



# 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

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 search icon. A list of 17 items is displayed, sorted by inspection name. The list includes columns for Inspection Name, Property ID, Inspection Date, Local Scheme, Inspection Stage, and Inspection Type. 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 next to the 'My Completed Inspections' 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 navigation bar. The navigation bar also contains a home icon, 'Deficiencies', and a user profile 'Meadow Sunny POC'. Below the navigation bar, there is a dropdown menu for 'Inspections' with 'Recently Viewed' selected. A red number '2' points to the dropdown arrow next to 'Recently Viewed'. Below the dropdown is a search bar and several utility icons. At the bottom is a table with two rows of inspection data.

	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

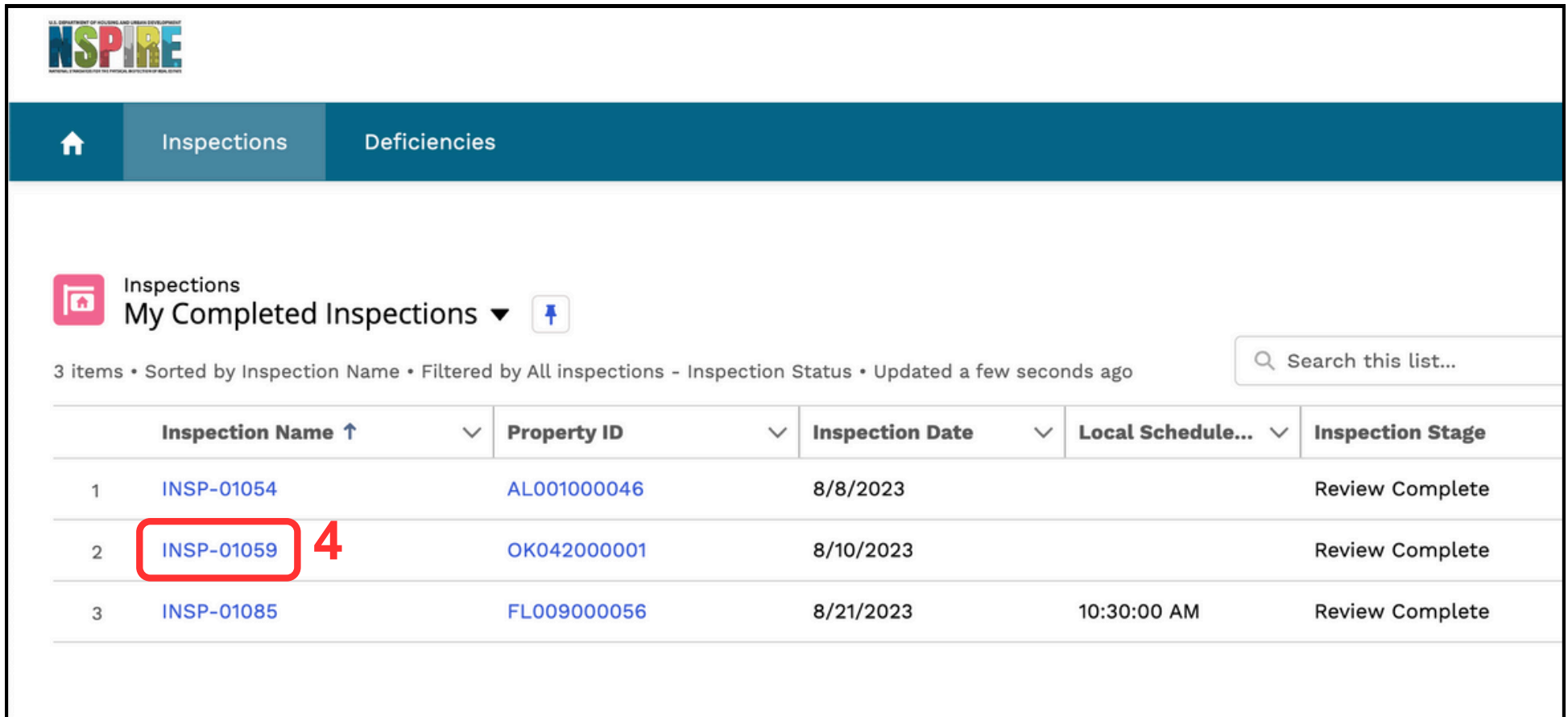
3 | Select the **My Completed Inspections** list view.

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 is a navigation bar with 'Home', 'Inspections', and 'Deficiencies' tabs. The 'Inspections' tab is active. Below the navigation bar, there is a header for 'Inspections' with a 'Recently Viewed' dropdown menu. A dropdown menu is open, showing a list of 'LIST VIEWS' options. The option 'My Completed Inspections (Pinned list)' is highlighted with a red box and a red number '3' next to it. Below the dropdown menu, there is a search bar and a table of inspection items. The table has columns for 'Inspection Vendor' and 'Program'. The first two rows of the table show 'Sunshine Inspectors - Test' and '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.



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT  
**NSPIRE**  
NATIONAL SYSTEM FOR THE PUBLIC INSPECTOR OF REAL ESTATE

Home | **Inspections** | Deficiencies

Inspections  
My Completed Inspections ▾ 

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

	Inspection Name ↑ ▾	Property ID ▾	Inspection Date ▾	Local Schedule... ▾	Inspection Stage
1	<a href="#">INSP-01054</a>	<a href="#">AL001000046</a>	8/8/2023		Review Complete
2	<b><a href="#">INSP-01059</a></b> 4	<a href="#">OK042000001</a>	8/10/2023		Review Complete
3	<a href="#">INSP-01085</a>	<a href="#">FL009000056</a>	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	Property ID	Inspection Type	Inspection Date
INSP-34615	<a href="#">TOK8072031</a>	NSPIRE Inspection	2/17/2025

Inspection Name	2/17/2025
Property ID	Local Scheduled Time ⓘ
Property Name	Review Complete
Inspection Type	Completed
Ready for HUD Review	Inspection Vendor
Yes	<a href="#">MB&amp;A Vendor</a>
Inspection Release Date	Final Review
2/10/2025	Accept

**Preliminary Scoring Information**

Preliminary Calculated Score ⓘ 95	Preliminary Inspection Score Pass/Fail ⓘ
Preliminary Inspection Score ⓘ 95	Preliminary Non-Scored Symbols ⓘ +^
Preliminary Property Threshold ⓘ 5	Preliminary Property Letter Grade ⓘ A
Preliminary Units Threshold ⓘ 2.05	Preliminary Units Threshold Pass/Fail ⓘ

**Inspection Report With Scores**

Generate Report With Scores

**Health and Safety Report**

Generate Report

**Deficiencies (6+)**

Deficiency ...	Deficiency D...	Unit ID	Building ID
<a href="#">QR-10195476</a>	Chimney exhibits signs of structural failure.	Baltimore Crossroad	▼
<a href="#">QR-10195511</a>	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”**

