

*I Believe In* HUD

# PASS

*Physical Assessment Subsystem*  
**User Manual**

**Public Version**



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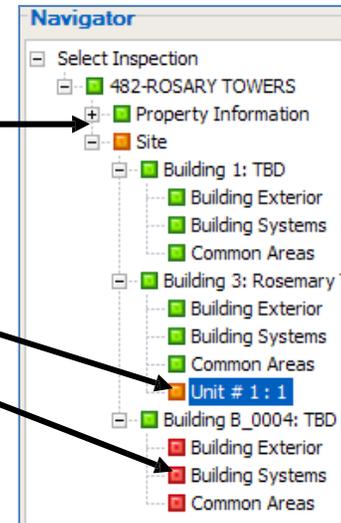
**LEGEND**

- ❖ Black Arrows {  } are used to indicate instructional steps to perform
- ❖ Action words (click, check, etc.) indicating a specific step will be in **bold italic** font
- ❖ Red Dotted Arrows {  } are used to indicate areas of interest
- ❖ Blue Star: data fields with a blue star are required in order to save your information



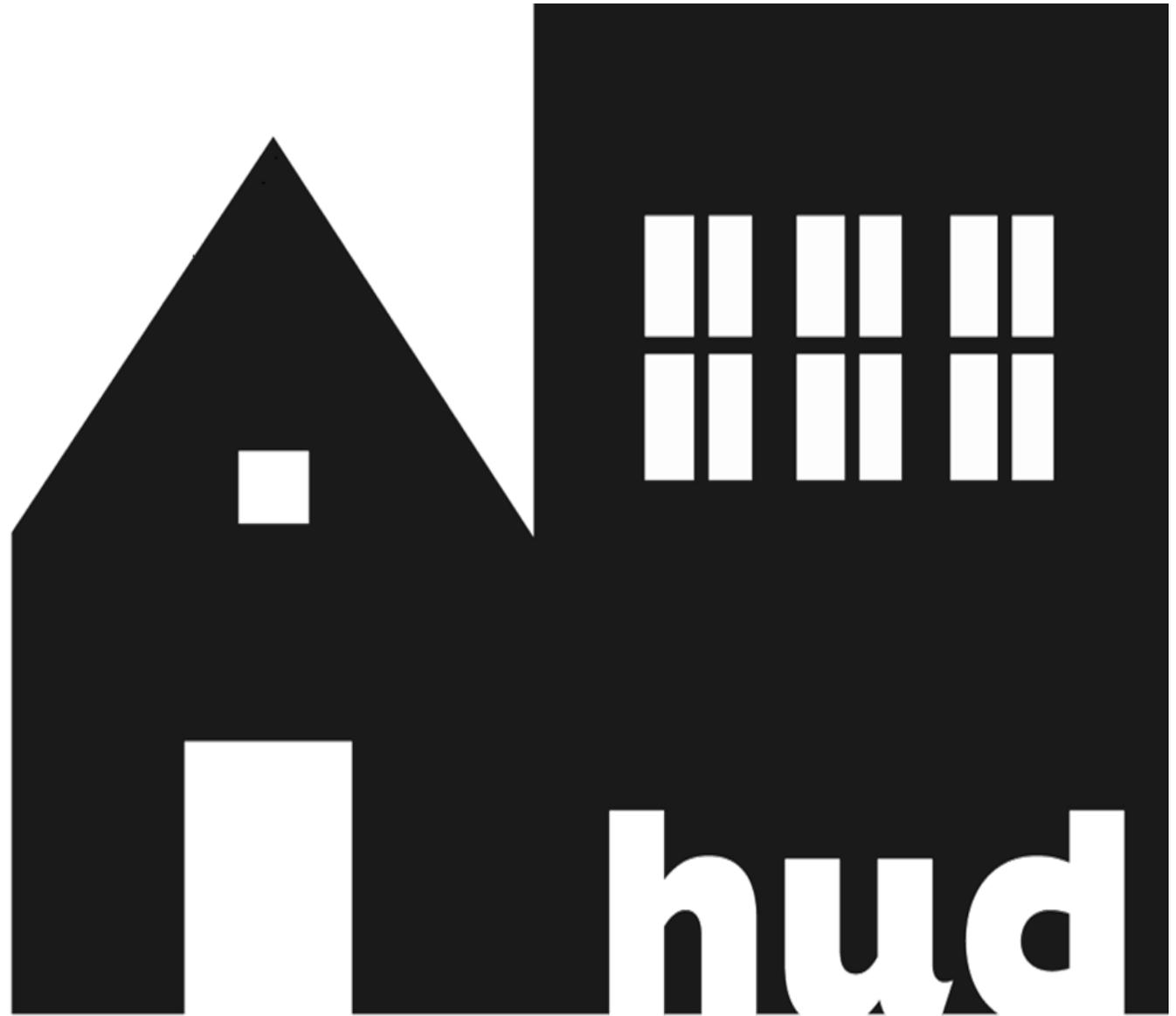
**The colored nodes in RAPID indicate:**

- **Green = Completed area**
- **Orange = In Progress**
- **Red = Work to be Completed**



