



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.

Table of Contents

Navigate the App

Submit Evidence of Mitigation

Submit Single Evidence of Mitigation

Submit Evidence of Mitigation in Bulk

POC Certificate Upload

Submit Appeals

Add a Deficiency to the Appeal

Remove a Deficiency from the Appeal

Submit the Appeal

Troubleshooting



Click the **book icon** on any page to return to the Table of Contents.



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

The screenshot shows the NSPIRE app interface. At the top, there is a navigation bar with a home icon, 'Inspections', and 'Deficiencies'. Below this is a header for 'Inspections My Completed Inspections' with a dropdown arrow and a pin icon. A search bar on the right says 'Search this list'. Below the header is a table with 11 rows of inspection data. Three yellow callout boxes with arrows point to specific UI elements: 'View/appeal inspections and deficiencies' points to the 'Inspections' tab; 'View deficiencies' points to the 'Deficiencies' tab; and 'Change/pin list view' points to the pin icon in the header.

View/appeal inspections and deficiencies

View deficiencies

Change/pin list view

	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.

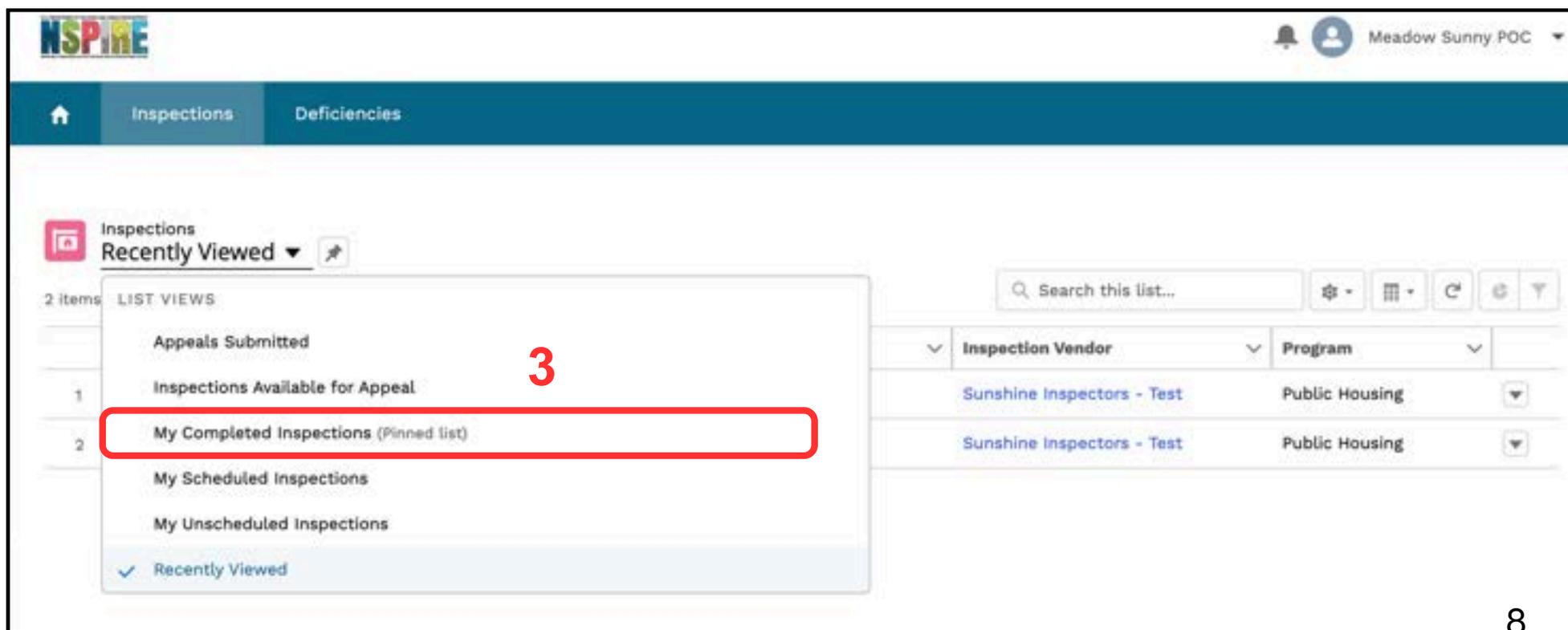
2 | Click the **caret** next to **Recently Viewed** to see all list view options.

The screenshot shows the NSPIRE app interface. At the top left is the NSPIRE logo. To its right is a red number '1' pointing to the 'Inspections' tab in the top navigation bar. The 'Inspections' tab is highlighted with a red box. To the right of the 'Inspections' tab is the 'Deficiencies' tab. Below the navigation bar, there is a view selector with a red number '2' pointing to the 'Recently Viewed' option, which is also highlighted with a red box. Below the view selector, there is a search bar and a table of inspection items. The table has columns for Inspection Name, Property ID, Inspection Date, Inspection Stage, Inspection Vendor, and Program. There are two items listed in the table.

	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.

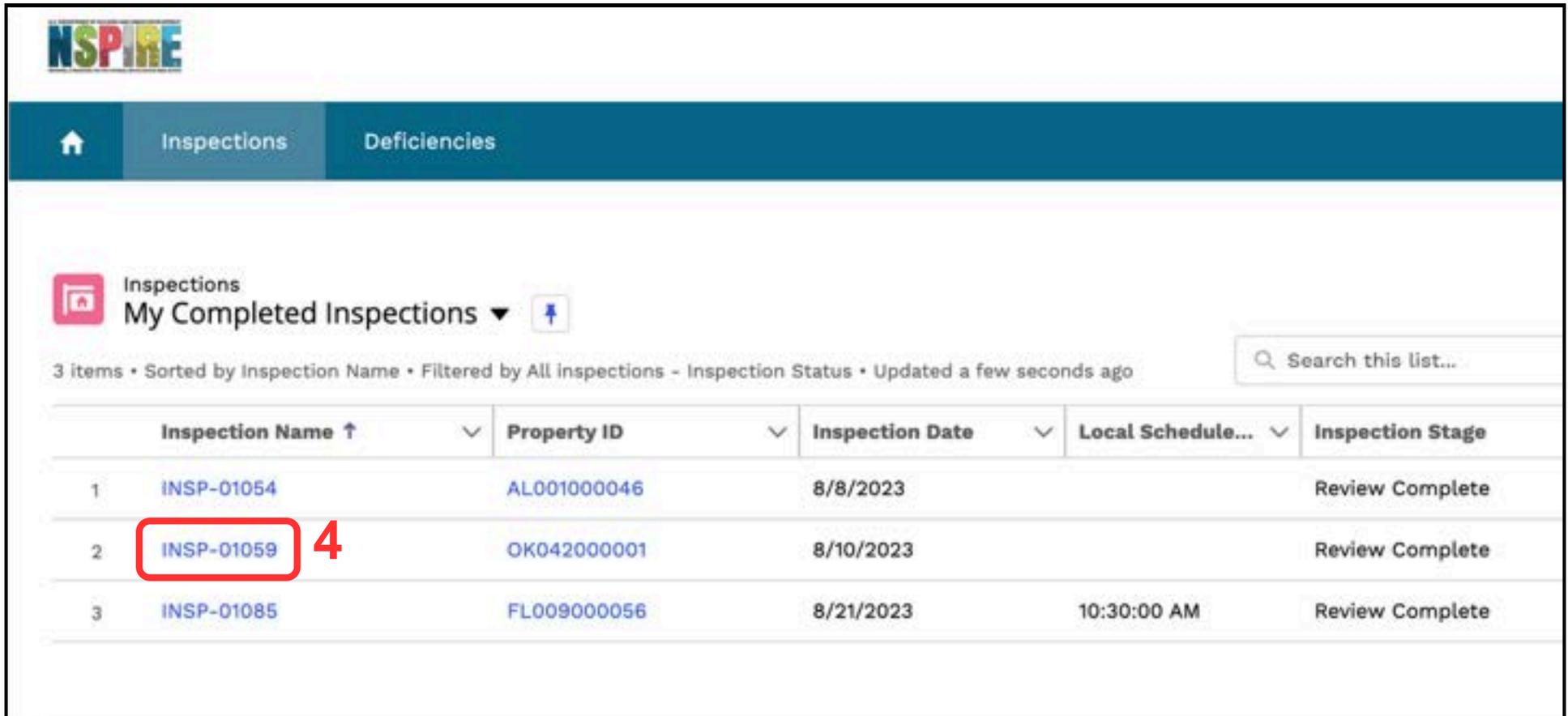
This list view shows inspections with an **Inspection Stage** of “PI Completed,” “Ready for Review,” “In Review,” or “Review Complete.”



