



# National Standards for the Physical Inspection of Real Estate (NSPIRE)

Real Estate Assessment Center (REAC) at  
HUD Indiana Field Office  
Indianapolis, IN

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August 14-15, 2023



# NSPIRE

## Policy



# Introduction



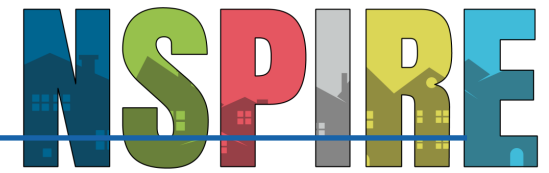
- HUD's National Standards for the Physical Inspection of Real Estate **(NSPIRE) replaces** the Uniform Physical Condition standards (UPCS) and Housing Quality Standards (HQS) in HUD regulations
- The NSPIRE final rule:
  - Revised 24 CFR Part 5 Subpart G - Physical Condition Standards and Inspection Requirements
  - Replaced the term "UPCS" in the regulations and associated guidance
  - Re-defined the term "HQS" to be synonymous with HUD's Part 5 Subpart G regulations

**Note:** HUD's section of the Code of Federal Regulations (CFR) is Title 24 and is often referenced as 24 CFR





# NSPIRE Upcoming Milestones



## FY2023



### Spring

*Publish Final NSPIRE Rule, with effective date of July 1, 2023*

*Completed May 11, 2023* ✓

*Ongoing training* ✓

### Summer

*Publish final Standards, Administrative procedures & Scoring notices*

*Completed June 22, June 30 & July 7* ✓

*Implement resident feedback from Pilot – June 30, 2023* ✓

*Public Housing inspections commence – **On Track, beginning Aug. 10, 2023*** ✓

*Ongoing training* ✓

### Fall

*Multifamily Housing, Vouchers, CPD effective & compliance date – October 1, 2023 –*

**On Track**



# Final Rule & Standards



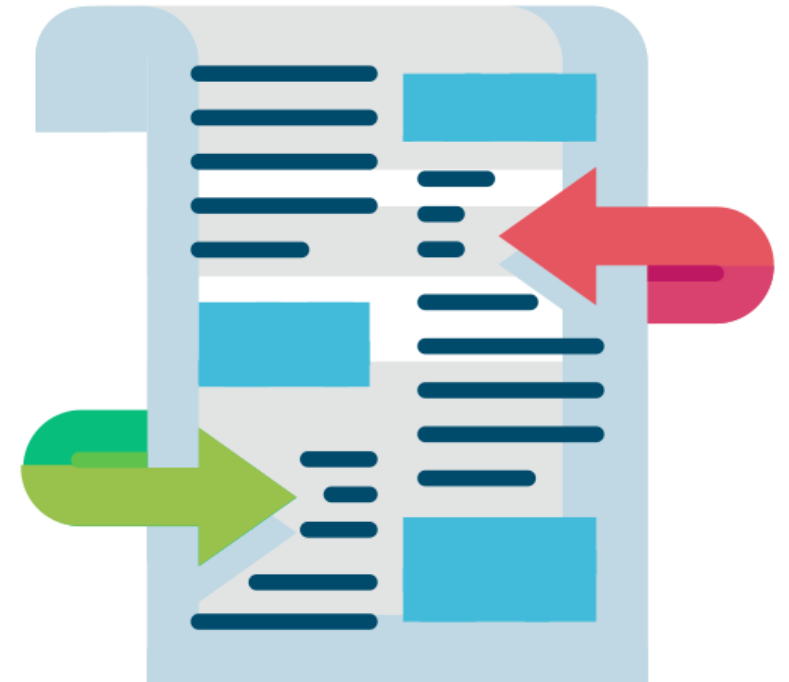
**HUD published a proposed rule in January 2021 and NSPIRE standards for public comment in June 2022 with comments due August 2022. On May 11, 2023, HUD published the final NSPIRE rule that introduced changes to inspections for the Public Housing and Multifamily Housing programs. The rule and standards seek to:**

- Require the same health and safety standards for all HUD housing portfolios, including privately owned properties where HUD-assisted residents reside (e.g., vouchers)
- Specify the manner and timeframe for the remediation of health and safety deficiencies for three categories of health and safety defects with specific remediation timelines, and align HOTMA Life-Threatening
- Require an annual self-inspection and reporting requirement for public and Multifamily housing program properties
- Outline the NSPIRE framework including standards and administrative processes such as appeals and enforcement for REAC-performed inspections
- Revise the approach to scoring of REAC-performed inspections

# New Items in the Final Rule

**The final rule establishes a new approach to defining and assessing housing quality: The National Standards for the Physical Inspection of Real Estate (NSPIRE). This rule is part of a broad revision of the way HUD-assisted housing is inspected and evaluated. Some new items to take note of include the following:**

- Standards review process at least every 3 years
- "Affirmatives" in regulation (e.g., GFCI outlets, lighting, HVAC, water safety)
- Removed site and neighborhood requirements for HCV
- New nomenclature for health and safety deficiencies: Life-threatening, Severe, Moderate and Low
- Life-threatening and Severe deficiencies correction requirements
- Self-inspections for Public and Multifamily Housing programs: all units, annually but collected only if score <60
- Administrative referrals to the DEC for scores 30 and below, or two successive scores <60



# Changes from UPCS to NSPIRE

## Mastering the NSPIRE standards will require learning a new framework

- **More Emphasis on:**

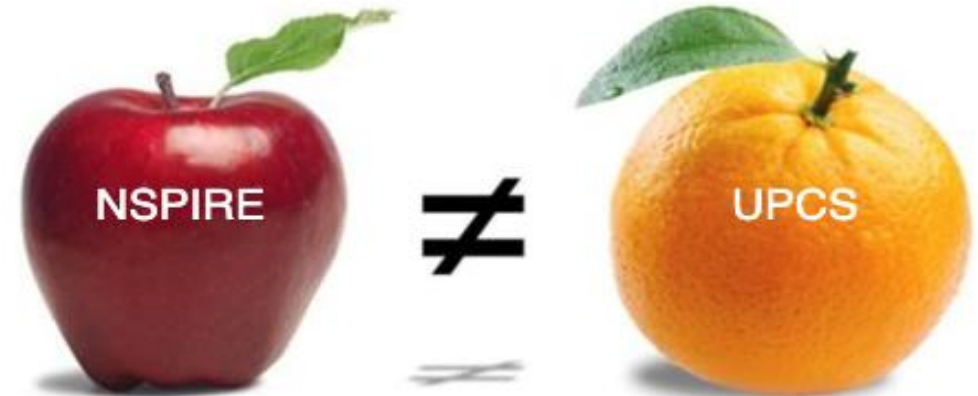
- Health, safety, and functional defects
- Areas that impact residents – their units