**Acronym List**

- EHS – Exigent Health & Safety
- HUD – U.S. Department of Housing and Urban Development
- MF – Multi-Family
- NA – Not Applicable
- NOD – No Observed Deficiencies
- OD – Observed Deficiencies
- PASS – Physical Assessment Sub System
- PIH-REAC – The Office of Public and Indian Housing, Real Estate Assessment Center
- RAPID – Record and Process Inspection Data
- TAC – Technical Assistance Center
- TBD – To Be Determined
- UPCS – Uniform Physical Condition Standards
- WASS – Web Access Security System



**General Information**

**OVERVIEW**

The **Office of Public and Indian Housing, Real Estate Assessment Center (PIH-REAC)**, administer HUD’s Physical Inspection Program. The purpose of the Physical Inspection Program is to assess the condition of properties for which HUD has an interest or obligation.

In addition, the physical inspection program provides HUD with the ability to *assess whether its properties are in a safe, decent, sanitary condition and in good repair*. HUD uses the results to assess the overall condition of portfolios currently under its jurisdiction. HUD physical inspections are:

- Objective
- Consistent
- Comprehensive
- A means to assist HUD to prioritize & direct its resources

**Uniform Physical Condition Standards (UPCS)**

The UPCS are the foundation of HUD’s Physical Inspection Program. The UPCS:

- Identifies the 5 inspectable areas and exigent health and safety hazards
- Establishes standardized definitions for Inspectable items
- Is the basis for electronic inspections via UPCS software
- Provides uniform, objective protocol for performing inspections of all property types
- Provides the foundation for training inspectors



**Building Exterior**



**Building Systems**



**Site**



**Common Areas**



**Units**

*Figure 1: The “Five Inspectable Areas of a Property” that an Inspector is required to inspect.*

## RAPID 4.0 Public Version User Guide

### PURPOSE

The purpose of this guide is to demonstrate how to use RAPID 4.0 Client, HUD's web-based physical inspection application.

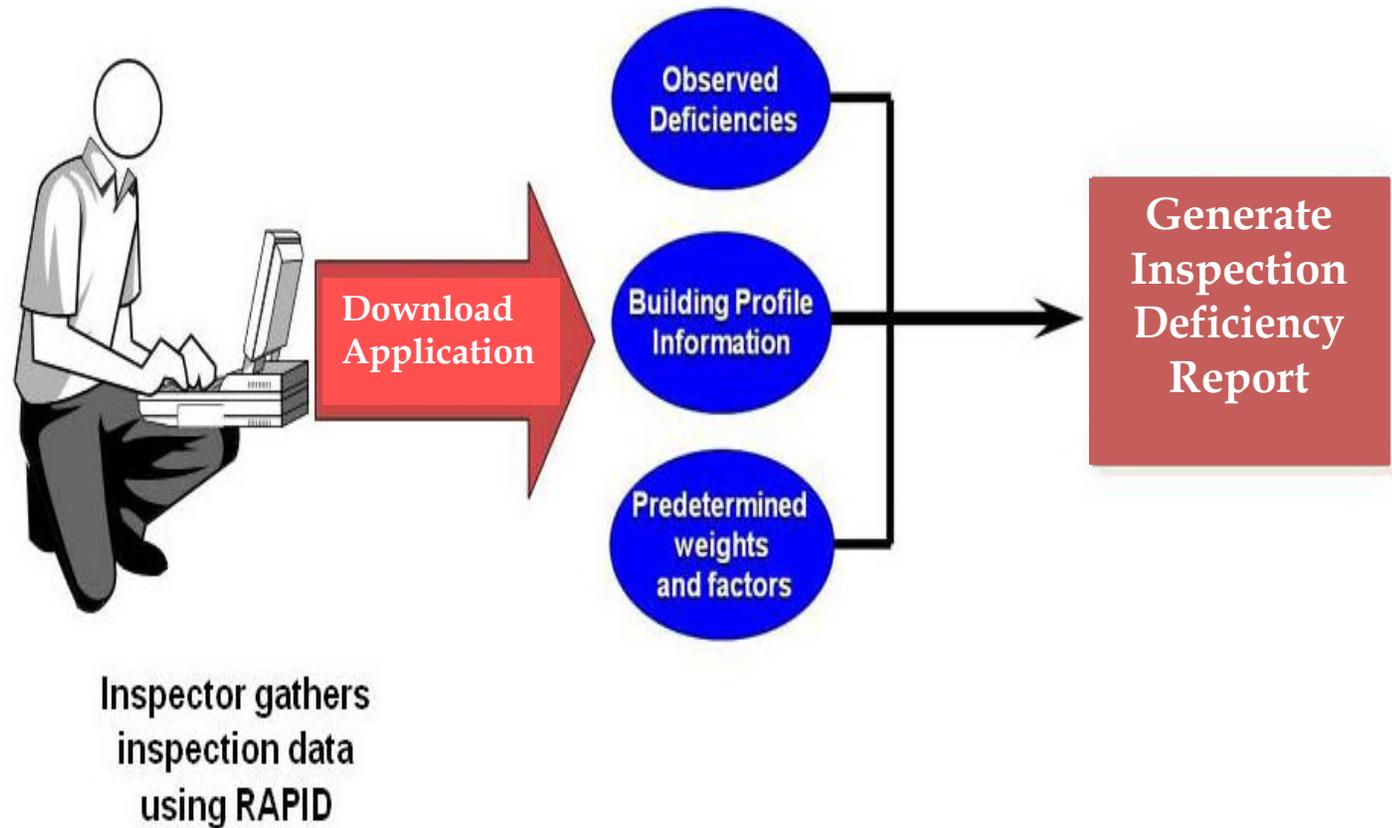
RAPID is a tool utilized by inspectors to record & process inspection data. The software downloads Inspection Data from the server, record/update Inspection Profile, Property Profile, Participants Profile, Certificates, Building Profile and records observations in the Building System, Building Exteriors, Common Areas and Units.