The screenshot displays the NSPIRE application interface. At the top, there is a navigation bar with 'Inspections' and 'Deficiencies' tabs. Below this, a dropdown menu for 'Inspections' is open, showing several list view options. The option 'My Completed Inspections (Pinned list)' is highlighted with a red rectangular box, and a large red number '3' is placed next to it. The background shows a table of inspection records with columns for 'Inspection Vendor' and 'Program'. The table contains two rows of data, both showing 'Sunshine Inspectors - Test' for the vendor and 'Public Housing' for the program.

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

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



The screenshot shows the NSPIRE app interface. At the top, there is a navigation bar with a home icon, 'Inspections', and 'Deficiencies'. Below this, the 'Inspections' section is active, showing 'My Completed Inspections' with a dropdown arrow and a refresh icon. A search bar is present with the text 'Search this list...'. Below the search bar, there is a summary line: '3 items • Sorted by Inspection Name • Filtered by All inspections - Inspection Status • Updated a few seconds ago'. The main content is a table with the following columns: 'Inspection Name', 'Property ID', 'Inspection Date', 'Local Schedule...', and 'Inspection Stage'. The table contains three rows of data. The second row, with 'INSP-01059' in the 'Inspection Name' column, is highlighted with a red box and a red number '4' next to it.

	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

The screenshot displays the 'Inspection Report With Scores' page for 'Baltimore Crossroad'. At the top, there are navigation options: 'Home', 'Inspections', '+ Follow', and 'Submit Appeal' (highlighted with a red box). The main content area is divided into several sections:

- Inspection Summary:** Includes fields for Inspection Name (INSP-34615), Property ID (TOK8072031), Inspection Type (NSPIRE Inspection), and Inspection Date (2/17/2025).
- Inspection Details:** A grid of key-value pairs including:
 - Inspection Name: INSP-34615
 - Property ID: TOK8072031
 - Property Name: Baltimore Crossroad
 - Inspection Type: NSPIRE Inspection
 - Ready for HUD Review: Yes
 - Inspection Release Date: 2/10/2025
 - Inspection Date: 2/17/2025
 - Local Scheduled Time: [info icon]
 - Inspection Stage: Review Complete
 - Inspection Status: Completed
 - Inspection Vendor: MBAA Vendor
 - Final Review: Accept
- Preliminary Scoring Information:** A section highlighted with a red box containing:
 - Preliminary Calculated Score: 95
 - Preliminary Inspection Score: 95
 - Preliminary Property Threshold: 5
 - Preliminary Units Threshold: 2.05
 - Preliminary Inspection Score Pass/Fail: [info icon] [green checkmark]
 - Preliminary Non-Scored Symbols: [info icon] [+]
 - Preliminary Property Letter Grade: [info icon] A
 - Preliminary Units Threshold Pass/Fail: [info icon] [green checkmark]
- Health and Safety Report:** Includes a 'Generate Report' button.
- Deficiencies (6+):** A table listing inspection findings:

Deficiency ID	Deficiency Description	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		

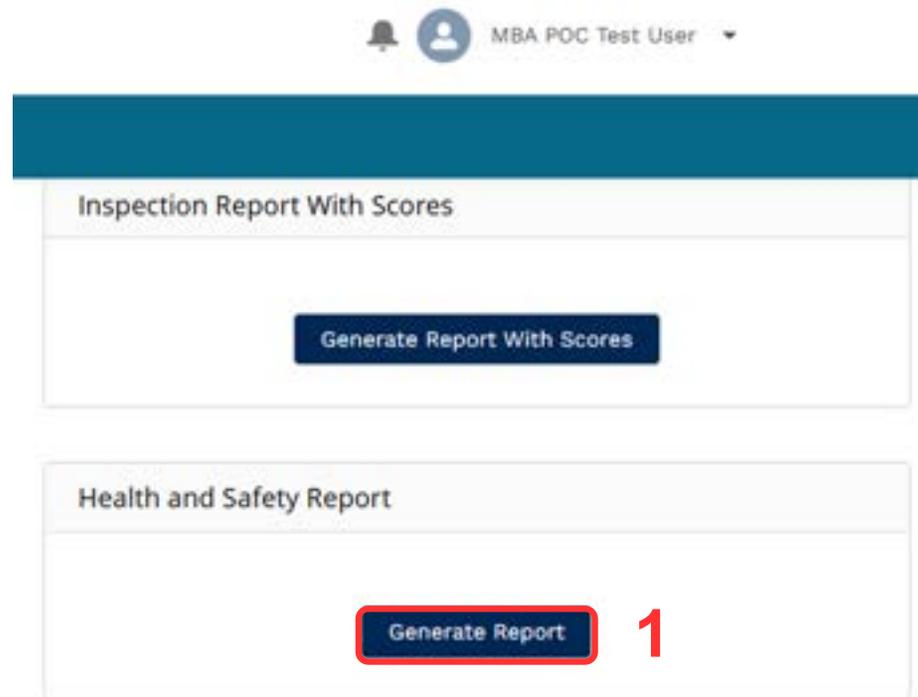
Review preliminary scores for the inspections that have a Final Review of "Accept"

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.

The screenshot displays the 'Deficiencies' section of the NSPIRE app. On the left, there are two main sections: 'Final Scoring Information' and 'Inspection Additional Details'. The 'Final Scoring Information' section contains two columns of input fields for scores and thresholds. The 'Inspection Additional Details' section contains fields for deadlines, dates, and reasons. On the right, a modal window is open for a specific deficiency. The modal title is 'burning heating' and 'ED-408353'. It shows the inspection name 'NSP-34615' and the defect severity 'Life-Threatening'. The deficiency location is 'SW Crossroad #1'. Below this, there is a list of deficiency descriptions, with the first one being 'At least two (2) working outlets are not present within each habitable room.' A red box labeled '1' highlights the QR code 'QR-10195550' next to this description. At the bottom of the modal, there is a 'View All' button, which is highlighted with a red box labeled '2'.

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-4251 **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-16310671	Chimney exhibits signs of str...			A-7079376	Outside	Life-Threatening	24 hou...	Appeal Approved/Mitiga...	☑️
2 QR-16310674	Chimney exhibits signs of str...			A-7079376	Outside	Life-Threatening	24 hou...	Appeal Approved/Mitiga...	☑️

View Deficiency Details

View the deficiency location, comments, history, and status

View deficiency images

Review mitigation and appeal details

Deficiency Information

Deficiency ID	ED-408350
Inspection Name	INSP-34615
Defect Severity	Life-Threatening
Deficiency Location	Baltimore Crossroad
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 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)

Title	Type	Created By	Last Modified
Scr...	File	MBA POC Tes...	2/11/2025 4S...
Mobil...	Attachment	MBA Contrac...	2/10/2025 1t...