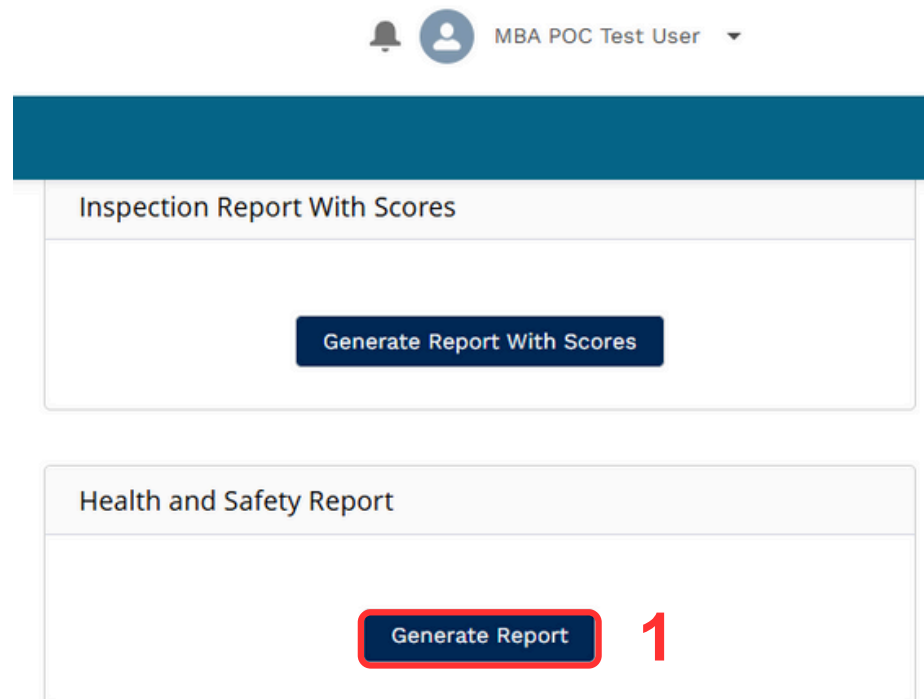
**Review deficiencies**

10

# 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. The top navigation bar includes a home icon, 'Inspections', and 'Deficiencies'. The main content is divided into two panels: 'Final Scoring Information' and 'Inspection Additional Details'. A modal window is open on the right, showing details for a deficiency with ID 'ED-408353'. The modal includes a QR code (QR-10195550), inspection name 'INSP-34615', and defect severity 'Life-Threatening'. The deficiency description reads: 'burning heating hole. At least two (2) working outlets are not present within each habitable room. OR At least one (1) working outlet and one (1) permanently installed light fixture is not present within each habitable room.' A 'View All' button is visible at the bottom right of the modal. Red annotations '1' and '2' highlight the QR code and the 'View All' button respectively.

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

↑
Inspections
Deficiencies

[Inspections](#) > [INSP-42151](#)  
**Deficiencies**

3

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	<span style="border: 2px solid red; border-radius: 5px; padding: 2px;">QR-16310871</span> Chimney exhibits signs of str...			<a href="#">A-7079376</a>	Outside	Life-Threatening	24 hou...	Appeal Approved/Mitiga...	<input checked="" type="checkbox"/> <input type="button" value="▼"/>
2	<a href="#">QR-16310874</a> Chimney exhibits signs of str...			<a href="#">A-7079376</a>	Outside	Life-Threatening	24 hou...	Appeal Approved/Mitiga...	<input checked="" type="checkbox"/> <input type="button" value="▼"/>

# View Deficiency Details

🏠
Inspections
Deficiencies

Deficiency  
**ED-408350**

+ Follow

Add/Remove from Appeal

Inspection Name  
**INSP-34615**

Defect Severity  
**Life-Threatening**

Deficiency Location  
[Baltimore Crossroad](#)

**View the deficiency location, comments, history, and status**

**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

**Review mitigation and appeal details**



**Submit Evidence of Mitigation**



## Submit Single Evidence of Mitigation

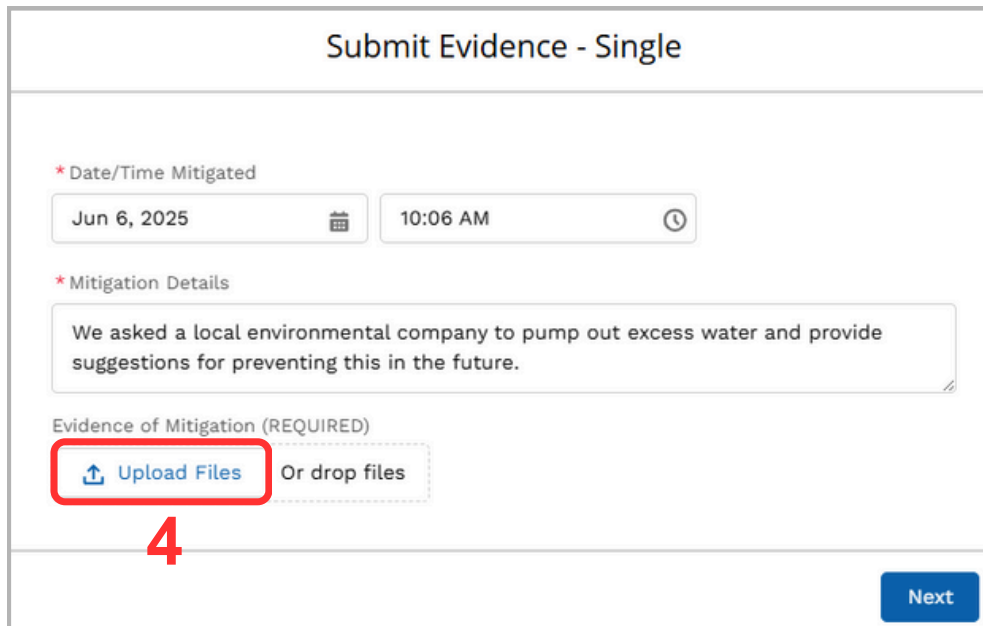
1 | Click **Submit Evidence - Single** on a Deficiency record.

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 action 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' next to it. Below the header, there is a section for 'Deficiency Information' with fields for 'Address, signage, or building identification codes', 'Deficiency Comments', 'Inspectable Area', 'Room/Location', 'Building ID', and 'Unit ID'. To the right, there is a 'Notes & Attachments' section with an 'Upload Files' button and a list of attachments, including 'Mobile App Image - 511-Q-...' from June 5, 2025. Below that is a 'Deficiency History' section with a table showing the history of the deficiency.

Date	Field	User	Original V...	New Value
6/5/2025...	Created.	MBA Inter...		