However, modifications to this version will all entities within Multifamily or PHAS to perform their own physical inspections. In addition, users will be able to review and print their "Inspection Deficiency Report" at any time during the inspection.

### OBJECTIVES

Users will be able to:

- Setup the RAPID application on your laptop
- Verify &/or Update Inspection or Property Profile
- Enter building information &/or units
- Record observations or Defects
- Confirm Inspection data is complete
- Retrieve the Discrepancy &/or Inspection Summary Report



*Figure 2: RAPID – Facilitating the process of ensuring the data regarding the conditions of HUD's Housing Portfolio is accurate, credible and reliable.*

**System Summary**

***Security***

The security considerations normally in place to access REAC’s Web Assessment Subsystem (WASS) are not applicable. Users are not required to login via Secure Systems (WASS) to access PASS data. However, in order to perform specific inspection functions within RAPID, users must utilize the generic username and password once to obtain the application.

***System Interaction***

The Public Version of RAPID is a stand-alone application that does not require interaction with other systems.

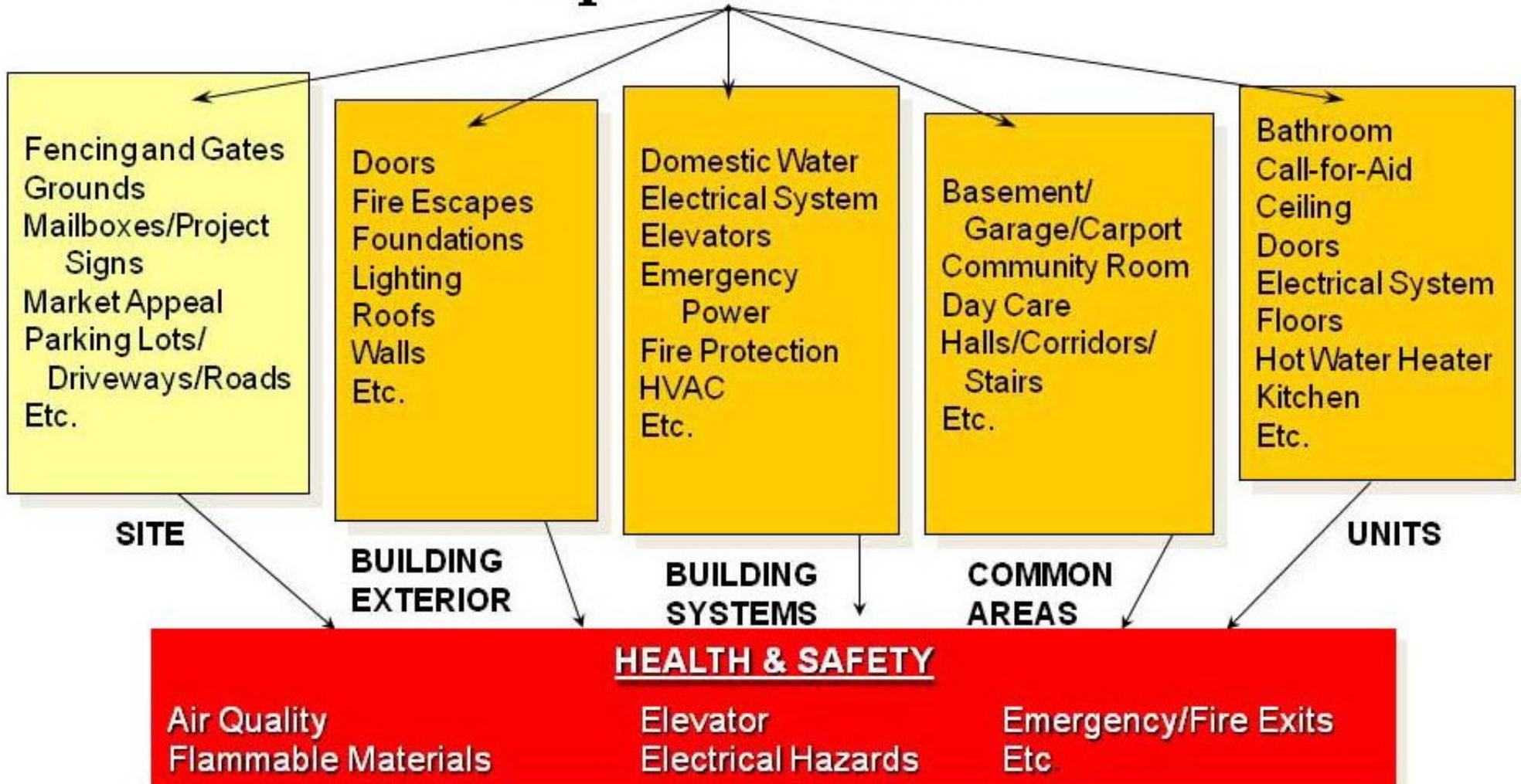
***Hardware***

To operate this application, laptops utilizing WinXP or greater will be sufficient and an internet connection for the initial download.