Deficiency History (1)

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

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 Single Evidence of Mitigation

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

The screenshot shows the NSPIRE interface for a deficiency record. At the top, there are navigation tabs for 'Inspections' and 'Deficiencies'. The main header area displays the deficiency ID 'QR-16329320' and three buttons: '+ Follow', 'Add/Remove from App', and 'Submit Evidence - Single'. The 'Submit Evidence - Single' button is highlighted with a red circle and a red '1' below it. Below the header, there is a section for 'Deficiency Information' with fields for 'Address, signage, or building identification codes', 'Deficiency Comments', 'Inspectable Area', 'Rooms/Location', 'Building ID', and 'Unit ID'. The 'Mitigation' section includes fields for 'Mitigation Status', 'Date/Time Mitigation Submitted', 'Mitigation Reported By', and 'Date/Time Mitigation Reviewed'. On the right side, there are sections for 'Notes & Attachments (1)' and 'Deficiency History (1)'. The 'Notes & Attachments' section shows an attachment titled 'Mobile App Image - STI-Q...' with a 'View All' link. The 'Deficiency History' section shows a table with columns for 'Date', 'Field', 'User', 'Original V...', and 'New Value', with a 'View All' link at the bottom.

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

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

Submit Evidence - Single

* Date/Time Mitigated
 Jun 6, 2025 10:06 AM

* Mitigation Details
 We asked a local environmental company to pump out excess water and provide suggestions for preventing this in the future.

Evidence of Mitigation (REQUIRED)
 Or drop files

Next

Submit Evidence - Single

Upload Files

JBR Environmental - Invoice for Services... 15 KB

1 of 1 file uploaded

Upload Files Or drop files

Next

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

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

Submit Evidence - Single

* Date/Time Mitigated

Jun 6, 2025
📅

10:06 AM
🕒

* Mitigation Details

We asked a local environmental company to pump out excess water and provide suggestions for preventing this in the future.

Evidence of Mitigation (REQUIRED)

📁 Upload Files
Or drop files

6
Next

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 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**.

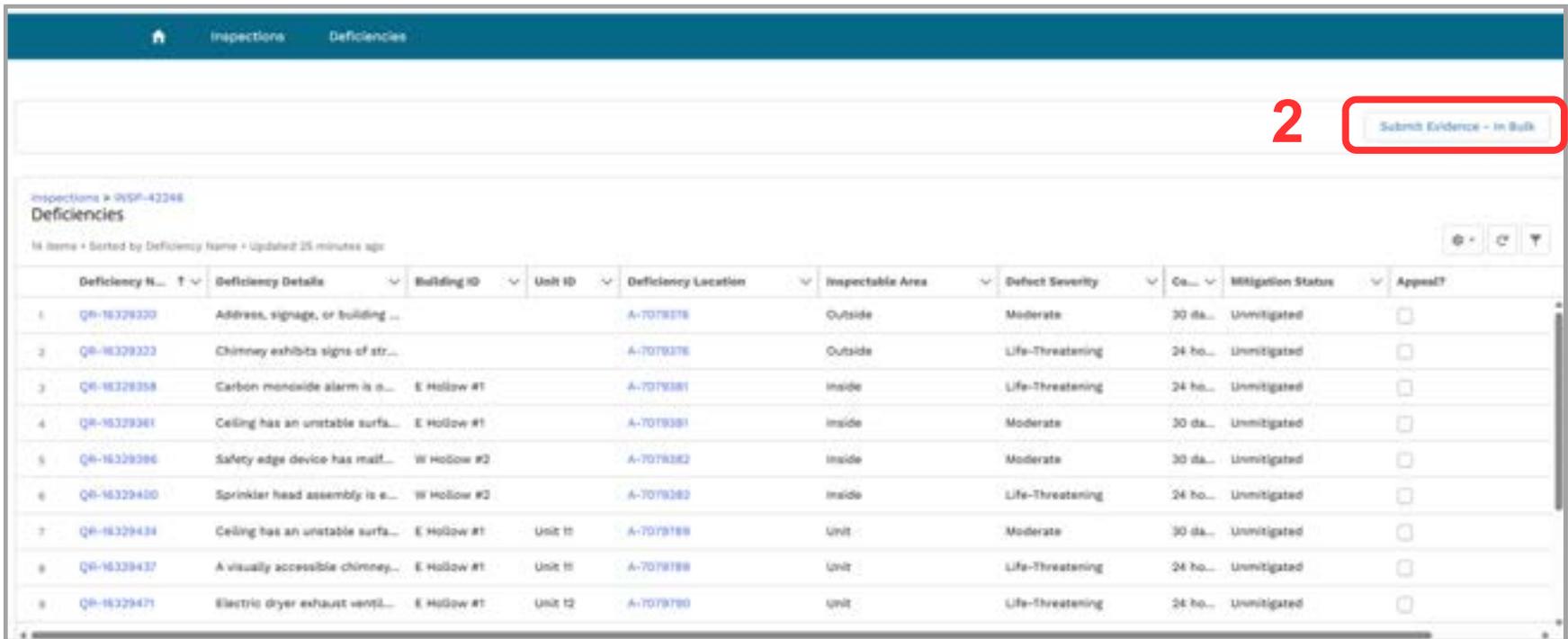
User will need to navigate to the **Inspection** record and follow steps 1-11 starting on page **21**.

Submit Evidence of Mitigation in Bulk

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

The screenshot displays the 'Inspection record' page for 'Kansas City Hollow'. The main content area includes a header with 'Inspections' and 'Deficiencies' tabs, and a sub-header with 'Inspection Kansas City Hollow'. Below this are buttons for '+ Follow', 'Submit Appeal', and 'POC Certificate'. The main details section contains fields for 'Inspection Name' (INSP-42238), 'Property ID' (TAR8021967), 'Inspection Type' (NSPIRE Inspection), and 'Scheduled Inspection Date' (6/4/2025). A 'Health and Safety Report' section has a 'Generate Report' button. An 'Inspection Report No Scores' section also has a 'Generate Report' button. A 'Notes & Attachments (0)' section has an 'Upload Files' button. At the bottom, the 'Deficiencies (6+)' link is highlighted with a red box and a red number '1'. Below this link is a table with columns for 'Deficiency N...', 'Deficiency Det...', 'Building ID', and 'Unit ID'.

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



The screenshot shows a web interface for managing deficiencies. At the top, there are navigation tabs for 'Inspections' and 'Deficiencies'. Below the tabs, there is a search bar and a button labeled 'Submit Evidence - In Bulk', which is highlighted with a red box and a large red number '2'. Below this, there is a table of deficiencies. The table has columns for Deficiency No., Deficiency Details, Building ID, Unit ID, Deficiency Location, Inspectable Area, Defect Severity, Co., Mitigation Status, and Appeal?.

Deficiency No.	Deficiency Details	Building ID	Unit ID	Deficiency Location	Inspectable Area	Defect Severity	Co.	Mitigation Status	Appeal?
1	QR-16329320	Address, signage, or building ...		A-7079376	Outside	Moderate	30 da...	Unmitigated	<input type="checkbox"/>
2	QR-16329323	Chimney exhibits signs of str...		A-7079376	Outside	Life-Threatening	24 ho...	Unmitigated	<input type="checkbox"/>
3	QR-16329358	Carbon monoxide alarm is e...	E Hollow #1	A-7079381	Inside	Life-Threatening	24 ho...	Unmitigated	<input type="checkbox"/>
4	QR-16329361	Ceiling has an unstable surfa...	E Hollow #1	A-7079381	Inside	Moderate	30 da...	Unmitigated	<input type="checkbox"/>
5	QR-16329386	Safety edge device has mal...	W Hollow #2	A-7079382	Inside	Moderate	30 da...	Unmitigated	<input type="checkbox"/>
6	QR-16329400	Sprinkler head assembly is e...	W Hollow #2	A-7079382	Inside	Life-Threatening	24 ho...	Unmitigated	<input type="checkbox"/>
7	QR-16329434	Ceiling has an unstable surfa...	E Hollow #1	Unit 11	A-7079189	Moderate	30 da...	Unmitigated	<input type="checkbox"/>
8	QR-16329437	A visually accessible chimney...	E Hollow #1	Unit 11	A-7079189	Life-Threatening	24 ho...	Unmitigated	<input type="checkbox"/>
9	QR-16329471	Electric dryer exhaust vent...	E Hollow #1	Unit 12	A-7079190	Life-Threatening	24 ho...	Unmitigated	<input 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.

