

**Updated
February 2025**



Property POC Experience User Guide

HUD NSPIRE



NSPIRE Property POC Experience App User Guide

The Property POC Experience App helps Property POCs review Deficiencies and upload mitigation evidence for HUD review. Property POCs also submit Inspection Appeals using this app.

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REAC TAC Contact Information

Please contact the **REAC Technical Assistance Center (TAC)** if you need assistance with the Property POC Experience.

REAC TAC Contact Information



Phone: 1 (888)-245-4860



Email: REAC_TAC@hud.gov



Version Management

Version	Date	Notes
1.3	February 12, 2025	Image, Layout updates
1.2	May 31, 2024	Formatting updates.
1.1	December 6, 2023	Reviewed prior to sharing; Changed “POC” to “Property POC”
1.0	August 25, 2023	Updated screenshots, revised text, revised appeals section, added troubleshooting section

Disclaimer: Due to ongoing development, the text and screenshots shown in the live applications may differ slightly from the text and screenshots that appear in this document.



Navigate the App





Navigate the Property POC Experience

View/appeal inspections and deficiencies

View deficiencies

Change/pin list view

The screenshot shows the NSPIRE app interface. At the top, there is a navigation bar with a home icon, 'Inspections', and 'Deficiencies'. Below this, there is a section for 'Inspections' with a dropdown menu set to 'My Completed Inspections' and a pin icon. A search bar is on the right. Below the search bar, there is a table with 11 rows of inspection data. The table columns are: Inspection Name, Property ID, Inspection Date, Local Scheme, Inspection Stage, and Inspection Type. Each row has a dropdown arrow on the right.

	Inspection Name	Property ID	Inspection Date	Local Scheme	Inspection Stage	Inspection Type
1	INSP-00692	AK001000263	5/11/2023		Ready for Review	NSPIRE Inspection
2	INSP-00698	NC010000012	5/11/2023		Review Complete	NSPIRE Inspection
3	INSP-00710	TN001000063	5/12/2023		Review Complete	NSPIRE Inspection
4	INSP-00722	OR002000111	5/19/2023		Ready for Review	NSPIRE Inspection
5	INSP-00723	800015141	5/22/2023		PI Completed	NSPIRE Inspection
6	INSP-00799	DE004000015	5/25/2023		PI Completed	NSPIRE Inspection
7	INSP-00802	CT007000006	5/26/2023		PI Completed	NSPIRE Inspection
8	INSP-00806	800059748	5/31/2023		PI Completed	NSPIRE Inspection
9	INSP-00809	800056813	5/31/2023		Review Complete	NSPIRE Inspection
10	INSP-00814	800112413	5/31/2023		Review Complete	NSPIRE Inspection
11	INSP-00817	800018235	6/1/2023		In Review	NSPIRE Inspection



Find an Inspection

1 | Click the **Inspections** tab.

2 | Click the **caret** next to **Recently Viewed** to see all list view options.

The screenshot shows the NSPIRE app interface. At the top, there is a header with the NSPIRE logo and a user profile for Meadow Sunny POC. Below the header is a navigation bar with two tabs: 'Inspections' (highlighted with a red box and a red '1') and 'Deficiencies'. Below the navigation bar is a section for 'Inspections' with a dropdown menu (highlighted with a red box and a red '2') showing 'Inspections' and 'Recently Viewed'. Below the dropdown menu is a search bar and a table of inspection items.

2 items • Updated a few seconds ago

	Inspection Name	Property ID	Inspection Date	Inspection Stage	Inspection Vendor	Program	
1	INSP-01059	OK042000001	8/10/2023	Review Complete	Sunshine Inspectors - Test	Public Housing	▼
2	INSP-01054	AL001000046	8/8/2023	Review Complete	Sunshine Inspectors - Test	Public Housing	▼



3 | Select the **My Completed Inspections** list view.

This list view shows inspections with an **Inspection Stage** of “PI Completed,” “Ready for Review,” “In Review,” or “Review Complete.”

The screenshot shows the NSPIRE app interface. At the top, there's a header with the NSPIRE logo and a user profile for 'Meadow Sunny POC'. Below the header is a navigation bar with 'Home', 'Inspections', and 'Deficiencies' tabs. The 'Inspections' tab is active. On the left, there's a sidebar with a 'Recently Viewed' dropdown menu. The dropdown menu is open, showing a list of 'LIST VIEWS'. The 'My Completed Inspections (Pinned list)' option is highlighted with a red box and a red number 3. Other options in the list include 'Appeals Submitted', 'Inspections Available for Appeal', 'My Scheduled Inspections', 'My Unscheduled Inspections', and 'Recently Viewed' (which is currently selected). To the right of the dropdown menu, there's a search bar and a table of inspections. The table has columns for 'Inspection Vendor' and 'Program'. The first two rows show 'Sunshine Inspectors - Test' for 'Public Housing'.