# Physical Inspection Structure

## Inspectable Items



**Download RAPID Public Version**

[http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/public\\_indian\\_housing/react/products/prodpass/dcd4.0](http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/react/products/prodpass/dcd4.0)

**Application Setup**

In order to utilize RAPID 4.0, download the application from HUD’s website:

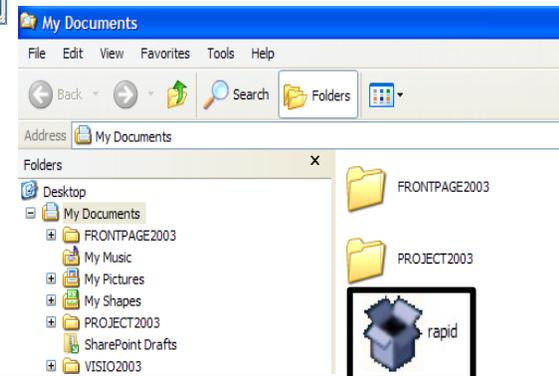
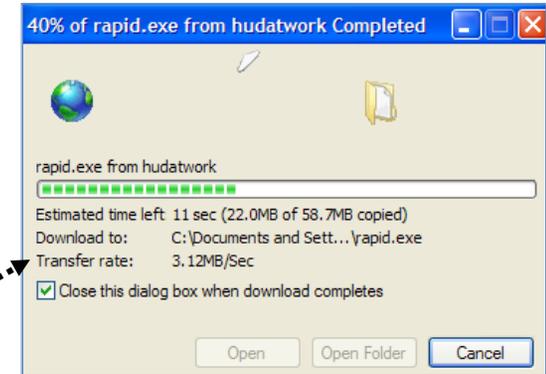
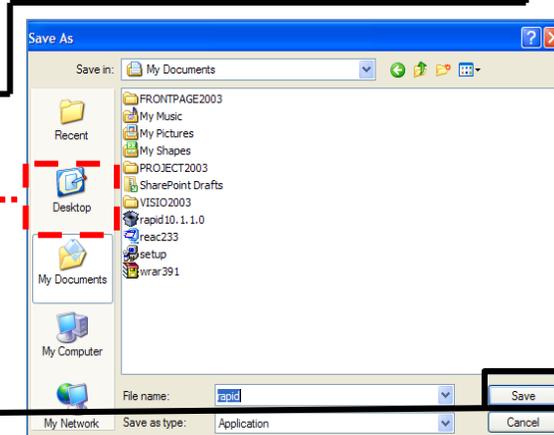
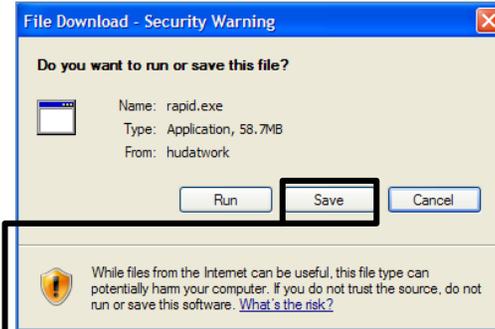
1. **Type** the following link into your web browser  
Alternatively, (if you are viewing this manual while connected to the internet) you can double-click on the link.
2. **Click** on the “[RAPID Public Version](#)” link to download the application
3. **Click** on the link
4. A “File Download” dialog box will appear; **click** the “Save” button

A “Save As” will appear and give you the option of where you would like the application saved on your computer. *The default option will be the “My Documents” folder;* however, you can save the folder to any of the other four options listed on the left and after you select:

5. **Click** the “Save” button to complete the action.

The “Download” dialog box will appear and allow you to track its progress; once complete,

6. **Double-click** on the “My Documents” folder located on your desktop.
7. **Double-click** on the RAPID executable icon located inside the folder.



The “PASS RAPID Application” wizard will appear.

8. Click “Next” to begin.
9. The “Extraction Path” box will appear; click “Next.”
10. Click “Next” when the “Extracting Files” dialog box appears.