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

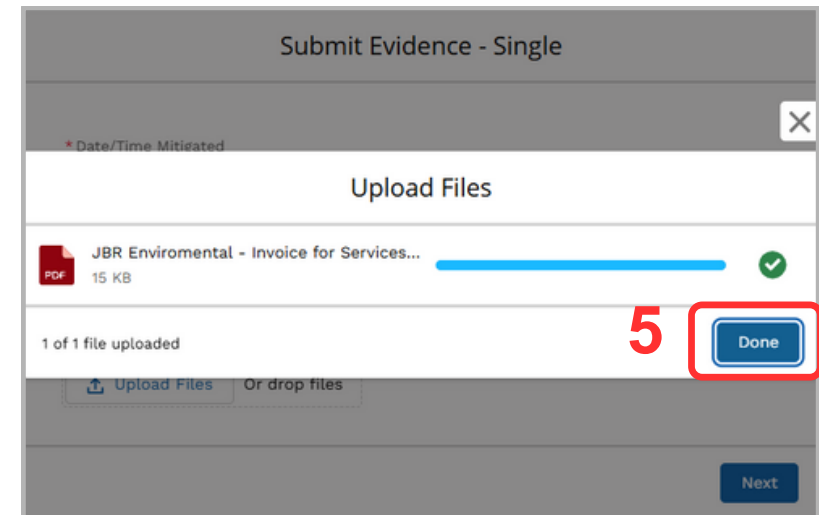
\* Mitigation Details

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

Evidence of Mitigation (REQUIRED)

**Upload Files** Or drop files

Next



Submit Evidence - Single

\* Date/Time Mitigated

Upload Files

JBR Enviromental - Invoice for Services... 15 KB

1 of 1 file uploaded

**Done**

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	<a href="#">MBA POC Test User</a>
Date/Time Mitigation Reviewed	
Mitigation Reviewer Comment	

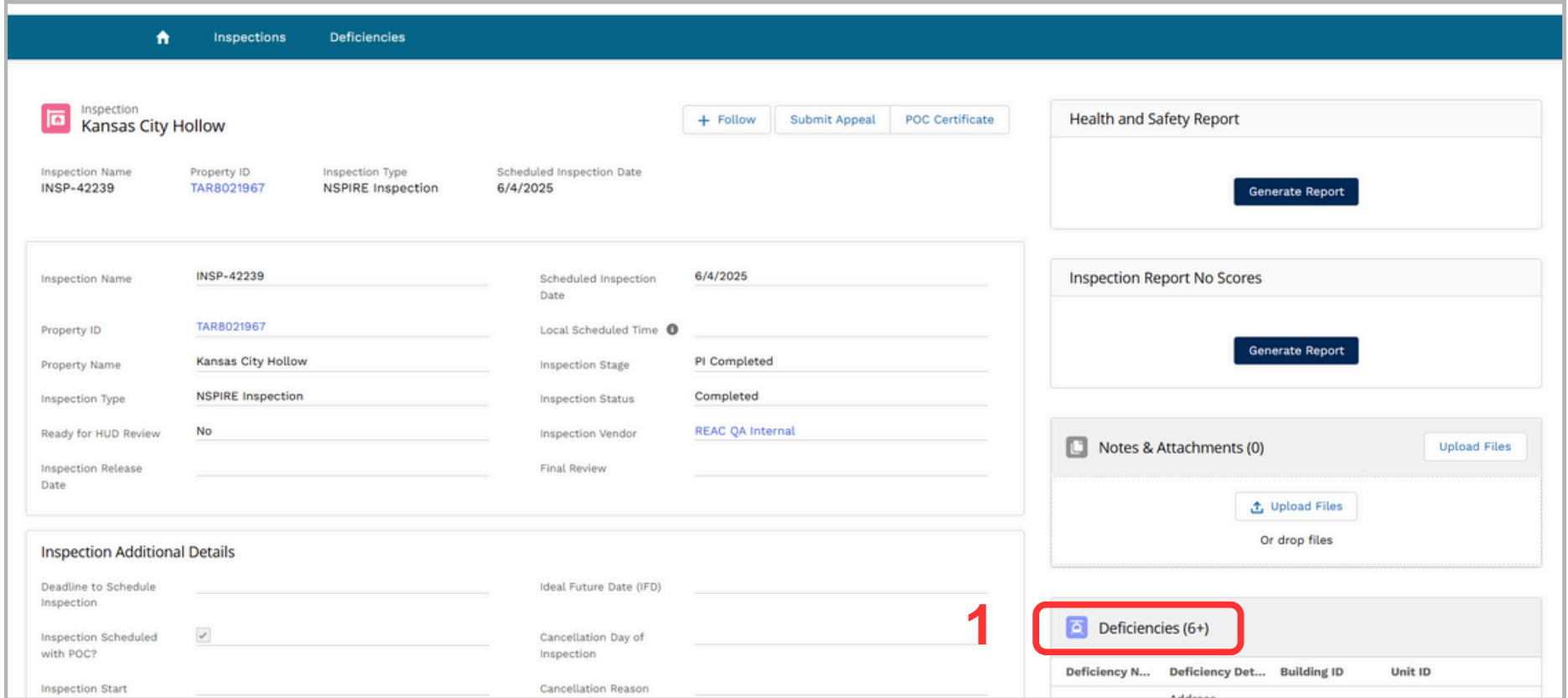
# Submit Evidence of Mitigation in Bulk

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

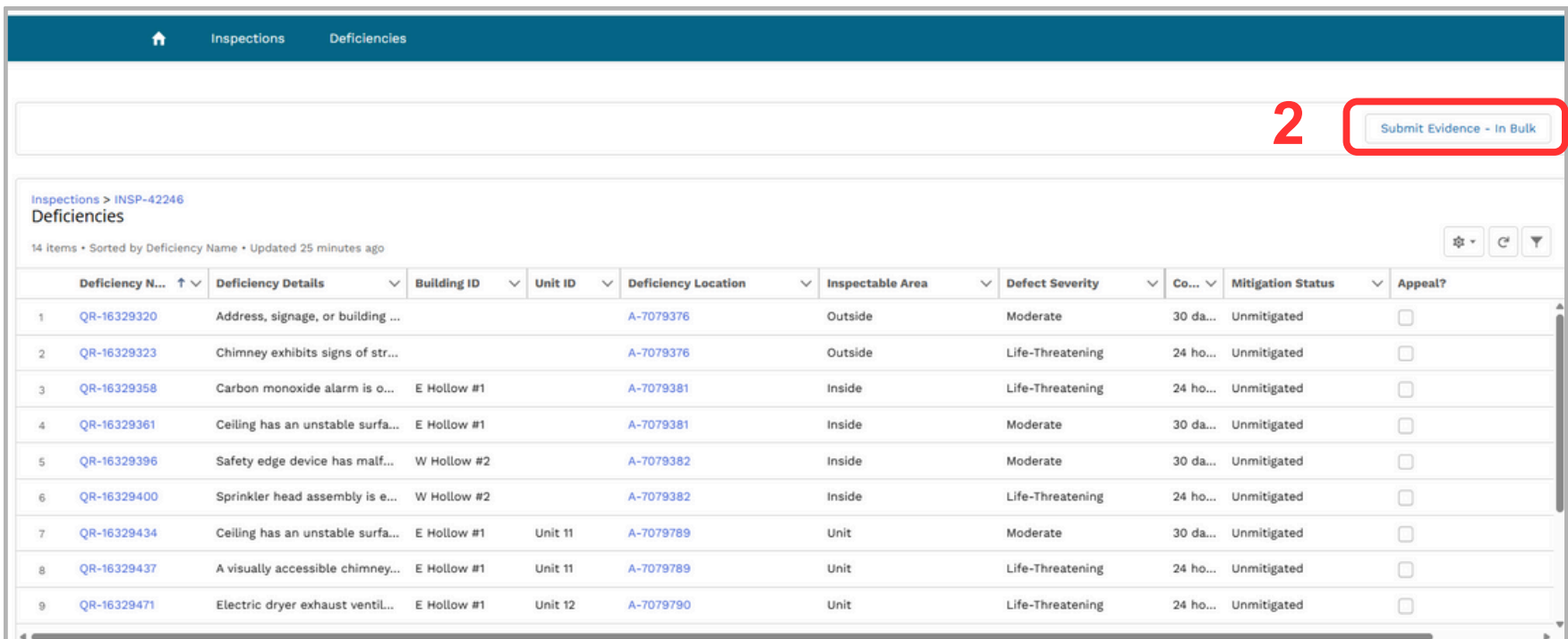
1| Click the **Deficiencies** header from the **Inspection record** page.



