

Overview

The first year of NSPIRE marks a significant improvement in ensuring that residents of HUD housing live in safe, habitable dwellings that are free of health and safety hazards. During this time, property owners smoothly transitioned from the UPCS model to NSPIRE inspection model.

This cheat sheet offers an overview of the NSPIRE protocols before, during, and after inspections, with key steps to help property owners.

•**Achieve Passing Inspection Scores:** Ensuring properties meet and exceed required standards to promote better living conditions.

•**Move to a Lower Risk Category:** Enhancing property status based on improved inspection scores, directly contributes to safer and healthier environments for residents of HUD housing.

•**Mitigate Deficiencies Timely:** Addressing any issues within the required timeframes to maintain compliance and prioritize the health and safety of residents.

By following these steps, property owners can significantly enhance the overall well-being of their residents, creating a safer, healthier, and more comfortable living environment.

Inspection Lifecycle for Property Owners

Before	During	After
<p>1. Property Profile</p> <ul style="list-style-type: none"> ✓ Update property profiles and POC contact information in the source systems ASAP ✓ Confirm accuracy of your property profile information in the system <div style="border: 1px solid gray; border-radius: 10px; padding: 5px; margin-top: 10px;"> <p><i>Set up your NSPIRE Community Portal account within 90 days of receiving email from REAC. Reach out to REAC TAC at 1-888-245-4860 for assistance.</i></p> </div> <p>2. Scheduling and Notification</p> <ul style="list-style-type: none"> ✓ Confirm inspection date/time after an inspector reaches out ✓ After receiving 28-day notice, notify residents at least 7 days in advance of inspection <div style="border: 1px solid gray; border-radius: 10px; padding: 5px; margin-top: 10px;"> <p><i>Provide a rent roll copy to the inspector with door numbers and without resident names for properties with market-rate, other assisted, and HUD-assisted units.</i></p> </div>	<p>3. Inspections</p> <ul style="list-style-type: none"> ✓ Escort the Inspector at all times on the property ✓ Be prepared to provide access to all inspectable areas (this may include carrying necessary keys or equipment) <div style="border: 1px solid gray; border-radius: 10px; padding: 5px; margin-top: 10px;"> <p><i>Get familiar with NSPIRE Standards here.</i></p> </div> <p>4. Inspection Don'ts</p> <ul style="list-style-type: none"> ✓ Interfere with or delay inspections ✓ Dispute deficiencies or validity of observed defects ✓ Ask for inspector's advice on avoiding future deficiency citations <div style="border: 1px solid gray; border-radius: 10px; padding: 5px; margin-top: 10px;"> <p><i>Consultants must not interfere with the REAC inspection and should follow set prohibitions.</i></p> </div>	<p>5. Health & Safety</p> <ul style="list-style-type: none"> ✓ Communicate life-threatening and severe deficiencies to staff for mitigation within 24 hours ✓ Submit acceptable supporting documentation for deficiencies in the NSPIRE application <div style="border: 1px solid gray; border-radius: 10px; padding: 5px; margin-top: 10px;"> <p><i>Proof of work can be work orders, invoices, & photographs.</i></p> </div> <div style="border: 1px solid gray; border-radius: 10px; padding: 5px; margin-top: 10px;"> <p><i>Use the Property Owner Guide to Entering H&S Corrections here.</i></p> </div> <p>6. Technical Review Requests (Appeals)</p> <ul style="list-style-type: none"> ✓ Submit appeals within 45 days of receiving general report with preliminary inspection score ✓ Confirm that requests for technical reviews (appeals) are submitted in the system ✓ Monitor acceptance/rejection of appeals in the system <div style="border: 1px solid gray; border-radius: 10px; padding: 5px; margin-top: 10px;"> <p><i>Find the Technical Review Guidance here.</i></p> </div>

Key Considerations & Additional Resources



Conduct regular preventive maintenance to identify and address issues before they become noncompliant



Review [Final Rule](#), [Admin Notice](#), & [Standards Notice](#) to ensure full understanding of NSPIRE Program



Read newsletter and alerts from NSPIRE@pih.hud.gov. Sign up under "Connect with Us" [here](#).



Watch NSPIRE Webinars and Webcasts [here](#)



Get familiar with the [NSPIRE Toolkit](#)



Understand [NSPIRE Terms and Definitions](#)