Once the Wizard is complete, you will have the “RAPID” icon on your desktop. **To access the program,**

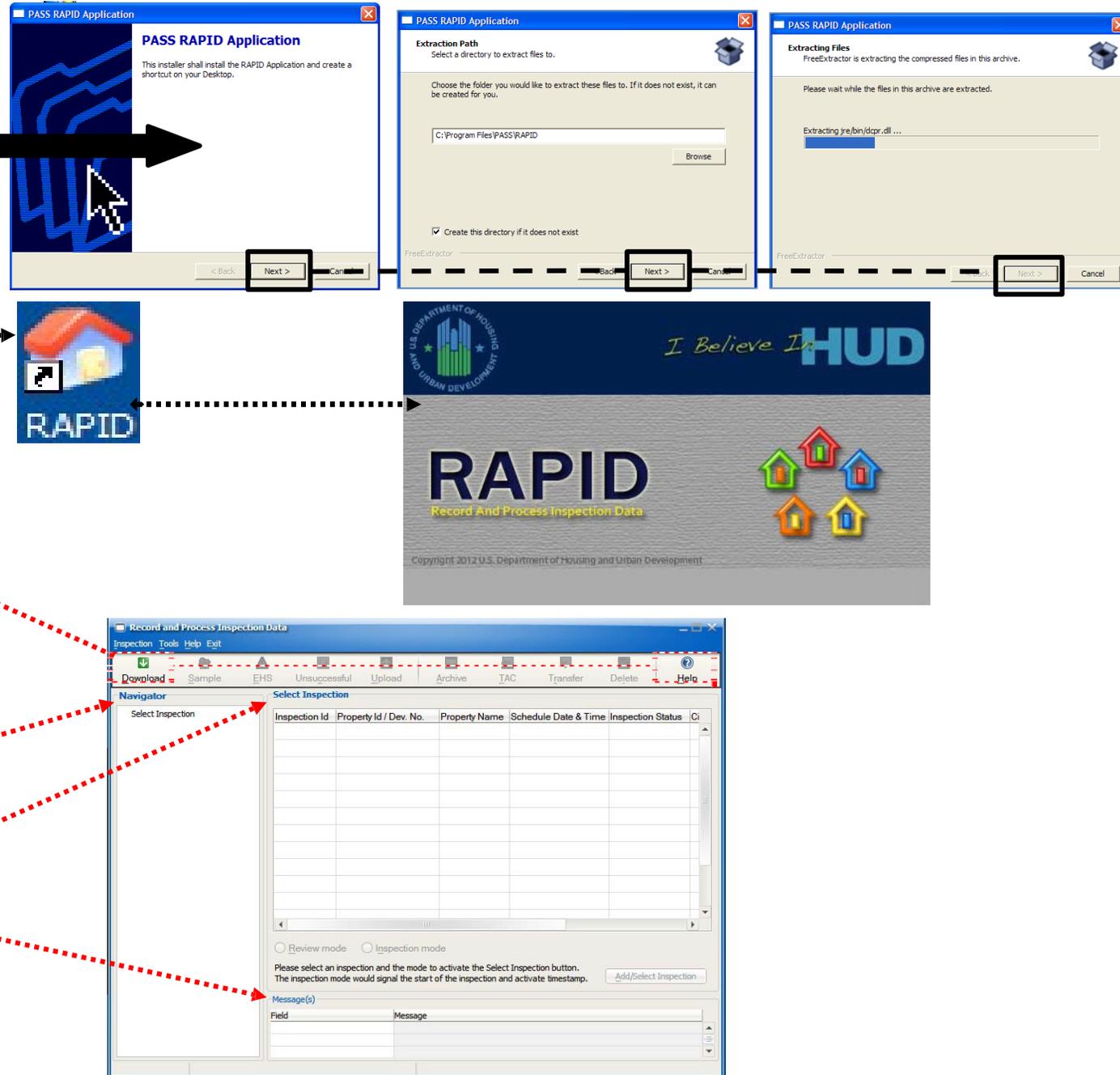
11. Double-click on the RAPID icon; the “RAPID” screen will appear.

The very first time that you log into RAPID, the screen will be blank, there will be several options but only two icons will be enabled:

- **Download**; you will click this button to begin the download process
- Click on the **“Help”** icon for additional information regarding functionality specific to this screen

Other areas of note:

- **Navigator** – users can use to navigate through the inspectable areas of the Inspection.
- **Select Inspection(s)** – area where user will obtain all available inspections for download
- **Message(s)** – status of the inspection after download



**Initiate Your Inspection**

After you have opened the RAPID application, the “Record and Process Inspection Data” screen will appear,

1. **Click** the “Download” button.

This will bring you to the “Download Inspection(s)” page.

2. **Click** the “Download” button.

3. **Click** the “Connect” button

The “User Log in” dialog box will appear.

4. **Enter** your “User Id,” “Password,” and **click** “Login”

*The very first time that you perform this action* the “Download Inspection” dialog box will appear,

5. **Click** “Yes” to inform RAPID that you wish to have your “Reference Data” synchronized.

Synchronization should take 2 – 5 minutes depending upon your connection speed and resources available on your computer.

When “Synchronization” is complete, the “Select Inspection” screen will appear.