Inspection Vendor	Program
Sunshine Inspectors - Test	Public Housing
Sunshine Inspectors - Test	Public Housing



4 | Click an **Inspection Name** to access the Inspection record.

Home
Inspections
Deficiencies

Inspections

My Completed Inspections
Filter

3 items • Sorted by Inspection Name • Filtered by All inspections - Inspection Status • Updated a few seconds ago
Search this list...

	Inspection Name ↑	Property ID	Inspection Date	Local Schedule...	Inspection Stage
1	INSP-01054	AL001000046	8/8/2023		Review Complete
2	INSP-01059	OK042000001	8/10/2023		Review Complete
3	INSP-01085	FL009000056	8/21/2023	10:30:00 AM	Review Complete



View Inspection Details

View property, vendor,
and inspector information

Submit an appeal
for the inspection

Inspections

Inspection
Baltimore Crossroad

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

Inspection Name

INSP-34615

Property ID

TOK8072031

Inspection Type

NSPIRE Inspection

Inspection Date

2/17/2025

Inspection Name

INSP-34615

Inspection Date

2/17/2025

Property ID

TOK8072031

Local Scheduled Time

Property Name

Baltimore Crossroad

Inspection Stage

Review Complete

Inspection Type

NSPIRE Inspection

Inspection Status

Completed

Ready for HUD Review

Yes

Inspection Vendor

MB&A Vendor

Inspection Release Date

2/10/2025

Final Review

Accept

Inspection Report With Scores

Generate Report With Scores

Health and Safety Report

Generate Report

Deficiencies (6+)

Deficiency ...	Deficiency D...	Unit ID	Building ID
QR-10195476	Chimney exhibits signs of structural failure.	Baltimore Crossroad	
QR-10195511	Storage component is damaged, inoperable, or missing.	NE Crossroad #4	4
	Combustion		

Preliminary Scoring Information

Preliminary Calculated Score

95

Preliminary Inspection Score

95

Preliminary Property Threshold

5

Preliminary Units Threshold

2.05

Preliminary Inspection Score Pass/Fail

Preliminary Non-Scored Symbols

+^

Preliminary Property Letter Grade

A

Preliminary Units Threshold Pass/Fail

Review preliminary scores for the inspections that have a Final Review of "Accept"

Review deficiencies



Generate the H&S Report

1 | Click the **Generate Report** button under “Health and Safety Report.”

The report will download to your device folders.

The screenshot shows the top of the app interface. At the top, there is a notification bell icon, a user profile icon, and the text 'MBA POC Test User' with a dropdown arrow. Below this is a dark blue header bar. Under the header bar, there are two report sections. The first section is titled 'Inspection Report With Scores' and contains a dark blue button labeled 'Generate Report With Scores'. The second section is titled 'Health and Safety Report' and contains a dark blue button labeled 'Generate Report'. This button is highlighted with a red rectangular border, and a large red number '1' is placed to its right, indicating the step to be taken.

2 | Click the **Deficiency Name**, or click **View All** to see all deficiencies for the inspection.

12



3 | If you clicked “View All,” then select a **Deficiency Name** in the table to access the deficiency record.

🏠
Inspections
Deficiencies

Submit Evidence of Mitigation

Inspections > INSP-42151
3
Deficiencies

2 Items • Sorted by Deficiency Name • Updated a few seconds ago
⚙️
🔄
🔍

	Deficiency N... ↑	Deficiency Details	Building...	Unit ID	Deficien...	Inspectable Area	Defect Severity	Cor...	Mitigation Status	A...
1	QR-16310871	Chimney exhibits signs of str...			A-7079376	Outside	Life-Threatening	24 hou...	Appeal Approved/Mitiga...	✓
2	QR-16310874	Chimney exhibits signs of str...			A-7079376	Outside	Life-Threatening	24 hou...	Appeal Approved/Mitiga...	✓

View Deficiency Details

[Home](#) |
 [Inspections](#) |
 [Deficiencies](#)

Deficiency
ED-408350

View the deficiency location, comments, history, and status

[+ Follow](#)
[Add/Remove from Appeal](#)

Inspection Name	Defect Severity	Deficiency Location
INSP-34615	Life-Threatening	Baltimore Crossroad

Deficiency Information

Deficiency Details	Chimney exhibits signs of structural failure.	Deficiency Comments	Structure failure
Inspectable Area	Outside	Room/Location	Exterior N
Building ID		Unit ID	Baltimore Crossroad

Mitigation

Mitigation Status	Acknowledged/Unmitigated	Date/Time Mitigated	
Date/Time Mitigation Submitted		Deficiency Mitigation Reported By	
Mitigation Details		Date/Time Mitigation Reviewed	
Mitigation Reviewed By		Mitigation Reviewer Comment	

Appeal Information

Appeal Status	Not Appealed	Appeal Date	
Appeal Reason		Property Appeal	

Notes & Attachments (2)

[Upload Files](#)

Title	Type	Created By	Last Modified
Scre...	File	MBA POC Tes...	2/11/2025 4:5... ▼
Mobil...	Attachment	MBA Contrac...	2/10/2025 11:... ▼

[View All](#)

Deficiency History (1)

Date	Field	User	Original V...	New Value
2/10/202...	Created.	MBA Cont...		▼

[View All](#)

Below you will find the Chatter widget. This widget is used to facilitate communication between the property and Field Office representative. Click on the "Share an Update" box to begin typing your message, and make sure you tag your representative by typing @ followed by their name! You can even



Submit Evidence of Mitigation





Submit Evidence of Mitigation

1 | Navigate to the **Deficiency Related List** from the Inspection record.

