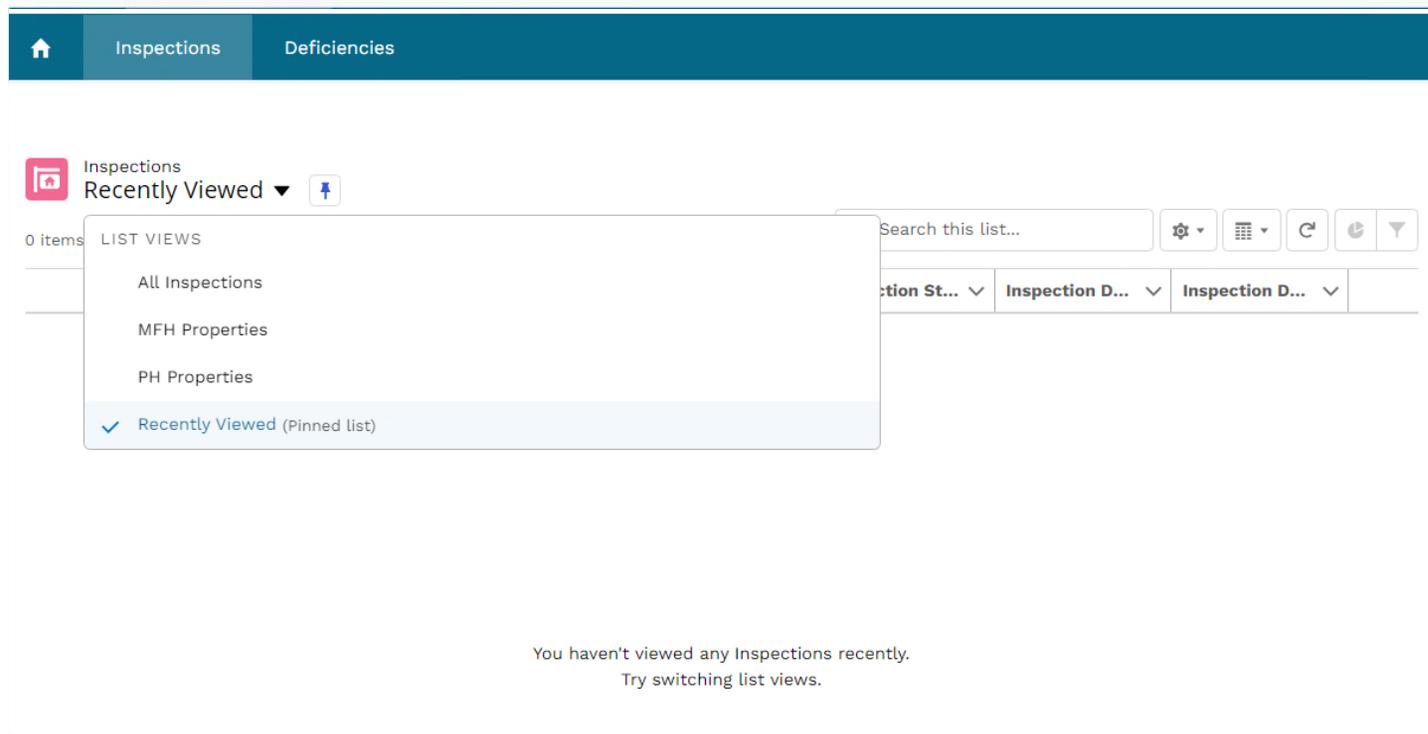
Not seeing Inspections?

1 | **If you don't see any inspections in the default view, Click the arrow next to the Recently Viewed** to select the **All Inspections** view (or **MFH Properties** view to see the Multifamily properties or **PH Properties** view to see the Public Housing properties). Use the pin icon to save the view as your default.

Find an Inspection

Click a column heading to sort the list of inspections (optional).