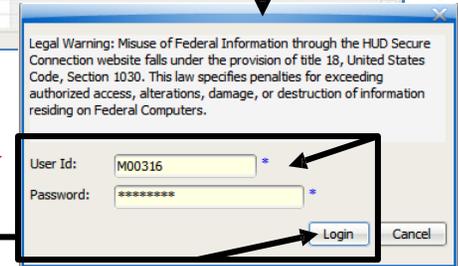
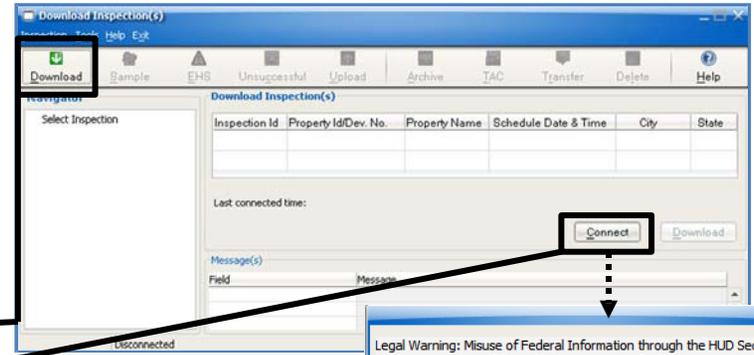
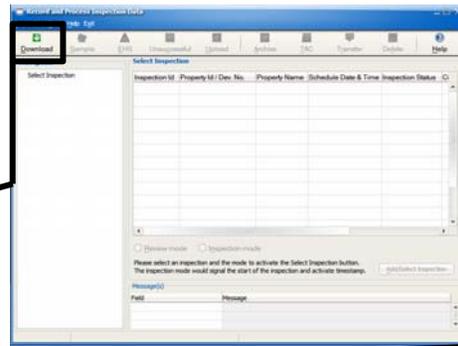
6. **Click** on the “Select Inspection” node

The previously disabled “Add Inspection” button will now become active:

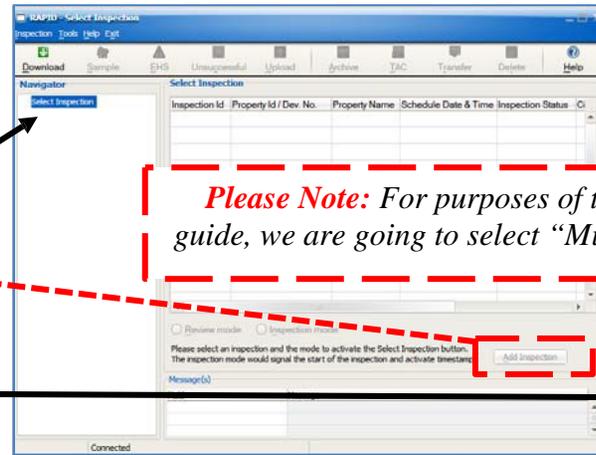
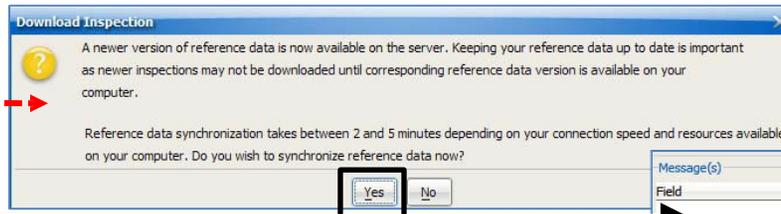
7. **Click** the “Add Inspection” button

The “Inspection Type” dialog box will appear

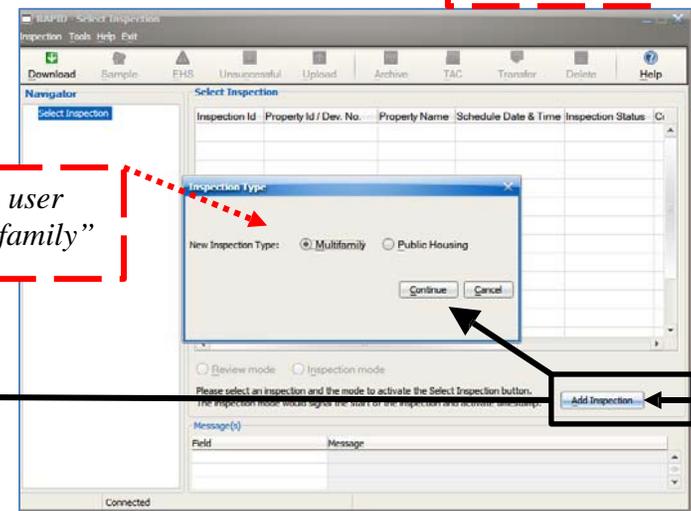
8. **Indicate** the type and then **click** the “Continue” button.



*Please Note: you will utilize a generic User Id & Password provided by HUD*



*Please Note: For purposes of this user guide, we are going to select “Multifamily”*



The “Property Profile” dialog box will appear,

9. **Enter** your property information in the required fields, **click** the “Save” button.

**Please Note:** if we had select “Public Housing”, the Property Profile dialog box would have requested different information.