- **Less Emphasis on:**

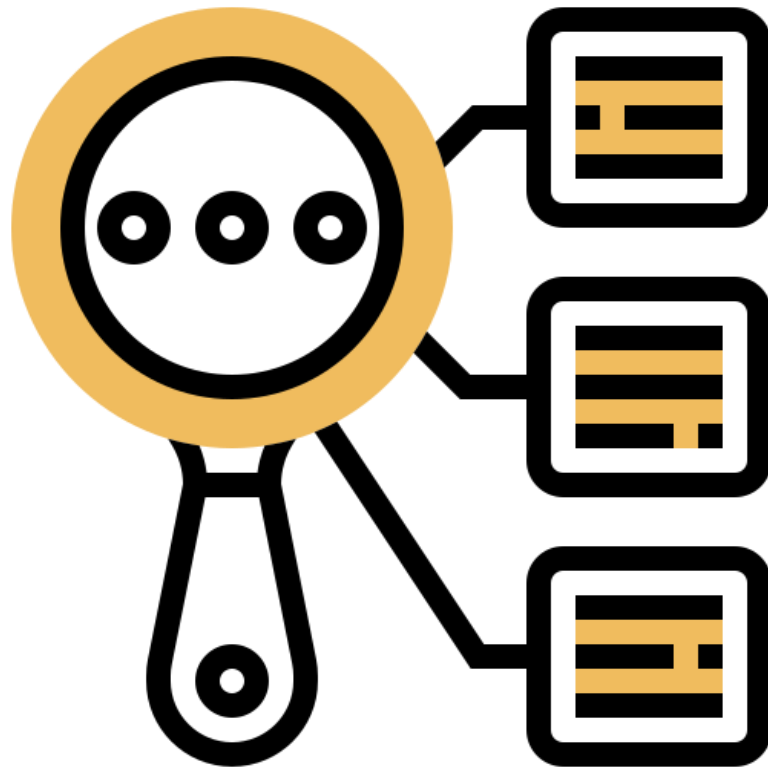
- Condition and appearance defects
- Inspectable areas outside units

- **Objective Deficiency Criteria**

- Criticality levels do not exist within NSPIRE
- Removed subjective deficiency criteria based on feedback



# Standards Notice



The Standards Notice details inspectable items at HUD-assisted and Multifamily-insured properties. This includes a classification of which conditions are considered life-threatening, severe, moderate, or low-risk by item and inspectable area. HUD will subsequently update these Standards through future Federal Register notices at least once every 3 years with an opportunity for public comment and feedback.

- Published on June 22, 2023
- Full Standards Notice found on the [Federal Register](#)





# Changes in Final Standards Notice



## The final standards were published with changes considering feedback HUD received and additional testing in the field during the NSPIRE Demonstration. Major changes include:

- Addressing life-threatening and severe deficiencies within 24 hours and moderate deficiencies within 30 days – all other deficiencies must be corrected within 60 days or a reasonable period
- Making the Smoke Alarm Standard consistent with the National Fire Protection Association (NFPA) Standard 72
- Creating a Fire Door Standard detailing the specific function, operability and structural integrity requirements for fire doors
- Requiring carbon monoxide alarms to be installed in compliance with the 2018 International Fire Code
- Setting minimum temperature requirements during the colder months and requiring a permanent heating source
- Including criteria for when guardrails and handrails are required
- Establishing infestation deficiencies based on discrete levels of observations with clarification on citable pests
- Developing deficiencies based on observed mold conditions or elevated moisture levels measured using a moisture meter
- Including a deficiency for an enhanced visual assessment for deteriorated paint in units where children under 6 years of age reside to document potential lead-based paint hazards (specifying Ground-Fault Circuit Interrupter (GFCI) protection as a requirement)
- Including affirmative habitability requirements for bathrooms, kitchens, and other rooms utilized by residents



# Watch the Standards Video



The video player interface shows a central graphic with the U.S. Department of Housing and Urban Development logo and the NSPIRE logo. The text "Introduction to NSPIRE Standards" and "Module 1" is prominently displayed. The video is currently at 0:00 / 8:32. The player includes standard controls: play/pause, volume, and a progress bar. A "Play (k)" button is visible in the bottom left corner. The background of the video player features images of a diverse family and an elderly couple.

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

**NSPIRE**

**Introduction to NSPIRE Standards**

**Module 1**

Play (k)

0:00 / 8:32 • Intro >

CC Settings Full Screen

# Administrative Notice



**HUD published the NSPIRE Administrative notice on June 30, 2023, which covers the process and operational requirements for Public housing and Multifamily Housing assisted properties covered by the final rule. The Administrative notice includes:**



- What to expect before, during, and after an inspection
- Policies and procedures for properties participating in inspections
- Submitting evidence of deficiency correction, submitting technical reviews, administrative review, and other administrative requirements associated with the final NSPIRE rule
- Outlines roles and responsibilities for HUD's REAC, HUD field office staff, and property representatives from PHAs and Property Owners and/or Agents (POAs)
- Requirements for inspectors performing inspections for REAC under contract

# Scoring Notice

The NSPIRE Scoring Notice outlines how HUD will sample and score Public and Multifamily housing properties for an inspection. The Scoring Notice is a critical step in HUD's mission to improve conditions in HUD assisted housing by aligning and consolidating inspection regulations used to evaluate HUD housing across multiple programs.

- Like the final Standards Notice, the scoring methodology will also be updated once every 3 years with an opportunity for public comment
- Published on July 7, 2023
- Full Scoring Notice found on the [Federal Register](#)



# Highlights in Final Scoring Notice



Deficiencies are scored based on two factors: severity and location



Deficiencies are weighed using a Defect Severity Value where the weight of the deduction for a given deficiency changes depending on both the location and the severity of the deficiency



New requirements in the rule will not be scored in the first 12 months of NSPIRE implementation



PHAs can expect to receive their full scored inspection report within 15 days and have 45 days to submit a request for a technical review for issues or errors



# NSPIRE

## Standards



# Module Objectives



**HUD’s National Standards for the Physical Inspection of Real Estate (NSPIRE) strengthens HUD’s physical condition standards, known as the Uniform Physical Condition Standard (UPCS). The following module will cover the following areas:**

- What will remain the same, what is new, and what is changing
- Health and Safety Determinations
- Inspectable Areas
- Specific safety areas such as fire, HVAC Systems, water, mold and moisture, carbon monoxide alarms, infestation, and lead-based paint
- Substantive and administrative changes to standards
- Affirmative Requirements

# What is the Same? Changing? New?

## What is the Same

- Majority of inspectable items remain mostly unchanged
- Life threatening H&S deficiencies require 24-hour repair timeframe
- Continued assessment on deficiencies in H&S and function and operability

## What is Changing?

- Transitioned from 5 distinct inspectable areas to 3: outside, inside, and unit
- Removed non-H&S items such as overgrown vegetation, non-security/safety fence damage, damaged trim, common area paint deterioration (post 1978 properties), exterior caulking damage, scratched counter tops
- Prioritizes resident health and safety and physical assets over cosmetic deficiencies  
Compilation Bulletin and Non-Industry Standards (NIS) does not apply to the NSPIRE standards
- **The final NSPIRE Standards Notice was published to the NSPIRE website and the Federal Register on 6/23 – outlines all changes in summary**

## What is New

- More stringent standards for heating, GFCI/AFCI, electrical outlets, mold, infestation, and structural systems
- Enhanced standards for smoke alarms, CO alarms, fire doors, dryer exhaust, guardrails and handrails
- Revised H&S classifications and timeframes – increased urgency to 24-hour repair for life threatening and severe items and 30-day repair for moderate deficiencies
- **Affirmative habitability requirements to include requiring a food storage area, permanently installed light fixtures, hot and cold water, cooking appliance, and others**
- **Certain items will not be scored for the first 12 months of NSPIRE Inspections following the 2023 go-live**



# H&S Determinations



## Life Threatening



Deficiencies that, if evident in the home or on the property, present a high risk of death or severe illness or injury to a resident.

