Updated June 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

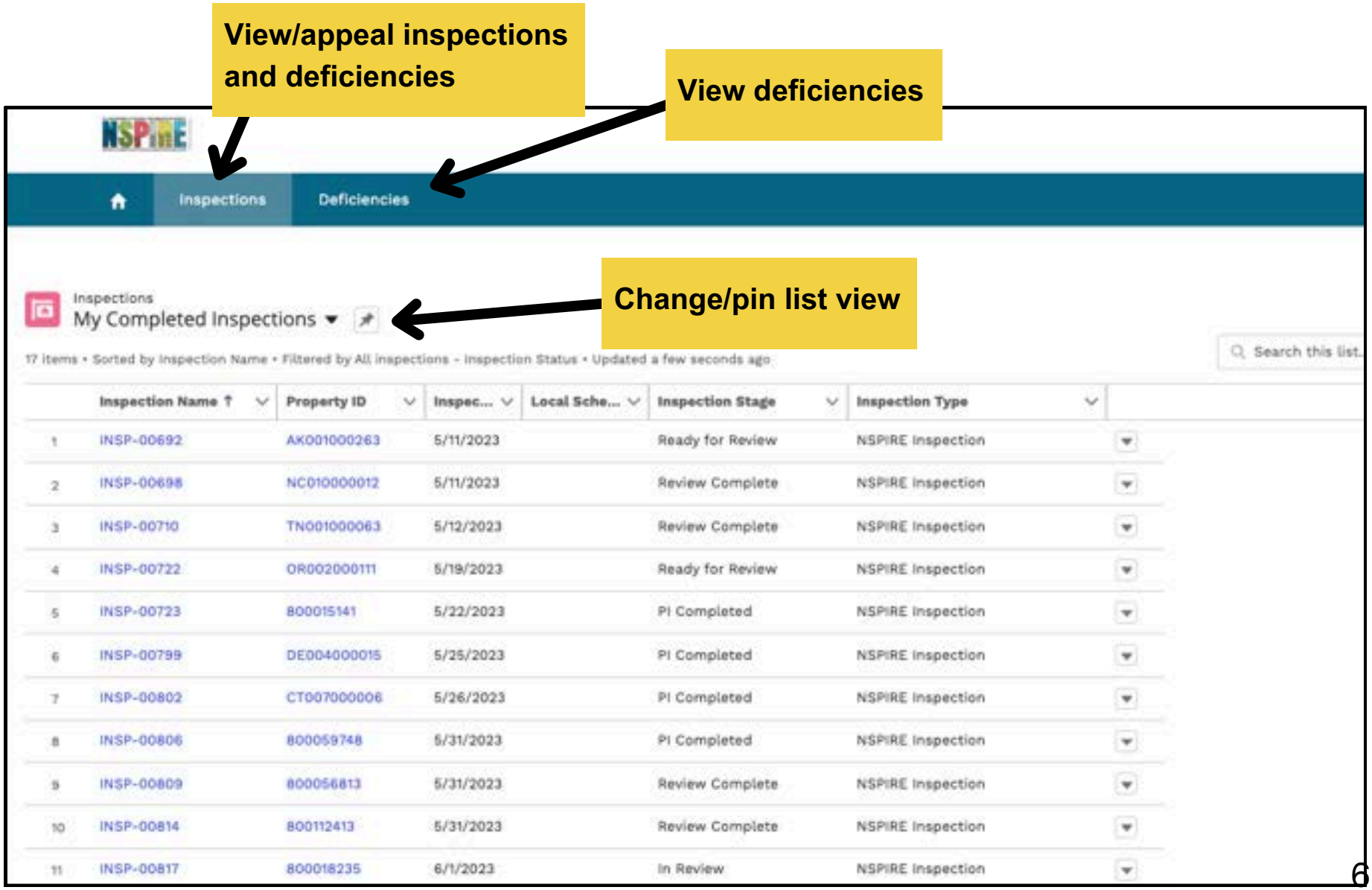
Version Management

Version	Date	Notes
1.5	June 10, 2025	Updated Submit Evidence of Mitigation to reflect single and bulk uploads, p. 15 - 28 Added POC Certificate Upload, p. 29
1.4	May 21, 2025	Note update on page 22 for Submit Evidence of Mitigation
1.3	February 12, 2025	Images, 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

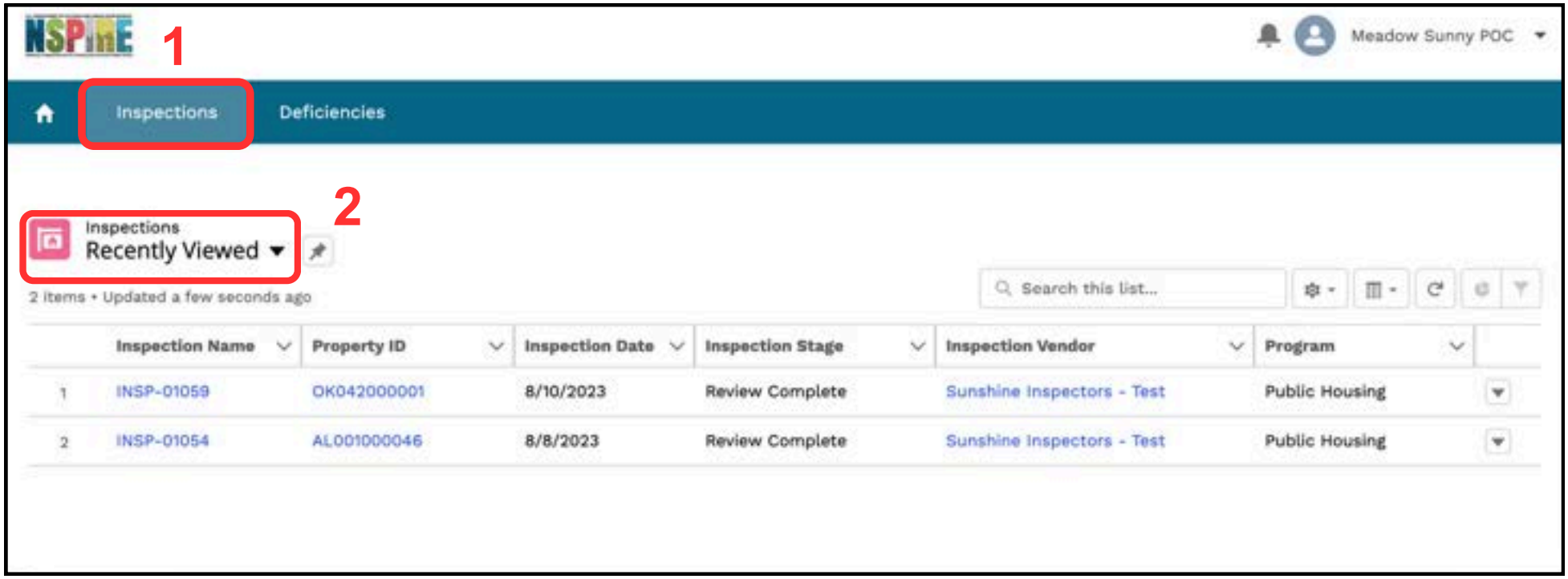


	Inspection Name	Property ID	Inspec...	Local Sche...	Inspection Stage	Inspection Type
1	INSP-00692	AK001000263	5/11/2023		Ready for Review	NSPIRE Inspection
2	INSP-00698	NC010000012	5/11/2023		Review Complete	NSPIRE Inspection
3	INSP-00710	TN001000063	5/12/2023		Review Complete	NSPIRE Inspection
4	INSP-00722	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

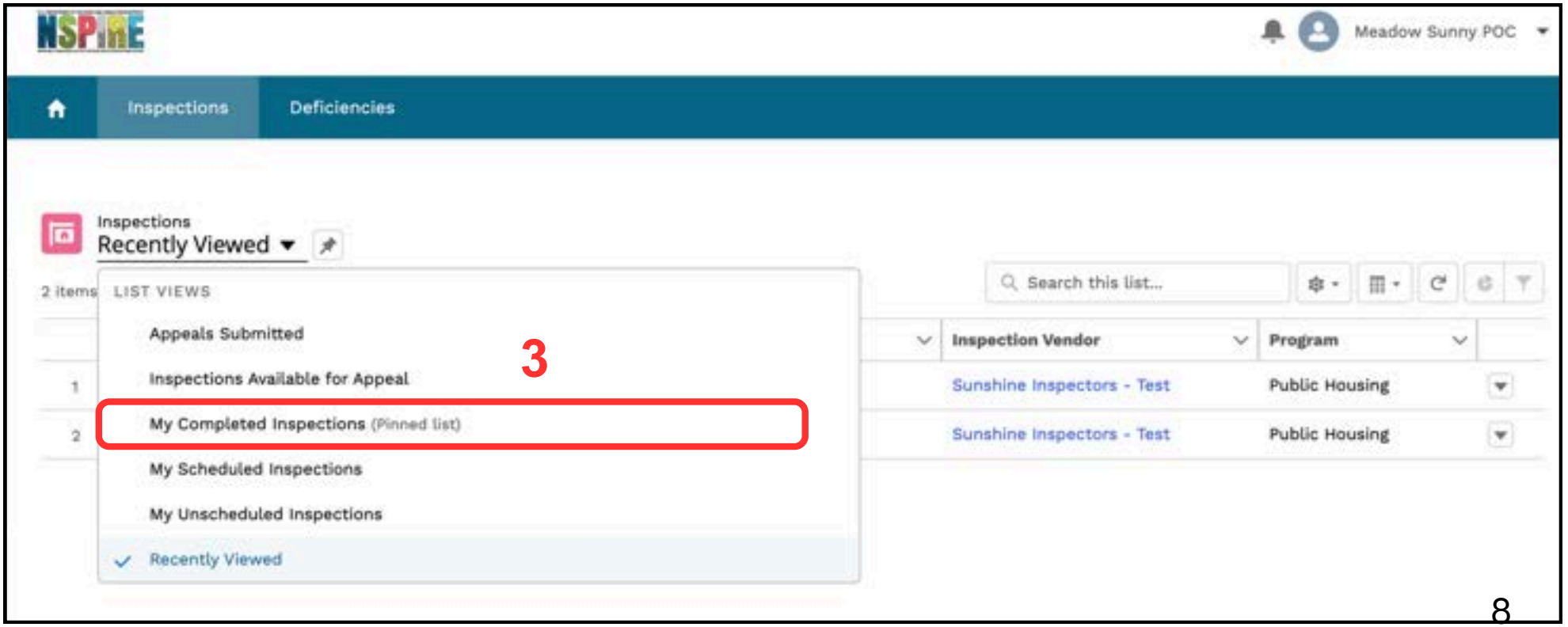
1 | Click the **Inspections** tab.

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

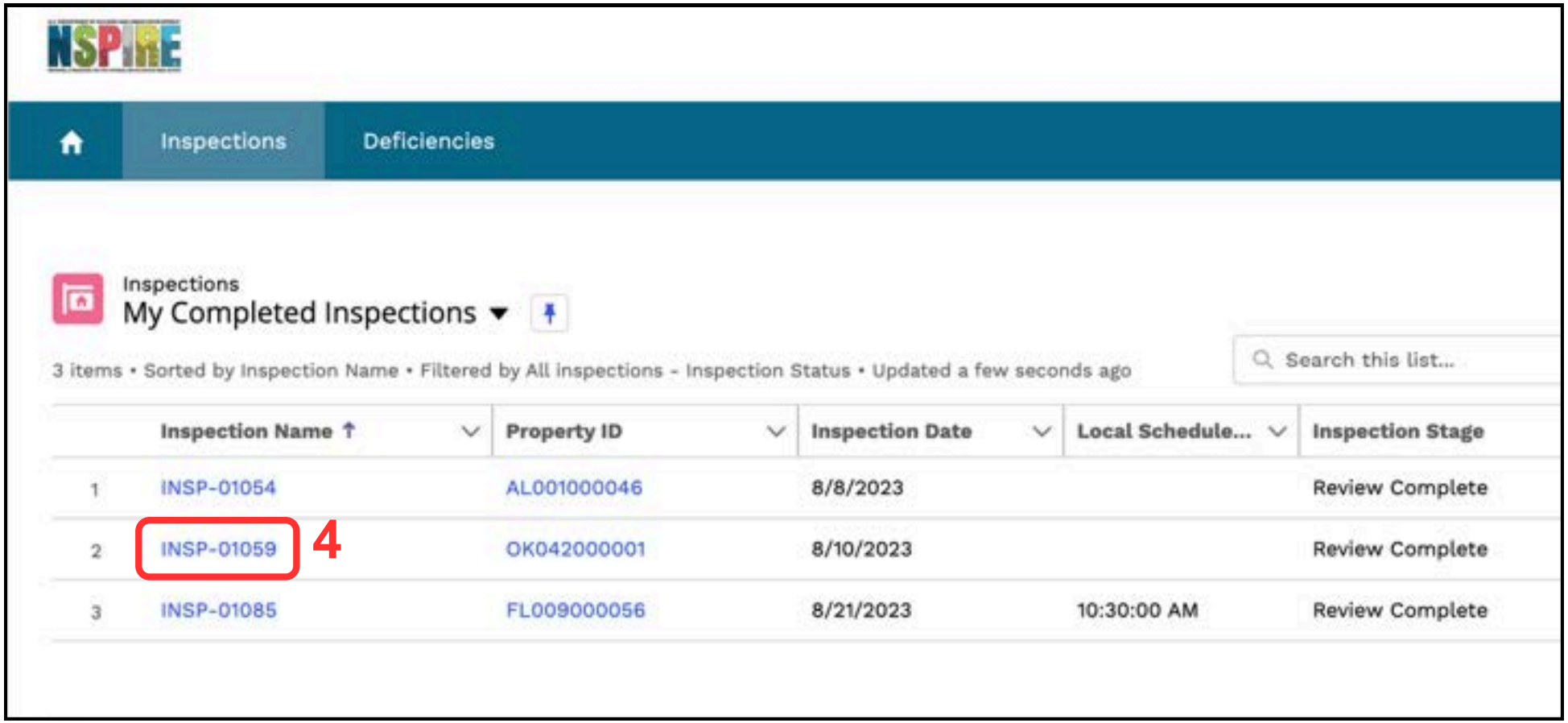


3 | Select the **My Completed Inspections** list view.

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



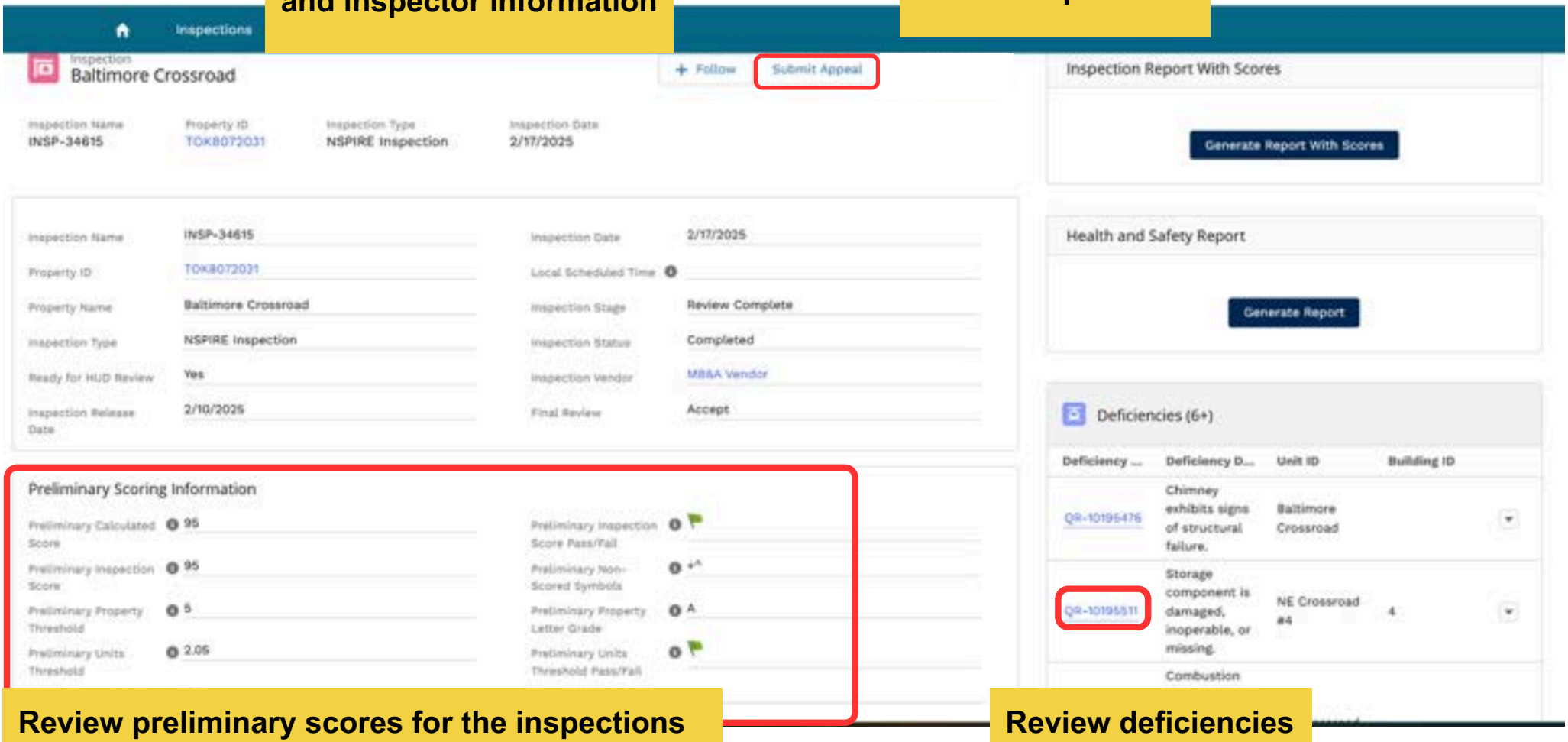
4 | Click an **Inspection Name** to access the Inspection record.