The screenshot displays the 'Inspection record' page for 'Kansas City Hollow'. The page is divided into several sections:

- Header:** 'Inspection Kansas City Hollow' with buttons for '+ Follow', 'Submit Appeal', and 'POC Certificate'.
- Summary:** Inspection Name: INSP-42239, Property ID: TAR8021967, Inspection Type: NSPIRE Inspection, Scheduled Inspection Date: 6/4/2025.
- Details:**
  - Inspection Name: INSP-42239, Scheduled Inspection Date: 6/4/2025
  - Property ID: TAR8021967, Local Scheduled Time: [blank]
  - Property Name: Kansas City Hollow, Inspection Stage: PI Completed
  - Inspection Type: NSPIRE Inspection, Inspection Status: Completed
  - Ready for HUD Review: No, Inspection Vendor: REAC QA Internal
  - Inspection Release Date: [blank], Final Review: [blank]
- Inspection Additional Details:**
  - Deadline to Schedule Inspection: [blank], Ideal Future Date (IFD): [blank]
  - Inspection Scheduled with POC?: , Cancellation Day of Inspection: [blank]
  - Inspection Start: [blank], Cancellation Reason: [blank]
- Right-hand Sidebar:**
  - Health and Safety Report: Generate Report
  - Inspection Report No Scores: Generate Report
  - Notes & Attachments (0): Upload Files
  - Deficiencies (6+): **1** (highlighted with a red box)

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



Inspections > INSP-42246  
Deficiencies

14 Items • Sorted by Deficiency Name • Updated 25 minutes ago

Deficiency N...	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 o...	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-16329396	Safety edge device has malf...	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-7079789	Moderate	30 da...	Unmitigated	<input type="checkbox"/>
8	QR-16329437	A visually accessible chimney...	E Hollow #1	Unit 11	A-7079789	Life-Threatening	24 ho...	Unmitigated	<input type="checkbox"/>
9	QR-16329471	Electric dryer exhaust venti...	E Hollow #1	Unit 12	A-7079790	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.

**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**

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

	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 Mitigation Details to all selected rows

**Mitigation Details**

Enter Text details here

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	<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 Date/Time Mitigated to all selected rows

**Date/Time Mitigated** 8

Format: Dec 31, 2024

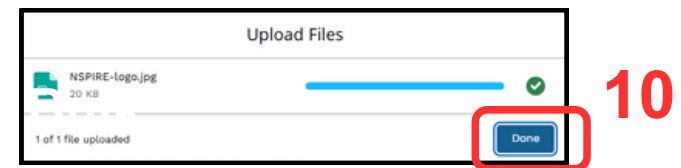
Update 2 selected items

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
1 <input checked="" type="checkbox"/>	QR-16311372	Kansas City Hollow	Chimney exhibits signs of structural failure.			<b>9</b> <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 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	<input checked="" type="checkbox"/> QR-16311372	Kansas City Hollow	Chimney exhibits signs of structural failure.	Enter Text details here	Apr 16, 2025	<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.	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	<a href="#">MBA POC Test User</a>
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.

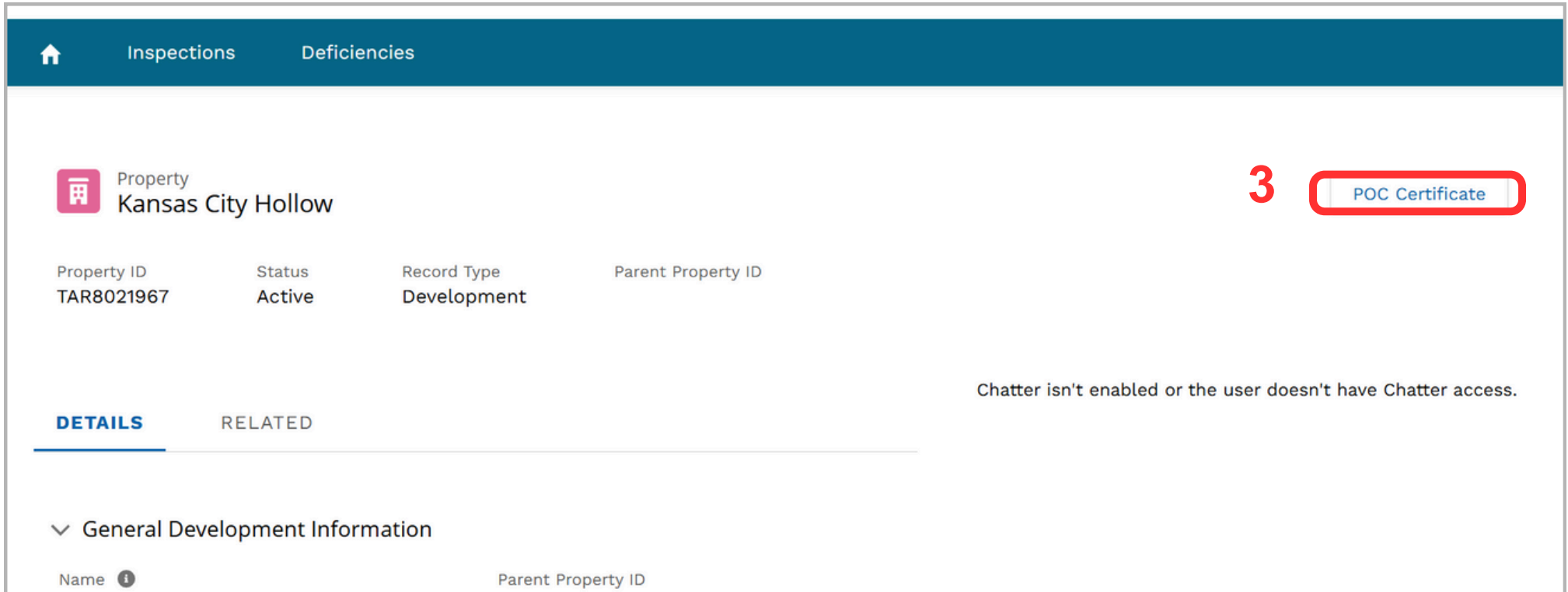
2 | Select the appropriate **Property ID** using the blue ID link.

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' is placed above it. Another red number '1' is placed above the 'Inspections' tab.

