



# Get NSPIREd

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## HUD Hosts the First NSPIRE Virtual Workshop for Residents

On September 1st, the 83rd anniversary of the United States Housing Act of 1937, HUD REAC hosted the first virtual workshop designed to bring HUD residents into the NSPIRE development process. At this important occasion on a highly symbolic date, Deputy Assistant Secretary David Vargas was on hand to personally welcome and thank the participating residents. “Your feedback is crucial to the development of NSPIRE,” Mr. Vargas conveyed to the virtual gathering of residents that included representatives from the National Alliance of HUD Tenants (NAHT), the Greater Syracuse Tenants Network, and the Public Housing Association of Residents (PHAR). “Ultimately,” he added, “no one will be more affected by NSPIRE and the quality of our work than our residents.”

Before the advent of COVID-19, the NSPIRE team planned to travel to meet residents for workshops and listening sessions with the hope to communicate in



[Photo by U.S. Dept. of Housing and Urban Development \(HUD\) | Flickr](#)



person about the residents' concerns, ideas, and experiences around the inspection process, housing standards, and other aspects of the new inspection regime. The need for physical distancing, however, required HUD to find innovative ways to conduct these interactive engagements. With a quick adaptation to the new conditions, HUD implemented a digital strategy to enable resident participation by phone or computer as they were able, in small, intimate virtual settings that ensured each participating resident would be able to make his or her voice heard in a 90-minute workshop. Over 20 HUD REAC staff members were present to listen to residents' input on NSPIRE directly from the source.

The September 1st workshop was just the first of many resident engagements to come. Future virtual workshops and listening sessions will offer more residents and resident groups the opportunity to share their experiences and provide HUD insights on how NSPIRE may provide a more accurate assessment of the living conditions in their homes. Upcoming engagements will include residents and resident groups from other areas of the country and U.S. territories, allowing HUD to consider the wide array of issues NSPIRE must address.

## **NSPIRE in the Time of COVID**

In January of 2020, few could have predicted the reality that would be upon us in just a few months: stay-at-home-orders, quarantines, and a sudden and unanticipated shift to working from home. Like other organizations, HUD had to quickly adapt to this new reality. In the time of COVID, every government agency has faced challenges both common and unique. One of HUD's unique challenges has been how to continue the development and testing of NSPIRE, the National Standards for the Physical Inspection of Real Estate, while maintaining the physical distance recommended to protect HUD employees and residents alike. HUD's roadmap for developing, testing, and ultimately implementing NSPIRE initially included plans for many in-person engagements, including workshops, listening sessions, symposiums, presentations, and property inspections to provide insight into how NSPIRE inspections and scoring would work in the field. Putting NSPIRE on hold during the pandemic wasn't an option; HUD had to quickly find a way to meet NSPIRE objectives despite the limitations.



Among HUD’s concerns was getting the input and feedback of the housing community and all who would ultimately be affected by NSPIRE—from public housing authorities to property owners and agents to inspectors to residents. In place of planned in-person events, HUD has implemented virtual events to bring these important voices together with the NSPIRE development team. An unanticipated benefit of this digital approach has been that more voices will be able to speak, while more HUD ears have been able to listen. Through this virtual approach, fewer resources are required to host an online event than to host in-person, so more events are possible, and more HUD staff members can attend. Early workshops have focused primarily on the NSPIRE standards specifically, allowing HUD to delve into the details of individual standards. The hour-long sessions have allowed knowledgeable professionals to dive into and discuss every aspect of the emerging NSPIRE standards, including reviewing rationales and considering the clarity of the language for deficiency definitions and criteria, approaches to observation and the inspection process, and the severity of deficiencies and their impact on resident health and safety. HUD has also begun conducting resident-focused workshops designed to bring residents into the NSPIRE development process.

