

## **Property Owner Inspection Journey Map**



3. Inspection Dos

- ☐ Confirm impacted residents are notified
- ☐ 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)
- Get familiar with NSPIRE Standards





- ☐ Communicate life-threatening and severe deficiencies to staff for mitigation within 24 hours
- ☐ Mitigate deficiencies in the required timeframe; only submit acceptable supporting documentation
  - Find the Property Owner Guide to Entering H&S Corrections here.



## **Property Profile**

- ☐ Update property profiles and POC contact information in the source systems ASAP
- Confirm that your inputs are accurately submitted in the system



Set up account within 90 days of receiving email from REAC. Reach out to REAC TAC at 1-888-245-4860 for assistance.



☐ Determine inspection date/time

with inspection vendor/REAC

scheduler

## 4. Inspection Don'ts

- Interfere with or delay inspections
- Dispute deficiencies or validity of observed defects
- ☐ Ask for inspector's advice on avoiding future deficiency citations



Consultants must not interfere with the REAC inspection and should follow set prohibitions.





- ☐ Submit appeals within 45 days of receiving general report with preliminary inspection score
- Confirm that appeals are submitted in the system
- ☐ Monitor acceptance/rejection of appeals in the system