## Severe



Deficiencies that, if evident in the home or on the property, present a high risk of permanent disability, or serious injury or illness, to a resident; or the physical security or safety of a resident or their property would be seriously compromised.

## Moderate



Deficiencies that, if evident in home or on property, present a moderate risk of an adverse medical event requiring a healthcare visit; cause temporary harm; or if left untreated, cause or worsen a chronic condition that may have long-lasting adverse health effects; or that the physical security or safety of a resident or their property could be compromised.

## Low



Deficiencies critical to habitability but not presenting a substantive health or safety risk to residents.

# Core Health & Safety Focus

The eight focus areas are critical to the habitability and safety of residents



# Inspectable Areas



## Unit

A “Unit” of housing refers to the interior components of an individual dwelling, where the resident lives.

## Inside

“Inside” refers to the common areas and building systems within the building interior and are not inside a unit. This could include interior laundry facilities, workout rooms, etc.

## Outside

“Outside” refers to the building site, building exterior components, and any building systems located outside of the building or unit. This includes things like sidewalks, parking lots, and retaining walls.

Unit



Inside

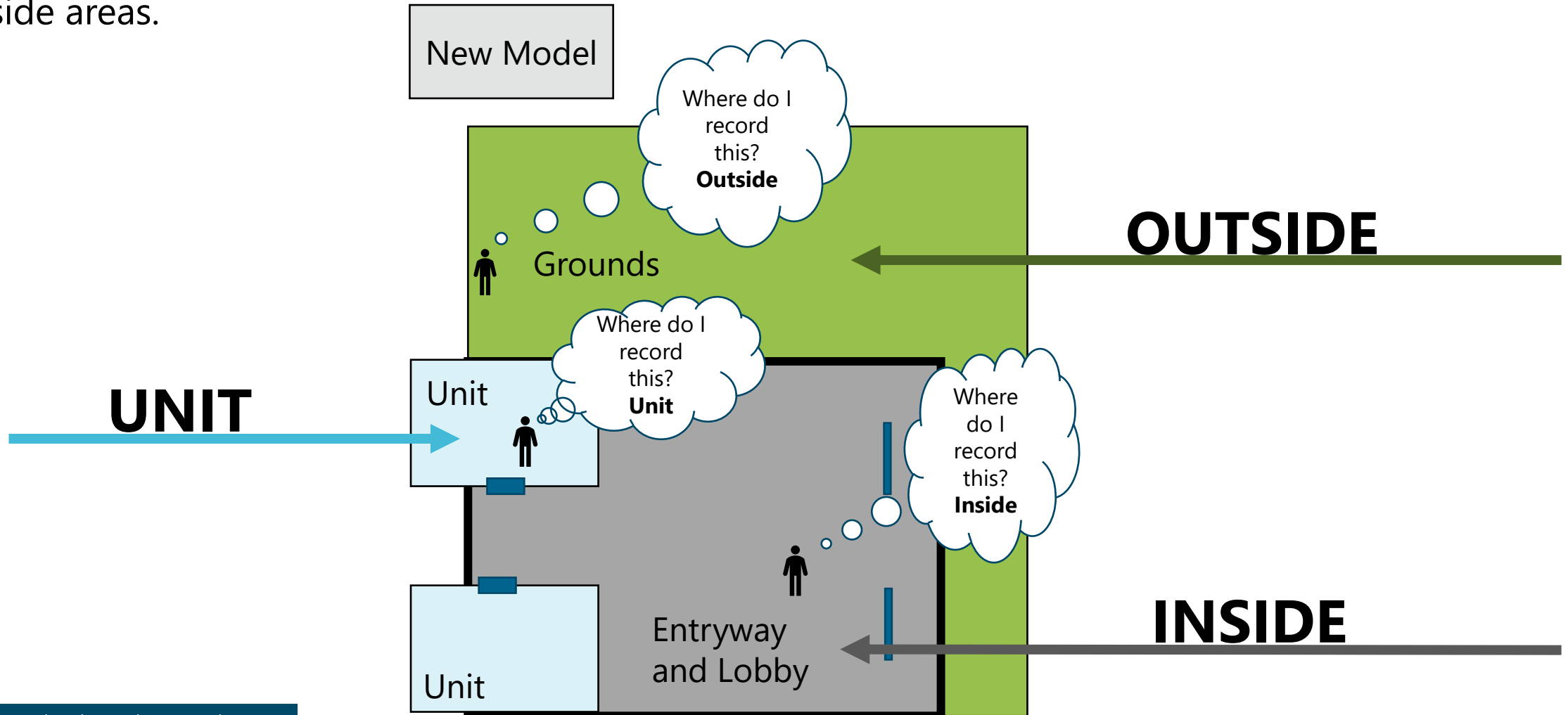


Outside



# Inspectable Areas Cont.

The model below illustrates the appropriate inspectable areas, which includes the unit, inside, and outside areas.



## NSPIRE has specific standards for fire safety and HVAC systems

Housing Opportunity through Modernization Act directed HUD to set minimum **temperature** standards:

The PIH notice is set to **68 degrees**, which is carried over into NSPIRE

This standard may not be scored for more than a year



**Permanently Installed Heating Source** – must be self-fueled; permanently affixed within the unit or building safely connected to the unit or building electrical system; thermostatically controlled by the unit or building and appropriate for the size of the building



**Prohibited Unvented Fuel Burning Space Heaters** – the inside area may not contain unvented space heaters that burn gas, oil, or kerosene



# Addressing Fire Safety



## NSPIRE conforms with (NFPA 72)

- NFPA 72 is the preeminent national standard for smoke alarms and fire and existing Housing Quality Standards for vouchers align with this standard

### NSPIRE Smoke Alarm Standards Conform with 2019 NFPA 72 Requiring:

At least one working smoke alarm installed on every level of property



At least one working smoke alarm installed outside every sleeping area



At least one working smoke alarm installed inside each sleeping area



- Lack of conformance with the NSPIRE smoke alarm standard requires mitigation within 24 hours

## Within two years new NFPA 72 fire safety requirements will be in effect

- Example, fire alarms without sealed batteries will need to be fully replaced

# Addressing Fire Safety Cont.

**Properly functioning fire doors are critical to slow the spread of an active fire in buildings**

NSPIRE has specific standards for fire doors

If a fire labeled door does **not open** such that it may limit access between spaces, then there may be an increased safety risk for the resident in the event of an emergency



If a fire-labeled door **fails to close and latch** or if its **self-closing hardware is damaged or missing**, it may not prevent the spread of fire or smoke, posing a safety risk to residents in case of a fire



If there is an **absent** fire-labeled door, it may pose a higher safety risk to residents during emergencies



## Properly functioning fire sprinklers are critical for the suppression of fires

Current NSPIRE version has additional defects and criteria

1

Part of the fire protection (sprinkler) system that discharges water when activated once reaching a certain (predetermined) temperature.