<input type="checkbox"/>	Deficiency ...	Property ID ↓	Property Nam
<input type="checkbox"/>	<a href="#">QR-16331073</a>	<a href="#">TAR8021967</a>	Kansas City H
<input type="checkbox"/>	<a href="#">QR-16331070</a>	<a href="#">TAR8021967</a>	Kansas City H
<input type="checkbox"/>	<a href="#">QR-16331063</a>	<a href="#">TAR8021967</a>	Kansas City H
<input type="checkbox"/>	<a href="#">QR-16331060</a>	<a href="#">TAR8021967</a>	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 for property records. At the top, there are navigation tabs for 'Inspections' and 'Deficiencies'. Below this, a property record is displayed for 'Kansas City Hollow'. A red number '3' is positioned next to a button labeled 'POC Certificate', which is highlighted with a red rounded rectangle. Below the property name, there is a table with the following data:

Property ID	Status	Record Type	Parent Property ID
TAR8021967	Active	Development	

Below the table, there are tabs for 'DETAILS' and 'RELATED'. A message on the right side of the interface states: 'Chatter isn't enabled or the user doesn't have Chatter access.' At the bottom, there is a section for 'General Development Information' with a dropdown arrow, and a table with columns for '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...
▼

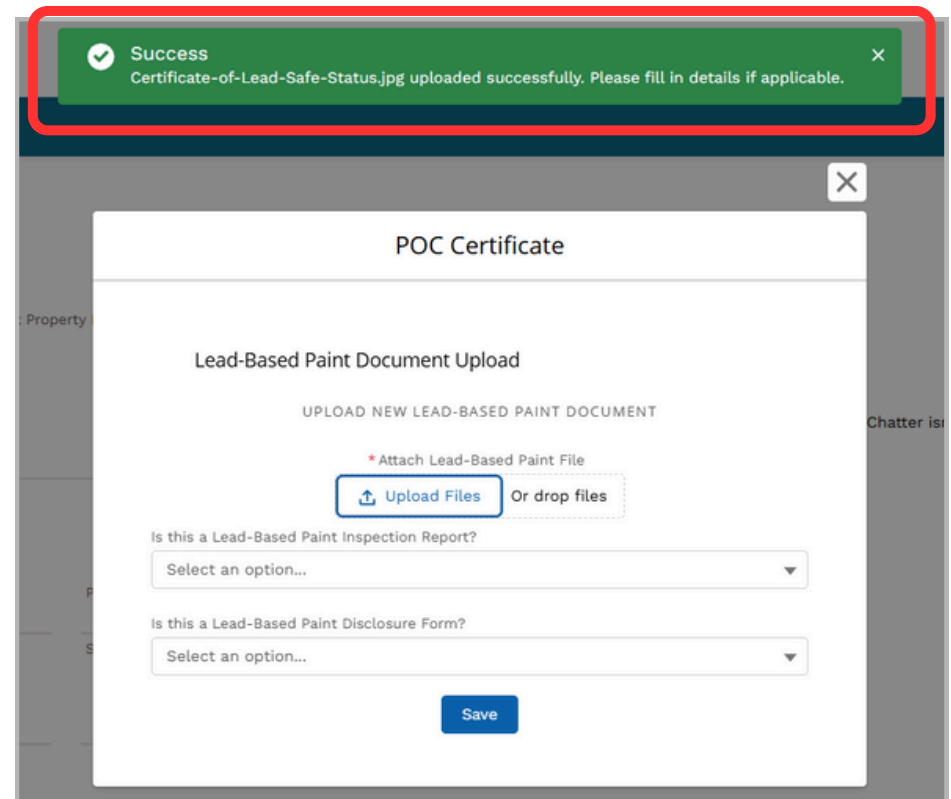
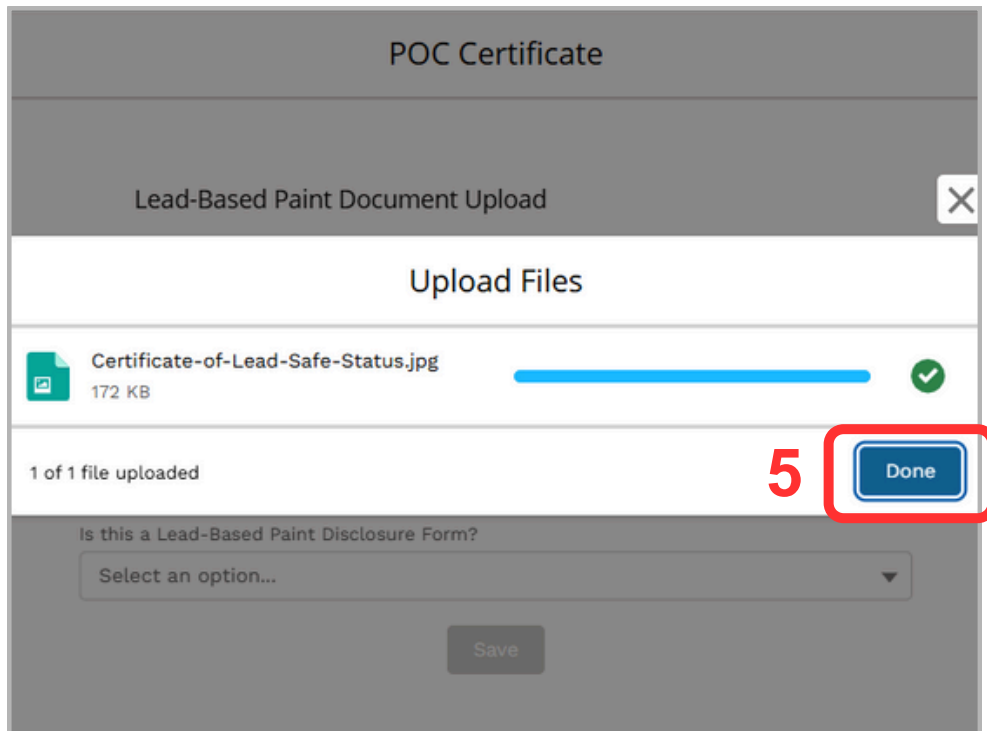
Is this a Lead-Based Paint Disclosure Form?

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.

POC Certificate

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Lead-Based Paint Document Upload

UPLOAD NEW LEAD-BASED PAINT DOCUMENT

\* Attach Lead-Based Paint File

Or drop files

Is this a Lead-Based Paint Inspection Report?

Yes

Lead-Based Paint Inspection Report Comments

Enter related comments

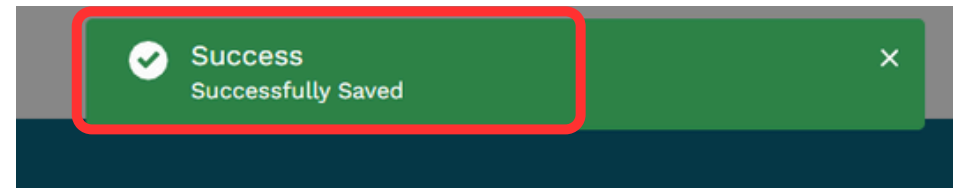
Is this a Lead-Based Paint Disclosure Form?