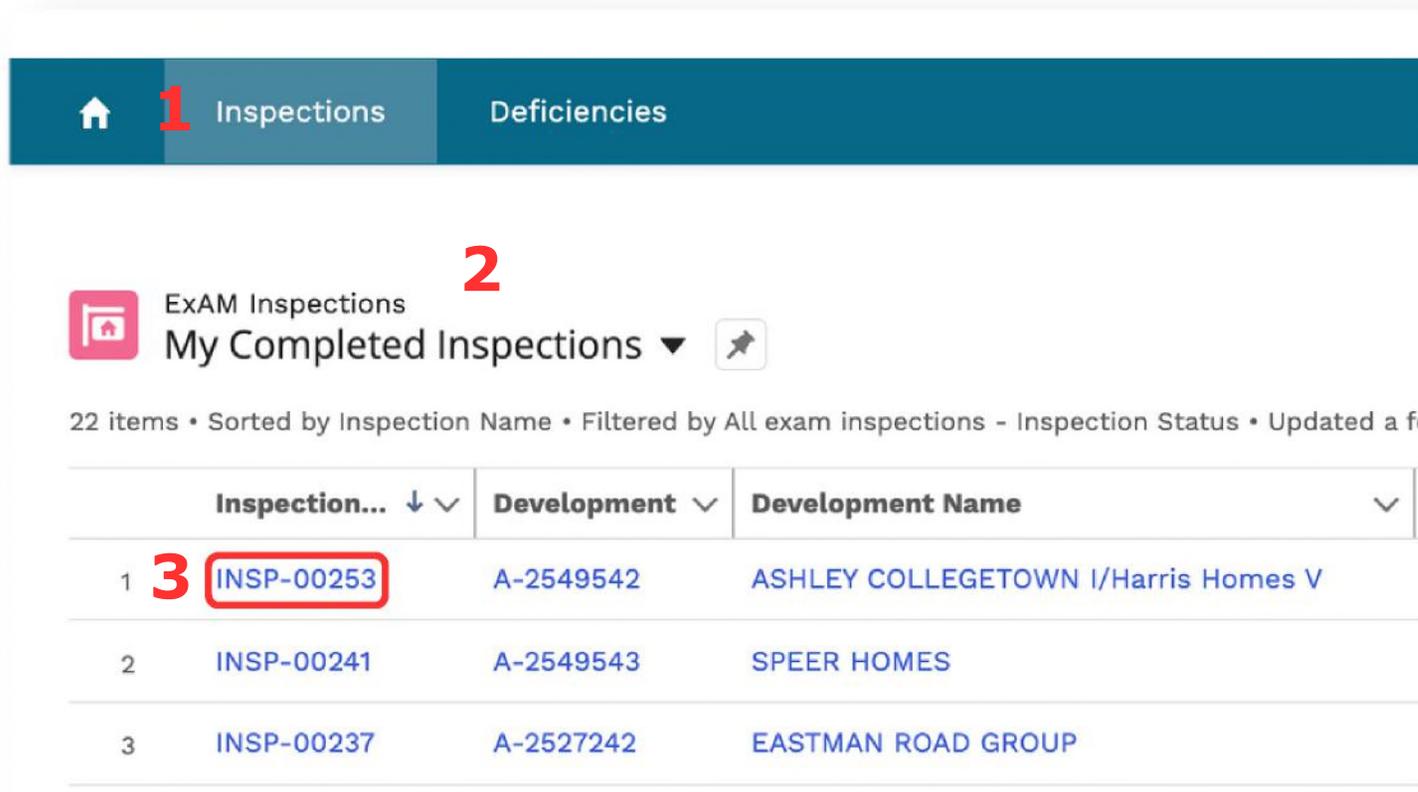|	Inspection Name ⌄	Development Name	⌄	Inspection Vendor ⌄
1	INSP-00049	Cordova		REAC QA Internal
2	INSP-00253	ASHLEY COLLEGETOWN I/Harris Homes V		REAC QA Internal
3	INSP-00097	JUNEAU		REAC QA Internal
4	INSP-00211	Valdez		REAC QA Internal
5	INSP-00100	Wytheville		REAC QA Internal