The screenshot shows the 'Submit Evidence of Mitigation' interface. It features three filter sections on the left and corresponding 'Selected' lists on the right. A red box labeled '3' highlights the 'Evidence of Mitigation Submitted' filter options: 'Evidence of Mitigation Submitted', 'Mitigation Approved', 'Mitigation Rejected', 'Further Information Needed', and 'Appeal Approved/Mitigation Not Req'. A red box labeled '4' highlights the 'Next' button at the bottom right. A vertical red double-headed arrow on the right side of the interface indicates the scrollable area. The 'Selected' lists currently contain 'Unmitigated' and 'Life-Threatening'.

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

	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="text"/>		<input type="button" value="Upload Files"/> Or drop files

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

Mitigation Details Da

Update 2 selected items

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	DR-16311372	Kansas City Hollow	Chimney exhibits signs of structural failure.		<input type="text"/>	<input type="button" value="Upload Files"/> <input type="button" value="Or drop files"/>
2	DR-16311375	Kansas City Hollow	Address, signage, or building identification codes are broken, illegible, or not visible.			<input type="button" value="Upload Files"/> <input type="button" value="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

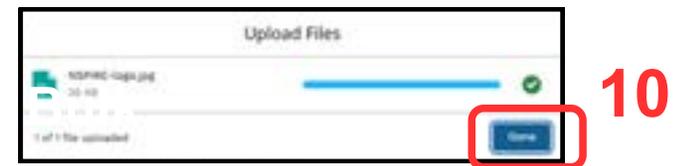
Update 2 selected items

9 | Select **Upload Files** next to each deficiency that 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.

Submit Evidence of Mitigation

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



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.

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.

Submit Evidence of Mitigation

#	Deficiency Name	Deficiency Location	Deficiency Details	Mitigation Details	Date/Time Mitigated	Evidence of Mitigation
1	QR-16311372	Kansas City HoHow	Chimney exhibits signs of structural failure.	Enter Text details here	Apr 16, 2025	<input type="button" value="Upload Files"/> Or drop files
2	QR-16311378	Kansas City HoHow	Address, signage, or building identification codes are broken, illegible, or not visible.	Enter Text details here	Apr 16, 2025	<input type="button" value="Upload Files"/> Or drop files

11

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	



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.

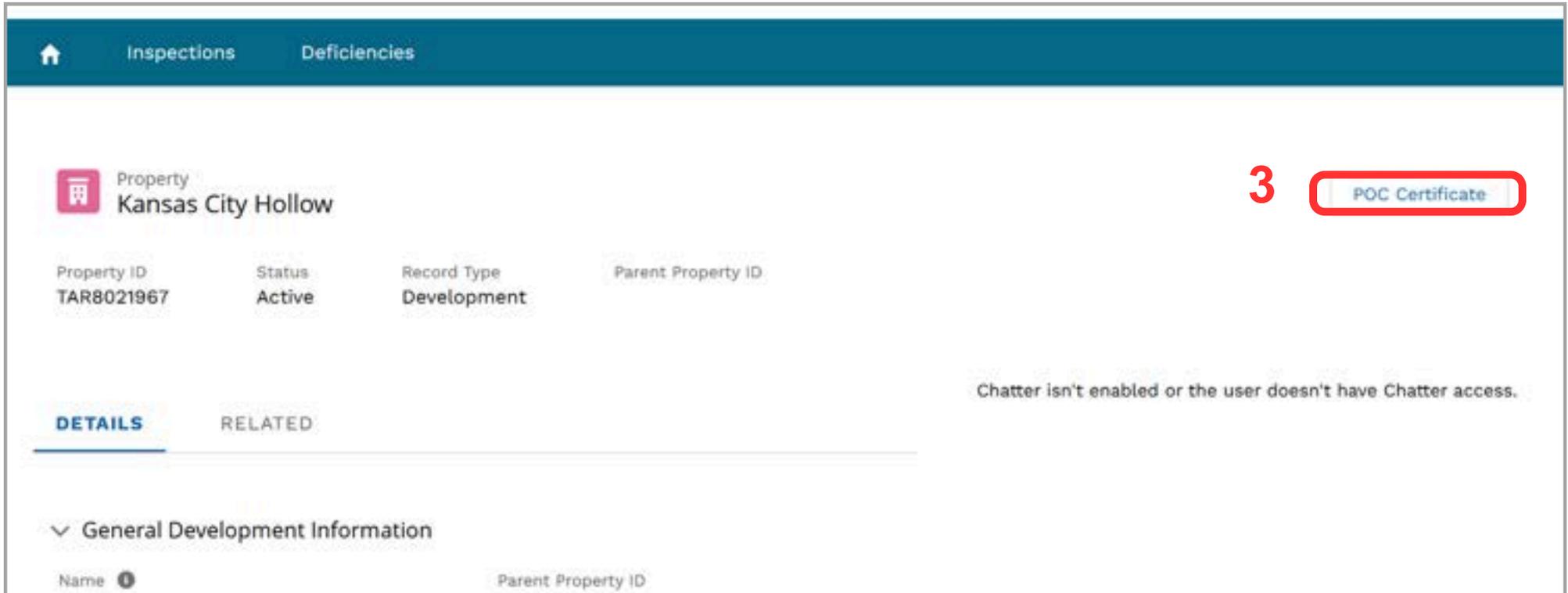
2 | Select the appropriate **Property ID** using the blue ID link.

The screenshot shows a navigation bar with 'Inspections' and 'Deficiencies' tabs. Below it is a table of deficiency records. A red box highlights the 'Property ID' column, and a red number '2' points to it. Another red number '1' points to the 'Inspections' and 'Deficiencies' tabs.

Deficiency ...	Property ID ↓	Property Nam
<input type="checkbox"/> QR-16331073	TAR8021967	Kansas City H
<input type="checkbox"/> QR-16331070	TAR8021967	Kansas City H
<input type="checkbox"/> QR-16331063	TAR8021967	Kansas City H
<input type="checkbox"/> QR-16331060	TAR8021967	Kansas City H

POC Certificate Upload

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



The screenshot shows a web interface with a teal header containing a home icon, 'Inspections', and 'Deficiencies'. Below the header, there's a property card for 'Property Kansas City Hollow'. To the right of the card is a red number '3' and a red-bordered button labeled 'POC Certificate'. Below the card is a table with the following data:

Property ID	Status	Record Type	Parent Property ID
TAR8021967	Active	Development	

Below the table are tabs for 'DETAILS' and 'RELATED'. A message states: 'Chatter isn't enabled or the user doesn't have Chatter access.' At the bottom, there's a section for 'General Development Information' with a table containing 'Name' and 'Parent Property ID'.

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

POC Certificate

Lead-Based Paint Document Upload

UPLOAD NEW LEAD-BASED PAINT DOCUMENT

* Attach Lead-Based Paint File

4

↑ Upload Files
 Or drop files

Is this a Lead-Based Paint Inspection Report?