Yes

Lead-Based Paint Disclosure Form Comments

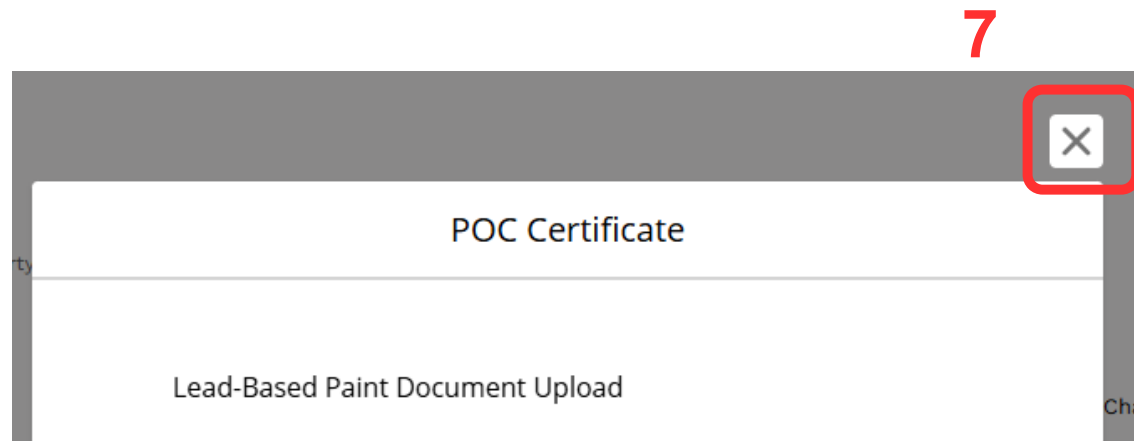
Enter Related Comments

6




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

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 Inspe
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

## 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.

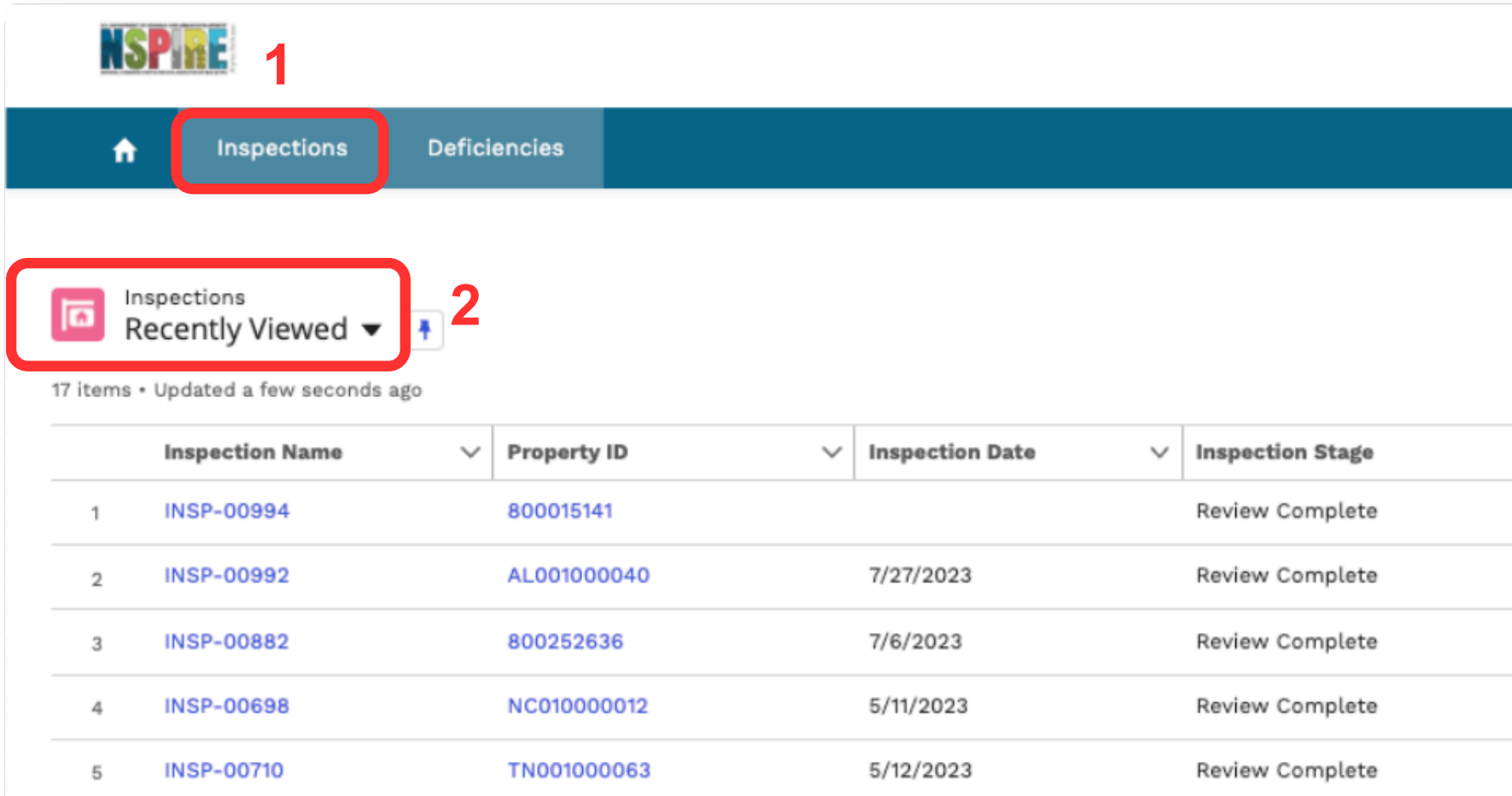
Once HUD Quality Control Users and Supervisors complete their reviews, the Inspection Stage moves to **Review Complete**. The Property POC can then submit an appeal **within a 60-day window**.

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 'QC Recommendation' of 'Accept'. The 'Reviewer Inspection Comment' is 'This adheres to our quality standards.' The 'Final Review' section shows a 'Final Review' of 'Accept' with a 'Final Reviewer Inspection Comment' of '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 left is the NSPIRE logo. Below it is a navigation bar with three tabs: 'Home' (represented by a house icon), 'Inspections', and 'Deficiencies'. The 'Inspections' tab is highlighted with a red box and a red number '1'. Below the navigation bar is a dropdown menu for 'Inspections' with 'Recently Viewed' selected. This dropdown is also highlighted with a red box and a red number '2'. Below the dropdown, it says '17 items • Updated a few seconds ago'. A table with five columns is displayed below: 'Inspection Name', 'Property ID', 'Inspection Date', and 'Inspection Stage'. The table contains five rows of data.

	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 'Home', 'Inspections', and 'Deficiencies' tabs. Below this, the 'Inspections' section is active, showing a 'Recently Viewed' dropdown menu. The dropdown menu lists several list 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	Review Complete
Review Complete	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	<a href="#">INSP-00882</a>	<a href="#">800252636</a>	Not Appealed
2		0	9/29/2023	<a href="#">INSP-00981</a> <b>4</b>	<a href="#">800056810</a>	Not Appealed
3		0	9/29/2023	<a href="#">INSP-00994</a>	<a href="#">800015141</a>	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
<a href="#">QR-10185643</a>	Ceiling component(s) is not functionally adequate.	Unit 11	1
<a href="#">QR-10185640</a>	Carbon monoxide alarm is missing, not installed, or not installed in a proper location.	Unit 11	1
<a href="#">QR-10185637</a>	System is blocked, or pull cord is higher than 6 inches off the floor.	Unit 11	1
<a href="#">QR-10185634</a>	Storage component is damaged, inoperable, or missing.	Unit 11	1
<a href="#">QR-10185631</a>	Storage component is damaged, inoperable, or missing.	Unit 11	1
<a href="#">QR-10185566</a>	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  
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 ... <span style="float: right;">▼</span>

[View All](#)

**Deficiency History (1)**

Date	Field	User	Original V... New Value
2/5/2025...	Created.	MBA Contr...	<span style="float: right;">▼</span>

[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.	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](#)