Access an Inspection

1 | Click the **Inspections tab.**

2 | Use the list views and column headings to **locate an inspection.**

3 | Click an **Inspection Name.**

View Inspection Details

ExAM Inspection
INSP-00253

View development, vendor, and inspector information

Submit an inspection appeal

Submit Appeal

NSPIRE Inspection Report

Generate Inspection Report

Inspection Name	Owner
INSP-00253	Amber Shimkus
Inspection ID	Inspection Vendor
GA006000930ND03	REAC QA Internal
Development	Number of Sample Buildings
A-2549542	1
Development Id	Total Number of Buildings
GA006000930	1
Development Name	Min Num of Buildings Required to Inspect
ASHLEY COLLEGETOWN I/Harris Homes V	1
Inspection Unsuccessful Reason ⓘ	Total Num of Sample Buildings Inspected
N/A	1
Occupancy Percentage	Number of Sample Units
	13
Appeal Reviewed/Rescore	Total Number of Units
✓	19
Inspect No Earlier Than	Min Number of Units Required to Inspect
	13

ExAM Deficiencies (6+)

Deficien...	Correctiv...	Status	Appeal?	
QR-18454	N/A	Acknowle...	✓	▼
QR-18493	30 days	Acknowle...	✓	▼
QR-18622	24 hours	Acknowle...	✓	▼
QR-18496	24 hours	Acknowle...	✓	▼
QR-18500	30 days	Acknowle...	✓	▼
QR-18526	30 days	Acknowle...	✓	▼

View All

Access related deficiencies

Review inspection data

Access a Deficiency

1 | Click the **Deficiencies tab.**

2 | Use the **list views, column headings, or search bar** to locate a deficiency.

3 | Click a Deficiency **Name.**

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

View Deficiency Details

ExAM Deficiency
QR-18493

+ Follow   Edit   Submit Evidence of Mitigation

View deficiency details, location, comments, history, and status

Deficiency Information

Deficiency Name
QR-18493

NSPIRE Health & Safety
Moderate

Deficiency Details
Cabinet components are damaged or missing.

Development
A-2549542

Development Id
GA006000930

Development Name
ASHLEY COLLEGETOWN I/Harris Homes V

Deficiency Location
A-2550888

Deficiency Location Address
385 Legacy Drive

Room/Location
Kitchen

HUD Appeal Rejection Reason

Status
Acknowledged/Unmitigated

Corrective Timeframe
30 days

Deficiency Comments
Missing hinge on kitchen cabinets

Building Address
NA - 385 Legacy Drive Atlanta GA NA

Location (Unit/Inside/Outside)
Inside

Mitigation

Date/Time Mitigated

Date/Time Mitigation Submitted

Deficiency Mitigation Reported By

Mitigation Details

Review mitigation and appeal details

Appeal Information

Appeal?
☑

Appeal Date
5/4/2023

Appeal Status
Appeal Rejected

Property Appeal Reason
Factors not reflected in score

Property Appeal Comments
Cabinets for all units are being replaced on 5/8

HUD Appeal Comments
Please provide the order or invoice as evidence

ExAM Deficiency History (6+)

Date	Field	User	Original V...	New Value	
5/4/202...	Appeal St...	Calliope ...	Appeal in...	Appeal R...	▼
5/4/202...	HUD App...	Calliope ...		Please pr...	▼
5/4/202...	Appeal St...	Leila Swe...	Not Appe...	Appeal in...	▼
5/4/202...	Appeal D...	Leila Swe...		2023-05-...	▼
5/4/202...	Appeal?	Leila Swe...	☐	☑	▼
5/4/202...	Property ...	Leila Swe...		Cabinets ...	▼

View All

Approval History (0)

View deficiency images and mitigation evidence

Notes & Attachments (1)

Upload Files

Mobile App Image - 89~...
May 4, 2023 • Attachment

View All

Below you will find the Chatter widget. This widget is used to facilitate communication between the property and Field Office representative. Click on the "Share an Update" box to begin typing your message, and make sure you tag your representative by typing @ followed by their name! You can even include attachments in your message. You will receive an email when they reply!