2

Obstructing a sprinkler head assembly within 18 inches may limit the coverage area. In case of fire, this could lead to an increased safety risk for residents as the sprinkler may not be able to contain the spread of the fire.

3

If a sprinkler assembly component is damaged, inoperable, or missing and it is detrimental to performance, and there is a fire, then the resident may be at an increased risk of injury or death.





# Additional Fire Safety Cont.



## New Electrical Life Safety Deficiencies include:

Ground Fault Circuit  
Interrupters

Arc Fault Circuit  
Interrupters

Properly Wired Outlets

Grounded Outlets

# Addressing Water Safety

## The NSPIRE Final Rule references water safety

HUD recognizes the EPA is the government agency tasked with testing and measuring water quality

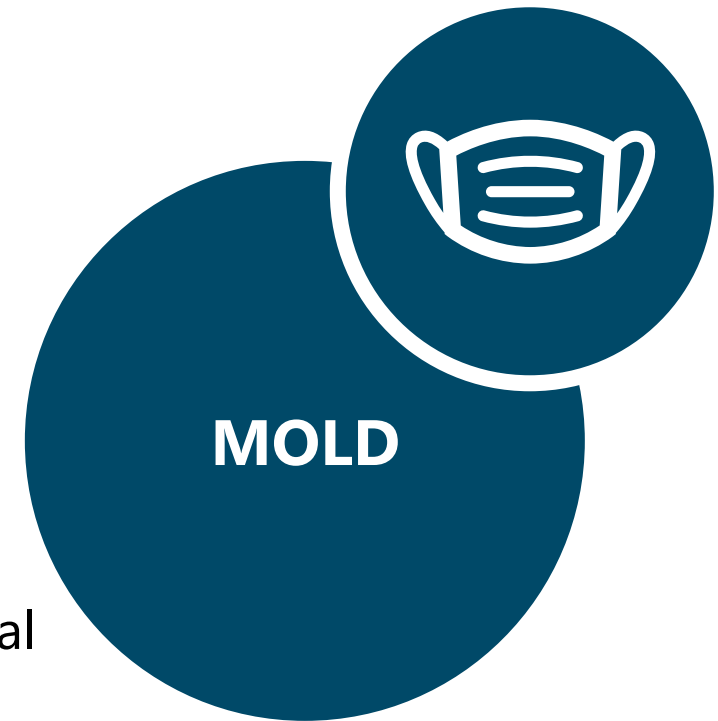
HUD will not inspect for water quality but will have visual inspection of lead service lines and an assessment via an information request if an outage or alert has occurred (for data collection purposes only)

HUD only requires PHAs to be aware of local drinking water alerts as per EPA regulations and implement acceptable criteria variations like point-of-use water filtration when needed

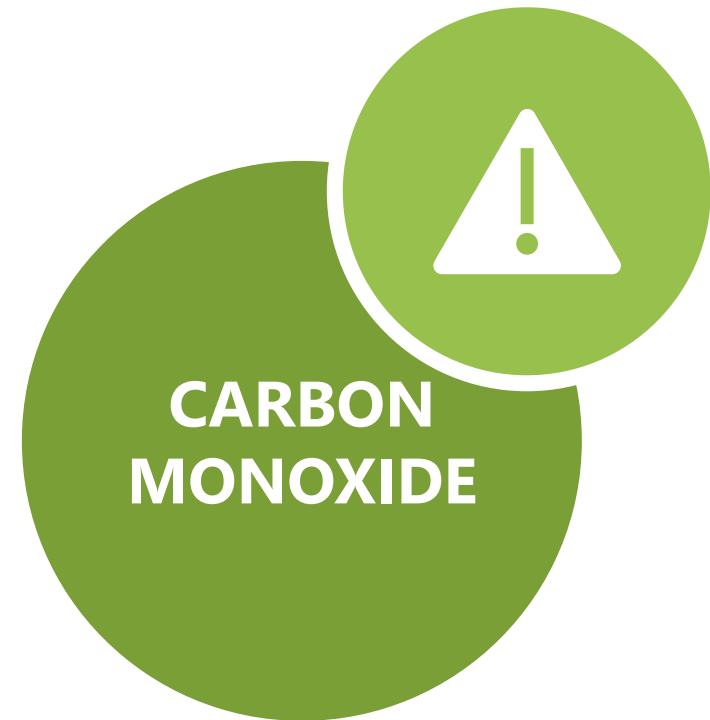


## NSPIRE takes a comprehensive approach to mold and moisture

- The Mold-Like Substance Standard includes deficiencies based on discrete levels of observed conditions and a ventilation or dehumidification requirement for bathrooms to reduce conditions conducive to mold growth
- Mold-Like Substance conditions will be considered Life-Threatening
- The moisture meter will be used to record values for moist surfaces that have already been visually identified as apparently moist by visual assessment
- IR Cameras are optional and cannot be used by itself. The moisture meter will be used to confirm whether there is elevated moisture present.



- Transitioned from a survey question to an enforceable standard
- 2021 Consolidated Appropriations Act included a statutory requirement for CO alarms to be installed with the requirements of the 2018 International Fire Code
  - Effective date of requirement is December 27, 2022
  - Chapters 9 & 11 of the 2018 IFC contain the specific installation requirements & are available free online
- REAC notice published December 27, 2022 for the implementation of the CO requirements within UPCS before the NSPIRE final rule is published and effective
- Classrooms are no longer included in the Final Standard as an affirmative requirement for the installation of alarms because the statute limits the requirement to install carbon monoxide detectors to units



# Addressing Infestation



## **NSPIRE infestation standards includes deficiencies based on discrete levels of observed conditions, and refinement of the associated Health and Safety categorizations**

- The initiation of an appropriate pest management plan meets the requirement for correction, as well as an on-going implementation
- Integrated Pest Management (IPM) is strongly encouraged:
  - Identifying and correcting building conditions that contribute to infestation
  - Reducing use of pesticides
  - Modification of hygiene and sanitation practices in and on the property
  - Assessment and on-going monitoring to assure appropriate interventions as needed



# Addressing Lead-Based Paint

## NSPIRE will has a different approach than UPCS

- Current lead-based paint standard
  - Incorporates requirements from HUD's Lead Safe Housing Rule regulations for the voucher program
  - In buildings constructed before 1978, inspector will perform a visual assessment for deteriorated paint in units with children under age 6
  - NSPIRE does not replace HUD's safe lead requirements





# Substantive & Administrative Changes to Standards



Standard		New Affirmative Requirement (Deficiency)
Door – Fire Labeled	➔	Fire door is missing, or fire door used as an entry will not open
Egress	➔	Added “Outside” as a citation for an Egress deficiency
Egress	➔	Criteria revised to align to State and Local Code requirements
Electrical	➔	Combined Electrical – Outlet & Switch/Conductor Standards
Handrail	➔	Handrail not installed where required
Mold-Like Substance	➔	New deficiency for elevated moisture – required use of moisture meters



# Substantive & Administrative Changes to Standards Cont.



The following are changes to Standards and how they are handled administratively

Category		Description of Change
Infestation	➔	Correction timeframes changed – addressed in admin notice
Lead Service Lines	➔	Inspector must inspect for lead service lines
Resident-Owned Property	➔	Addressed in admin notice