View Inspection Details

View property, vendor, and inspector information

Submit an appeal for the inspection



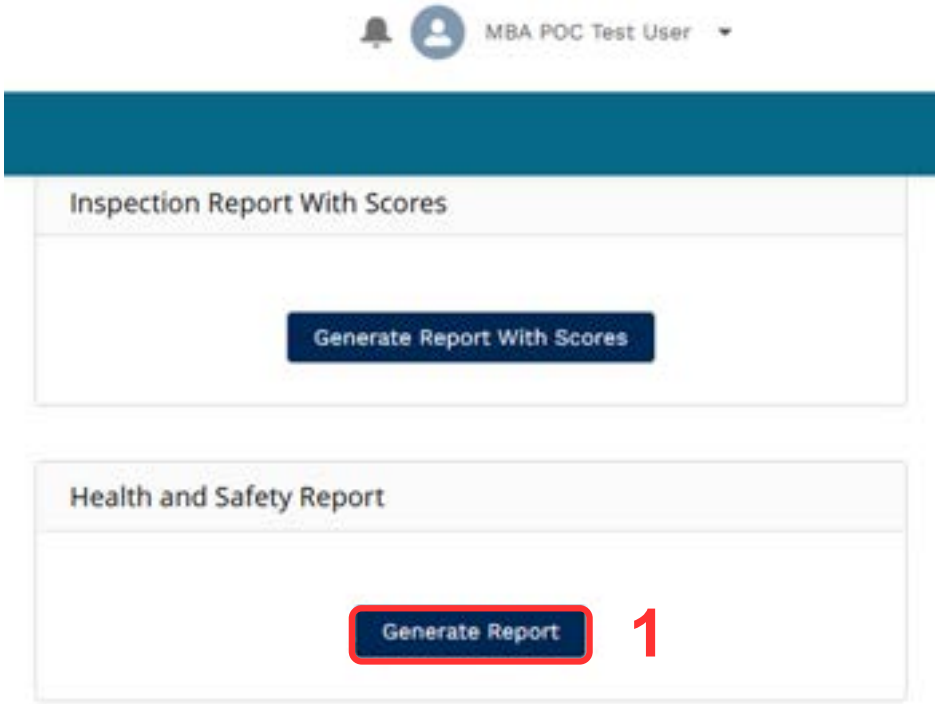
Review preliminary scores for the inspections that have a Final Review of "Accept"

Review deficiencies

Generate the H&S Report

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

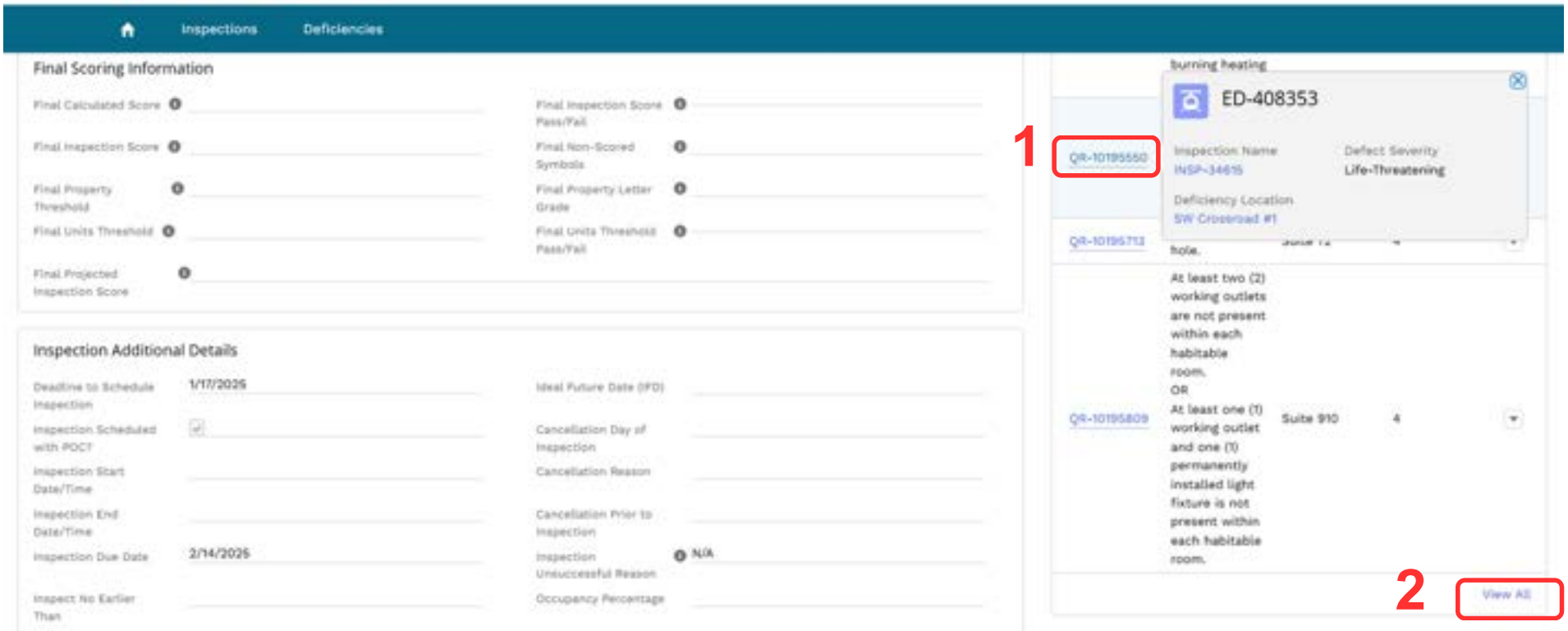
The report will download to your device folders.



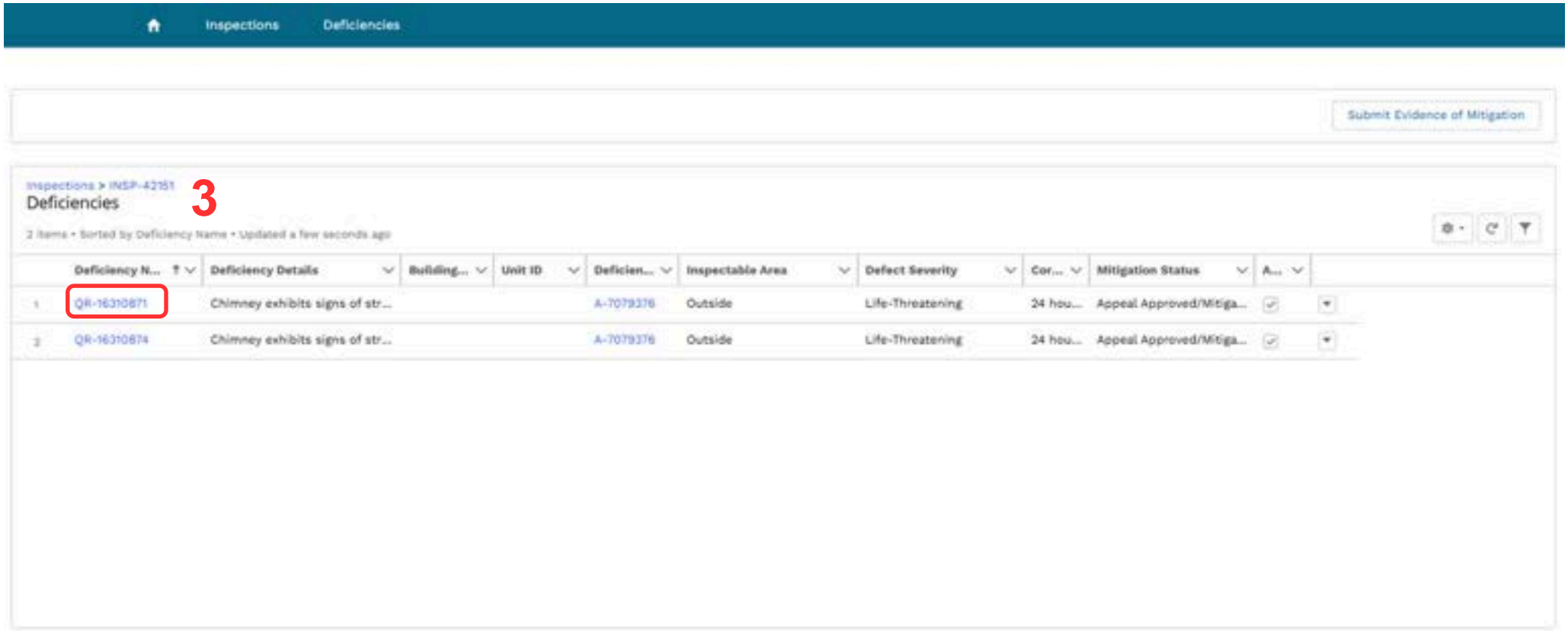
Access Deficiencies

1 | Hover over a **Deficiency Name** on the Inspection record to preview deficiency details.

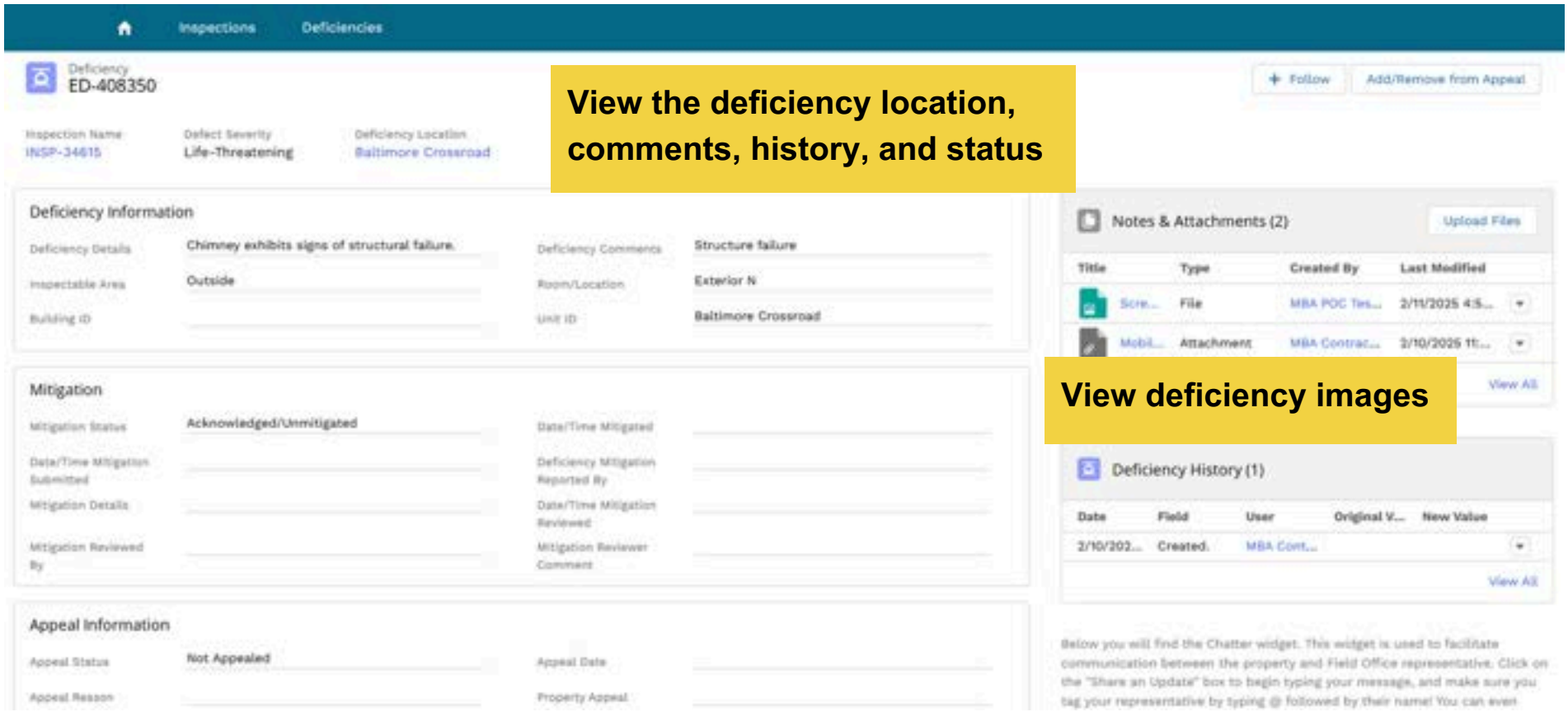
2 | Click the **Deficiency Name,** or click **View All** to see all deficiencies for the inspection.