Post

Share an update...

Share
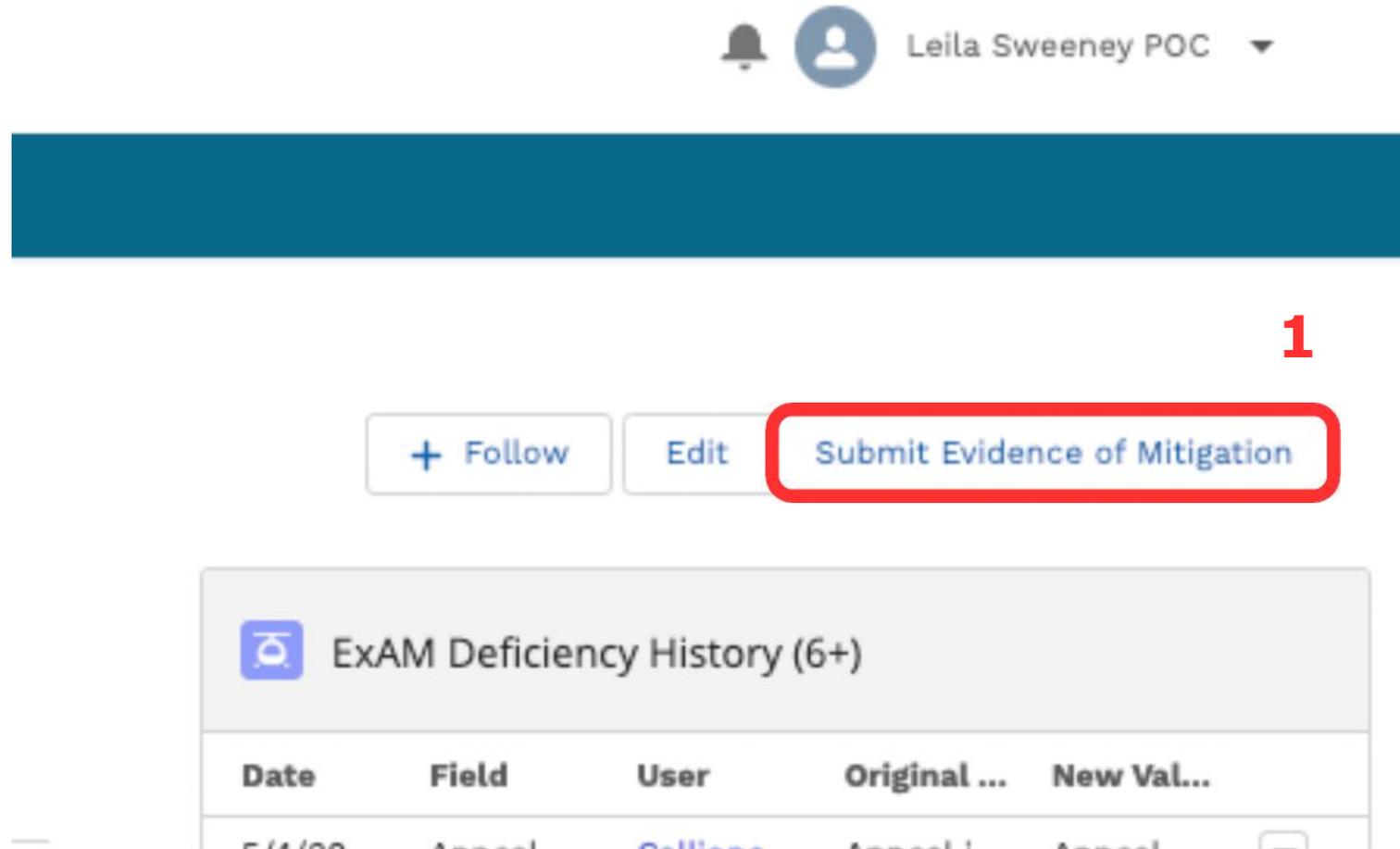
Sort by:

Most Recent Activity ▼   🔍 Search this feed...

