

UPCS Certified Inspectors’ Outside Standard (“OS”) Performance Rating

As provided in UPCS training and various inspection process documents,¹ HUD assesses inspector performance and adherence to the inspection protocol. Based on these assessments, inspectors may be found to be “Outside Standard” (OS) for the following reasons, among others:

Performance

The inspector:

- Did not use the correct, most recent version of the DCD software.
- Was not able to navigate the DCD without significant QA reviewer assistance.
- Did not generate the sample according to the inspection protocol.
- Failed to walk/drive the site to visually verify the property profile.
- Was not accompanied by a property representative during verification of the property profile.
- Did not accurately record the property profile in the DCD prior to generating the sample.
- Did not use the property representative provided rent roll, site maps, or other list to select units for inspections.
- Did not review all buildings and units according to the sample.
- Preloaded information into the DCD relating to inspectable items or areas.
- Failed to observe and correctly record an excessive number of deficiencies present on the property.
- Commits an excessive number of violations of the UPCS Inspection Protocol.
- After having received advisement, assistance, and/or clarification from QA on the correct Inspection Protocol, fails to comply.

Scheduling

The inspector:

- Changed the time or date of the inspection in the REAC Scheduler within 72 hours of the inspection.
- Was more than 60 minutes late for an inspection as reported in the REAC Scheduler.
- Failed to appear for an inspection as reported in the REAC Scheduler.
- Conducted an inspection that was noncompliant with the date or time reported in the REAC Scheduler.
- Canceled the inspection while on-site because residents were not properly notified and the inspector was at fault.
- Has previously conducted the inspection or rescheduled it and the REAC Scheduler provided outdated information.

¹ Such as the Reverse Auction Program Business Rules and Purchase Order Terms and Conditions, and the Inspector Administration Business Rules.