# Affirmative Requirements – Kitchen and Bathroom



The table below contains affirmative habitability requirements (new standards/defects) for the kitchen and bathroom:

Standard		New Affirmative Requirement (Deficiency)
Bathtub and Shower	➡	Bathtub or shower cannot be used in private
Cabinet and Storage	➡	Food storage space is not present
Cooking Appliance	➡	Primary cooking appliance is missing
Food Preparation Area	➡	Food preparation area is not present
Lighting – Interior	➡	At least one permanently installed light fixture is not present in the kitchen and bathroom
Refrigerator	➡	Refrigerator is missing
Sink	➡	<ul style="list-style-type: none"><li>• Cannot activate or deactivate hot and cold water</li><li>• Sink is missing or not installed within the primary kitchen</li></ul>

# Affirmative Requirements (Cont.)

Standard		New Affirmative Requirement (Deficiency)
Carbon Monoxide Alarm	➔	Carbon monoxide alarm is missing, not installed, or not installed in a proper location
Heating, Ventilation, and Air Conditioning	➔	<ul style="list-style-type: none"> <li>The inspection date is on or between October 1 and March 31 and the permanently installed heating source is not working or the permanently installed heating source is working and the interior temperature is below 64 degrees Fahrenheit.</li> <li>The inspection date is on or between October 1 and March 31 and the permanently installed heating source is working and the interior temperature is 64 to 67.9 degrees Fahrenheit.</li> <li>Unvented space heater that burns gas, oil, or kerosene is present.</li> <li>The inspection date is on or between April 1 and September 30 and a permanently installed heating source is damaged, inoperable, missing, or not installed.</li> </ul>
Guardrail	➔	Guardrail is missing or not installed
GFCI/AFCI – Outlet or Breaker	➔	An unprotected outlet is within six feet of a water source
Handrail	➔	Handrail is missing
Minimum Electrical and Lighting	➔	At least two (2) working outlets are not present within each habitable room OR At least one (1) working outlet and one (1) permanently installed light fixture is not present within each habitable room.
Smoke Alarm	➔	Smoke alarm is not installed where required



# NSPIRE Standards Webpage



You can find the standards on the NSPIRE Standards web page:

This web page provides:


- Ability to view the standards and download:
  - Single standards
  - All standards in a zip file
- Guidance for navigating the standards

## Final Standards

STANDARDS	Last Updated	Inspectable area(s) standard applies to:		
		Unit	Inside	Outside
<a href="#">Address and Signage Standard</a>	06-20-2023			Y
<a href="#">Bathtub and Shower Standard</a>	06-20-2023	Y	Y	
<a href="#">Cabinet and Storage Standard</a>	06-20-2023	Y	Y	
<a href="#">Call-for-Aid System Standard</a>	06-20-2023	Y	Y	
<a href="#">Carbon Monoxide Alarm Standard</a>	06-20-2023	Y	Y	
<a href="#">Ceiling Standard</a>	06-20-2023	Y	Y	

To help inspectors, quality control reviewers, and other stakeholders understand the terminology and layout of the NSPIRE standards, HUD developed a standards template guide to provide:

- Terminology
- Layout of the standards
- An overview of each component section of a standard, from front to back



The image shows a screenshot of a document titled "NSPIRE NATIONAL STANDARDS FOR THE PHYSICAL INSPECTION OF REAL ESTATE". The document is a template for a standard, with various sections and fields. The sections include:

- TITLE:** States the title of the standard
- VERSION:** States the version of the standard (e.g., V1.3)
- DATE PUBLISHED:** Lists the date the version of the standard was published (e.g., 7/31/20)
- DEFINITION:** Defines the standard
- PURPOSE:** States the function, use, or purpose the item serves in the built environment, if applicable (i.e., if the standard refers to an item)
- NAME VARIANTS:** Lists other possible names that refer to the item
- COMMON MATERIALS:** Lists the most common materials that make up the item (e.g., wood, metal)
- COMMON COMPONENTS:** Lists the most common components that make up the item (e.g., shower head, faucet, drain)
- LOCATION:** A list of checkboxes for location:  Unit,  Inside,  Outside. Each checkbox has a description: "This box is selected if the applicable inspectable area is within the unit", "This box is selected if the applicable inspectable area is within the interior area, but not the unit itself (e.g., common area)", and "This box is selected if the applicable inspectable area is outside the dwelling".
- MORE INFORMATION:** States additional information that is relevant to the item
- DEFICIENCY I:** Lists the deficiency applicable to the standard. Below, the boxes are selected to define whether the specific deficiency applies to the Unit, Inside, or Outside inspectable areas.
- LOCATION:** A list of checkboxes for location:  Unit,  Inside,  Outside.

At the bottom of the page, it says "U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT" and "Page 1 of 3".

# Deficiencies - Inspection Process

## Example Standard: Address, Signage

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT		NSPIRE		NATIONAL STANDARDS FOR THE PHYSICAL INSPECTION OF REAL ESTATE	
<b>DEFICIENCY I — OUTSIDE:</b>	ADDRESS, SIGNAGE, OR BUILDING IDENTIFICATION CODES ARE BROKEN, ILLEGIBLE, OR NOT VISIBLE.				
<b>DEFICIENCY CRITERIA:</b>	Address or building identification codes are broken, illegible, or not visible.				
<b>HEALTH AND SAFETY DETERMINATION:</b>	Moderate	The Moderate Health and Safety category includes deficiencies that, if evident in the home or on the property, present a moderate risk of an adverse medical event requiring a healthcare visit; cause temporary harm; or if left untreated, cause or worsen a chronic condition that may have long-lasting adverse health effects; or that the physical security or safety of a resident or their property could be compromised.			
<b>CORRECTION TIMEFRAME:</b>	30 days				
<b>HCV PASS / FAIL:</b>	Fail				
<b>HCV CORRECTION TIMEFRAME:</b>	30 days				
<b>INSPECTION PROCESS:</b>					
<b>OBSERVATION:</b>	<ul style="list-style-type: none"> <li>- Look at the property and locate any signage or address.</li> <li>- Look at individual buildings on the property and locate any signage or building identification codes identifying the building.</li> </ul>				
<b>REQUEST FOR HELP:</b>	- None				
<b>ACTION:</b>	- Approach the entrance to the building from the main street, road, or parking area.				
<b>MORE INFORMATION:</b>	- None				



### Each deficiency includes an Inspection Process section:

- Observation
- Request for Help (e.g., from resident or POA)
- Action
- More Information

# Summary of Changes



**As part of its continuous improvement of NSPIRE, HUD documents the revisions it makes to each standard**

- The Summary of Changes is provided at the end of each standard and lists:
  - Fields updated in the standard
  - Revision dates starting with the most recent version

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT		NATIONAL STANDARDS FOR THE PHYSICAL INSPECTION OF REAL ESTATE	
NSPIRE		NATIONAL STANDARDS FOR THE PHYSICAL INSPECTION OF REAL ESTATE	
<u>SUMMARY OF CHANGES</u>			
TITLE:	ADDRESS AND SIGNAGE		
VERSION:	V3.0		
DATE PUBLISHED:	06/20/23		
FIELD	CHANGE	VERSION	DATE
----	Abbreviated published version	V2.2	2022-06-23
	Name Variants	Removed from published version	
	Common Materials	Removed from published version	
	Rationale	Removed from published version	
	Tools or Equipment	Removed from published version	
Deficiency I		V2.2	2022-06-23
	Health and Safety Determination	Relabeled from "Standard" to "Moderate"	
----	Copy edits	V2.1	2021-04-02
Deficiency I		V2.0	2020-10-28
	Health and Safety Determination	Added standardized description	
	HCV Pass / Fail	Field added; response input as "Fail"	



# Key Takeaways



- NSPIRE strengthens HUD's physical condition standards to emphasize resident health and safety in their units
- NSPIRE aligns inspection standards across all HUD-assisted properties, as directed by Congress
- NSPIRE Final Standards can be found on HUD.gov
- Prepare for substantive changes such as fire labeled doors, egress, outlet & switch standards, mold-like substance, etc.



