



HOT TOPICS

- **Inspection Cancellation Policy**
- **Inspection Reschedule Policy**
- **4.0 Public Scheduler**
- **IA Enforcement**

Inspector Administration UPCS Certified Inspector Newsletter

Introduction

The Office of Public and Indian Housing Real Estate Assessment Center assesses the condition of Department of Housing and Urban Development's (HUD) housing portfolio and provides assessment information to multiple internal and external customers. PIH-REAC's Inspector Administration program manages inspectors who perform inspections for PIH-REAC, both through inspection contractors and for servicing mortgagees. The overall objectives of the IA program

are to:

- Ensure the inspectors available to PHAs and servicing mortgagees conduct accurate inspections;
- Closely monitor inspectors' performance, taking timely corrective action as needed;
- Improve the quality and availability of data through which to identify both program and individual weaknesses; and
- Eliminate the cost and inconvenience of

unnecessary re-inspections.

This newsletter will spotlight hot topics that are frequently addressed by IA—such as, inspection schedule changes, notice of deficiency letters, conflicts of interest, and other IA related issues. The objective is to inform, advise, and ensure UPCS certified inspectors are fully aware and knowledgeable of all matters concerning the UPCS inspection program. It is our goal to promote safe, decent and affordable housing.

Inspection Scheduling

In accordance with the UPCS Inspection Protocol, inspections are to be scheduled at a mutually agreeable time and date. The UPCS Inspector should confirm the agreed upon date and time with the property representative in writing when an inspection is scheduled. When a Reverse Auction Program (RAP) contractor or Ser-

vic-ing Mortgagee provides a property with written confirmation of the scheduled inspection date and time, the inspector should review the information submitted to the property to ensure that it is correct. It is a good practice for the inspector to obtain written confirmation of receipt and agreement with the scheduled inspection date and time from the

property representative. Conflicting information may present an unnecessary inconvenience for the property and its residents. When this occurs the inspector, **not the contractor** is held accountable. Therefore it is important for inspectors to be proactive in reviewing the information that is communicated to the property representatives.



All schedule changes should be reported to the TAC immediately.

Inspection Cancellation Policy

Inspections are to be conducted at the scheduled time and date. If an inspector needs to cancel an inspection for any reason, he/she must do so at the earliest opportunity possible. This allows the other inspection participants to adjust their schedules

accordingly. Additionally, the inspector must immediately contact the REAC Technical Assistance Center (TAC) at (888) 245-4860 and secure a TAC reference number for the cancellation. **Inspections should not be canceled within 72 hours** if at all possible. If a

property owner/agent does not show up or cancels a scheduled inspection, the inspector must immediately contact the TAC and secure a TAC reference number for the subject inspection.

Inspection Reschedule Policy

Inspectors must reschedule any inspection in which the residents have not been properly notified. If a property representative is not available to accompany the inspector or wishes to reschedule an inspection, the inspector must secure a TAC reference number. If an inspector needs to reschedule an inspection

for any reason, the inspector must contact the property as soon as possible and immediately contact the TAC to inform REAC of the schedule change. The property representatives must agree with the proposed rescheduled date and time before the changes can be made. It is good record keeping for the inspector

to obtain written confirmation of all schedule changes. This will ensure that the inspector can provide documentation when discrepancies arise with the property representatives concerning the inspection schedule.

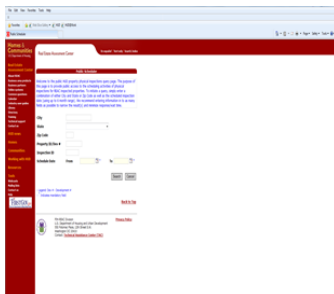
REAC Inspection Scheduler

It is the Inspector's responsibility, **not the RAP contractor**, to ensure that the scheduled inspection date and time is consistent with the date in the REAC Inspection Scheduler. **All schedule changes should be reported to the REAC Technical Assistance Center (TAC)** and a TAC reference number should be obtained. This provides the inspector with documentation that REAC was properly notified of any schedule

changes. Additionally, the Inspector must ensure that the RAP contractor accurately enters the correct time and date into the REAC scheduler. When the Inspector depends solely on the RAP contractor/scheduler to input information into the Scheduler, the Inspector may be subject to administrative action when there are inconsistencies with the schedule. To prevent this from occurring an Inspector should verify with the TAC that

necessary changes are made when he/she reschedule an inspection. Additionally, inspection schedule information is available on the web at <https://hudapps.hud.gov/public/pass/scheduler/publicscheduler.action>.

Please remember that it is the Inspector, not the RAP contractor, that will be held accountable by IA when issues arise concerning inaccuracies with the inspection schedule.



IA Enforcement

We should all strive to ensure that the inspection process is not intrusive for all inspection participants. Excessive cancellations and rescheduling of inspections present an undue hardship for the property representatives and the residents. Therefore, such cases will be referred to IA for review. Administrative action may be taken when inspectors unnecessarily

cancel or reschedule inspections and are found to be in violation of the cancellation and rescheduling policy. Remember, as an inspector it is your responsibility to provide accurate and consistent inspection data regarding the condition of a property. However, you are a visitor and should exhibit professionalism at all times. Adhering to the cancellation and resched-

uling policies, provide the Inspector with the first opportunity to establish a professional relationship with property representatives and set the stage for a successful inspection. Reference Inspector Administration Business Rules regarding administrative actions that can be taken against a UPCS Certified Inspector.



INSPECTORS DID YOU KNOW?

Inspector Administration provides every inspector the opportunity to refute all Notice of Deficiencies (NOD) and Complaints received against them within 15 business days from the date the inspector is notified of such cases. An Inspector's failure to provide a rebuttal on or before 15 business days from the date of the notice will confirm their agreement with the findings in the NOD or Complaint allegations. Non-

responsiveness to IA notices may result in Decertified from the UPCS Program as a result of the accumulation of sometimes unnecessary performance deficiencies. In many instances decertification can be avoided if the inspector provides a written rebuttal to IA notices. It is very important to take such notices seriously and provide thorough responses within the established deadline. Additionally, please re-

member that if you are found to be out of standard during a Quality Assurance (QA) Review by a QA Inspector, you will not be automatically penalized by IA. IA will review the information submitted in the QA Review Report to determine the appropriate action.

“Non-responsiveness to IA notices may result in an Inspector being Decertified from the UPCS Program”

For more information

Email questions or comments to REAC_Inspector_Admin@hud.gov

Visit our website at http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/reac/products/pass/inspectors. The IA Business Rules, this newsletter and all to follow will be posted on the website.

REAC Compilation Bulletin

http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/reac/products/pass/pass_bulletin