Listed within the “Select Inspection” window now is your facility,

10. **Check** the box and the previously disabled “Add/Select Inspection” button is enabled

11. **Click** the “Add/Select Inspection” button

The “Inspection Panel” dialog box appears,

12. **Click** “Yes”

The “RAPID Error” dialog box appears

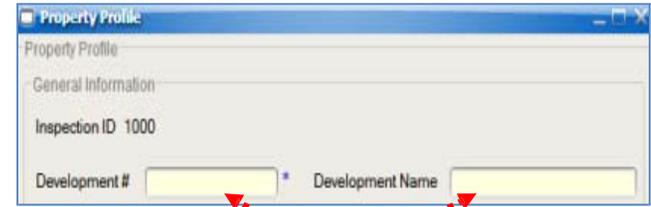
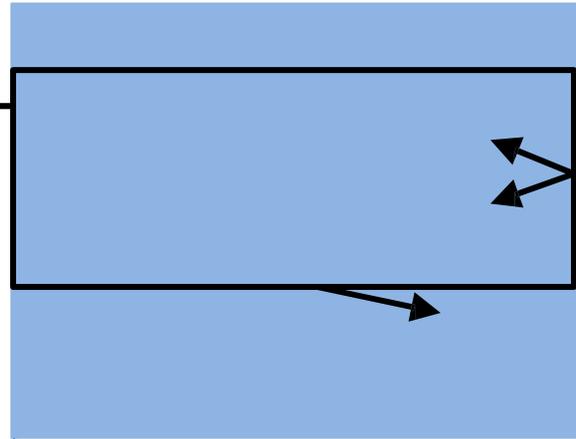
13. **Click** “Ok”

14. **Select** the “Inspection Mode” radio button

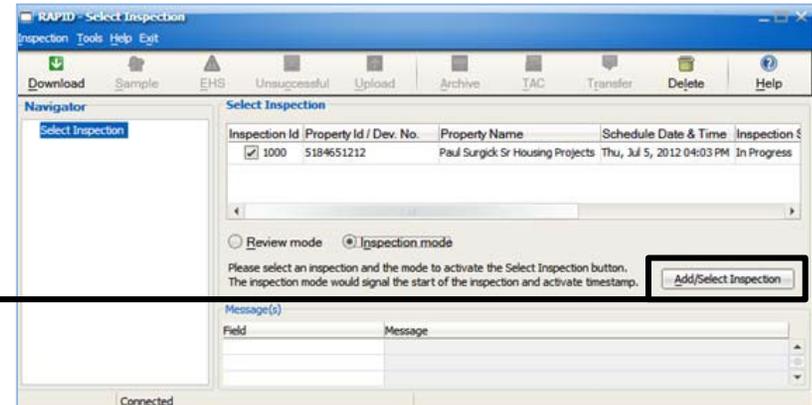
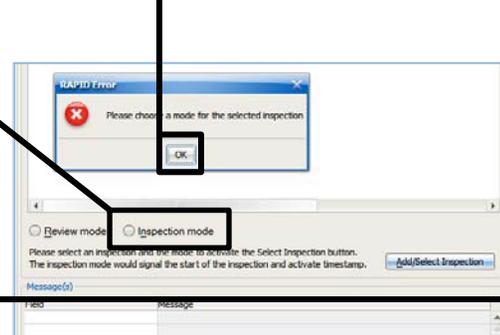
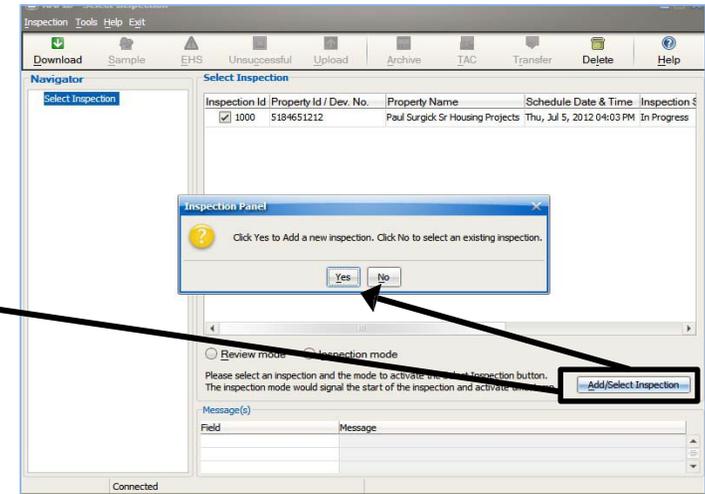
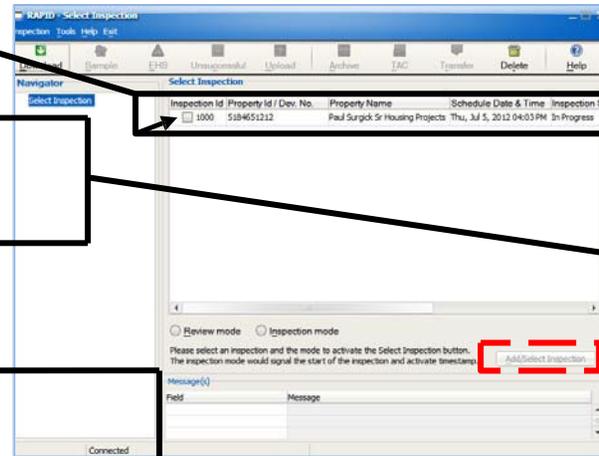
We now see:

- Your facility selected
- Inspection Status is “In Progress”
- We are in “Inspection Mode”

15. **Click** the “Add/Select Inspection” button again.