🏠

Inspections

Deficiencies

Inspection Name

INSPI-42155

Property ID

TAR8021967

Inspection Type

NSPIRE Inspection

Inspection Date

4/20/2025

Inspection Name

INSPI-42155

Inspection Date

4/20/2025

Property ID

TAR8021967

Local Scheduled Time

9:30 PM

Property Name

Kansas City Hollow

Inspection Stage

Review Complete

Inspection Type

NSPIRE Inspection

Inspection Status

Completed

Ready for HUD Review

Yes

Inspection Vendor

CMCS

Inspection Release Date

4/21/2025

Final Review

Accept

Generate Report With Scores

Health and Safety Report

Generate Report

Notes & Attachments (0)

Upload Files

Or drop files

Preliminary Scoring Information

Preliminary Calculated Score

86

Preliminary Inspection Score

86

Preliminary Property Threshold

14

Preliminary Units Threshold

0.00

Preliminary Projected Inspection Score

86

Preliminary Inspection Score Pass/Fail

Pass

Preliminary Non-Scored Symbols

0

Preliminary Property Letter Grade

B

Preliminary Units Threshold Pass/Fail

Pass

Final Scoring Information

Final Calculated Score

88

Final Inspection Score

Pass

Deficiencies (2)

Deficiency N...

Deficiency De...

Building ID

Unit ID

QR-16311372

Chimney exhibits signs of structural failure.

QR-16311375

Address, signage, or building identification codes are broken, illegible, or not visible.

View All



Submit Evidence of Mitigation

2 | Click **Submit Evidence of Mitigation** on a Deficiency record.

[Home](#) [Inspections](#) [Deficiencies](#)

2

Submit Evidence of Mitigation

Inspections > INSP-42155

Deficiencies

2 Items • Sorted by Deficiency Name • Updated a few seconds ago

⚙️

↺

⏏️

	Deficiency N...	Deficiency Details	Building...	Unit ID	Deficien...	Inspectable Area	Defect Severity	Cor...	Mitigation Status	A...	
1	QR-16311372	Chimney exhibits signs of str...			A-7079376	Outside	Life-Threatening	24 hou...	Unmitigated	<input checked="" type="checkbox"/>	▼
2	QR-16311375	Address, signage, or building ...			A-7079376	Outside	Moderate	30 days	Unmitigated	<input checked="" type="checkbox"/>	▼



3 | Select a filter from the options on the left and use the arrows to add/remove from the Submission List View.

4 | Select **Next** when ready to enter mitigation details.

3

Submit Evidence of Mitigation

Select Mitigation Status ⓘ

Available

- Evidence of Mitigation Submitted
- Mitigation Approved
- Mitigation Rejected
- Further Information Needed
- Appeal Approved/Mitigation Not Req

Selected

- Unmitigated

Select Defect Severity ⓘ

Available

- Standard
- Severe Non-Life-Threatening
- N/A
- Moderate
- Advisory
- Low
- Severe

Selected

- Life-Threatening

Select Appeal Status ⓘ

Available

- Not Appealed
- Appeal in Progress - Not Submitted

Selected

4

18

Close Next



5 | Select one or more deficiencies to edit using the **Checkbox**.

6 | Click **Pencil** icon on the Mitigation Details field to enter details.

Submit Evidence of Mitigation

5

6

	<input checked="" type="checkbox"/>	Deficiency Name	Deficiency Location	Deficiency Details	Mitigation Details	Date/Time Mitigated	Evidence of Mitigation
1	<input checked="" type="checkbox"/>	QR-16311372	Kansas City Hollow	Chimney exhibits signs of structural failure.	<input type="text"/>		Upload Files Or drop files
2	<input checked="" type="checkbox"/>	QR-16311375	Kansas City Hollow	Address, signage, or building identification codes are broken, illegible, or not visible.			Upload Files Or drop files

Use the **Update Selected items** checkbox to apply Mitigation Details to all selected rows

Mitigation Details

Enter Text details here

☒ Update 2 selected items

Cancel

Apply



7 | Click **Pencil** icon on the Mitigation Details field to enter details.

8 | Enter the **Date** and Time mitigated.