# NSPIRE

## Questions and Feedback

[NSPIRE@hud.gov](mailto:NSPIRE@hud.gov) or search for "HUD NSPIRE" found on HUD.gov

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# NSPIRE

## Scoring

# Background - UPCS Scoring Model



## 100-point Score Scale:

- The best possible inspection score is 100 and deficiencies generally cause the inspection score to decrease by some amount

## Area, Sub-Area, and Item Scoring

- The total score of 100 is divided into successively smaller weights: (1) inspectable area, which divides into (2) sub-area, which is sliced into (3) items; this system creates limits on point deductions

## Criticality and Severity Level:

- Each defect contains a predetermined severity and criticality level, which is multiplied by the item-based weight

Area	Typical % of Property Inspection Score
Units	35
Building Systems	20
Common Areas	15
Building Exterior	15
Site	15

Criticality Level	Multiplier Value
5	5.00
4	3.00
3	2.25
2	1.25
1	0.50

Severity Level	Multiplier Value
3	1.00
2	0.50
1	0.25



# UPCS Comparison to NSPIRE Scoring Model



UPCS	NSPIRE
Complex system of weightings, multipliers, and limits	Simplified four-step scoring system
Unsafe properties could still receive a passing score for a variety of reasons, including mechanisms of “capped” item and area weights	Unsafe properties will not receive a passing score due to focus on Health & Safety and Unit-based defects
Item and area weights could sometimes cause less important defects to disproportionately factor into inspection scoring	Defect Severity Values table creates clear hierarchy of defect importance on Inspection Score

# Scoring 4-Step Process

Under the NSPIRE Scoring Model, the four steps to score an inspection are summarized as follows:

## Property Threshold of Performance

1. Count scorable defects at property and categorize these defects by severity and location; Note: Exclude non-scorable defects
  - Multiply each defect by its corresponding value in **Defect Severity Values** table (shown in a later slide) to yield *total defect points*
2. Size-adjust *total defect points*
3. Subtract *size-adjusted defect points* from 100 to calculate *0-100 score*.

## Unit Threshold of Performance

4. Perform steps 1 and 2 above but consider only defects located within Units

# Defect Examples



	Outside	Inside	Unit
<b>Life-Threatening</b>	Gas dryer exhaust ventilation system has restricted airflow.	Structural system exhibits signs of serious failure.	Natural gas, propane, or oil leak.
<b>Severe</b>	Leak in sewage system.	A sharp edge that can result in a cut or puncture hazard is present.	Entry door cannot be secured.
<b>Moderate</b>	Trip hazard on walking surface.	Garage door does not open, close, or remain open or closed.	Sink is not draining.
<b>Low</b>	Water runoff is unable to flow through the site drainage system.	Refrigerator component is damaged such that it impacts functionality.	A passage door component is damaged, inoperable, or missing and the door is not functionally adequate.





# NSPIRE Defect Severity Values



- The **Defect Severity Values** table shown below is the backbone of the scoring model

	<b>Outside</b>	<b>Inside</b>	<b>Unit</b>
<b>Life-Threatening</b>	49.6	54.5	60
<b>Severe</b>	12.2	13.4	14.8
<b>Moderate</b>	4.5	5	5.5
<b>Low</b>	2	2.2	2.4

# Non-scored Deficiencies





Items that will not be scored until at least October 1, 2024, include:

-  **Fire Labeled Doors:** All Defects (*All locations*)
-  **Electrical – GFCI:** An unprotected outlet is present within six feet of a water source (*All locations*)
-  **Guardrail:** All Defects (*All locations*)
-  **HVAC:**
  - A. The inspection date is on or between October 1 and March 31 and:
    - a) The permanently installed heating source is working and the interior temperature is 64 to 67.9 degrees Fahrenheit. (*All locations*) or;
    - b) the permanently installed heating source is not working or the permanently installed heating source is working and the interior temperature is below 64 degrees Fahrenheit. (*All locations*)
  - B. The inspection date is on or between April 1 and September 30 and a permanently installed heating source is damaged, inoperable, missing, or not installed. (*All locations*)

-  **Interior Lighting:**
  - a. At least one (1) permanently installed light fixture is not present in the kitchen and bathroom. (*All locations*)
-  **Minimum Electrical and Lighting:**
  - a. At least two (2) working outlets are not present within each habitable room. OR At least one (1) working outlet and one (1) permanently installed light fixture is not present within each habitable room.

# Non-scored Deficiencies

## Items that will not be scored indefinitely include:

-  **Carbon Monoxide Device:** All Defects
-  **Smoke Alarm:** All Defects (including the new "Smoke Alarm is Obstructed" defect)
-  **Call-for-Aid:** System is blocked, or pull cord is higher than 6 inches off the floor. *All locations*
-  **Handrail**
  - A. Handrail is missing. *All locations*
  - B. Handrail is not installed where required. *All locations*







# Videos on Non-scored Deficiencies



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

## NSPIRE

### Non-Scored Deficiencies for 1 Year

Ashley Sheriff

Deputy Assistant Secretary for Real Estate Assessment Center (REAC)  
Office of Public and Indian Housing (PIH)

0:04 / 7:18

Video player controls: play, volume, full screen, and other standard icons.

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

## NSPIRE

### Items Not to Be Scored Indefinitely

Ashley Sheriff

Deputy Assistant Secretary for Real Estate Assessment Center (REAC)  
Office of Public and Indian Housing (PIH)

0:00 / 8:04

Video player controls: play, volume, full screen, and other standard icons.