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



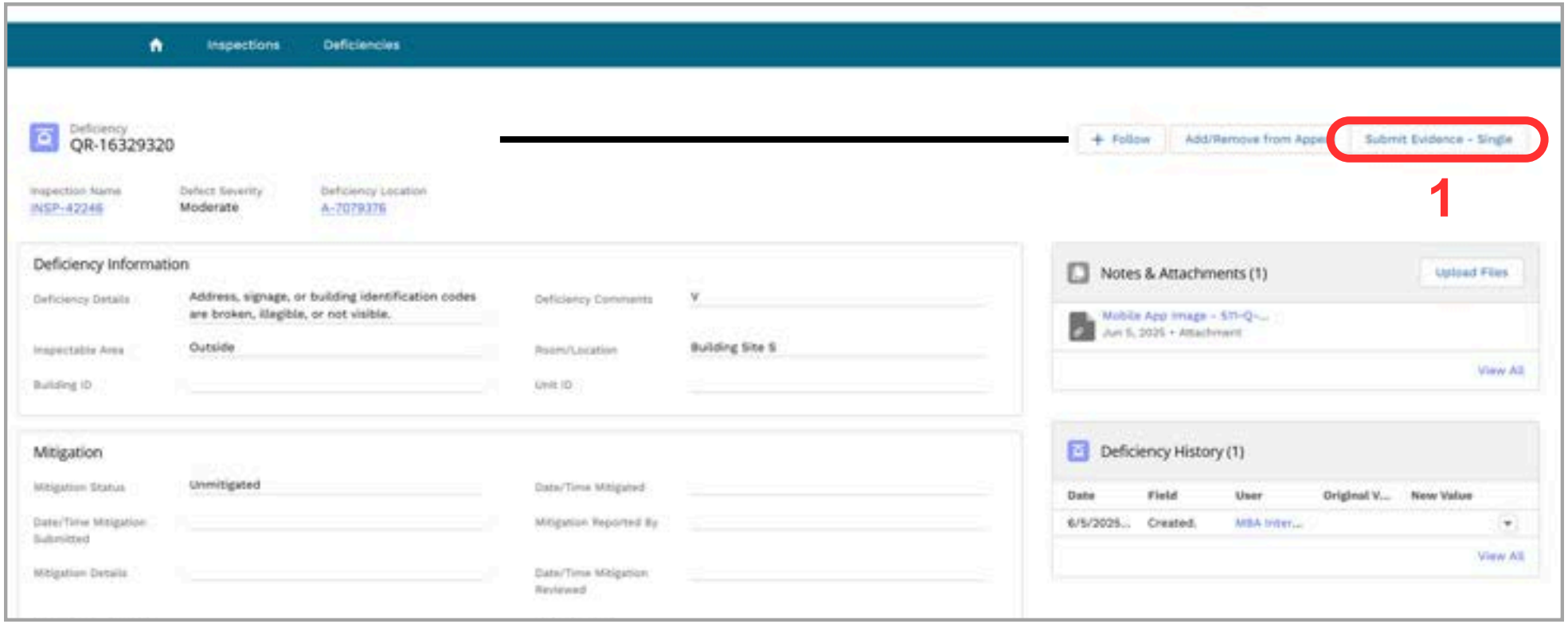
View Deficiency Details



Submit Evidence of Mitigation

Submit Single Evidence of Mitigation

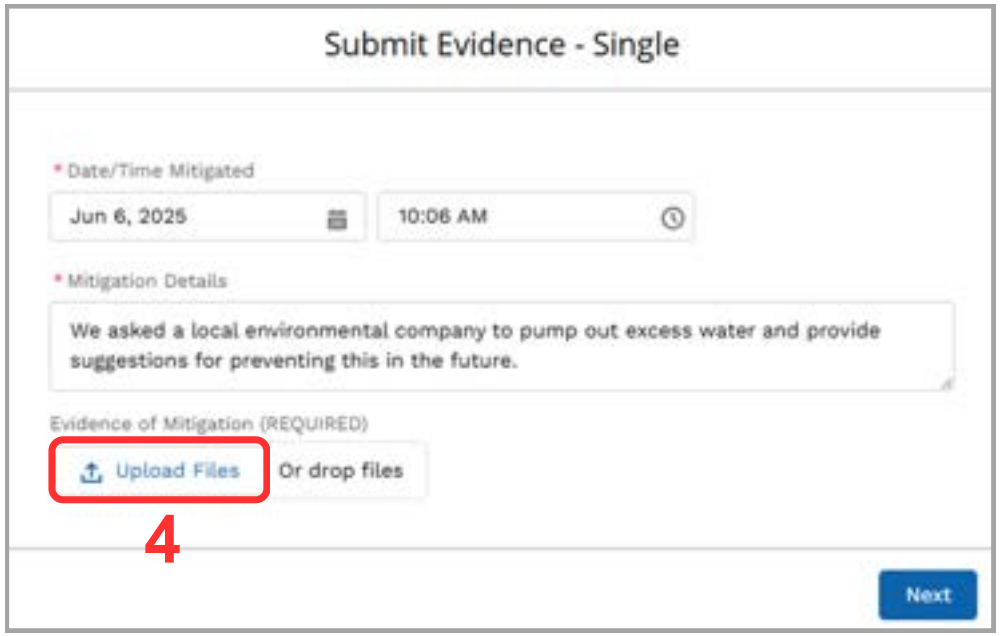
1 | Click **Submit Evidence - Single** on a Deficiency record.

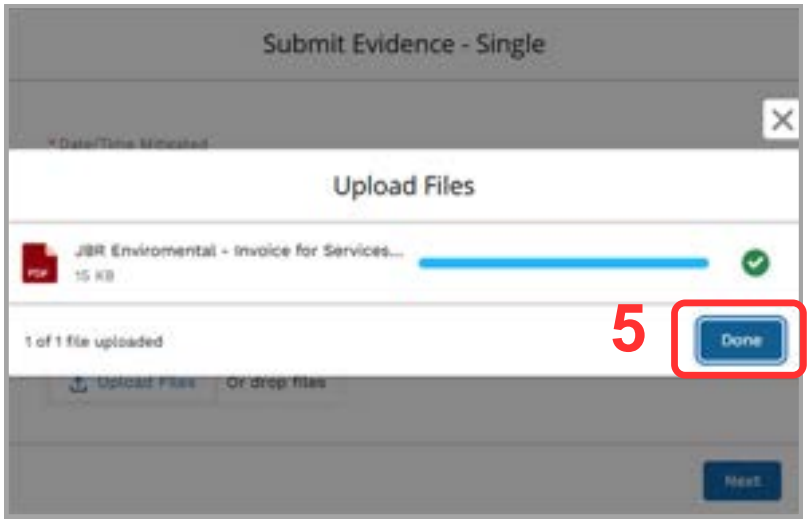


Submit Single Evidence of Mitigation

4 | Click **Upload Files** to select a file, or drag and drop files from your device.

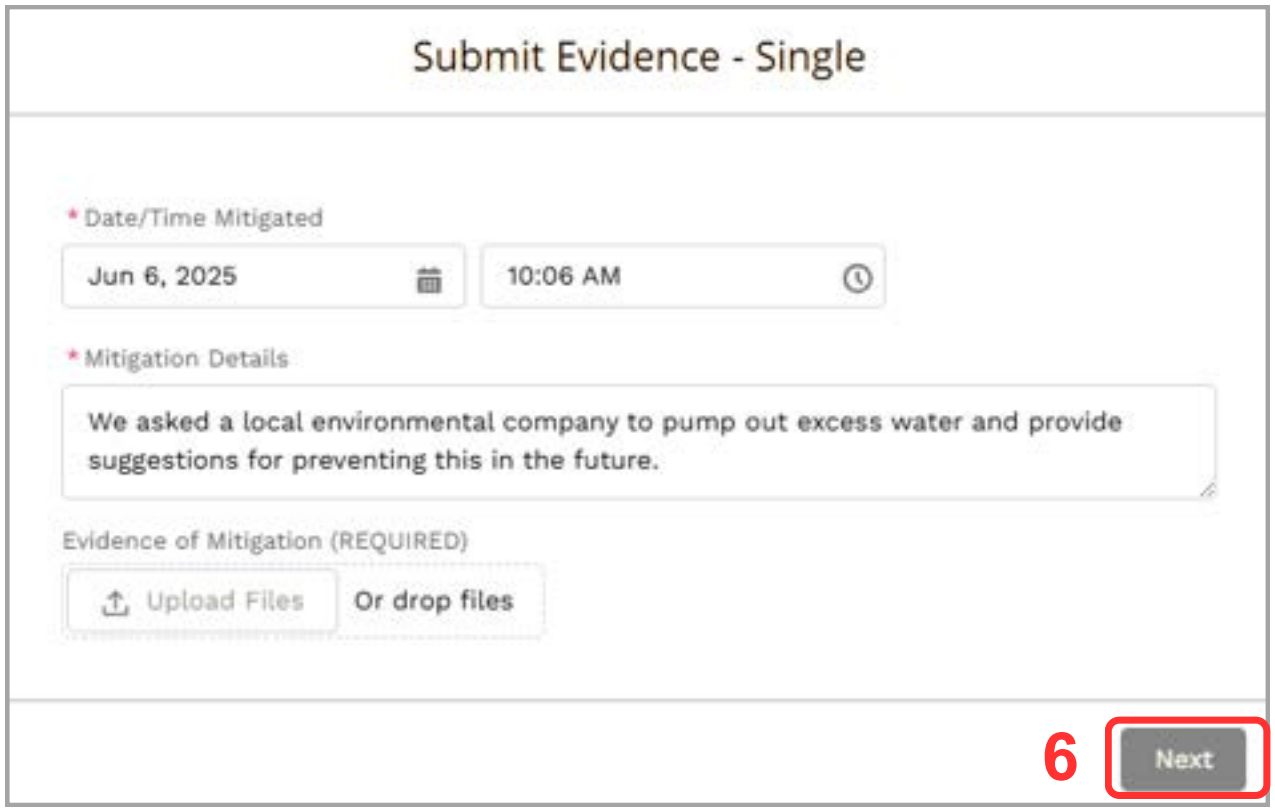
5 | Click **Done** when the file finishes uploading.



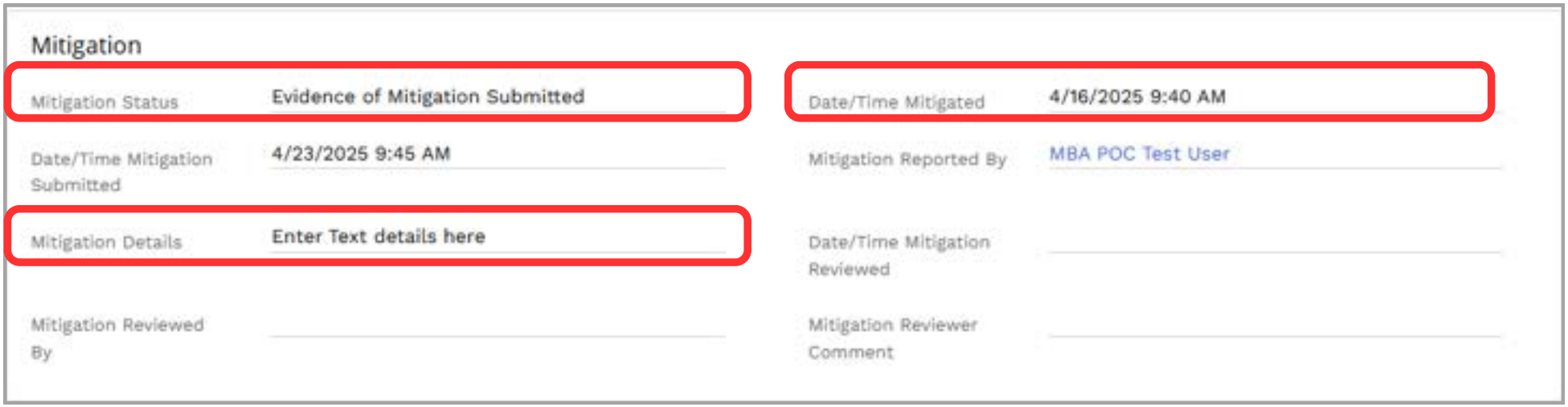


Uploaded files and images will appear under **Notes and Attachments.**

6 | Click **Next** to submit the mitigation evidence.



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



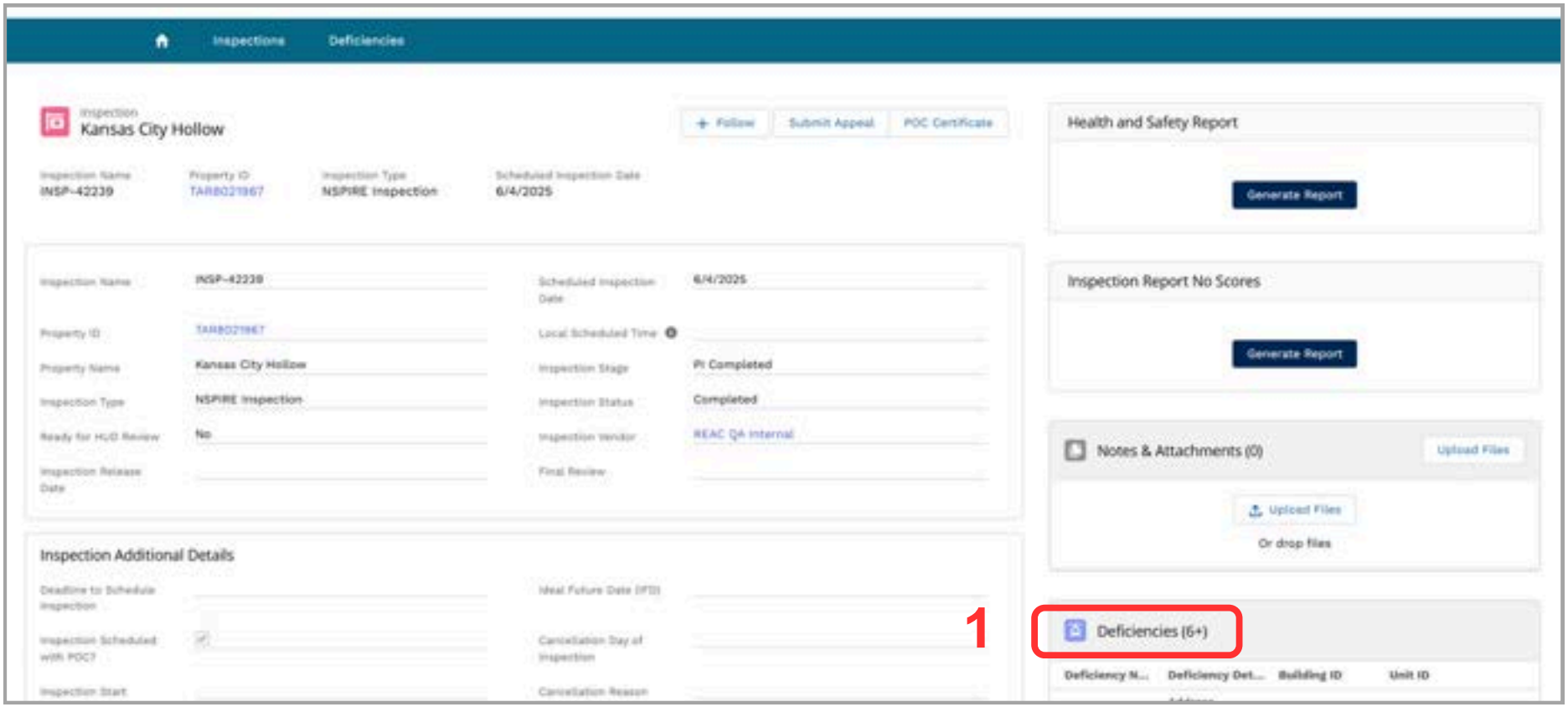
Submit Evidence of Mitigation in Bulk

Users with evidence of mitigation that applies to more than one deficiency may choose to Submit Evidence of Mitigation in **Bulk**.

User will need to navigate to the **Inspection** record and follow steps 1-11 starting on page **21**.

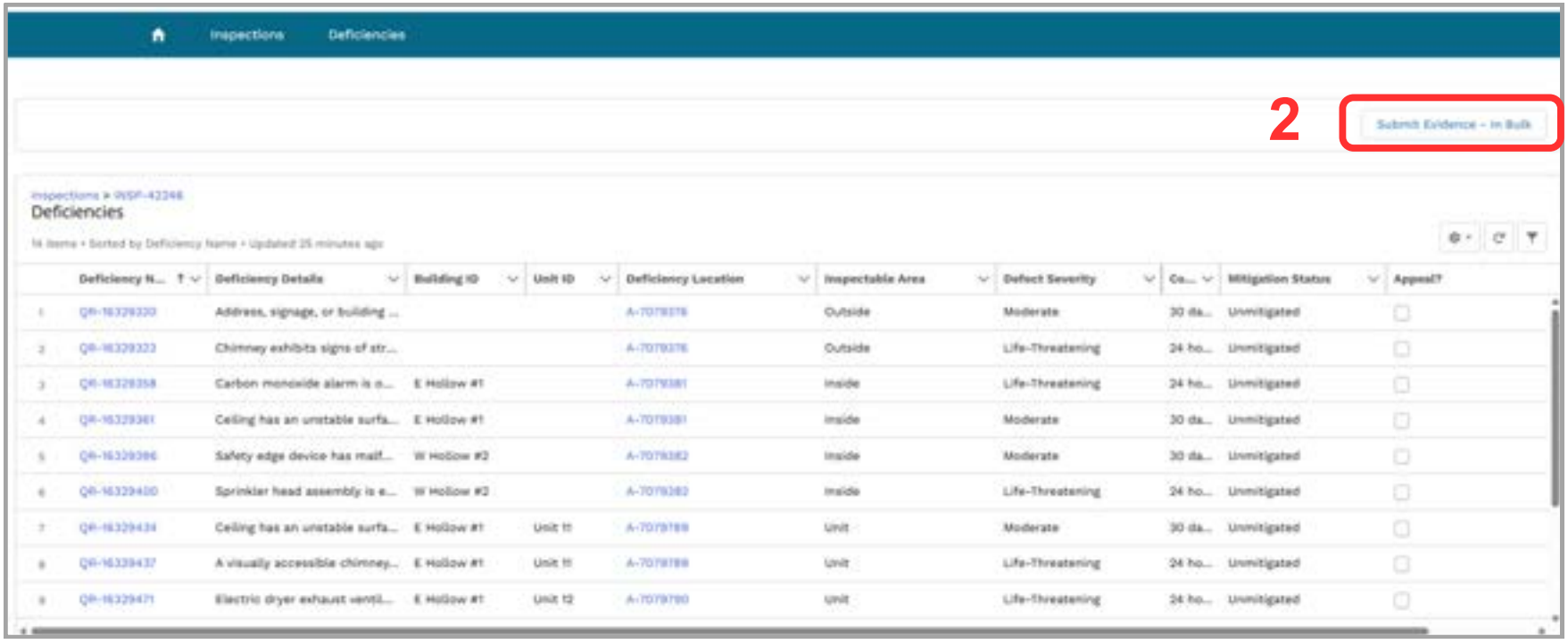
Submit Evidence of Mitigation in Bulk

1| Click the **Deficiencies** header from the **Inspection record** page.