Submit Evidence of Mitigation

	Deficiency Name	Deficiency Location	Deficiency Details	Mitigation Details	Date/Time Mitigated	Evidence of Mitigation
1	<input checked="" type="checkbox"/> QR-16311372	Kansas City Hollow	Chimney exhibits signs of structural failure.		<input type="text"/>	<input type="button" value="Upload Files"/> Or drop files
2	<input checked="" type="checkbox"/> QR-16311375	Kansas City Hollow	Address, signage, or building identification codes are broken, illegible, or not visible.			<input type="button" value="Upload Files"/> Or drop files

Use the **Update Selected items** checkbox to apply Date/Time Mitigated to all selected rows

Date/Time Mitigated 8

Format: Dec 31, 2024

☐ Update 2 selected items



9 | Select **Upload Files** next to each deficiency that should be updated withce.

10 | Click **Done** when the file finishes uploading.
Select **Apply** if selecting to update more than 1 selected item.

Submit Evidence of Mitigation

<input checked="" type="checkbox"/>	Deficiency Name	Deficiency Location	Deficiency Details	Mitigation Details	Date/Time Mitigated	Evidence of Mitigation
1 <input checked="" type="checkbox"/>	QR-16311372	Kansas City Hollow	Chimney exhibits signs of structural failure.			<input type="button" value="Upload Files"/> Or drop files
2 <input checked="" type="checkbox"/>	QR-16311375	Kansas City Hollow	Address, signage, or building identification codes are broken, illegible, or not visible.			<input type="button" value="Upload Files"/> Or drop files

Close

Upload Files

NSPIRE-logo.jpg
20 KB

1 of 1 file uploaded

Use the **Update Selected items** checkbox to apply Uploaded Files to all selected rows

☐ Upload this file on 2 selected items



11 | Click **Save** to submit the mitigation evidence.

Submit Evidence of Mitigation

<input checked="" type="checkbox"/>	Deficiency Name	Deficiency Location	Deficiency Details	Mitigation Details	Date/Time Mitigated	Evidence of Mitigation
1	<input checked="" type="checkbox"/> QR-16311372	Kansas City Hollow	Chimney exhibits signs of structural failure.	Enter Text details here	Apr 16, 2025	Upload Files Or drop files
2	<input checked="" type="checkbox"/> QR-16311375	Kansas City Hollow	Address, signage, or building identification codes are broken, illegible, or not visible.	Enter Text details here	Apr 16, 2025	Upload Files Or drop files

11 Cancel Save

Close

Updated fields will appear in **Yellow**

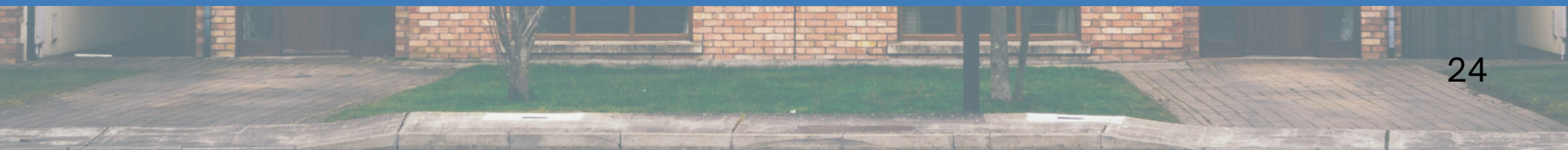


The Status changes to Evidence of Mitigation Submitted. Date/Time Mitigated and Mitigation Details are visible in the “Mitigation” section.

Mitigation	
Mitigation Status	Evidence of Mitigation Submitted
Date/Time Mitigation Submitted	4/23/2025 9:45 AM
Mitigation Details	Enter Text details here
Mitigation Reviewed By	
Date/Time Mitigated	4/16/2025 9:40 AM
Mitigation Reported By	MBA POC Test User
Date/Time Mitigation Reviewed	
Mitigation Reviewer Comment	



Submit Appeals





Who submits and reviews appeals?



Property POC

- Carries read/edit permissions for the **Property POC Experience App**
- Adds deficiencies to an appeal
- Submits inspections for appeal



HUD Quality Control User

- Carries read/edit permissions for the **Quality Control App**
- Reviews inspection quality
- Reviews inspection appeals



Who finalizes appeals?



HUD Quality Control Supervisor

- Carries read/edit permissions for the **Quality Control App**
- Reviews inspection quality
- Reviews inspection appeals
- Finalizes review of appeals



Appeals Process Prerequisites

Following the completion of a physical inspection, the Vendor Admin Quality Control user selects **Yes** for the **Ready for HUD Review** field in the Vendor Experience.

The image shows a screenshot of a web form. At the top, the text 'Ready for HUD Review' is displayed. Below it is a dropdown menu. The current selection is 'No'. The dropdown is open, showing three options: '--None--', 'Yes', and '✓ No'. The 'Yes' option is highlighted with a red rectangular border, indicating it is the correct selection.



Appeals Process Prerequisites

This change enables **HUD Quality Control Users** to review and either **accept or reject** the inspection. **Quality Control Supervisors** perform a **final review** for each inspection.