SUBMIT EVIDENCE OF MITIGATION

Submit Evidence of Mitigation

1 | Click **Submit Evidence of Mitigation** on a deficiency record.

Submit Evidence of Mitigation

2 | Add the following information in the pop-up window:

a | **Date/Time Mitigated.**
Click the calendar and clock icons to adjust the date and time.

b | **Mitigation Details.**
Add comments in the text field.

c | **Evidence of Mitigation.**
Click Upload Files, or drag and drop files from your device.

Submit Evidence of Mitigation

* Date/Time Mitigated

May 10, 2023   📅   9:30 AM   🕐   **a**

* Mitigation Details

We replaced the cabinet hinges the day after the inspection. Please see the invoice and photos attached.

b

Evidence of Mitigation (REQUIRED)

⬆ Upload Files   Or drop files   **c**

Next

Submit Evidence of Mitigation

3 | Click **Next.**

Submit Evidence of Mitigation

* Date/Time Mitigated

May 10, 2023   📅   9:30 AM   🕐

* Mitigation Details

We replaced the cabinet hinges the day after the inspection. Please see the invoice and photos attached.

Evidence of Mitigation (REQUIRED)

⬆ Upload Files   Or drop files

3   Next

Uploaded files and images will appear under **Notes and Attachments.**

📑 Notes & Attachments (2)   Upload Files

Door Hinge Invoice for...
May 8, 2023 • 804B • pdf

Mobile App Image - 8...
May 4, 2023 • Attachment

View All

MANAGE INSPECTION APPEALS

Section Two

Submit an Appeal

1 | Click the **Inspections tab.**

2 | Select the **My Completed Inspections list view.**
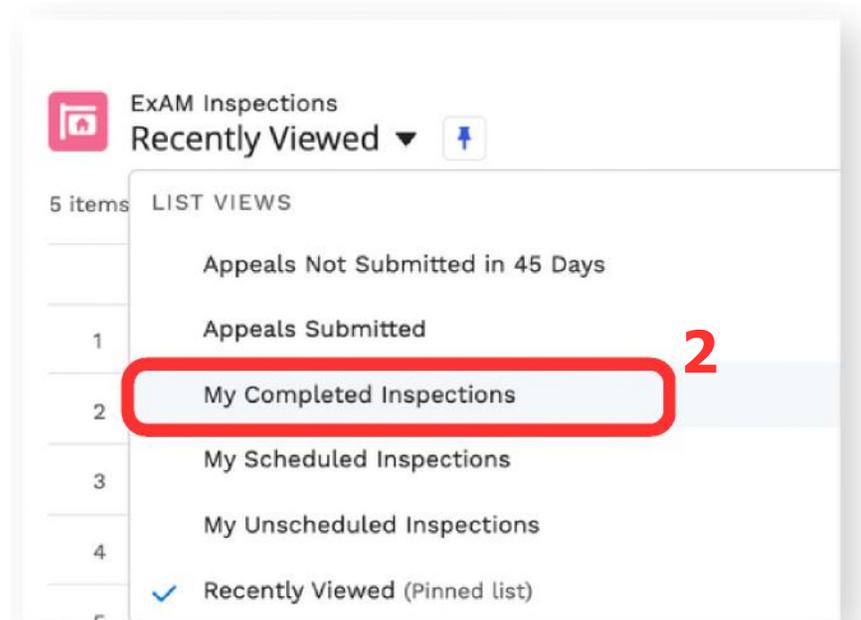
NOTE: This list view shows all inspections with an Inspection Stage of **PI Completed, Ready for Review, or In Review.**

An inspection must have an Inspection Stage of **Ready for Review** to be eligible for appeal.