# NSPIRE Sampling Plan



## NSPIRE Sampling Plan:

- Under the NSPIRE scoring and sampling methodology, building-level sampling is driven by units. For any building that contains a unit in the inspection sample, the building will also be inspected
- Resident-selected units may be supplemental to the Inspection Sample; these units will not be included in the inspection scoring
  - Exception: resident-selected units that are randomly chosen as part of the traditional inspection sampling process will be scored



# NSPIRE Sampling Plan



## NSPIRE Unit Sampling Table:

- The number of units included in the inspection sample will increase for most properties. The following slides contain tables that show the number of units sampled under NSPIRE sampling methodology by the total number of supported units within the property

Total Supported Units in Property	UPCS Sample	NSPIRE Sample
1	1	1
2	2	2
3	3	3
4	4	4
5	5	5
6	5	6
7	6	6
8	7	7
9	7	8
10	8	8
11-12	8	9
13-14	9	10
15-16	10	11

\*Table continued on next slide



# NSPIRE Sampling Plan



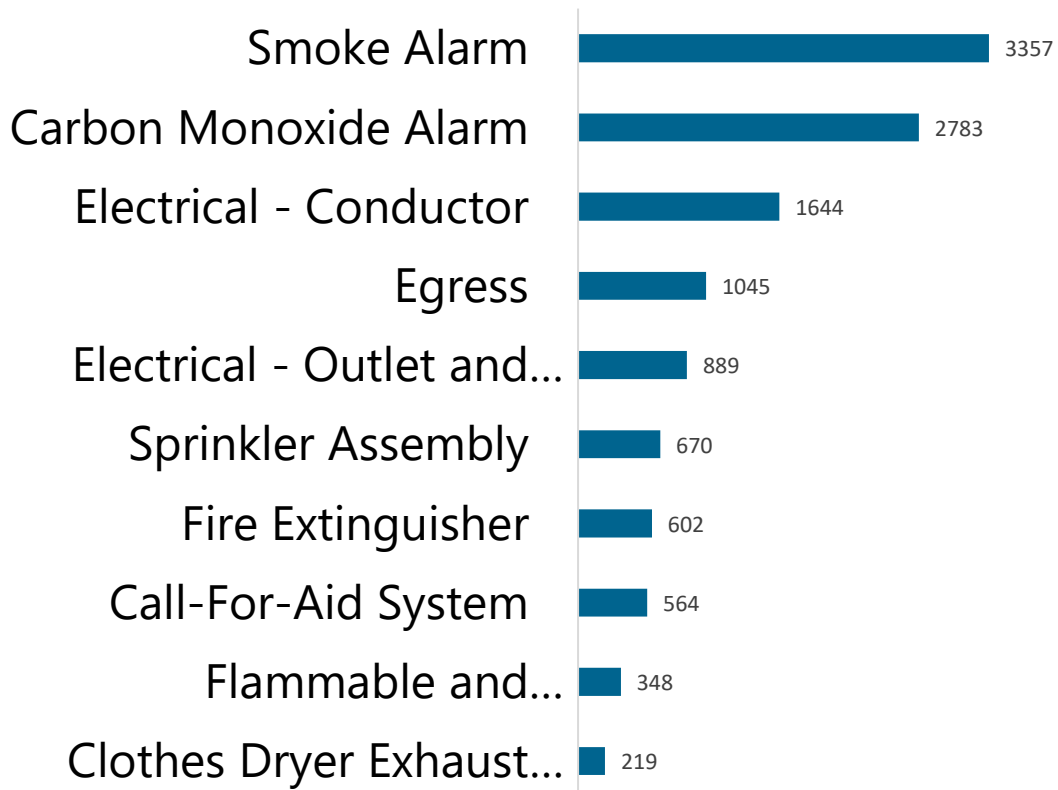
## NSPIRE Unit Sampling Table (cont'd):

Total Supported Units in Property	UPCS Sample	NSPIRE Sample
17-18	11	12
19-21	12	13
22-24	13	14
25-27	14	15
28-30	14	16
31-35	15	17
36-39	16	18
40-45	17	19
46-51	18	20
52-59	18	21
60-67	19	22
68-78	20	23
79-92	21	24
93-110	21-22	25
111-132	22-23	26
133-166	23-24	27
167-214	24-25	28
215-295	25	29
296-455	25-26	30
456-920	26	31
921+	27	32

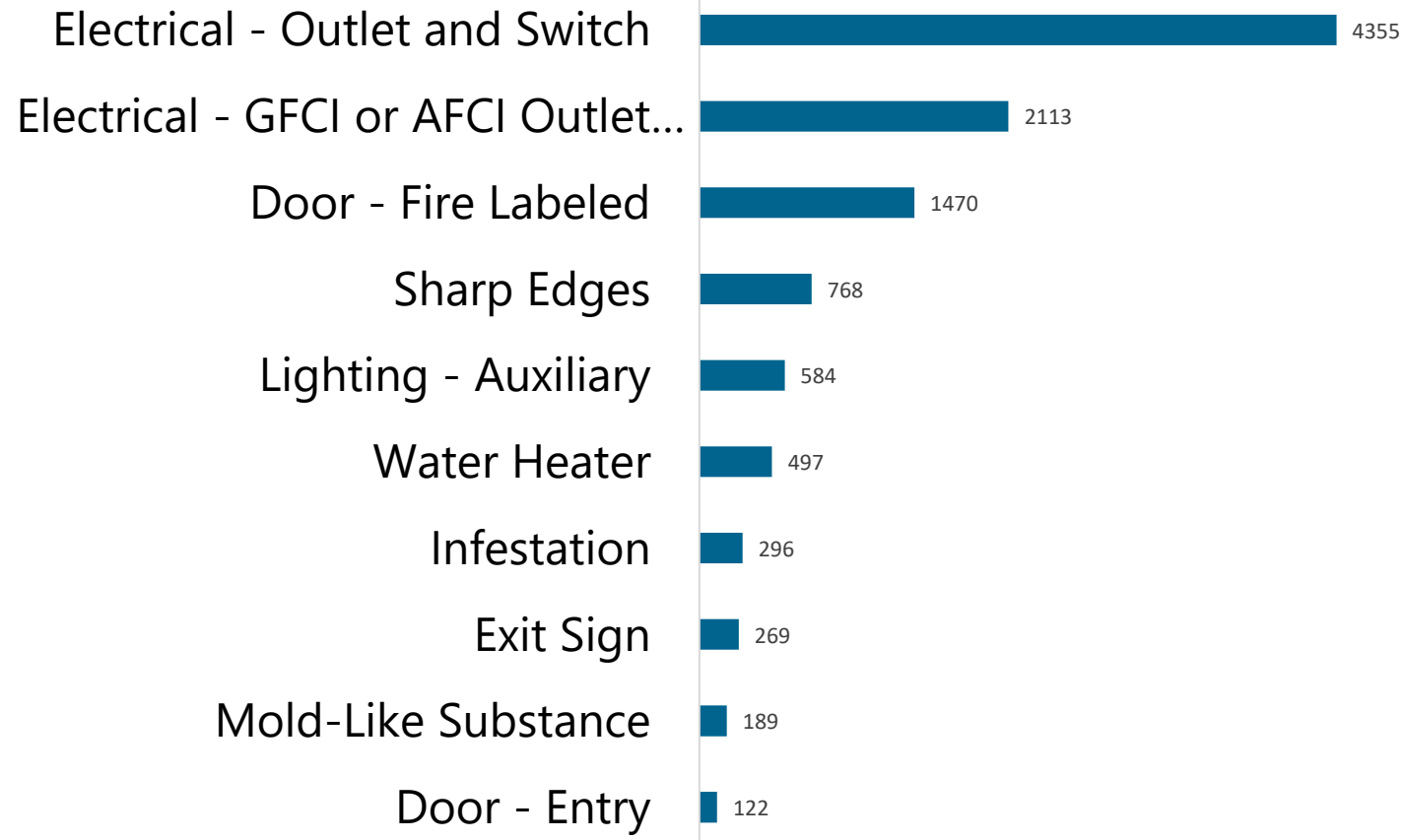
# Top Defects Based on Demonstration



## Top 10 Most Occurring Life Threatening Defects



## Top 10 Most Occurring Severe Defects





# NSPIRE

## IT Solution



# NSPIRE IT Solution



- Built on cloud-based platform solution: Salesforce
- Benefits
  - Unified: Aligned with the NSPIRE standards – mobile application, community portal, and backend applications
  - UI/UX: Standardized design across all backend applications
  - Ease of use: consistency from inspection to inspection and from inspector to inspector