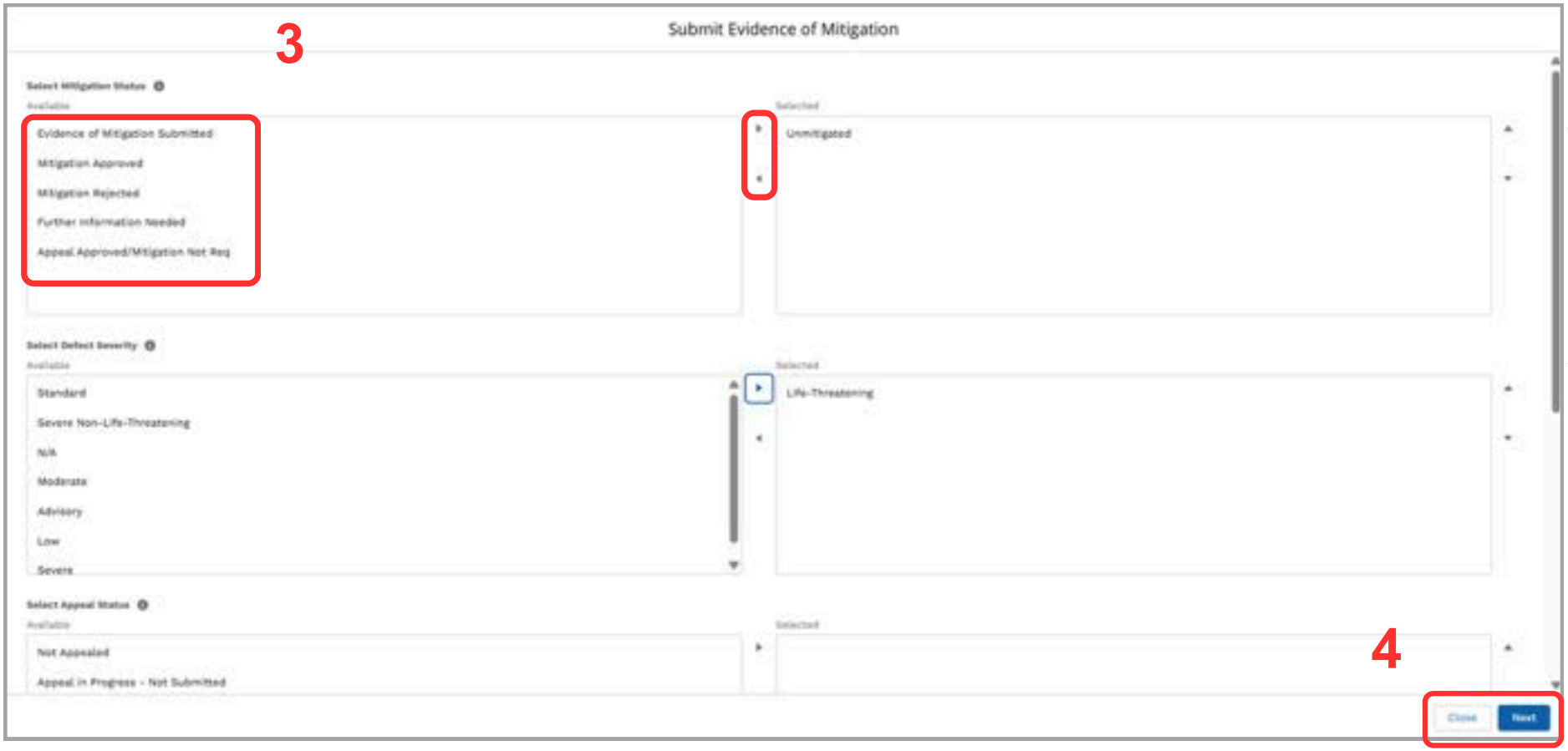
Submit Evidence of Mitigation in Bulk

2| Click **Submit Evidence - Bulk** on the Deficiencies list view



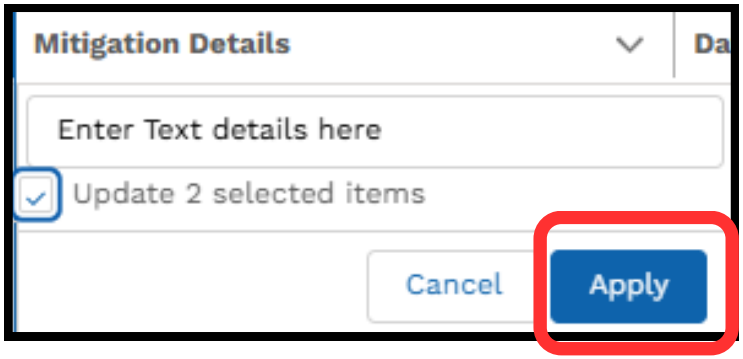
3 | Select a filter from the options on the left and use the arrows to add/remove from the Submission List View.

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



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

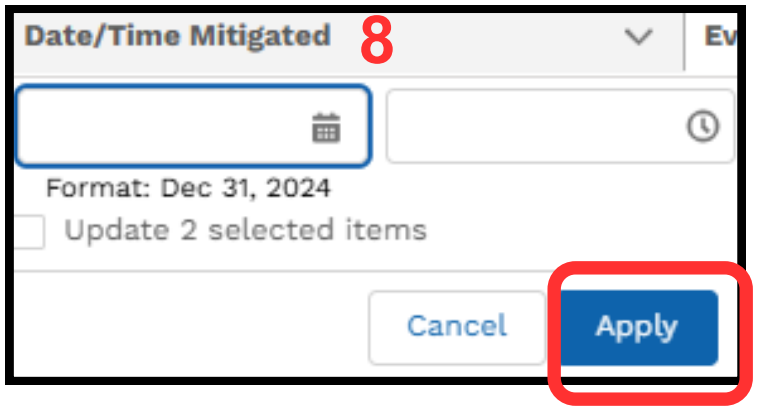
6 | Click **Pencil** icon on the Mitigation Details field to enter details.



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

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

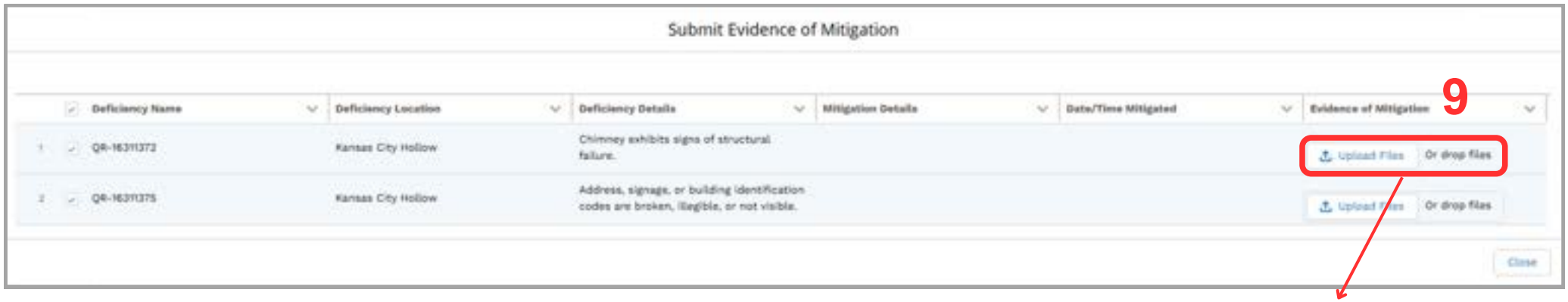
8 | Enter the **Date** and Time mitigated.

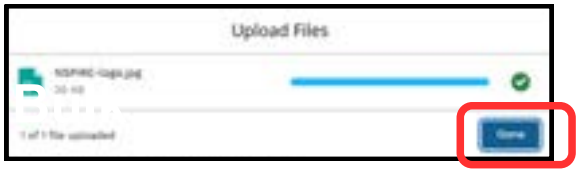


Use the **Update Selected items** checkbox to apply Date/Time Mitigated to all selected rows

9 | Select **Upload Files** next to each deficiency that needs to be updated with the file.

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





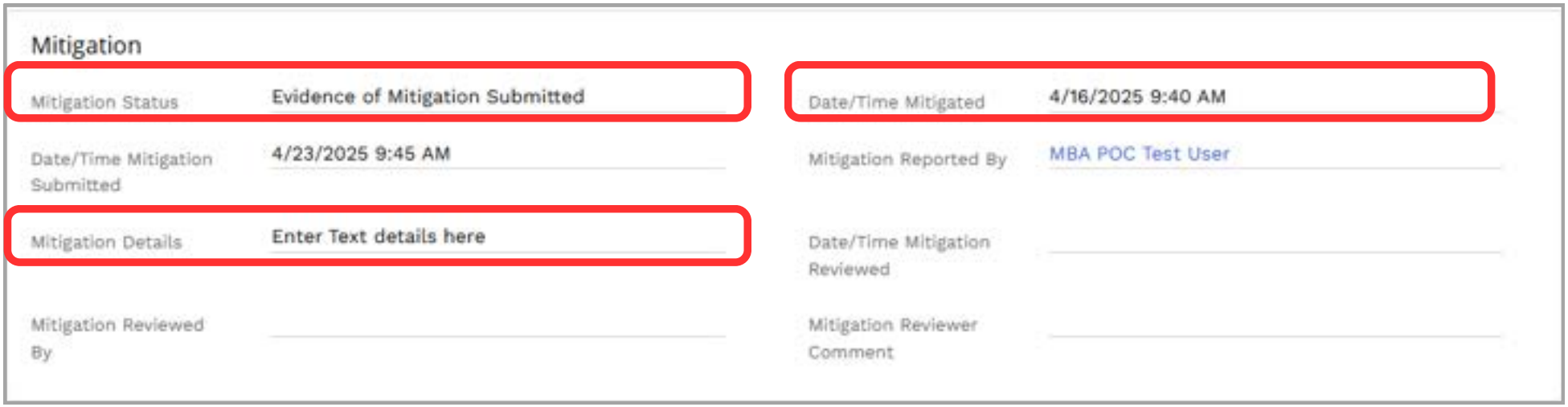
Use the **Update Selected items** checkbox to apply Uploaded Files to all selected rows

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

NOTE: Mitigation details, date/time mitigated, and evidence of mitigation MUST be completed for every LT&S deficiency. Once all fields have been completed, the SAVE button will appear.

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.



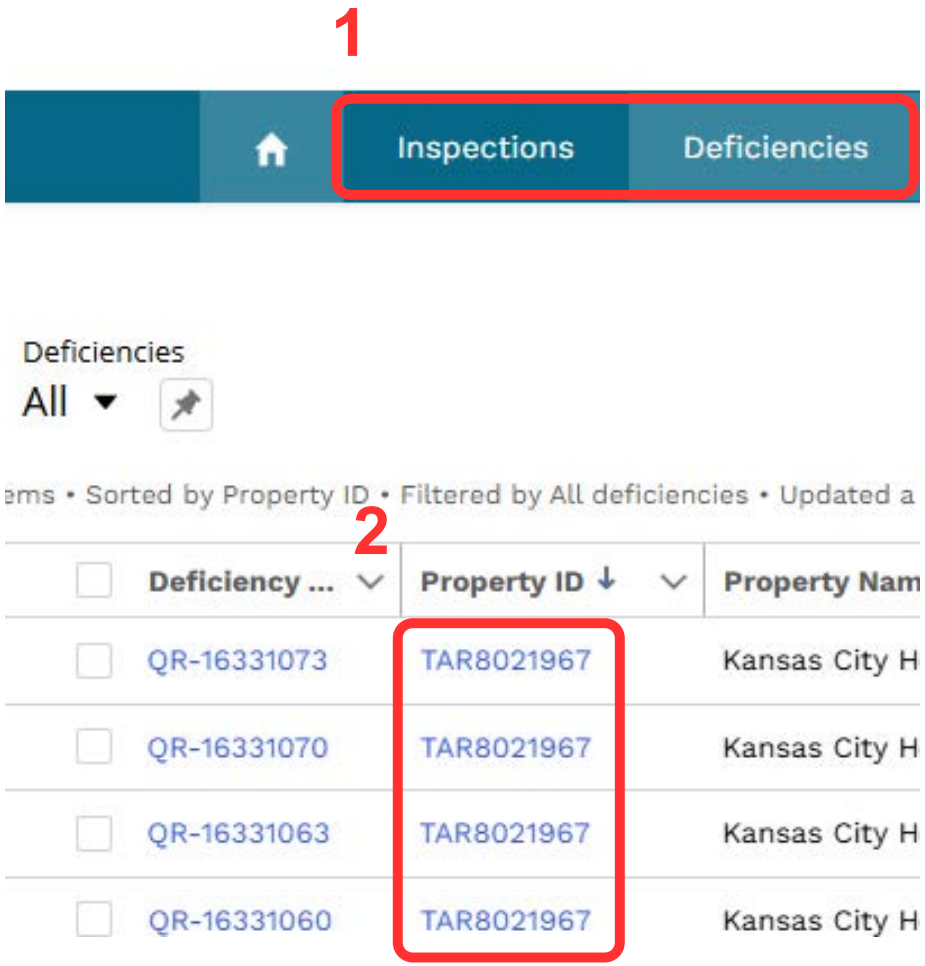
POC Certificate Upload

POC Certificate upload for Lead-Based Paint

Lead-Based Paint Certificates and Disclosure forms may be added using the **POC Certificate** option on the Property Page.

1 |Select either the **Inspection** or the **Deficiency** tab at the top of the page.

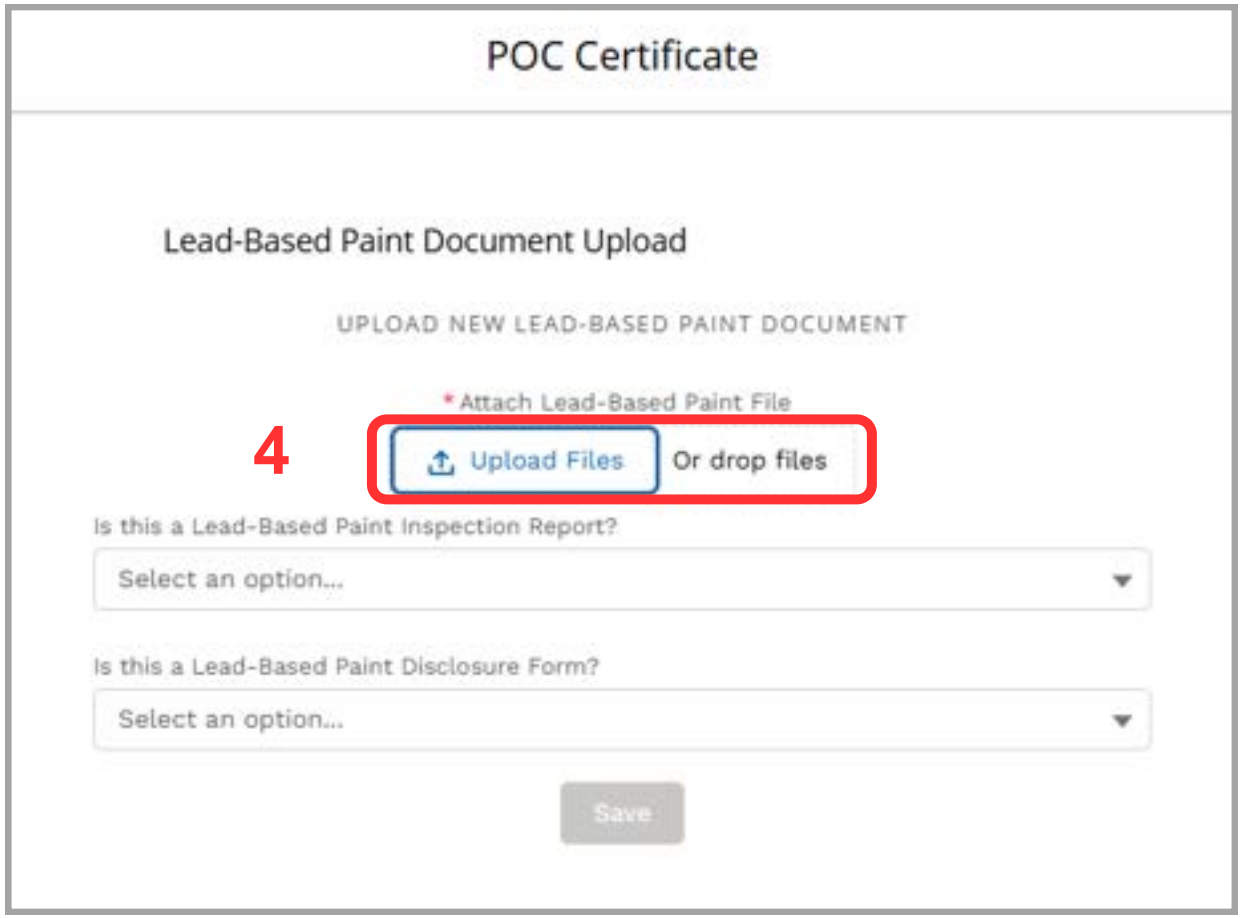
2 | Select the appropriate **Property ID** using the blue ID link.