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

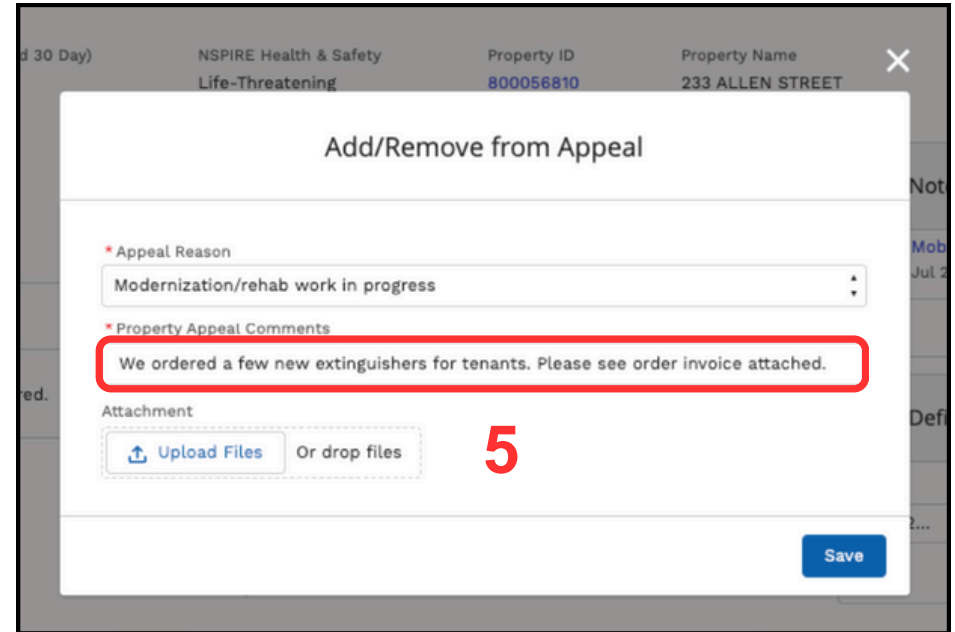
## Appeal Status - Available Values

### 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).



The screenshot shows a web form titled "Add/Remove from Appeal" for a property with ID 800056810 and name 233 ALLEN STREET. The form includes a dropdown menu for "Appeal Reason" set to "Modernization/rehab work in progress". The "Property Appeal Comments" field is highlighted with a red box and contains the text: "We ordered a few new extinguishers for tenants. Please see order invoice attached." Below this is an "Attachment" section with an "Upload Files" button and the text "Or drop files". A large red number "5" is overlaid on the attachment section. A "Save" button is located at the bottom right of the form.

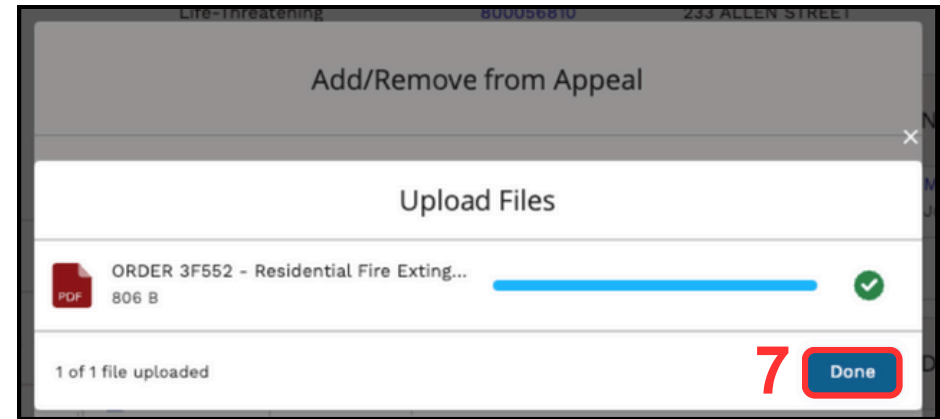
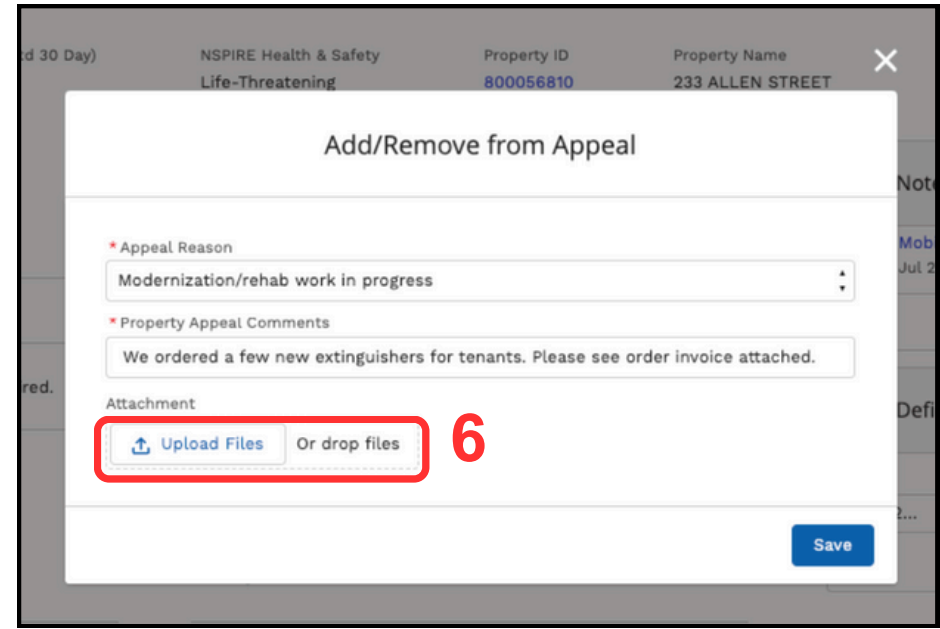
6 | Click **Upload files**, or drag and drop files to add supporting documents or images (optional)

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.