# NSPIRE Community Portal – Inspection View



 Inspection  
INSP-00663

[+ Follow](#) [Submit Appeal](#)

Property ID: [DC001005242](#)    Inspection Type: NSPIRE Inspection    Inspection Date: 3/21/2023

Inspection Name: INSP-00663

Property ID: [DC001005242](#)

Inspection Type: NSPIRE Inspection


Ready for HUD Review

Inspection Release Date

▼ Scoring Information

Preliminary Inspection Score

Inspection Date: 3/21/2023


Local Scheduled Time 

Inspection Stage: PI In Progress

Inspection Status: Partially Completed

Inspection Vendor: [REAC QA Internal](#)

Final Inspection Score

 ExAM Deficiencies (6+)

Deficien...	Appeal?	Deficienc...	Room/Lo...
<a href="#">QR-11411</a>	<input type="checkbox"/>	ST. MARTIN	Building Site S <span style="float: right;">▼</span>
<a href="#">QR-11840</a>	<input type="checkbox"/>	042-0009	Mechanical Room <span style="float: right;">▼</span>
<a href="#">QR-11415</a>	<input type="checkbox"/>	ST. MARTIN	Building Site E <span style="float: right;">▼</span>
<a href="#">QR-11419</a>	<input type="checkbox"/>	ST. MARTIN	Building Site E <span style="float: right;">▼</span>
<a href="#">QR-11423</a>	<input type="checkbox"/>	ST. MARTIN	Building Site E <span style="float: right;">▼</span>
<a href="#">QR-11451</a>	<input type="checkbox"/>	ST MARTIN'S	Building Site W <span style="float: right;">▼</span>

[View All](#)





# NSPIRE Community Portal – Deficiency and Submit Evidence View



Marcel Jemio POC TEST

Inspections Deficiencies

## Submit Evidence of Mitigation

Deficiency QR-11415

ExAM Inspection INSP-00663

H&S Det Severe

### Deficiency Information

NSPIRE Health & Safety  
Severe Non-Life-Threatening  
Deficiency Name QR-11415

Deficiency Details  
A sharp edge that can result in a present.

### Deficiency Location Information

\* Date/Time Mitigated

Jul 24, 2023 2:43 PM

\* Mitigation Details

Window has been replaced.

Evidence of Mitigation (REQUIRED)

Upload Files Or drop files

Next

Appeal

Submit Evidence of Mitigation

Attachments (4)

Upload Files

- PPVExample Jun 9, 2023 • 15KB...
- Mobile App Image ... Mar 22, 2023 • Atta...

View All

Deficiency History (2)

Date	Field	User	Origin...	New V...
------	-------	------	-----------	----------



# NSPIRE Field Office Portal – Deficiency View



Field Office App   Inspections ▾   **Deficiencies ▾**

Deficiency **QR-11415**

[+ Follow](#)   [Edit](#)   [REAC Review](#)   **[Approve Mitigation](#)**

ExAM Inspection <a href="#">INSP-00663</a>	H&S Determination (LT-24hr / Std 30 Day) Severe Non-Life-Threatening 24 hours	NSPIRE Health & Safety Severe Non-Life-Threatening	Property ID <a href="#">DC001005242</a>	Property Name ST. MARTIN
---	--	---	--	-----------------------------

## Details

### Deficiency Information

NSPIRE Health & Safety	Severe Non-Life-Threatening	Status	Evidence of Mitigation Submitted
Deficiency Name	QR-11415	Corrective Timeframe	24 hours
Deficiency Details	A sharp edge that can result in a cut or puncture hazard is present.	Deficiency Comments	Broken glass on window in non-sample unit 319
		Score Deduction	

### Deficiency Location Information

Property ID	<a href="#">DC001005242</a>	Building Name	
Property Name	ST. MARTIN	Building Address	
Deficiency Location Name	<a href="#">ST. MARTIN</a>	Location (Unit/Inside/Outside)	Outside
Deficiency Location Address		Unit Door Number	

### Notes & Attachments (3+)

- [PPV-Example](#)  
Jul 24, 2023 • 15KB • jpg
- [PPV-Fixed](#)  
Jul 24, 2023 • 15KB • jpg
- [PPVExample](#)  
Jun 9, 2023 • 15KB • jpg

[View All](#)

### Deficiency History (2)

Date:	6/9/2023 9:54 AM
Field:	Status
User:	<a href="#">Marcel Jemio POC TEST</a>
Original Value:	Acknowledged/Unmitigated
New Value:	Evidence of Mitigation Submitted
Date:	3/22/2023 3:45 PM
Field:	Created.
User:	<a href="#">Joseph Fichera</a>
Original Value:	



# NSPIRE Field Office Portal – Approve Mitigation View



## Approve Mitigation

Mitigation Reviewer Comment

Broken glass replaced

Status

Mitigation Approved

Cancel

Save

Deficiency Location Information

Property ID	DC001005242
Property Name	ST. MARTIN
Deficiency Location Name	ST. MARTIN
Deficiency Location Address	

Building Name	
Building Address	
Location (Unit/Inside/Outside)	Outside
Unit Door Number	

Date:	6/9/2023 9:54 AM
Field:	Status
User:	Marcel Jemio POC TEST
Original Value:	Acknowledged/Unmitigated
New Value:	Evidence of Mitigation Submitted
Date:	3/22/2023 3:45 PM
Field:	Created.
User:	Joseph Fichera
Original Value:	



# Owners Can Learn How to Use IT Platform



**Topic:**  
Property Point-of-Contact View of an Inspection

**Target Audience:**  
Property Owners & Agents who Received an NSPIRE Inspection

**NSPIRE**  
-Introduction-

## View all NSPIRE Videos

**REAC NSPIRE**

HUDchannel

11 videos 1,462 views Updated 7 days ago

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▶ Play all

🔀 Shuffle



# NSPIRE

## Closing



# NSPIRE: What's Next?



**Although HUD has published the Rule and regulations necessary to conduct NSPIRE inspections, there is still more to come...**

- **Inspections officially begin for the Public Housing portfolio on August 10, 2023**
  - 28-day inspection notices are being sent to Public Housing properties now, with new operational improvements, including but not limited to:
    - New requirement that inspectors exit property by 5:30 p.m. and not start new unit inspections after 5:00 p.m.
    - Properties should already be reviewing NSPIRE standards and preparing for upcoming inspections
- **Less Emphasis on:**
  - Condition and appearance defects
  - Inspectable areas outside units
- **Objective Deficiency Criteria**
  - Criticality levels do not exist within NSPIRE
  - Removed subjective deficiency criteria based on feedback



# NSPIRE

## Questions & Answers

[NSPIRE@hud.gov](mailto:NSPIRE@hud.gov)