Once HUD Quality Control Users and Supervisors complete their reviews, the Inspection Stage moves to **Review Complete**. The Property POC can then submit an appeal **within a 60-day window**.

The screenshot displays the HUD Quality Control interface. At the top, a progress bar shows three stages: a green arrow with a checkmark, a blue arrow labeled 'Review Complete' (highlighted with a red box), and a gray arrow labeled 'Canceled/Terminated'. Below this, the 'Inspection Review' section shows a QC Reviewer 'Amber Internal User' with a recommendation of 'Accept'. The 'Reviewer Inspection Comment' is 'This adheres to our quality standards.' Below this, the 'Final Review' section shows a 'Final Review' recommendation of 'Accept' and a 'Final Reviewer Inspection Comment' of 'Thank you.'.

Inspection Review			
QC Reviewer	Amber Internal User	Reviewer Inspection Comment	This adheres to our quality standards.
QC Recommendation	Accept		

Final Review			
Final Review	Accept	Final Reviewer Inspection Comment	Thank you.



Locate an Inspection to Appeal

1 | Click the **Inspections** tab.

2 | Click the caret next to **Recently Viewed**.

The screenshot shows the NSPIRE web application interface. At the top, there is a navigation bar with a home icon, the 'Inspections' tab (highlighted with a red box and labeled '1'), and the 'Deficiencies' tab. Below the navigation bar, there is a dropdown menu for 'Inspections' with 'Recently Viewed' selected (highlighted with a red box and labeled '2'). Below the dropdown, it says '17 items • Updated a few seconds ago'. A table with 4 columns (Inspection Name, Property ID, Inspection Date, Inspection Stage) displays a list of 5 inspection records.

	Inspection Name	Property ID	Inspection Date	Inspection Stage
1	INSP-00994	800015141		Review Complete
2	INSP-00992	AL001000040	7/27/2023	Review Complete
3	INSP-00882	800252636	7/6/2023	Review Complete
4	INSP-00698	NC010000012	5/11/2023	Review Complete
5	INSP-00710	TN001000063	5/12/2023	Review Complete



3 | Select the “**Inspections Available for Appeal**” list view.







NOTE: This list view shows all inspections with an Inspection Stage of **Review Complete**, that have not yet been appealed.

The screenshot shows the NSPIRE web application interface. At the top, there is a navigation bar with a home icon, 'Inspections', and 'Deficiencies' tabs. Below this, there is a section for 'Inspections' with a 'Recently Viewed' dropdown menu. The dropdown menu is open, showing a list of views: 'Appeals Submitted', 'Inspections Available for Appeal' (highlighted with a red box and a red number 3), 'My Completed Inspections', 'My Scheduled Inspections', 'My Unscheduled Inspections', and 'Recently Viewed (Pinned list)'. To the right of the dropdown menu, there is a table with columns for 'Inspection Stage' and 'Review Complete'. The table contains five rows, all with 'Review Complete' in the 'Inspection Stage' column.

Inspection Stage	Review Complete
Review Complete	
Review Complete	
Review Complete	
Review Complete	
Review Complete	



4 | Click an **Inspection Name** to access the Inspection Record.

 <div> Home Inspections Deficiencies </div>						
<div>  Inspections </div> <div> Inspections Available for Appeal ▼  </div>						
3 items • Sorted by Created By • Filtered by All Inspections - Last Date to Appeal, Inspection Stage, Inspection Appeal Stage • Updated a few seconds ago						
	Appeal Eligibility Indicator ▼	Days Since Review Complete ▼	Last Date to App... ▼	Inspection Name ▼	Property ID ▼	Inspection Appeal Stage ▼
1		0	9/4/2023	INSP-00882	800252636	Not Appealed
2		0	9/29/2023	INSP-00981 4	800056810	Not Appealed
3		0	9/29/2023	INSP-00994	800015141	Not Appealed






Add a Deficiency to the Appeal


1 | Click a **Deficiency Name**, or click **View All** under “Deficiencies” to review the full list.



Inspection Vendor
[MB&A Vendor](#)


Final Review
[Accept](#)


Preliminary Inspection Score Pass/Fail  


Preliminary Non-Scored Symbols  +


Preliminary Property Letter Grade  E

Preliminary Units Threshold Pass/Fail  







Final Inspection Score Pass/Fail 

Final Non-Scored Symbols 

Final Property Letter Grade 

Final Units Threshold Pass/Fail 

Deficiencies (6+)

Deficiency N...	Deficiency Det...	Unit ID	Building ID	
QR-10185643	Ceiling component(s) is not functionally adequate.	Unit 11	1	
QR-10185640	Carbon monoxide alarm is missing, not installed, or not installed in a proper location.	Unit 11	1	
QR-10185637	System is blocked, or pull cord is higher than 6 inches off the floor.	Unit 11	1	
QR-10185634	Storage component is damaged, inoperable, or missing.	Unit 11	1	
QR-10185631	Storage component is damaged, inoperable, or missing.	Unit 11	1	
QR-10185566	Ceiling has a hole.	S Crest #1	1	
View All				



2 | **Review** the deficiency location, inspector comments, and deficiency photos submitted by the inspector.