Select an option...
 ▼

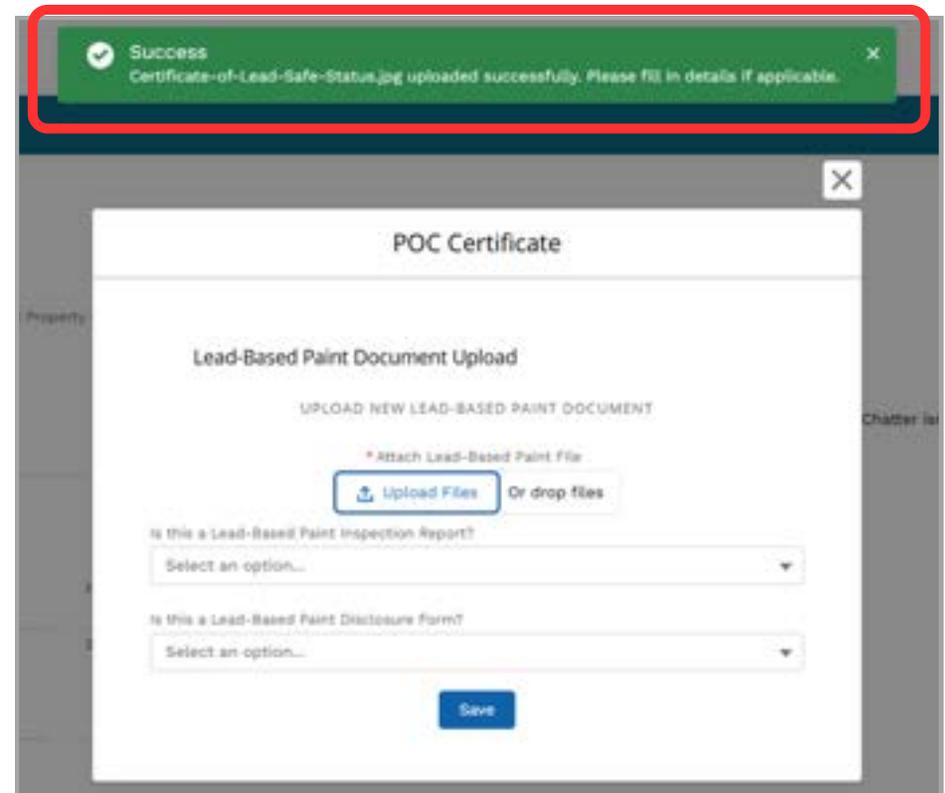
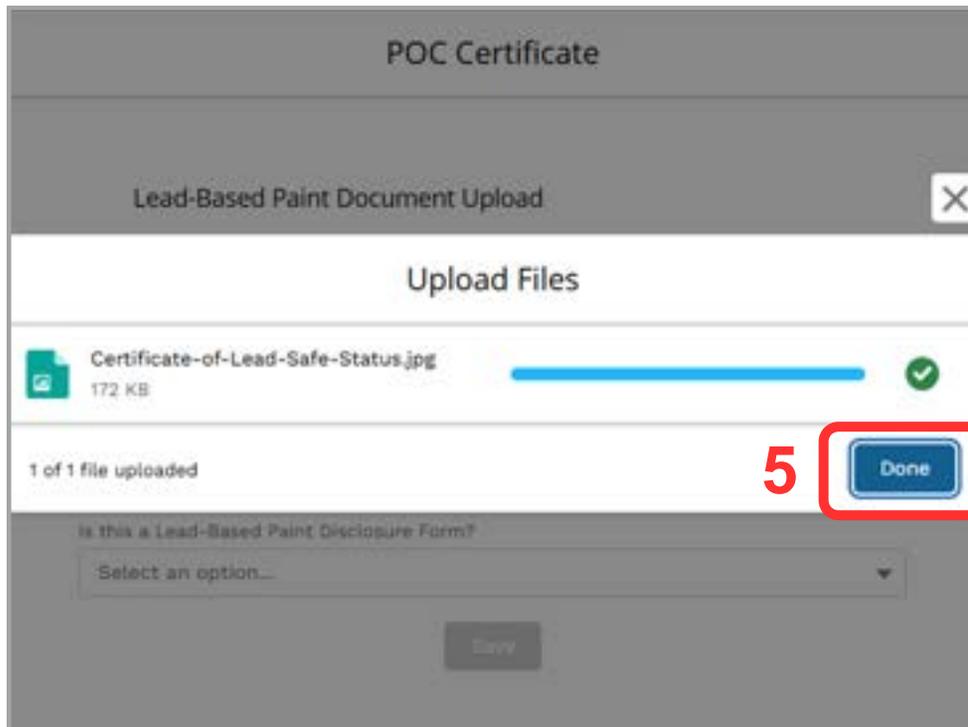
Is this a Lead-Based Paint Disclosure Form?

Select an option...
 ▼

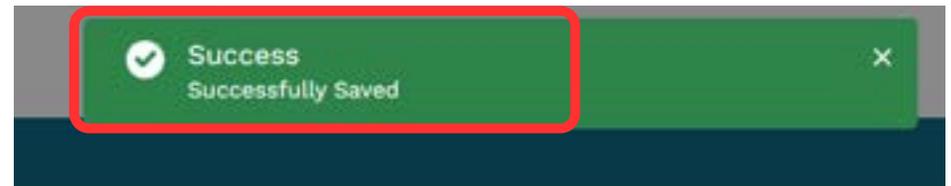
Save

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

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

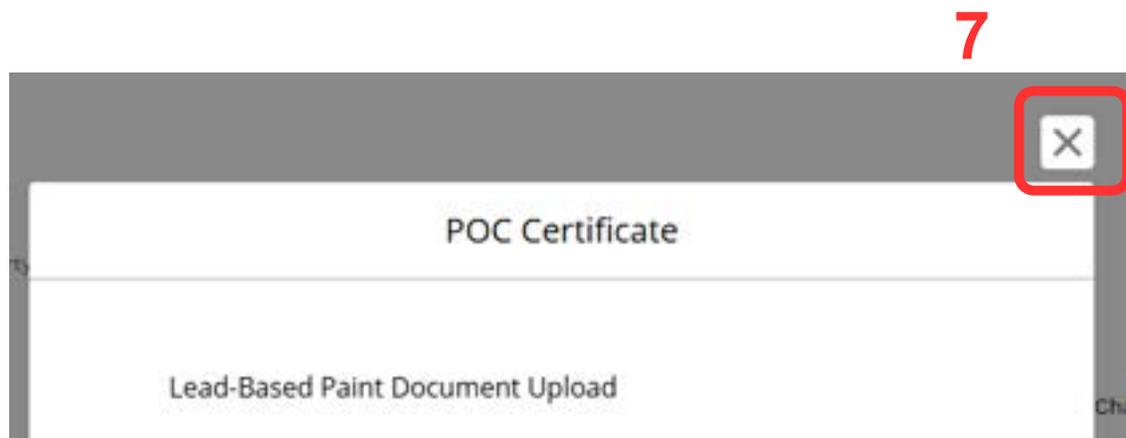


6 | Answer the additional questions and enter any related comments if either one of the answers are **Yes**. Click **Save**. A green box will flash to confirm the save was a success.



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.

Property
Grand Junction Ports

Property ID: T80034287 Status: Active Record Type: Development Parent Property ID:

8

DETAILS **RELATED**

AIM Assets (3)

Name - Inspector Corrected	RecordType Name	Total number of
NW Ports #1	Building	
SW Ports #2	Building	

Notes & Attachments (1)

Certificate-of-Lead-Safe-Status
Jun 10, 2025 • 172KB • jpg

Certificates (1)

Certificates	Lead Based Inspection
BFSV - 000049	Yes



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.