In addition to virtual workshops, HUD has been able to employ other digital approaches to meet other objectives of its NSPIRE program. The NSPIRE Standards team has delivered online presentations to a wide range of audiences at housing industry annual meetings, as well as at scientific institutions such as the National Institute of Health and Georgetown University. [Webcasts and live webinars](#) have taken the place of in-person presentations and events to educate stakeholders and industry on NSPIRE. To date, webcasts on the [NSPIRE Demonstration Volunteer Property Benefits](#), [NSPIRE Standards](#), and an [overview of NSPIRE for PHAs and POAs](#) have been released. Many more webcasts and live webinars are in the works and will be published to the NSPIRE website in the coming months.



On July 30th, HUD finalized and released Version 1.3 of the NSPIRE standards. Feedback on the [NSPIRE standards](#) is being accepted online, with all online versions of the standards including easy mechanisms for professionals and residents alike to weigh in. [Explicit instructions on how to provide feedback](#) are available on the website, to make sure anyone who has input can deliver it.

Additionally, HUD encourages all those interested in NSPIRE who may have questions or comments to continue to visit HUD's NSPIRE website or to contact the NSPIRE Information Center at [NSPIRE@HUD.gov](mailto:NSPIRE@HUD.gov).

- ✓ See the available [NSPIRE webcasts and live webinar recordings](#).
- ✓ See the [NSPIRE standards online](#) and [provide feedback](#).
- ✓ Follow [REAC on Twitter](#) for NSPIRE news and updates.

## Webcast Available Now: NSPIRE Overview for Public Housing Agencies and Property Owners/Agents



Want to learn more on how HUD is diligently working on the new physical inspection model, National Standards for the Physical Inspection of Real Estate (NSPIRE)?

Spend just 20 minutes watching this webcast to learn more about the new NSPIRE model, including the development of the various elements of NSPIRE, the NSPIRE Demonstration

and how to participate in it, and the ways stakeholders can provide feedback and participate in the further development of NSPIRE.

Kindly share the webcast with your network to get them updated on the latest developments of the NSPIRE model!

- ✓ [Watch the NSPIRE Overview for Public Housing Agencies and Property Owners/Agents Webcast](#)
- ✓ [Explore NSPIRE Webcasts and Webinars](#)

## Get NSPIRE Updates in Your Mailbox

Get *NSPIREd* and join our email news list!

Subscribing is an easy way to stay involved and informed on the latest NSPIRE news and events. You will receive periodic email messages that include essential information about NSPIRE, such as the newsletter, upcoming events, and NSPIRE updates. You are free to subscribe or unsubscribe at any time, and we never share your personal information with anyone outside of HUD.

**Advisory:** HUD is aware of misleading information circulating about NSPIRE, including the Demonstration. HUD encourages stakeholders to verify the information they receive from outside sources by consulting official sources such as HUD's [NSPIRE website](#) or the [Federal Register](#).

[Click here to subscribe to Get NSPIRED.](#)

## Recent Events

- ✓ **August 25, 2020:** *NSPIRE Standards Workshop*
- ✓ **August 26, 2020:** [NSPIRE Standards Webcast](#)
- ✓ **August 27, 2020:** [NSPIRE Overview for PHAs and POAs Webcast](#)
- ✓ **August 27, 2020:** *NSPIRE Business Process Design and Program Implementation for Program and Field Offices Webcast*
- ✓ **September 1, 2020:** *Resident Input into the Inspection Process Workshop*
- ✓ **September 15, 2020:** *NSPIRE Standards Workshop*
- ✓ **September 17, 2020:** *NSPIRE Overview Live Webinar for the National Apartment Association*
- ✓ **September 22, 2020:** *NSPIRE Standards Workshop*

## Upcoming Events

**September 29, 2020:** *NSPIRE Standards Workshop*

**October 8, 2020:** *NSPIRE Overview Live Webinar for the National Alliance of HUD Tenants*

**October 13, 2020:** *NSPIRE Standards Workshop*

**October 27, 2020:** *NSPIRE Standards Workshop*

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