Deficiency
ED-407549

[+ Follow](#)
[Add/Remove from Appeal](#)

Inspection Name
INSF-34607

Defect Severity
Severe

Deficiency Location
Unit 11

Deficiency Information

Deficiency Details	Ceiling component(s) is not functionally adequate.	Deficiency Comments	X
Inspectable Area	Unit	Room/Location	Patio/Porch/Balcony
Building ID	1	Unit ID	Unit 11

Notes & Attachments (1)

[Upload Files](#)

Title	Type	Created By	Last Modified
Mobil...	Attachment	MBA Contract ...	2/5/2025 1:34 ...

[View All](#)

Mitigation

Mitigation Status	Acknowledged/Unmitigated	Date/Time Mitigated	
Date/Time Mitigation Submitted		Deficiency Mitigation Reported By	
Mitigation Details		Date/Time Mitigation Reviewed	
Mitigation Reviewed By		Mitigation Reviewer Comment	

Deficiency History (1)


Date	Field	User	Original V...	New Value
2/5/2025...	Created.	MBA Contr...		

[View All](#)



3 | Click **Add/Remove from Appeal**.

3

 Deficiency
ED-407549

[+ Follow](#) [Add/Remove from Appeal](#)

Inspection Name
INSP-34607

Defect Severity
Severe

Deficiency Location
Unit 11

Deficiency Information

Deficiency Details

Ceiling component(s) is not functionally adequate.

Inspectable Area

Unit

Building ID

1

Deficiency Comments

X

Room/Location

Patio/Porch/Balcony

Unit ID

Unit 11

Mitigation

Mitigation Status

Acknowledged/Unmitigated

Date/Time Mitigation Submitted

Mitigation Details

Mitigation Reviewed By

Date/Time Mitigated


Deficiency Mitigation Reported By

Date/Time Mitigation Reviewed

Mitigation Reviewer Comment

Notes & Attachments (1)

Upload Files

Title	Type	Created By	Last Modified
 Mobil...	Attachment	MBA Contract ...	2/5/2025 1:34 ...

View All

Deficiency History (1)

Date	Field	User	Original V...	New Value
2/5/2025...	Created.	MBA Contr...		

View All



4 | Select an **Appeal Reason** from the dropdown picklist.

The screenshot shows a web form titled "Add/Remove from Appeal". At the top, there is a header bar with the text "Life-Threatening", "800056810", and "233 ALLEN STREET". Below the header, the form contains several fields: a dropdown menu for "Appeal Reason" (highlighted with a red box and the number 4), a text input field for "Property Appeal Comments", and an "Attachment" section with an "Upload Files" button and a dashed box for "Or drop files". A "Save" button is located at the bottom right of the form. The footer of the form displays "Building Address".

Appeal Status - Available Values

This screenshot shows the "Add/Remove from Appeal" form with the "Appeal Reason" dropdown menu open. The dropdown list contains the following options: "--None--" (which is selected and highlighted in pink), "Building data error", "Unit count error", "Non-existent deficiency", "Factors not reflected in score", "Adverse conditions beyond control", and "Modernization/rehab work in progress". The form header and other fields are visible in the background.



5 | Enter **Property Appeal Comments** (255 character limit).

The screenshot shows a web form titled "Add/Remove from Appeal" with a close button (X) in the top right corner. The form is part of a larger interface for "NSPIRE Health & Safety" with a "Life-Threatening" status. It displays "Property ID: 800056810" and "Property Name: 233 ALLEN STREET". The form contains three main sections: "Appeal Reason" with a dropdown menu showing "Modernization/rehab work in progress", "Property Appeal Comments" with a text input field containing "We ordered a few new extinguishers for tenants. Please see order invoice attached.", and "Attachment" with an "Upload Files" button and a dashed box for "Or drop files". A red box highlights the "Property Appeal Comments" text field, and a large red number "5" is placed to its right. A blue "Save" button is located at the bottom right of the form.



6 | Click **Upload files**, or drag and drop files to add supporting documents or images (optional)

One file can be uploaded at a time.

7 | Click **Done** when the file finishes uploading.

NOTE: You can upload a maximum attachment size of 2 gigabits.

Acceptable file types include docx., pdf., ppt., pptx., xls., xlsx., gif, jpg, and png.

NSPIRE Health & Safety
Life-Threatening

Property ID
800056810

Property Name
233 ALLEN STREET

Add/Remove from Appeal

* Appeal Reason
Modernization/rehab work in progress

* Property Appeal Comments
We ordered a few new extinguishers for tenants. Please see order invoice attached.

Attachment

Upload Files Or drop files

Save

Life-Threatening 800056810 233 ALLEN STREET

Add/Remove from Appeal

Upload Files

ORDER 3F552 - Residential Fire Exting...
806 B

1 of 1 file uploaded

Done



8 | Click **Save** to finish adding the deficiency to the appeal.