Ready for HUD Review

No

--None--

Yes

✓ No

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 with four options: 'No', '--None--', 'Yes', and '✓ No'. The 'Yes' option is highlighted with a red rectangular border. The 'No' option at the bottom has a checkmark icon to its left.

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**.

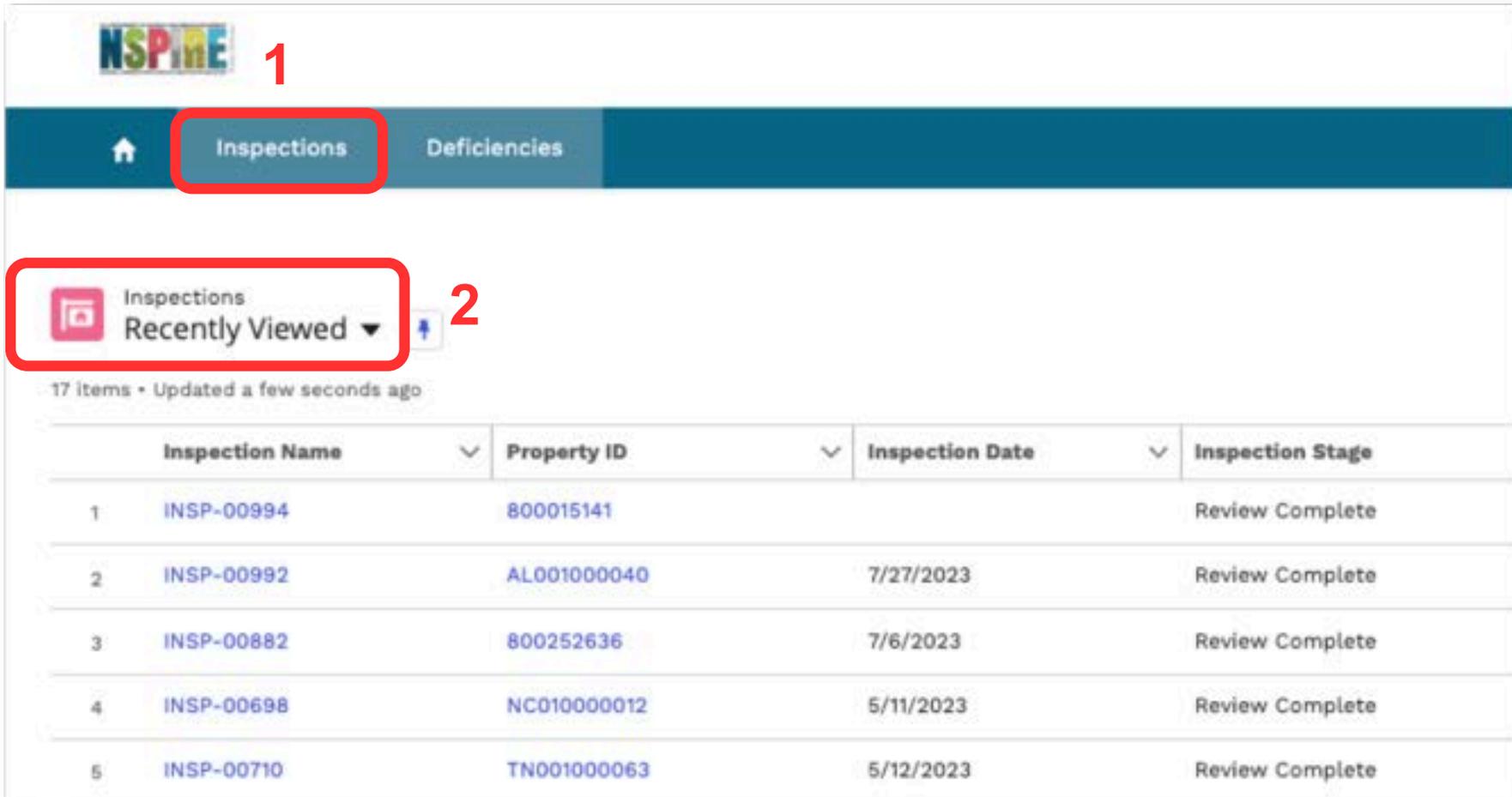
The screenshot displays a progress bar at the top with three stages: a green arrow with a checkmark, a blue arrow labeled 'Review Complete' (highlighted with a red box), and a grey arrow labeled 'Canceled/Terminated'. Below the progress bar, the 'Inspection Review' section shows a QC Reviewer 'Amber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

Inspection Review			
QC Reviewer	Amber Internal User	QC Recommendation	Accept
Reviewer Inspection Comment	This adheres to our quality standards.		
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'. The main content is a table with the following columns: Inspection Name, Property ID, Inspection Date, and Inspection Stage.

	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

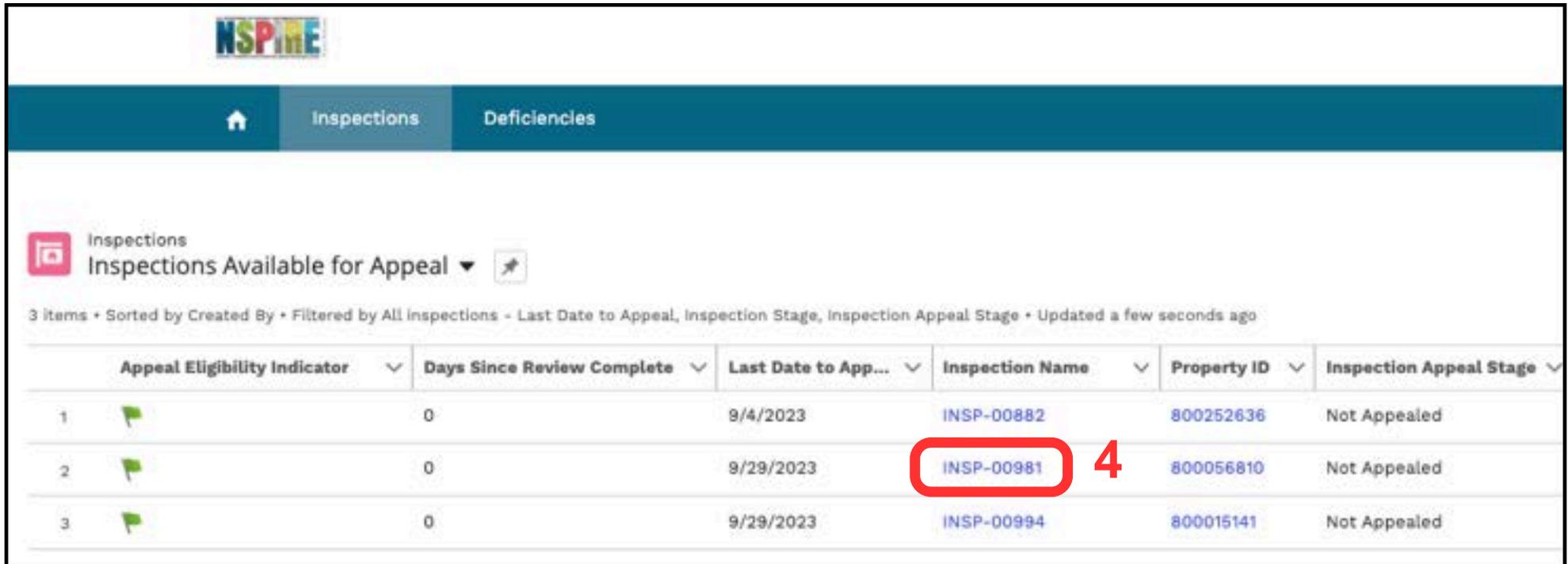
3 | Select the “**Inspections Available for Appeal**” list view.