POC Certificate Upload

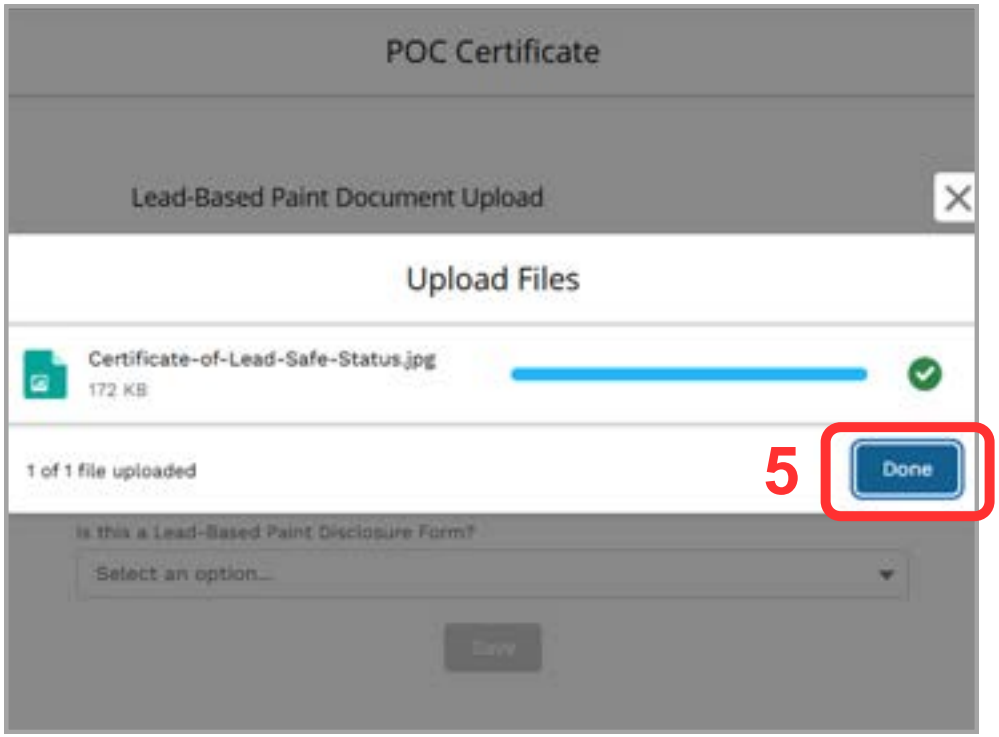
3 | Click the **POC Certificate** button in the right-hand corner of the property record.

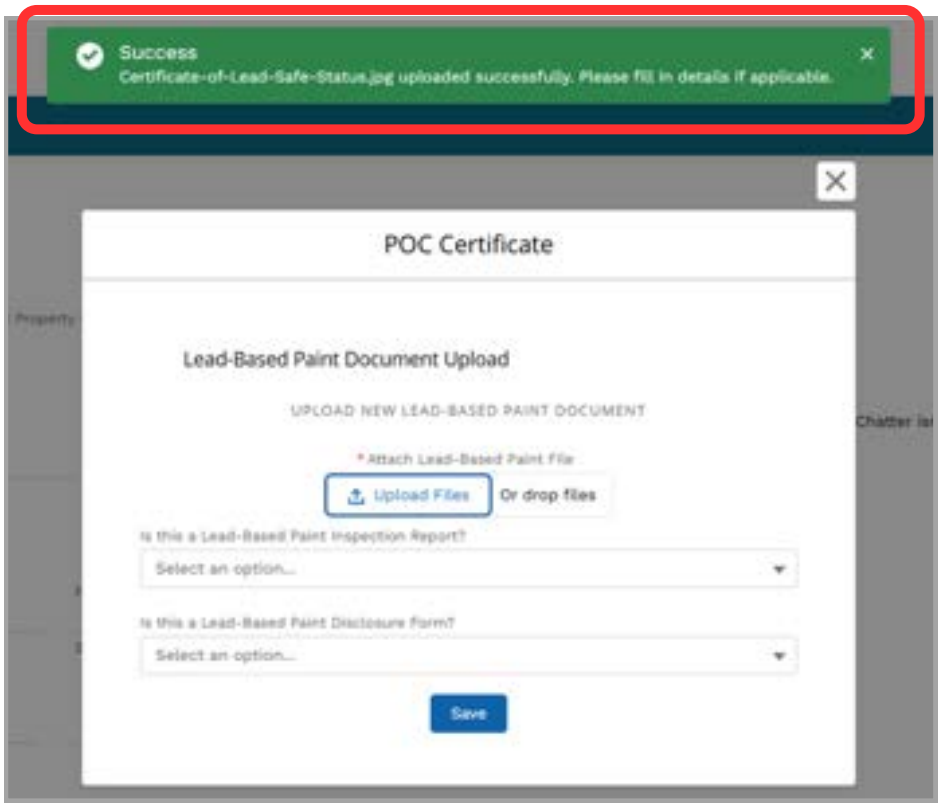
4 | Click **Upload Files** or drag and drop files to add a certificate to the property. Files accepted include jpeg, png and pdf.



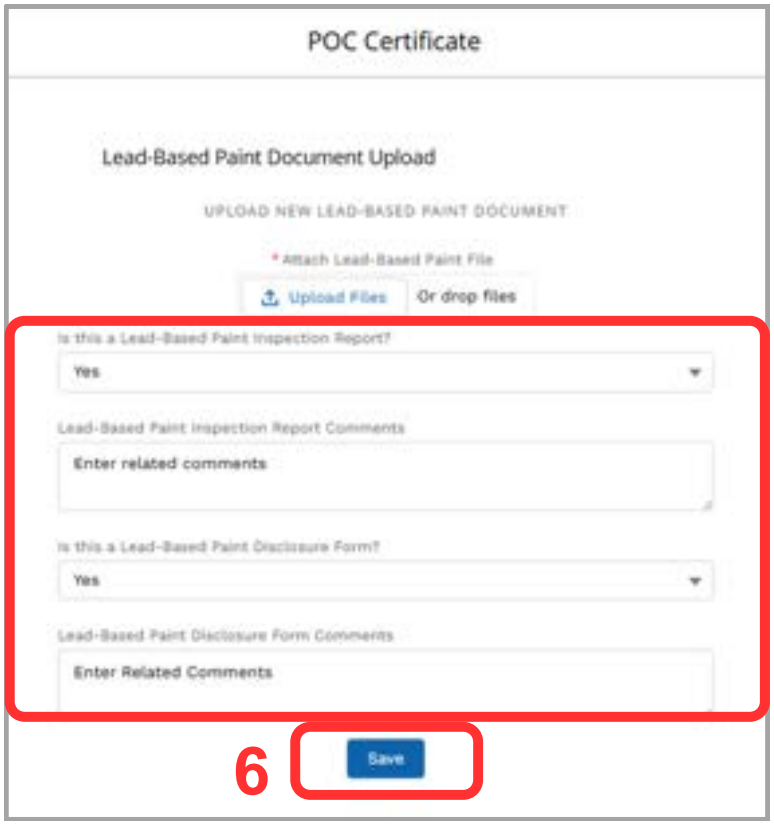
5 | Once you have added the file, click **Done**.

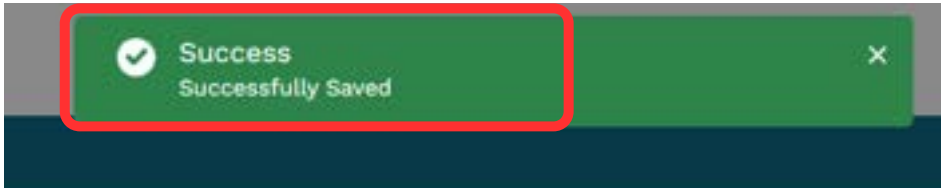
A green pop-up box will flash to confirm the file upload was a success.





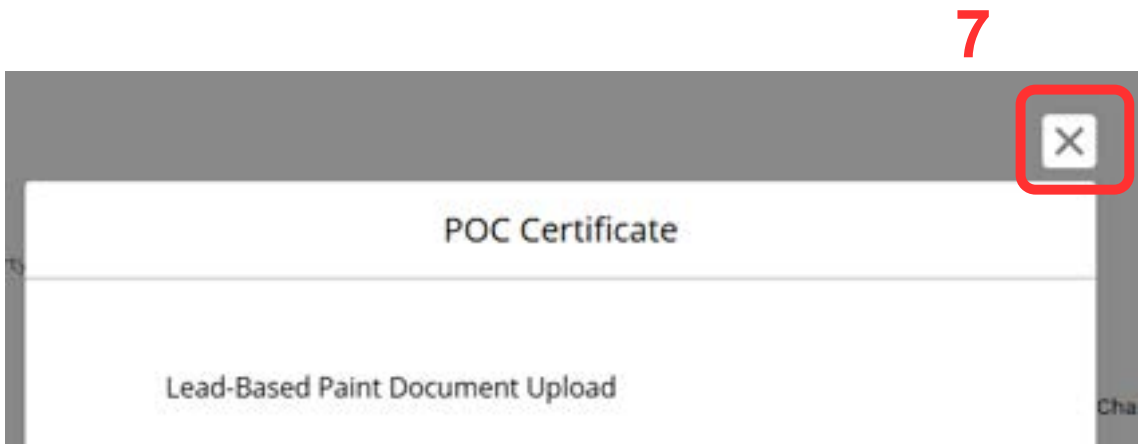
6 | Answer the additional questions and enter any related comments if either one of the answers are **Yes**. Click **Save.** A green box will flash to confirm the save was a success.





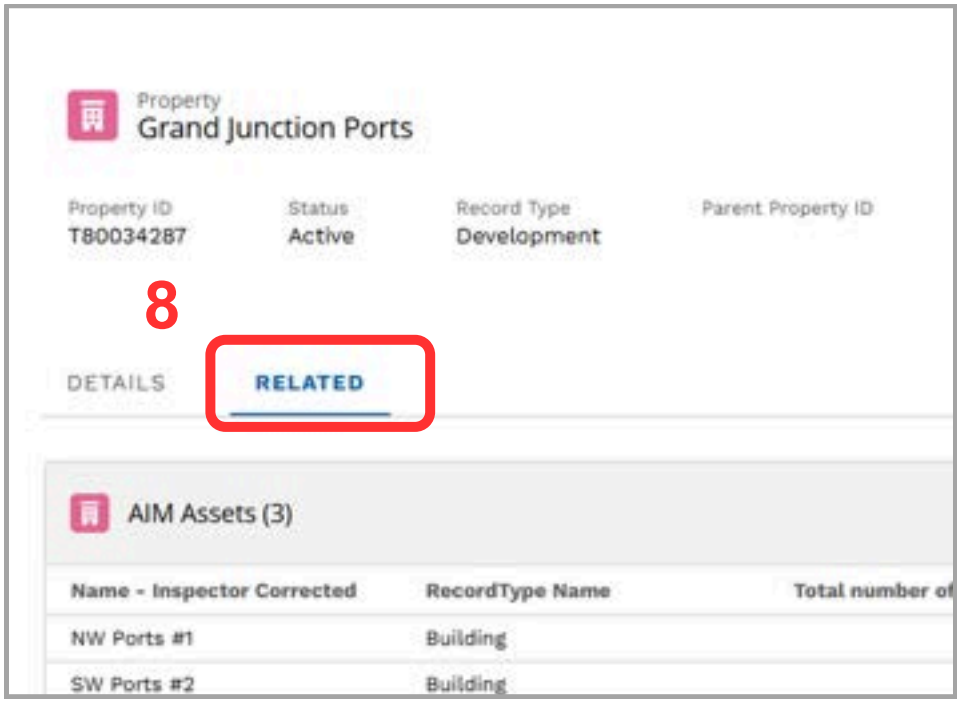
Repeat steps 4-6 to add as many files as needed.

7 | Select the **X** in the upper corner of the window when all files have been added.



8 | The certificates and disclosure forms will appear on the related tab of the property.

From there, you can click on the certificate link to view the comments and attachment.



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

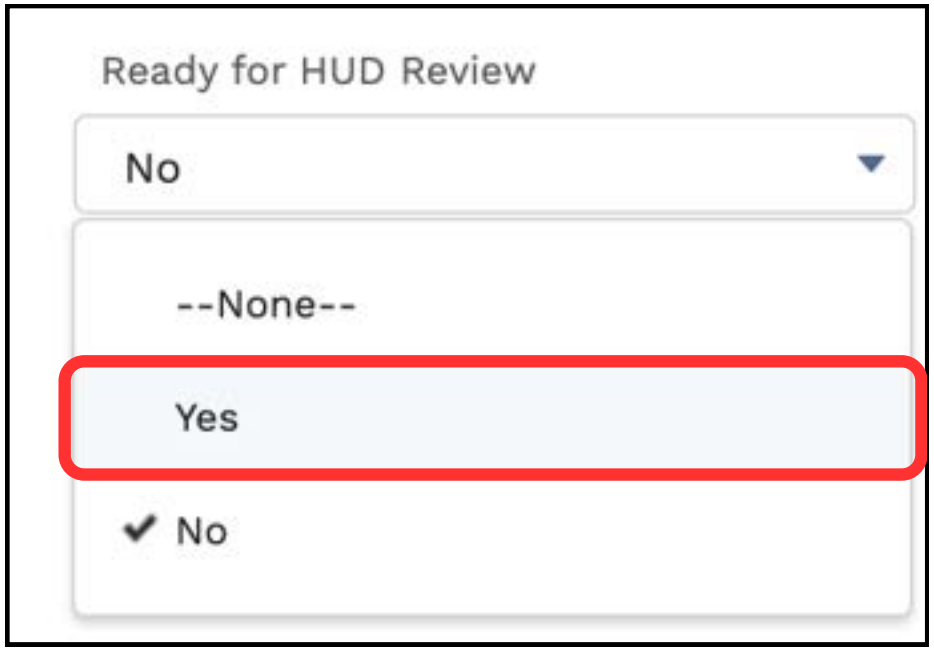
Who finalizes appeals?