Submit an Appeal

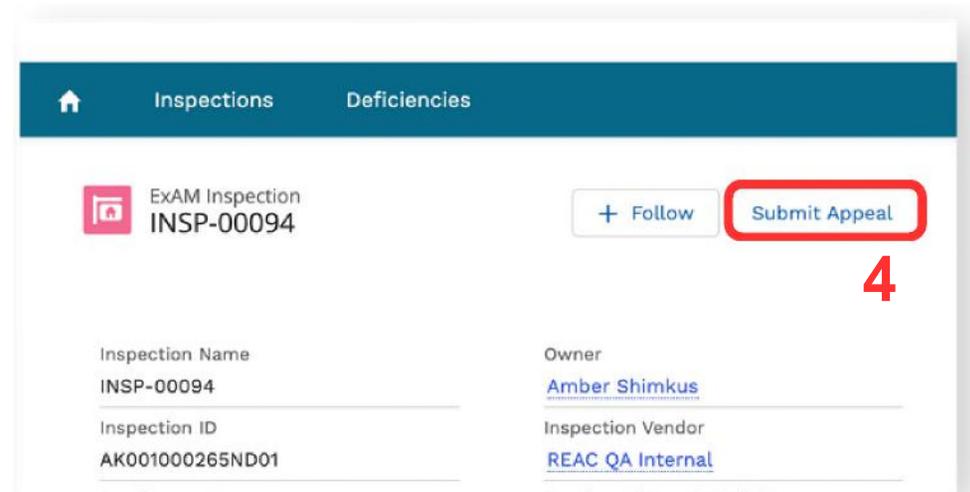3 | Click an **Inspection Name** to access the inspection record.

4 | Click **Submit Appeal** on the inspection record.

Submit an Appeal

5 | **Select all the deficiencies** you wish to appeal. 6 | Click **Next.**

Submit an Appeal

7 | Check the box next to **Appeal?**

8 | Select an **Appeal Reason** from the picklist.

9 | Enter **Property Appeal Comments.**

NOTE: This text box has a 255 character limit.

Submit an Appeal

10 | Upload at least one **supporting document** for each appealed deficiency.

One file can be uploaded at a time.

NOTE: You can upload a maximum attachment size of 2 gigabits.

Acceptable file types include docx., pdf., ppt., pptx., xls., xlxs., gif, jpg, and png.

Submit Appeal

Please enter an Appeal Reason and comments for the following deficiency. If you would like to remove the deficiency, uncheck the Appeal Checkbox and click Next.

Deficiency Name: QR-7907
Deficiency Details: Auxiliary lighting fails to illuminate when tested.

☑ Appeal?

* Appeal Reason

Non-existent deficiency

* Property Appeal Comments

We tested this later that same day and it was working fine. Please take this off the

Attachment

⬆ Upload Files   Or drop files   **10**

Previous   Next

Submit an Appeal

11 | Click **Next.**

12 | **Repeat steps 7-11** to add appeal information for each selected deficiency.

Submit an Appeal

13 | When you are finished adding appeal information, click **Save** (recommended).

The system confirms your submission and calculates the last possible appeal date for the inspection.

IMPORTANT: Only click **Submit to HUD** when you have added and reviewed **all** deficiencies that you wish to appeal.

You cannot edit your appeal once it has been submitted.

Submit Appeal

Would you like to save or submit the appeal to HUD?

NOTE: Once you submit, you will no longer be able to modify the appeal.

13 Save | Submit to HUD

Submit Appeal

Your appeal has been saved. Reminder, you need to submit the appeal by April 29, 2023.

Finish

Submit an Appeal

The Inspection Appeal Stage changes from **Not Appealed (default)** to **Appeal in Progress - Not Submitted** if appeal information has been entered and saved for at least one deficiency.