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 'Inspections' and 'Deficiencies' tabs. Below this, the 'Inspections' section is active, showing a dropdown menu for 'LIST VIEWS'. The menu items are: '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, 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

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



NSPIRE

Home | Inspections | Deficiencies

Inspections
Inspections Available for Appeal

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.

The screenshot displays a software interface for managing inspection appeals. On the left, there are input fields for 'Inspection Vendor' (MBA Vendor) and 'Final Review' (Accept). Below these are several rows of status indicators for 'Preliminary Inspection Score', 'Preliminary Non-Scored Symbols', 'Preliminary Property Letter Grade', and 'Preliminary Units Threshold'. A large red number '1' is placed over the middle of the interface. On the right, a table titled 'Deficiencies (6+)' lists several items. The table has columns for 'Deficiency N...', 'Deficiency Det...', 'Unit ID', and 'Building ID'. The deficiency with ID 'QR-10185637' is highlighted with a red circle. At the bottom right of the table, a 'View All' link is highlighted with a red box.

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

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

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.	Deficiency Comments	X
Inspectable Area	Unit	Room/Location	Patio/Porch/Balcony
Building ID	1	Unit ID	Unit 11

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	

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](#)

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

3

Deficiency
ED-407549

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

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	

+ Follow Add/Remove from Appeal

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.

Life-Threatening 800056810 233 ALLEN STREET

Add/Remove from Appeal

4

* Appeal Reason
--None--

* Property Appeal Comments

Attachment
 Or drop files

Building Address

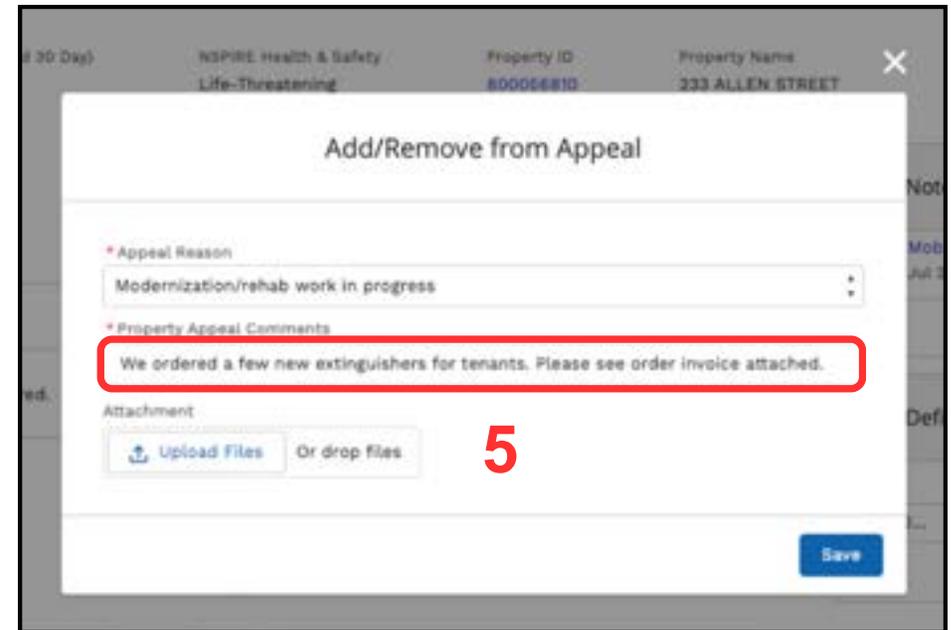
Appeal Status - Available Values

Add/Remove from Appeal

* Appeal Reason

- ✓ --None--
- Building data error
- Unit count error
- Non-existent deficiency
- Factors not reflected in score
- Adverse conditions beyond control
- Modernization/rehab work in progress

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



NSPIRE Health & Safety
Life-Threatening

Property ID: 800056810
Property Name: 333 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

5

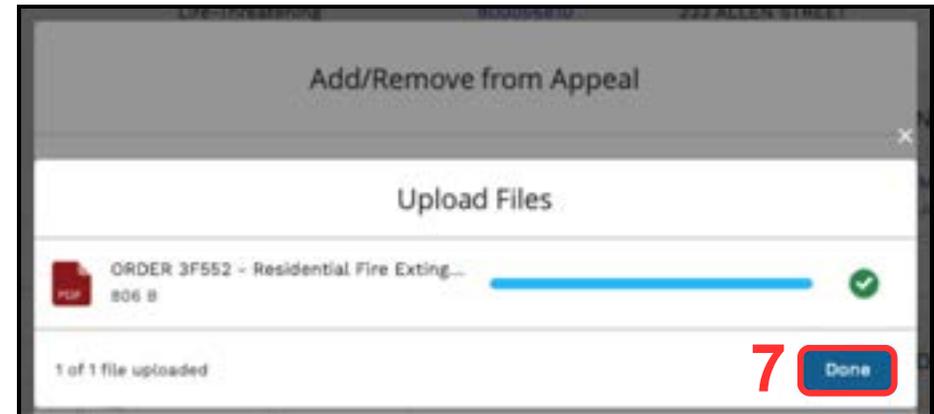
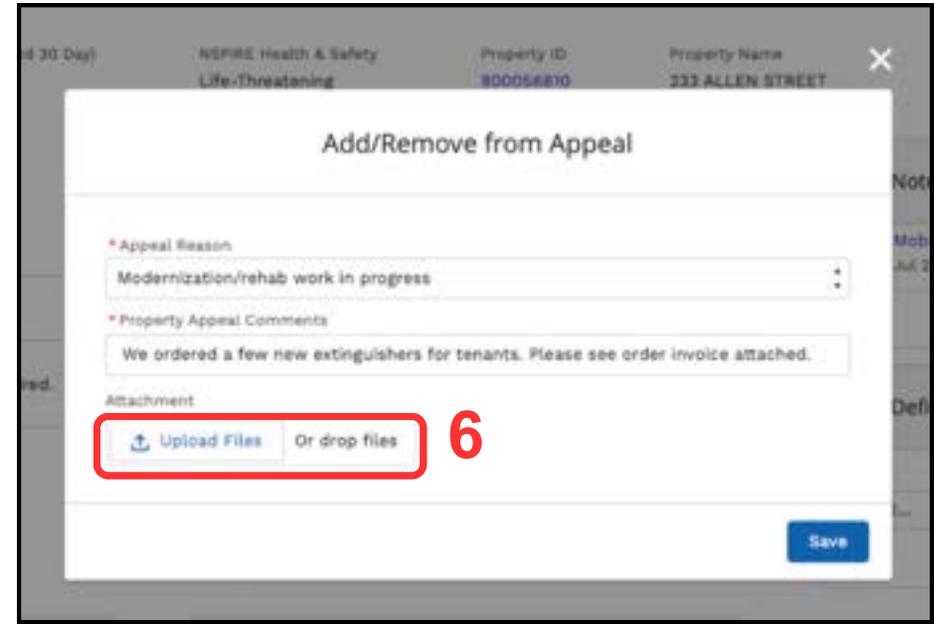
6 | Click **Upload files**, or drag and drop files to add supporting documents or images (optional)

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.