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

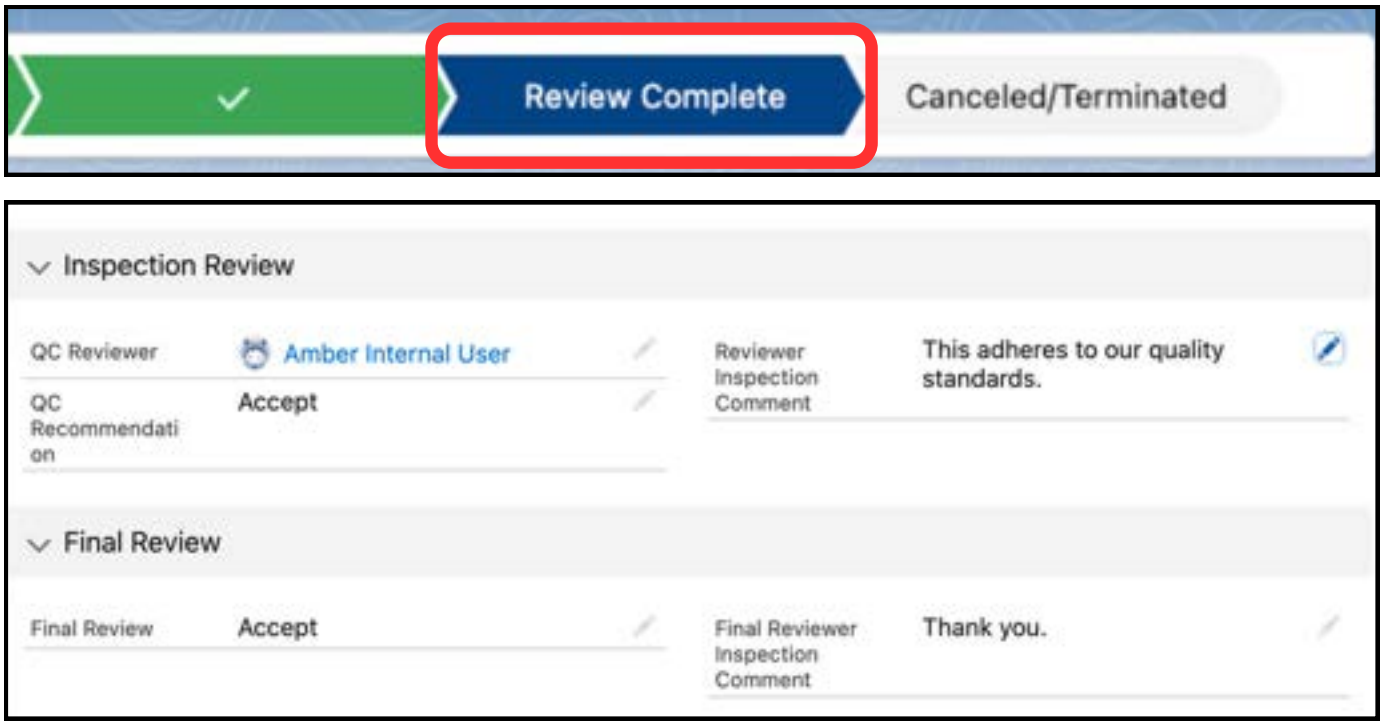
Following the completion of a physical inspection, the Vendor Admin Quality Control user selects **Yes** for the **Ready for HUD Review** field in the Vendor Experience.



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.

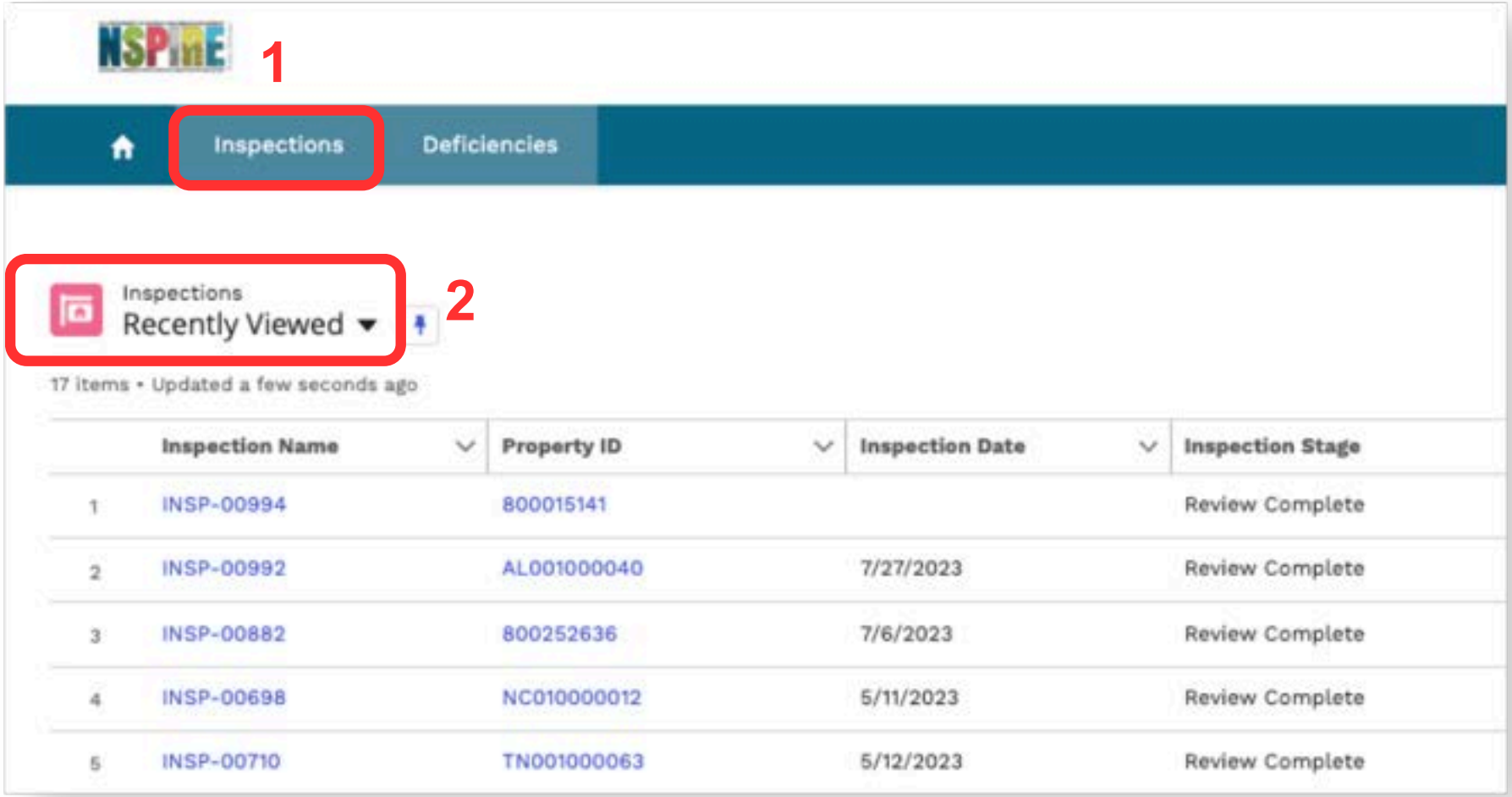
Once HUD Quality Control Users and Supervisors complete their reviews, the Inspection Stage moves to **Review Complete.** The Property POC can then submit an appeal **within a 60-day window.**



Locate an Inspection to Appeal

1 | Click the **Inspections tab.**

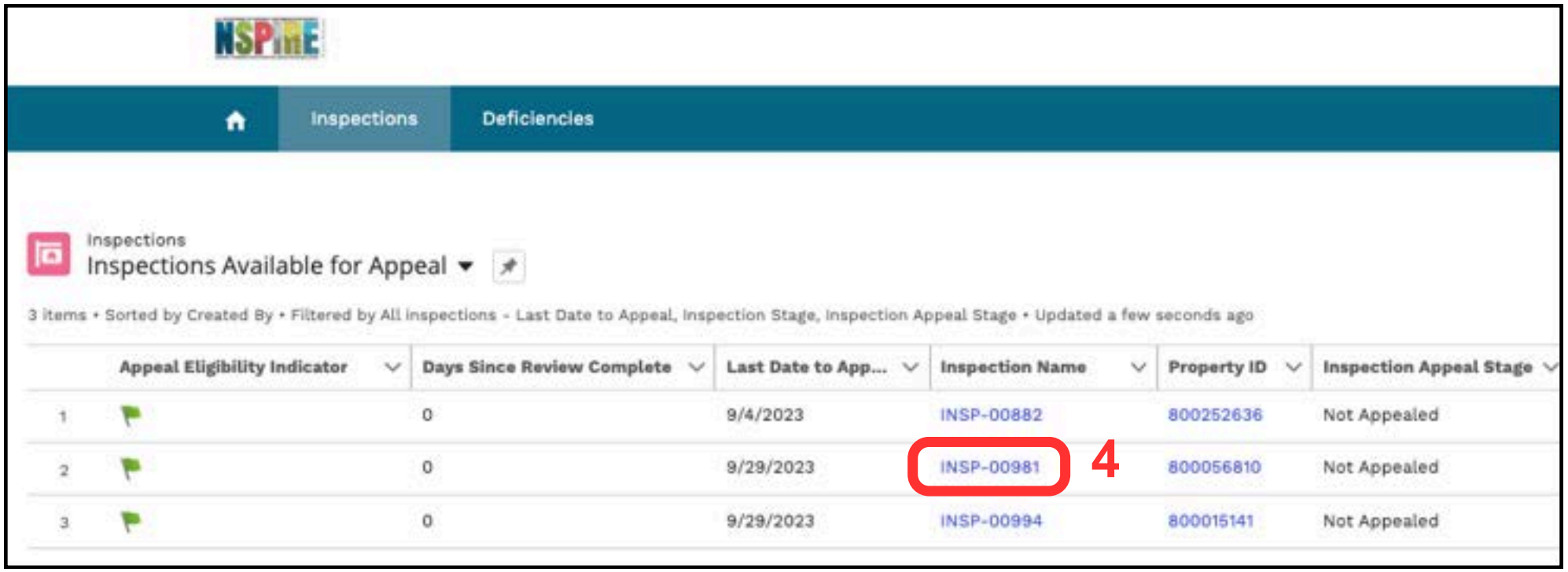
2 | Click the caret next to **Recently Viewed.**



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

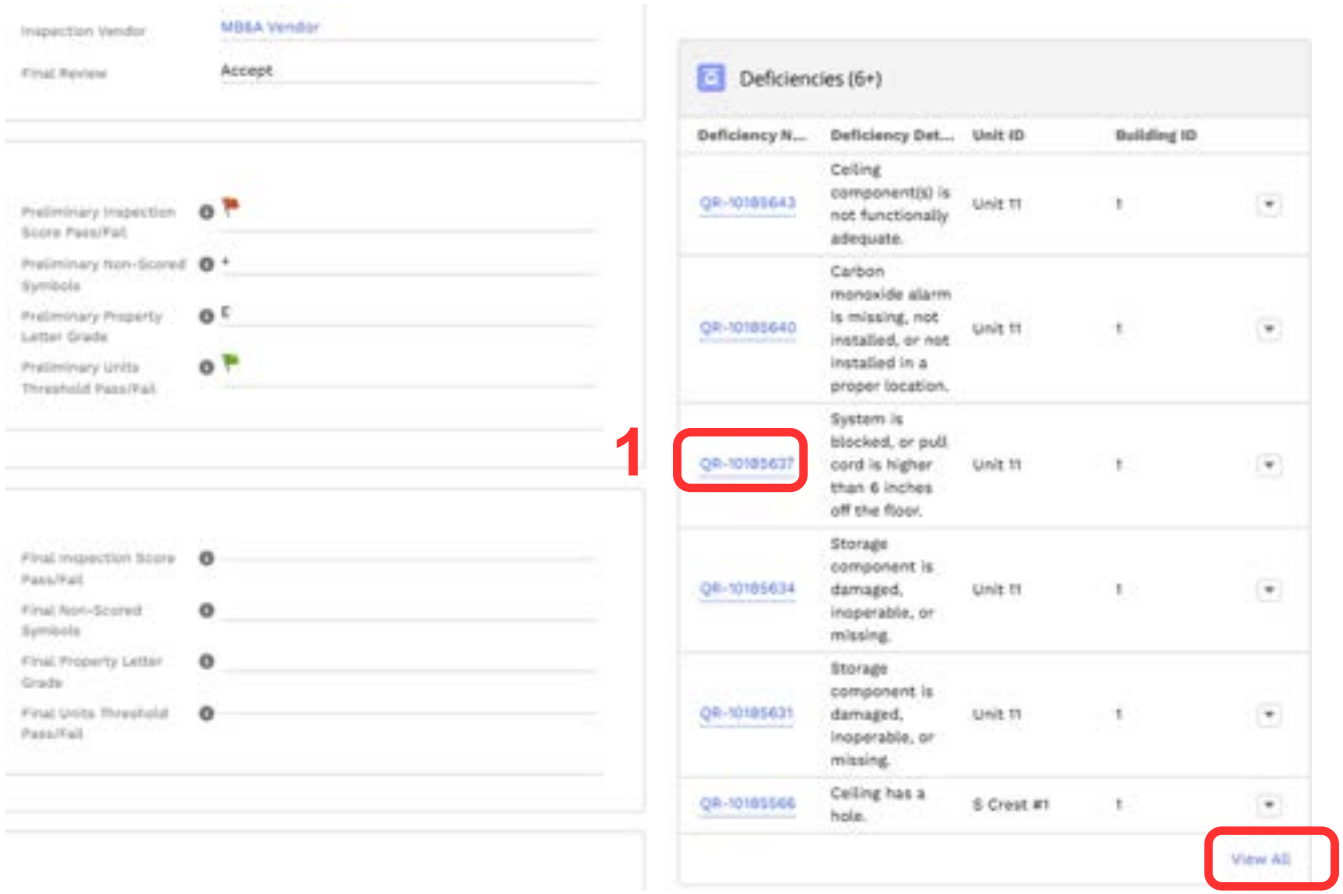
NOTE: This list view shows all inspections with an Inspection Stage of **Review Complete,** that have not yet been appealed.