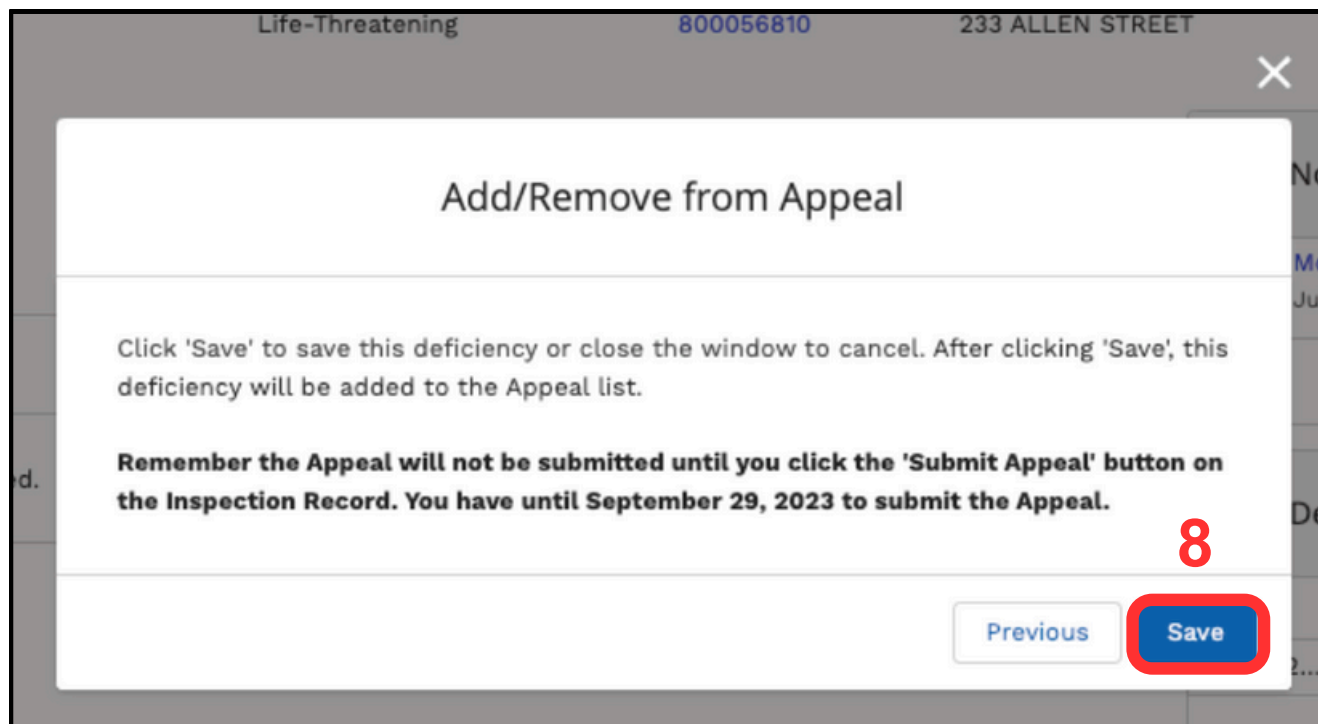


8 | Click **Save** to finish adding the deficiency to the appeal.

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.



Deficiency  
ED-407549

10

Inspection Name  
[INSP-34607](#)

Defect Severity  
Severe

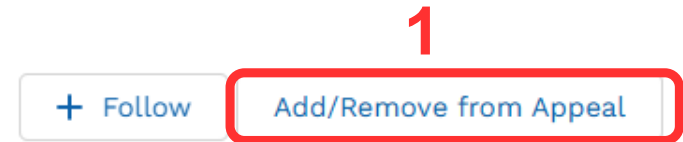
Deficiency Location  
[Unit 11](#)

### 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

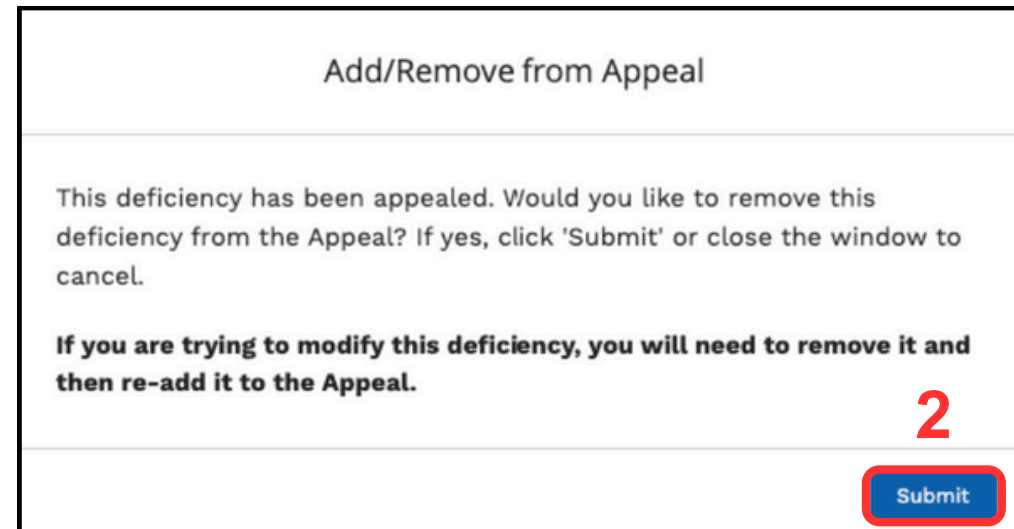
# Remove a Deficiency from the Appeal

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**.

The screenshot shows the NSPIRE web application interface. At the top, there are navigation tabs for 'Inspections' and 'Deficiencies'. Below the navigation, the current inspection record is displayed for 'Coeur d'Alene Springs'. The record includes the following details:

- Inspection Name: INSP-34623
- Property ID: TTX8084520
- Inspection Type: NSPIRE Inspection
- Inspection Date: 1/1/2025
- Inspection Stage: In Review
- Inspection Status: Completed
- Ready for HUD Review: Yes
- Inspection Vendor: MB&A Vendor

On the right side of the record, there are two main sections:

- Health and Safety Report:** A section with a 'Generate Report' button.
- Deficiencies (5):** A table listing deficiencies. The first entry is:
 

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

The 'Submit Appeal' button is highlighted with a red circle and a red number '2' next to it, indicating the next step in the process.

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

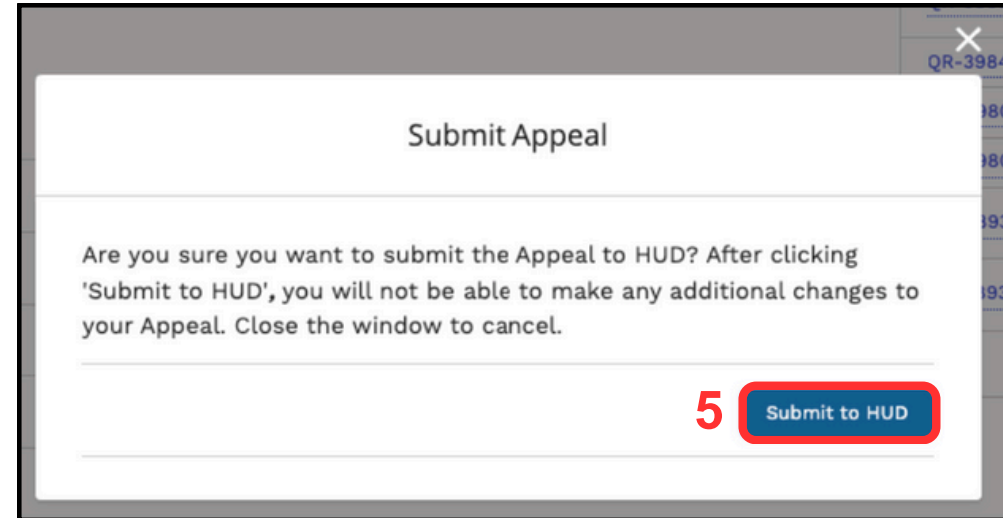
**Below are the deficiencies set to Appeal.** If you are ready to finalize the Appeal and submit to HUD, please click 'Submit'. If you would like to add or remove deficiencies from this list, close this window and go to the individual deficiencies.

Deficiency... ▾	Building Address ▾	Room/Location ▾	Deficiency
QR-38930		Garage/Carport	Fire extinguisher illegible, or
QR-39842	10 -	<b>3</b> 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
Finalize Appeal Review	<input type="checkbox"/>
Ready for Review Date	2/4/2025
Appeal Review Complete	
Appeal Eligibility Indicator	
Appeal Date	
Last Date to Appeal	
Days since Appeal	0
Appeal Review Flag	

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