

# Objectives



Upon completion of this topic, participants will be able to:

- Understand the importance of entering consistent and objective data in the PASS 2.1 software
- Access definitions using three different methods
- Understand the effects of deviating from the REAC inspection protocol

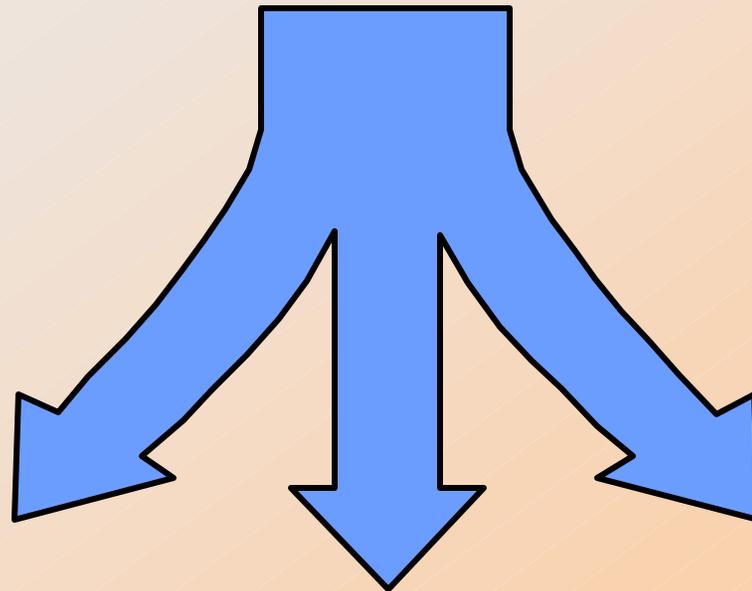
# Consistent and Accurate Data



**A clear understanding of the REAC definitions  
is essential for consistent and accurate  
inspection data**

# Accessing Definitions

3 Methods on the DCD:



Item Definition  
Button

Help Button

Defect Definition  
Button

# Deficiency Comments



- Comments required for “Severe” deficiencies
- Comments used to:
  - Identify location and degree of deficiency
  - Inform HUD offices of required follow-up actions
  - Help REAC conduct QA reviews
  - Help Contractor QC improve inspector performance
- Inspectors should:
  - Use key words to describe nature of deficiency
  - Specifically describe location of deficiency
  - Keep comments brief and concise





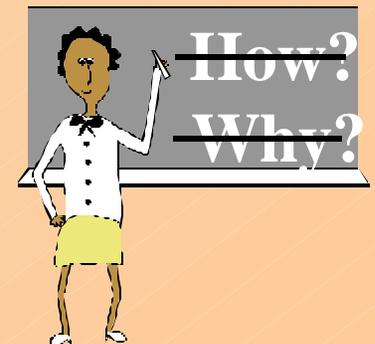
# Definition Variances

- Definition Variances - *alterations to the standard inspection definitions and procedures as defined by the Physical Inspection Protocol*
  - Improper use of the comments field
  - Disregard for REAC definitions
- Definition protocol must be followed in order to maintain REAC's goal of:
  - providing HUD with consistent, objective, and standardized information about the physical condition of properties

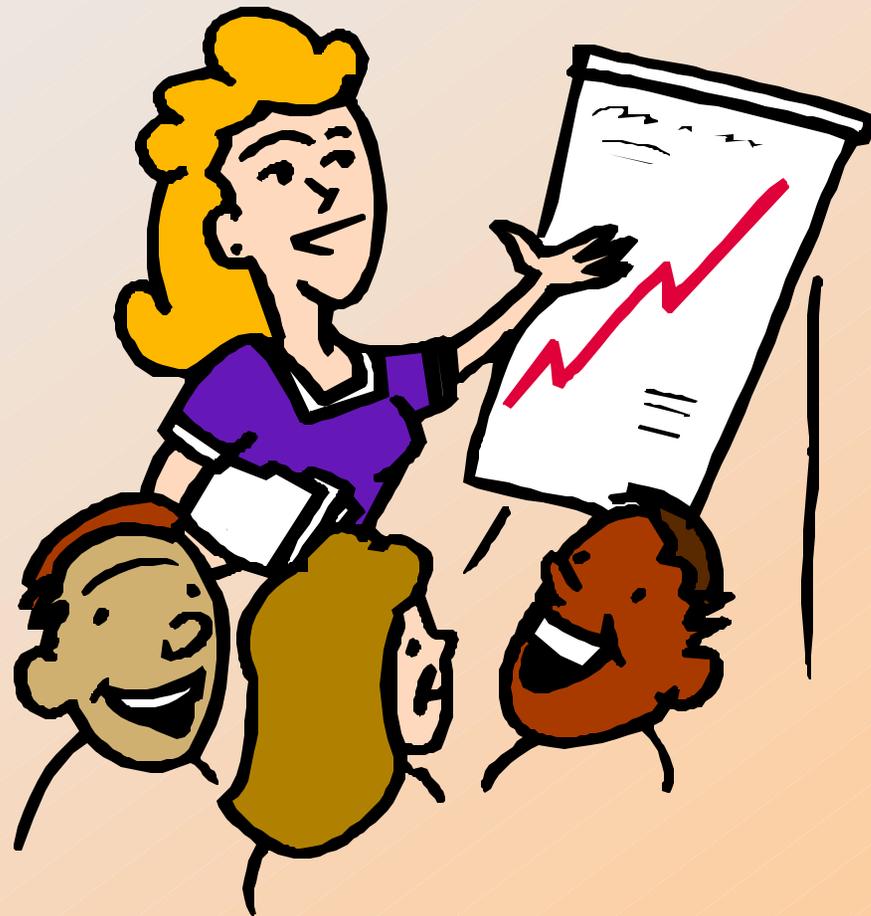


# Improper Use of the Comments Field

- Inspector's role is not to determine the "hows" and "whys" of deficiencies
- Inspectors should not rate deficiencies as "Severe" to gain access to the comment field because
  - Negatively impacts scoring
  - "Severe" ratings weighted more heavily than "Minor" or "Major" ratings
  - May cause HUD to take action against the property
- Comments should only be entered to:
  - Indicate the location of the deficiency
  - Describe the deficiency (using keywords from the definitions)



# Discussion



# Disregard for REAC Definitions

- Most common form of definition variance
- Redefining deficiency definitions using personal interpretations
  - Creates discrepancies between inspections done by different inspectors
- Difficult to describe ambiguous concepts in factual and verifiable terms
- **Inspectors are required to use REAC definitions**



# Activity