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

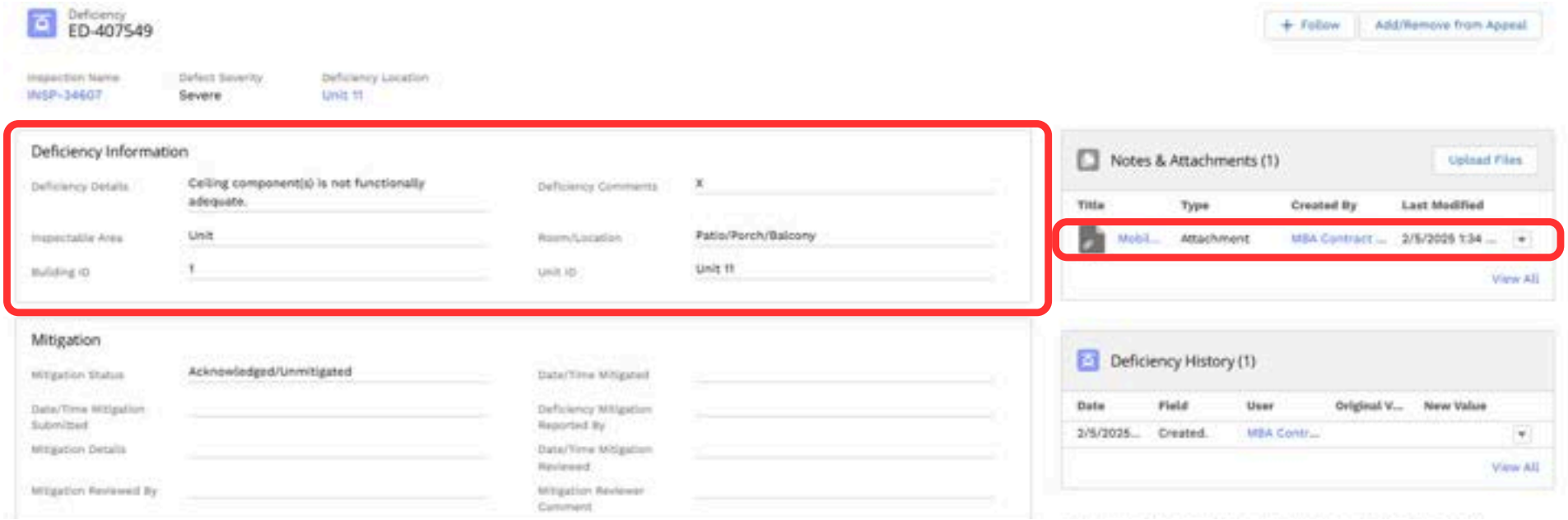


Add a Deficiency to the Appeal

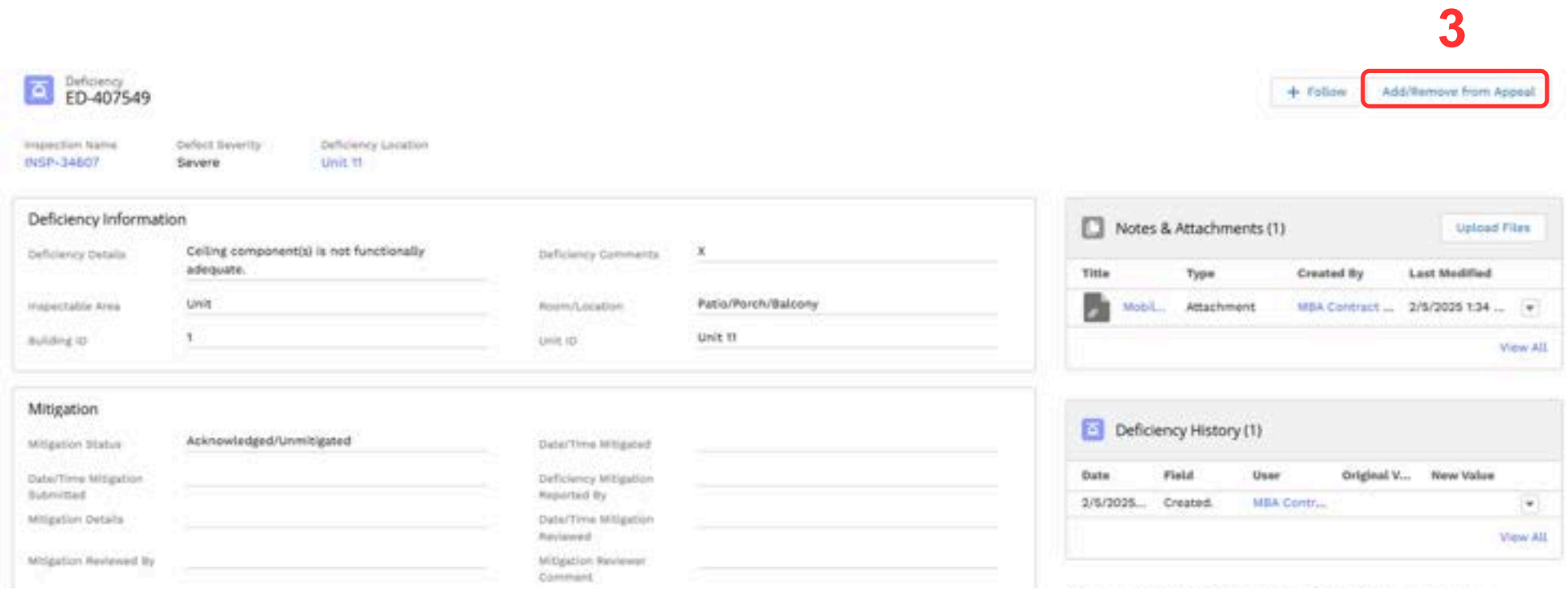
1 | Click a **Deficiency Name,** or click **View All** under “Deficiencies” to review the full list.



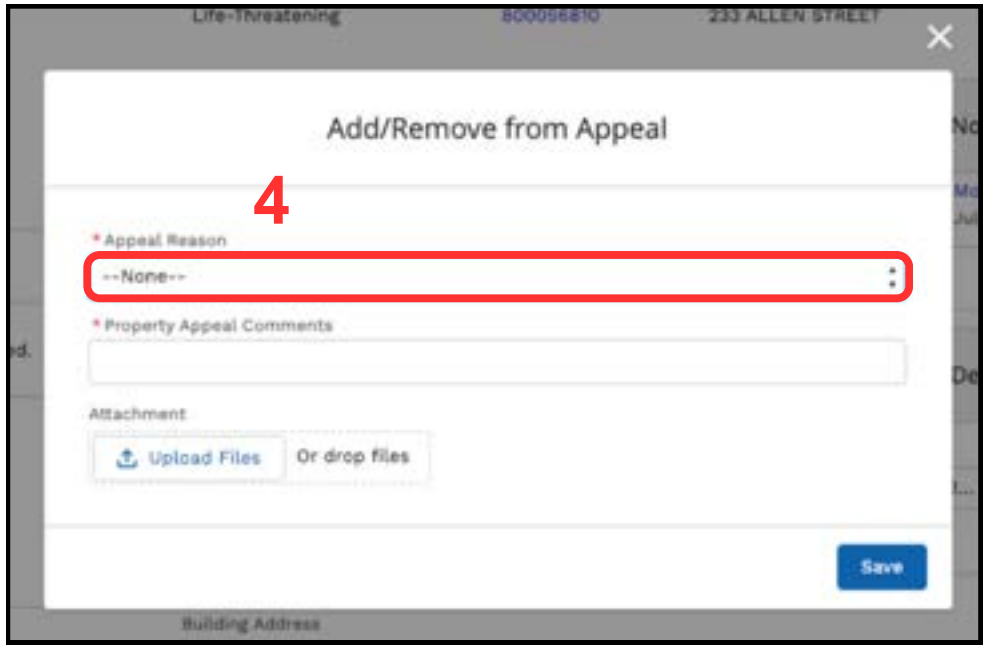
2 | **Review** the deficiency location, inspector comments, and deficiency photos submitted by the inspector.



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

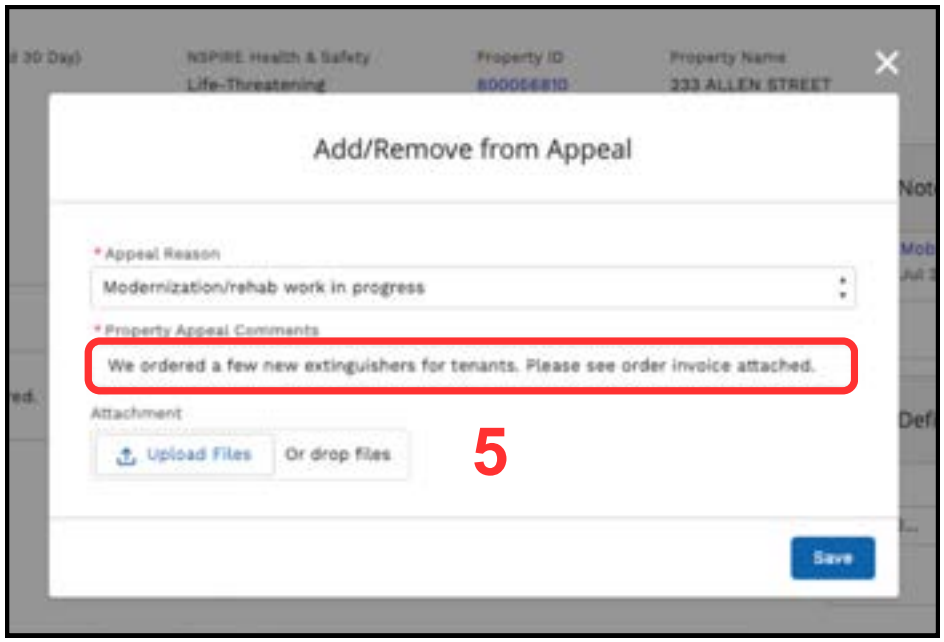


4 | Select an **Appeal Reason** from the dropdown picklist.



Appeal Status - Available Values

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



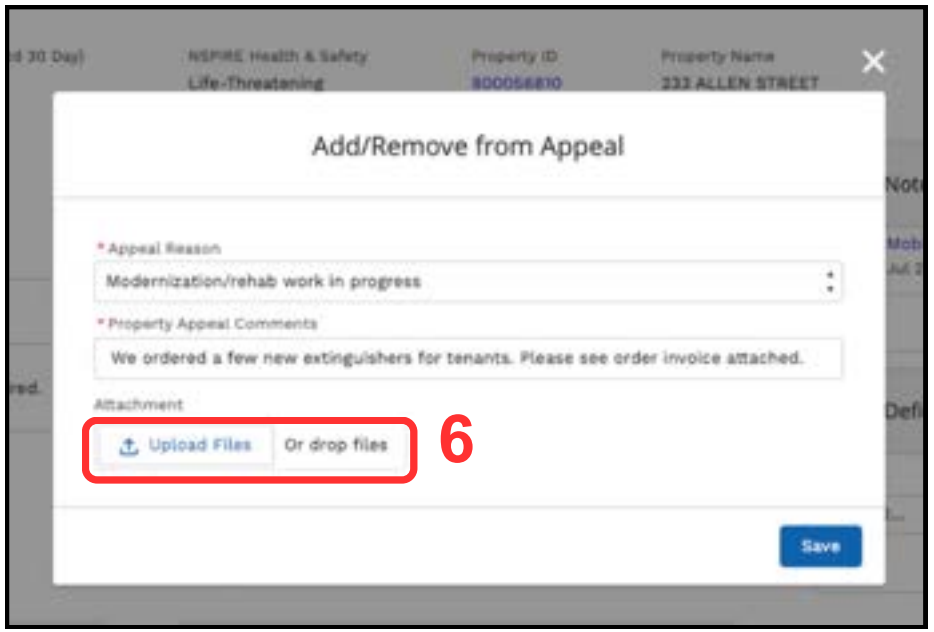
6 | Click **Upload files,** or drag and drop files to add supporting documents or images (optional)

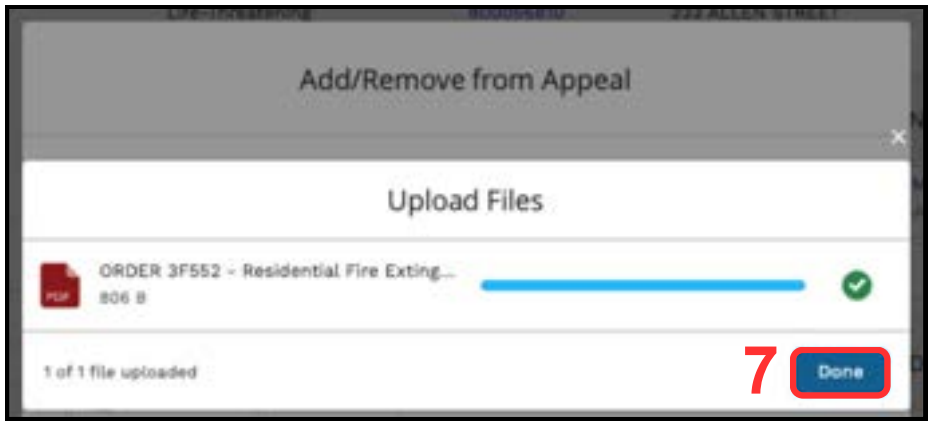
One file can be uploaded at a time.

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., xlxs., gif, jpg, and png.



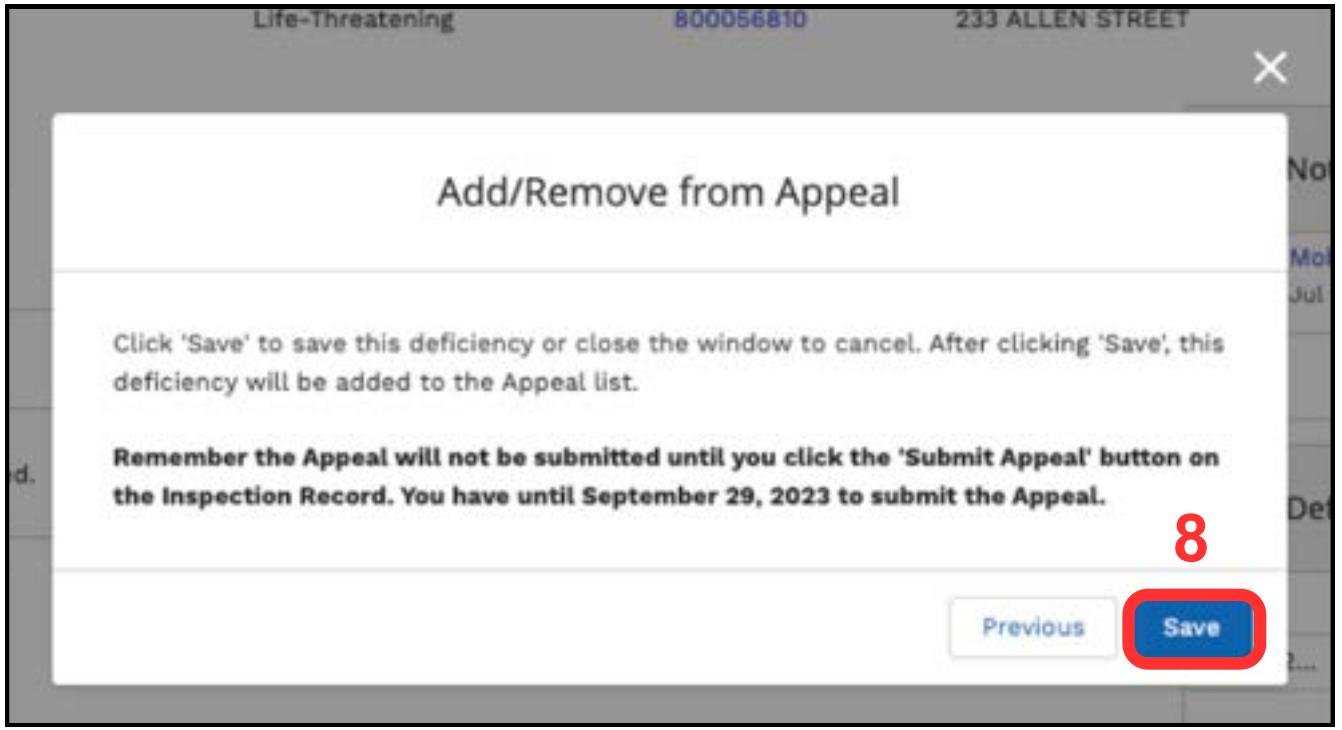


8 | Click **Save** to finish adding the deficiency to the appeal.

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

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

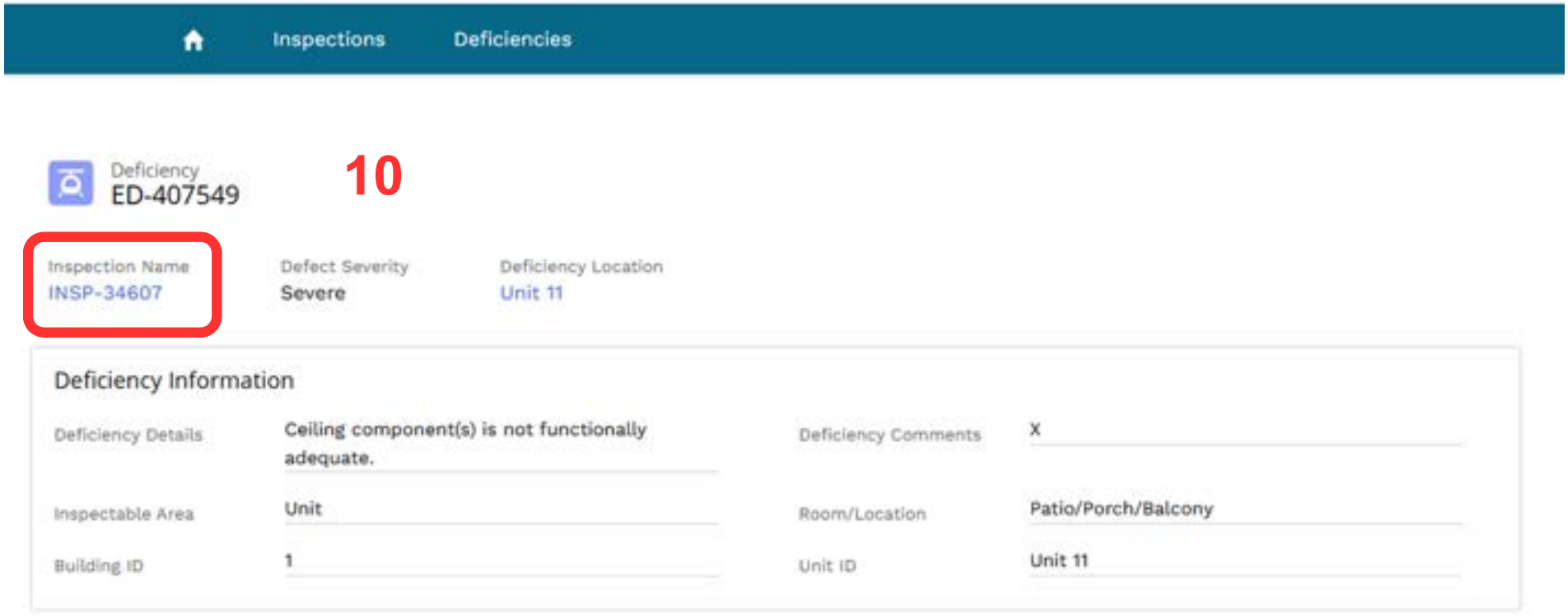
Clicking **X** will erase any data you have entered.



