

CQA Review Overview for Property Owners/Managers

WHAT IS A CQA REVIEW?

- HUD hires independent contract inspectors to conduct physical property inspections of nearly 33,000 properties each year.
- HUD performs various Quality Assurance activities to ensure that these inspections are technically accurate, unbiased, and carried out in a courteous and professional manner.
- One of the tools we use to monitor performance is the CQA Review. The CQA Review is an onsite review of the inspector's performance. It is our best opportunity to observe our inspectors during an actual inspection.
- Each inspector receives a CQA Review at least twice every quarter.

WHAT OCCURS DURING A CQA REVIEW?

- During a CQA Review, a trained HUD reviewer accompanies the inspector during the physical inspection.
- It is important to remember that the HUD reviewer is there to assess the performance of the *inspector*, and not to assess the condition of the property.
- The HUD reviewer is assessing the inspector's performance on a number of factors, including, does the inspector:
 - Accurately observe and record deficiencies?
 - Correctly use the Data Collection Device (DCD) to input and transmit information?
 - Correctly identify observed deficiencies and verbally relate them to the property representative?
 - Conduct himself or herself in a courteous and professional manner?
- During the CQA Review, the HUD reviewer may give feedback to the inspector in your presence, or pull the inspector aside for a private discussion.
- A private conversation between the HUD reviewer and the inspector does not necessarily mean that the inspector has done anything "wrong." The reviewer may be providing onsite training or asking questions. It may be a matter of professional courtesy not to discuss the contractor's performance within earshot of others.
- The HUD reviewer may periodically ask to see the inspector's DCD; again, this does not indicate a problem, it is a normal part of the review process.
- You may hear conversations between the HUD reviewer and the contractor that do not appear to have anything to do with your property. This is also a normal part of the review process; the HUD reviewer may be giving additional information or training to the inspector.

WHAT IS THE ROLE OF THE HUD REVIEWER?

- The HUD reviewer is there to assess the performance of the contractor. They are **not** a second inspector of your property, although they will be assessing whether or not the inspector correctly observes and records deficiencies.
- The HUD reviewer may also provide onsite training in new or unfamiliar procedures.
- The HUD reviewer may be there for the entire inspection, or they may only attend part of the inspection.
- The HUD reviewer will use a DCD to record the results of the CQA Review.
- The HUD reviewer may need to be excused to attend to other business matters during the course of the inspection – the inspection should proceed as scheduled to completion.
- If the HUD reviewer observes serious problems with the inspector's performance, the HUD reviewer may halt the inspection. This happens very rarely, but it does happen. Unfortunately an entirely new inspection will have to be scheduled and completed as soon as possible.
- Following the CQA Review, HUD provides the contractor with an assessment of his or her performance.

IF YOU HAVE FURTHER QUESTIONS:

- You are free to ask the HUD reviewer to explain the role or purpose of the CQA Review. You may also ask them any other questions during the CQA Review.
- If you wish to contact someone else about the CQA Review, either during or after your inspection, or about the results of your inspection, please contact:
 - HUD's PIH-REAC Technical Assistance Center (TAC)
888-245-4860 or reac_tac@hud.gov