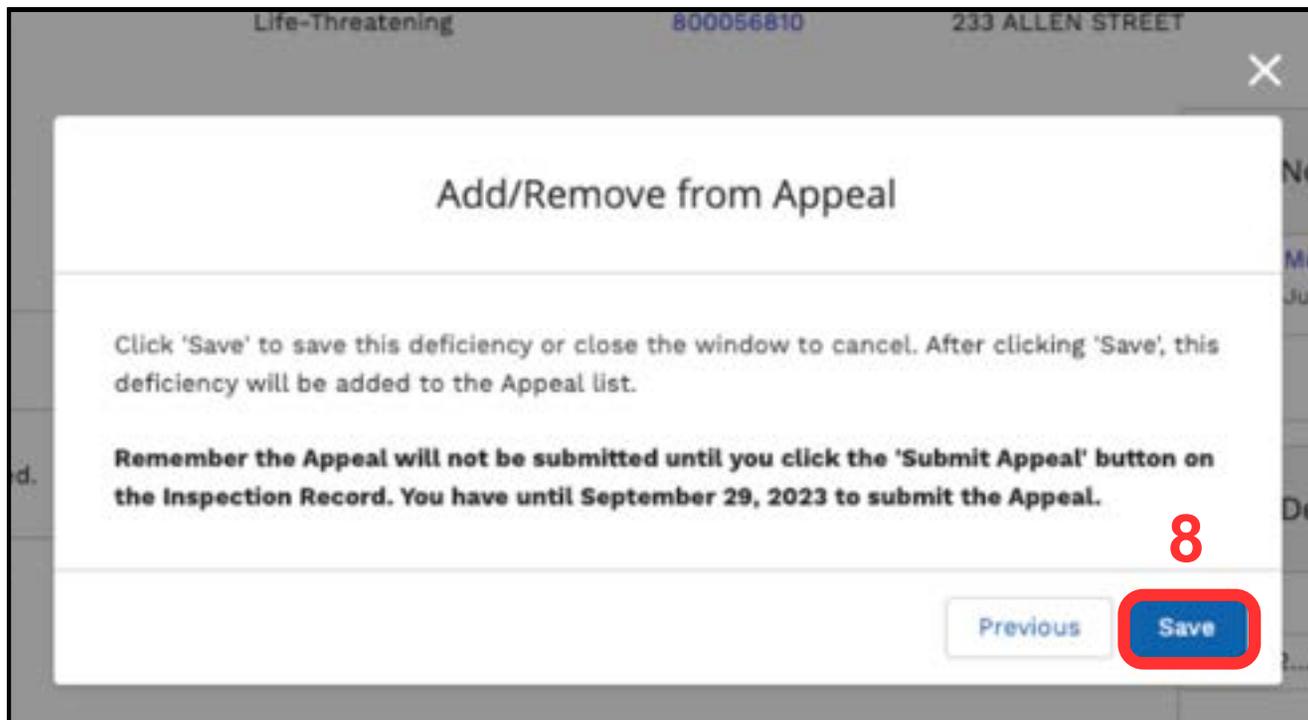


8 | Click **Save** to finish adding the deficiency to the appeal.

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**.

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.

🏠
Inspections
Deficiencies



Deficiency
ED-407549

10

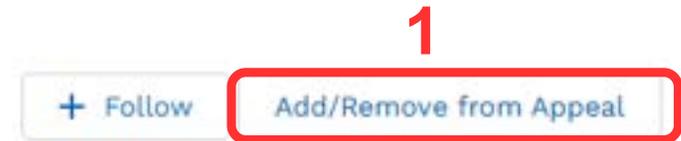
<div style="border: 2px solid red; padding: 2px; display: inline-block;"> Inspection Name INSP-34607 </div>	Defect Severity Severe	Deficiency Location Unit 11
---	----------------------------------	--------------------------------

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

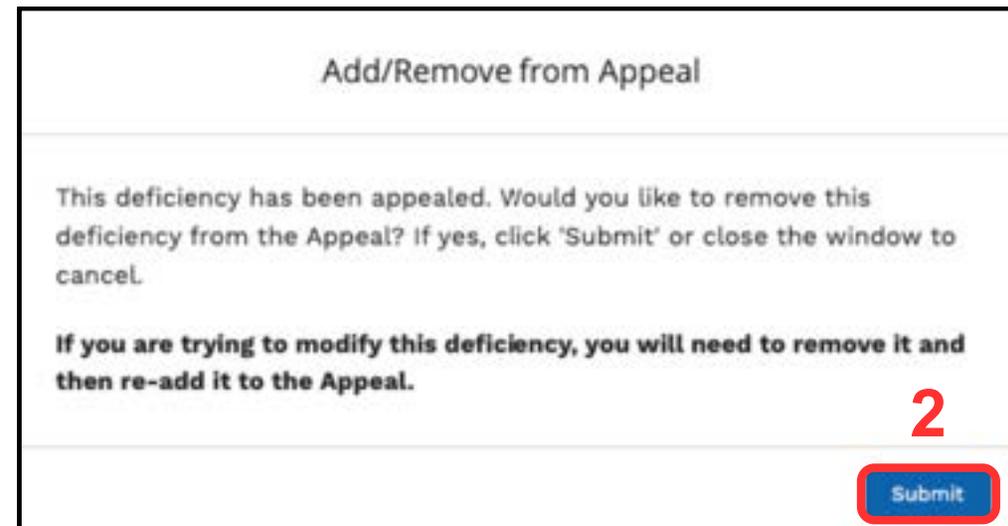
Remove a Deficiency from the Appeal

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**.

The screenshot shows the NSPIRE web application interface. At the top, there are navigation tabs for 'Inspections' and 'Deficiencies'. Below the navigation, the main header displays 'Inspection Coeur d'Alene Springs' with a '+ Follow' button and a 'Submit Appeal' button highlighted in red with a red circle and the number '2' next to it.

Below the header, there is a summary card with the following information:

- Inspection Name: INSP-34623
- Property ID: TTX8084520
- Inspection Type: NSPIRE Inspection
- Inspection Date: 1/1/2025

Below the summary card, there is a detailed inspection record table:

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	

On the right side of the screen, there is a 'Health and Safety Report' section with a 'Generate Report' button. Below that, there is a 'Deficiencies (5)' section with a table listing deficiencies:

Deficiency ID	Deficiency Description	Unit ID	Building ID
QR-10192674	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.

X

Submit Appeal

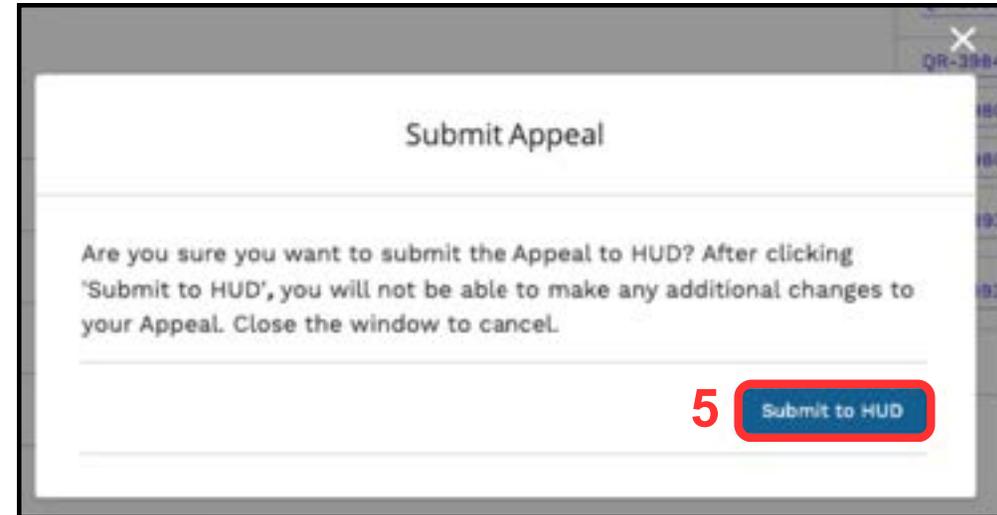
Below are the deficiencies set to Appeal. If you are ready to finalize the Appeal and submit to HUD, please click 'Submit'. If you would like to add or remove deficiencies from this list, close this window and go to the individual deficiencies.

Deficiency...	Building Address	Room/Location	Deficiency
QR-38930		Garage/Carport	Fire extinguisher illegible, or
QR-39842	10 -	3	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

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