Or, click **Previous** to continue editing.

NOTE: Click **X** at any time to **cancel** adding the deficiency to the appeal.

Clicking **X** will erase any data you have entered.

Life-Threatening 800056810 233 ALLEN STREET

×

Add/Remove from Appeal

Click 'Save' to save this deficiency or close the window to cancel. After clicking 'Save', this deficiency will be added to the Appeal list.

Remember the Appeal will not be submitted until you click the 'Submit Appeal' button on the Inspection Record. You have until September 29, 2023 to submit the Appeal.

Previous Save



9 | Scroll down on the Deficiency record to review updated Appeal Information fields:


- The **Appeal?** box will be checked.
- The current date will be entered for **Appeal Date**.
- The **Appeal Status** value will be **Appeal in Progress - Not Submitted**.

Appeal Information			
Appeal Status	Not Appealed	Appeal Date	
Appeal Reason		Property Appeal Comments	
HUD Appeal Reviewer Comments			



10 | Click the **Inspection Name** to return to the Inspection record.

[Home](#)
[Inspections](#)
[Deficiencies](#)



Deficiency
ED-407549

10

Inspection Name
[INSP-34607](#)

Defect Severity
 Severe

Deficiency Location
[Unit 11](#)

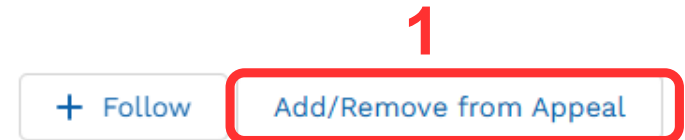
Deficiency Information

Deficiency Details	Ceiling component(s) is not functionally adequate.	Deficiency Comments	X
Inspectable Area	Unit	Room/Location	Patio/Porch/Balcony
Building ID	1	Unit ID	Unit 11



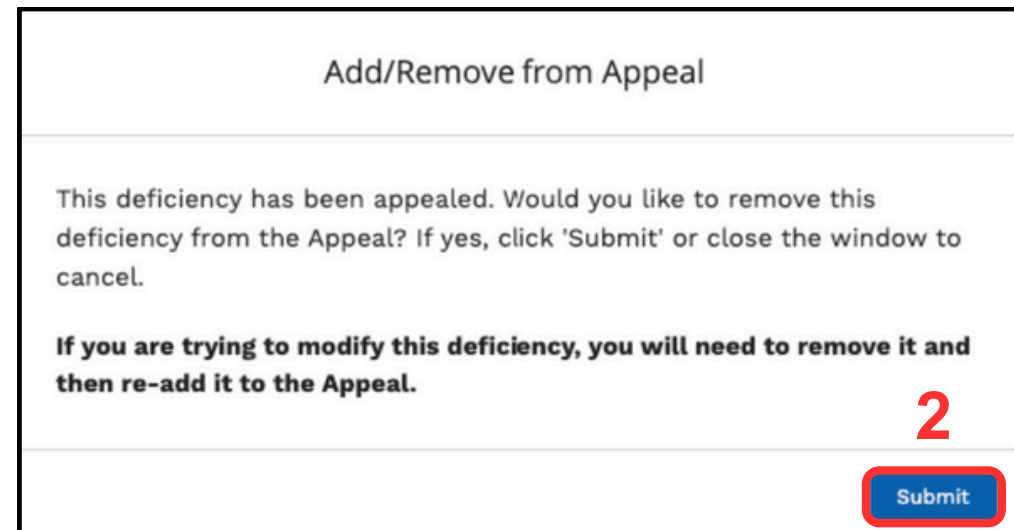
Remove a Deficiency from the Appeal

1 | Click **Add/Remove from Appeal** on the Deficiency record.



2 | Click **Submit** to remove the deficiency from the appeal.

Or, click **X** to cancel and return to the Deficiency record.





Edit Deficiencies on Appeal

In order to edit the appeal information for a deficiency that has already been added to the appeal, you must remove the deficiency from the appeal, then add it once again from the Deficiency record.

- 1 | Follow the steps to **Remove a Deficiency from the Appeal.**
- 2 | Follow the steps to **Add a Deficiency to the Appeal.**



Submit the Appeal

1 | Navigate to the **Inspection record**.

2 | Click **Submit Appeal**.

Inspection

Coeur d'Alene Springs

+ Follow

Submit Appeal

2

Inspection Name

INSP-34623

Property ID

TTX8084520

Inspection Type

NSPIRE Inspection

Inspection Date

1/1/2025

Inspection Name

INSP-34623

Inspection Date

1/1/2025

Property ID

TTX8084520

Local Scheduled Time

Property Name

Coeur d'Alene Springs

Inspection Stage

In Review

Inspection Type

NSPIRE Inspection

Inspection Status

Completed

Ready for HUD Review

Yes

Inspection Vendor

MB&A Vendor

Inspection Release Date

Final Review

Health and Safety Report

Generate Report

Deficiencies (5)

Deficiency ...	Deficiency D...	Unit ID	Building ID
QR-10192874	Address, signage, or building identification codes are broken,	Coeur d'Alene Springs	



3 | Review the **Deficiencies list** in the modal window to ensure that you have added the correct deficiencies.