When an appeal is submitted to HUD, the Inspection Appeal Stage changes to **Appeal Submitted.**

∨ Appeal Information

Inspection Appeal Stage
Appeal in Progress - Not Submitted

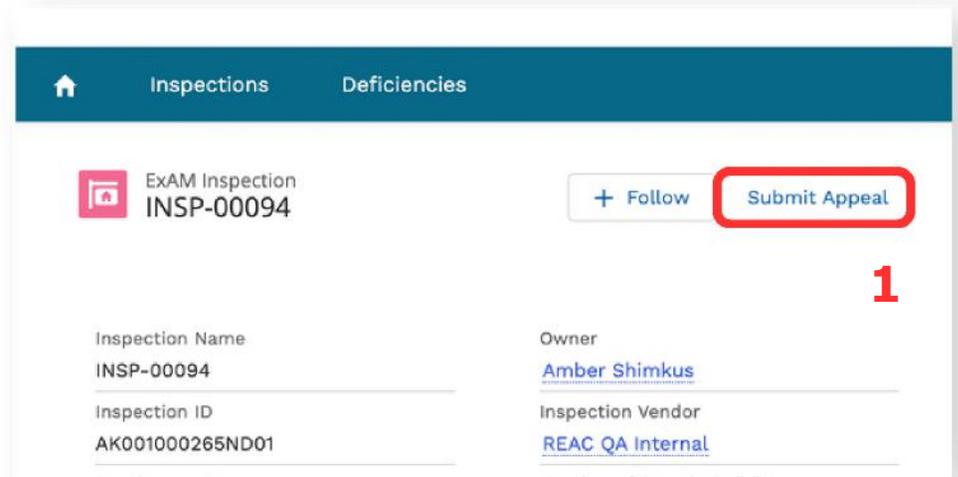∨ Appeal Information

Inspection Appeal Stage
Appeal Submitted

Edit Appeals

If you have saved at least one appealed deficiency, click Submit Appeal to **add** more deficiencies; **review and modify** existing deficiencies; and/or **delete** deficiencies from the appeal.

1 | Click **Submit Appeal.**

Edit Appeals

2 | **Select each deficiency** you 3 | Click **Next.**

would like to review or add.

Edit Appeals

4 | Change the Appeal Reason and Appeal Comments as desired, and/or upload additional documents.

5 | Click **Next** to continue editing the selected deficiencies.

6 | Click **Save,** *or* Submit to HUD if you are done making changes to all of your appealed deficiencies.

Delete Appeals
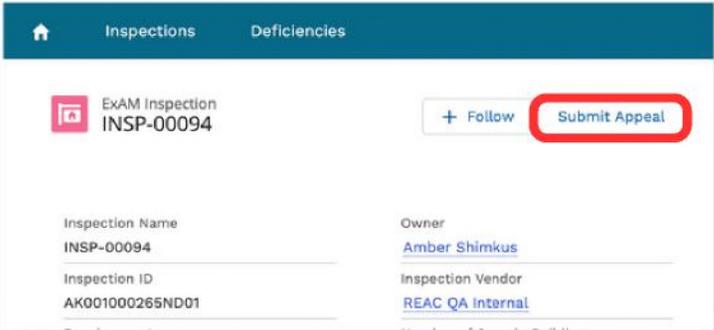
1 | Click **Submit Appeal.**

2 | **Select each deficiency** you wish to delete.

3 | Click **Next.**

Delete Appeals

5 | Uncheck the **Appeal?** checkbox.

6 | Click **Next.**

7 | Click **Save,** *or* Submit to HUD if you are done making changes to all of your appealed deficiencies.

Please enter an Appeal Reason and comments for the following deficiency. If you would like to remove the deficiency, uncheck the Appeal Checkbox and click Next.

Deficiency Name: QR-8026
Deficiency Details: Obstructed egress on a building 3 stories or less.

☐ Appeal? **5**

* Appeal Reason

Factors not reflected in score

* Property Appeal Comments

Tenant was going on vacation and had their suitcases stacked against the door.

Attachment

⬆ Upload Files   Or drop files

6

Previous   **Next**

Submit Appeal

Would you like to save or submit the appeal to HUD?

NOTE: Once you submit, you will no longer be able to modify the appeal.

Save | **Submit to HUD**

7