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

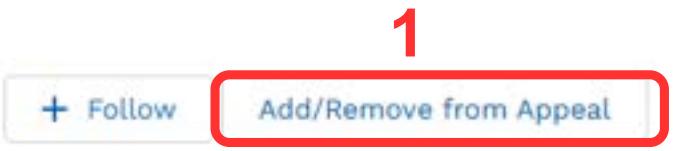
- The **Appeal?** box will be checked.
- The current date will be entered for **Appeal Date**.
- The **Appeal Status** value will be **Appeal in Progress - Not Submitted**.

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



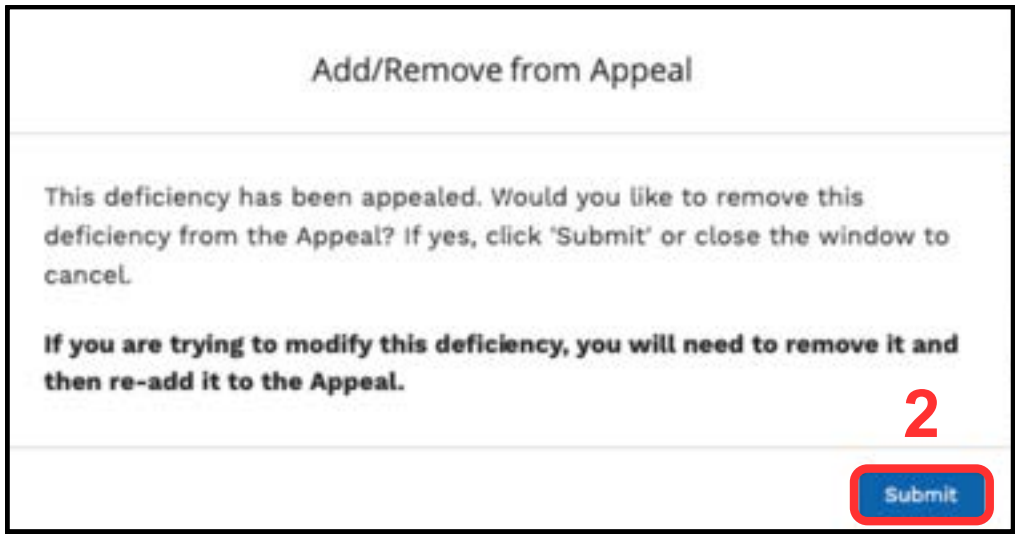
Remove a Deficiency from the Appeal

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.

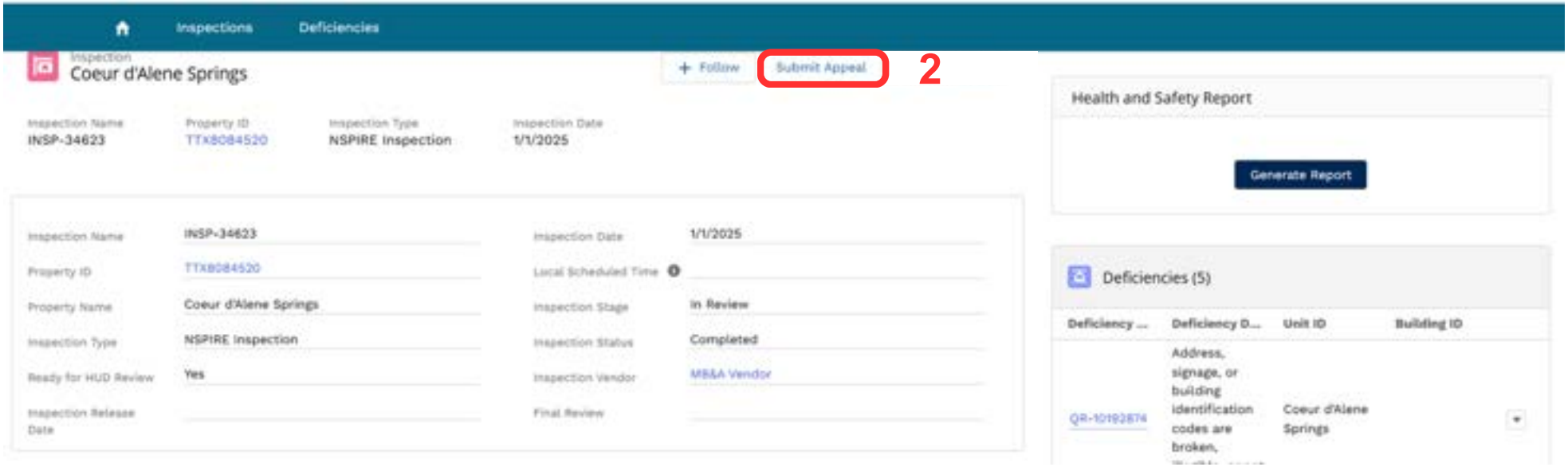
1 | Follow the steps to **Remove a Deficiency from the Appeal.**

2 | Follow the steps to **Add a Deficiency to the Appeal.**

Submit the Appeal

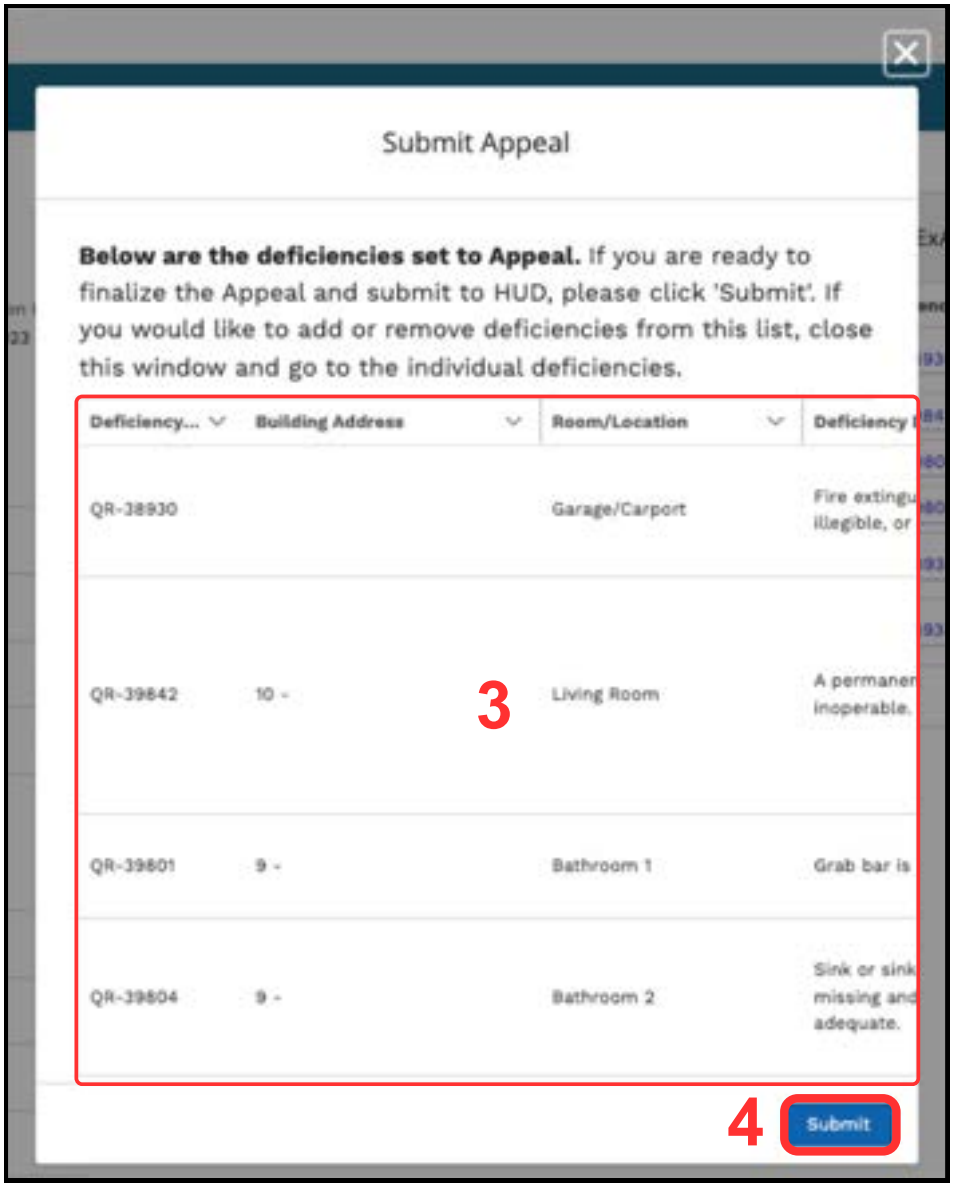
1 | Navigate to the **Inspection record.**

2 | Click **Submit Appeal.**



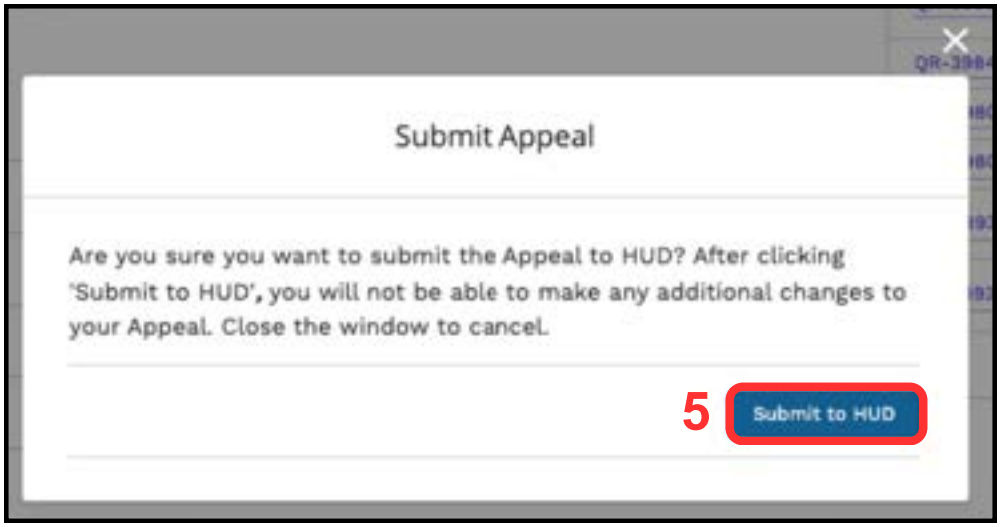
3 | Review the **Deficiencies list** in the modal window to ensure that you have added the correct deficiencies.

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



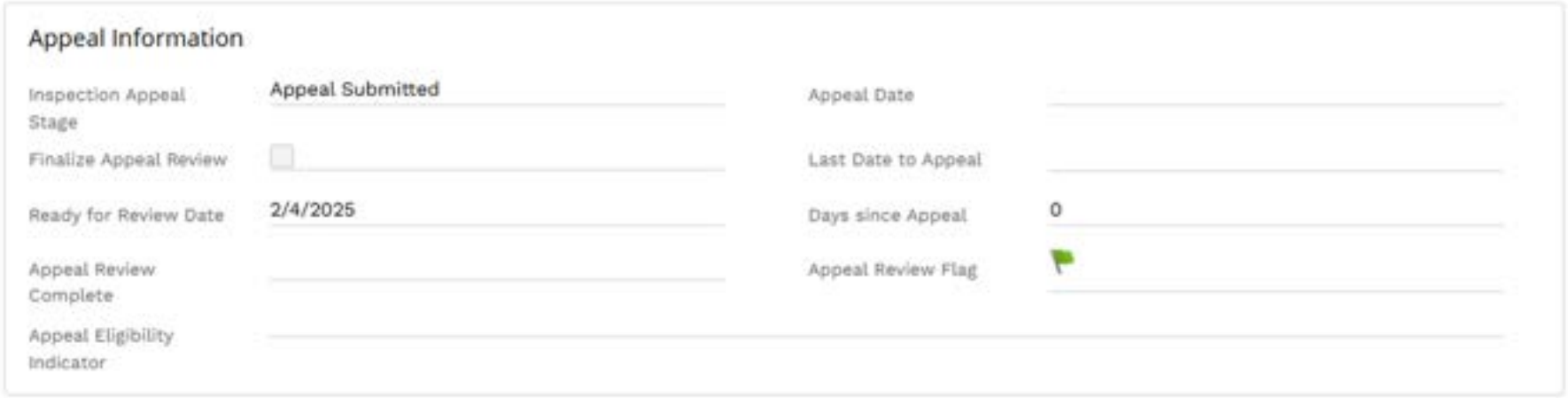
5 | If you clicked Submit, click **Submit to HUD** to finish submitting the appeal.

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

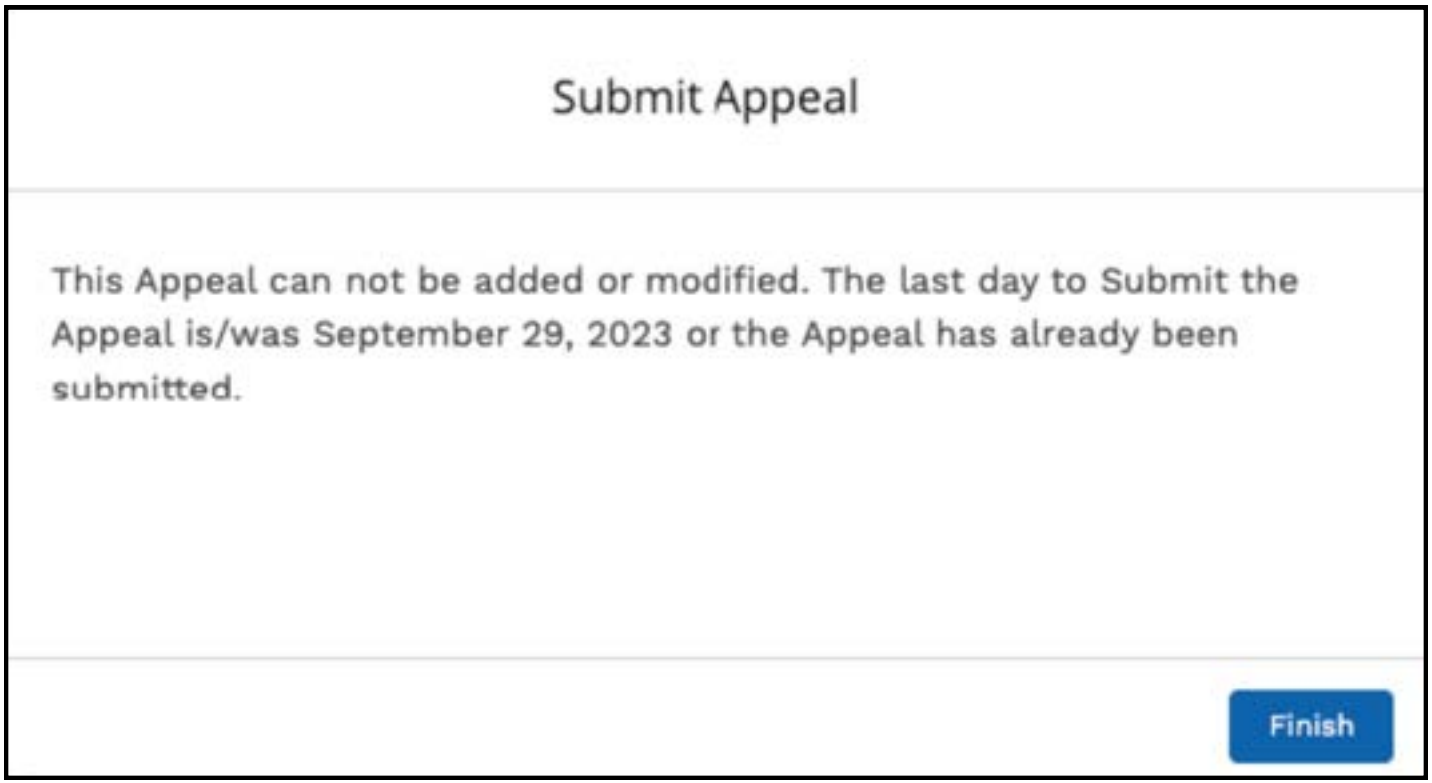


6 | Scroll down on the inspection record to review updated **Appeal Information** fields:

- 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.**



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.



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.**

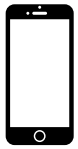
In order to submit an appeal:

- 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