4 | Click **Submit** if all of the deficiencies look correct, or click **X** to return to the inspection and make changes to the appeal.

Submit Appeal

Below are the deficiencies set to Appeal. If you are ready to finalize the Appeal and submit to HUD, please click 'Submit'. If you would like to add or remove deficiencies from this list, close this window and go to the individual deficiencies.

Deficiency... ▾	Building Address ▾	Room/Location ▾	Deficiency
QR-38930		Garage/Carport	Fire extinguisher illegible, or
QR-39842	10 -	Living Room	A permanent inoperable.
QR-39801	9 -	Bathroom 1	Grab bar is
QR-39804	9 -	Bathroom 2	Sink or sink missing and adequate.

4

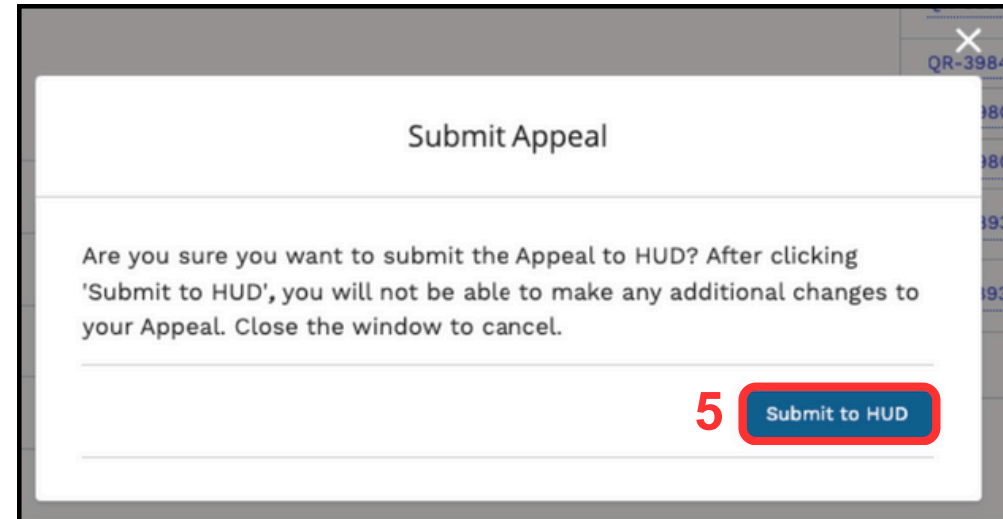
Submit

44



5 | If you clicked Submit, click **Submit to HUD** to finish submitting the appeal.

NOTE: The appeal **cannot** be edited after submission.





6 | Scroll down on the inspection record to review updated **Appeal Information** fields:

- The **Inspection Appeal Stage** value will change to **Appeal Submitted**.
- The current date will be entered for **Appeal Date**.
- **Days Since Appeal** will be set to **0**.

Appeal Information			
Inspection Appeal Stage	Appeal Submitted	Appeal Date	
Finalize Appeal Review	<input type="checkbox"/>	Last Date to Appeal	
Ready for Review Date	2/4/2025	Days since Appeal	0
Appeal Review Complete		Appeal Review Flag	
Appeal Eligibility Indicator			



If you click **Submit Appeal** after an appeal has been submitted for the inspection, you will receive a message indicating that the appeal has already been submitted and cannot be modified.

Submit Appeal

This Appeal can not be added or modified. The last day to Submit the Appeal is/was September 29, 2023 or the Appeal has already been submitted.

Finish



Troubleshooting





Troubleshooting - Submit Appeal

Problem: I can't submit an appeal, or I receive an error message when I click **Submit Appeal**.

In order for an inspection to be available for appeal:

- The **Ready for HUD Review** field value must be **Yes**. The Vendor Admin Quality Control User manually changes this value after their initial review of the inspection.
- The **Inspection Stage** must be **Review Complete**. The stage automatically changes when the Quality Control Supervisor completes their inspection review.
- It must be within **60 days** of the date when the Inspection Stage changed to **Review Complete**. For example, if the stage changed on March 1st, you have until April 30th to submit an appeal. Appeals cannot be submitted after the 60 day window.



Problem: I can't submit an appeal, or I receive an error message when I click **Submit Appeal**.

In order to submit an appeal:

- At least **one** deficiency needs to be added to the appeal. This must be done through the deficiency record.



Do you need further assistance with the NSPIRE Property POC Experience?

Please Contact REAC TAC:

REAC TAC Contact Information



Phone: 1 (888)-245-4860



Email: REAC_TAC@hud.gov