**Please Note:** For **Public Housing users**, you will need to input your “Development#” and “Development Name”



The “Inspection Panel” dialog box will appear,

16. *Click* “Yes”



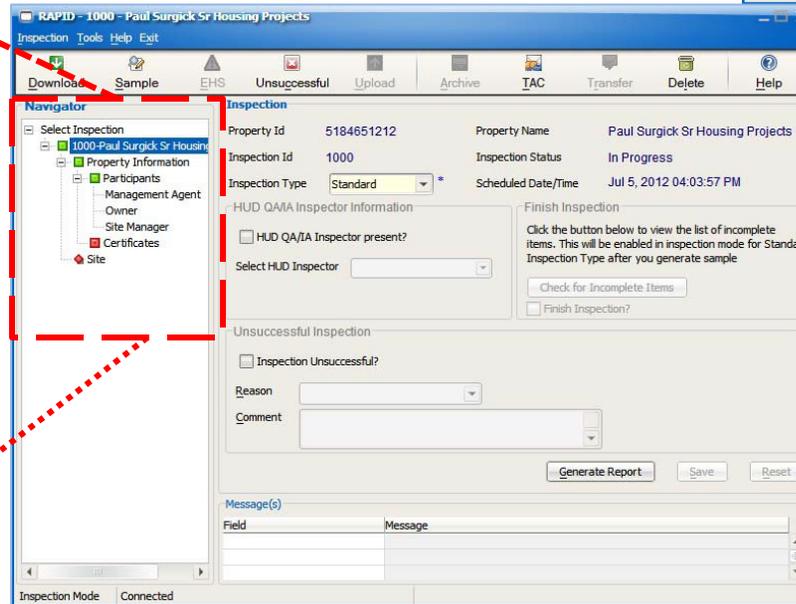
The “Confirm System Date and Time” dialog box appears,

17. *Click* “Confirm”



You will now notice that under the Navigator panel on the left, an expandable, collapsible tree of the Inspection now lists several sub-roots. Specifically the:

- **Property Information:** address/contact, building, & unit information;
- **Participants:** property contacts;
- **Certificates:** documents certifying that specific safety and maintenance requirements have been fulfilled;
- **Site:** inspectable items such as the Building Exterior, Building Systems, Common Areas, and Units.



**The colored nodes in RAPID indicate:**

- **Green = Completed area**
- **Orange = In Progress**
- **Red = Work to be Completed**

**Completing Your Inspection Profile**

*Property Information*

1. *Click* on the node entitled “Property Information”

The “Property” windowpane will now display basic data regarding this property,

2. *Click* the “Add Building” button

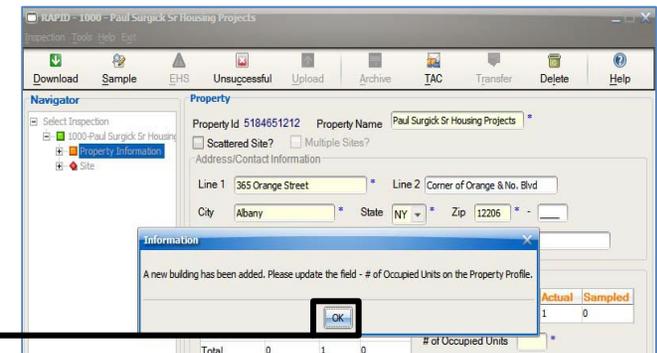
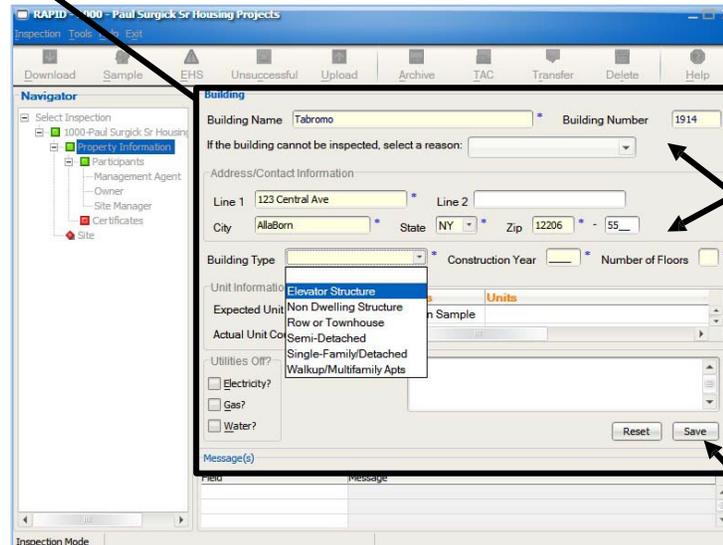
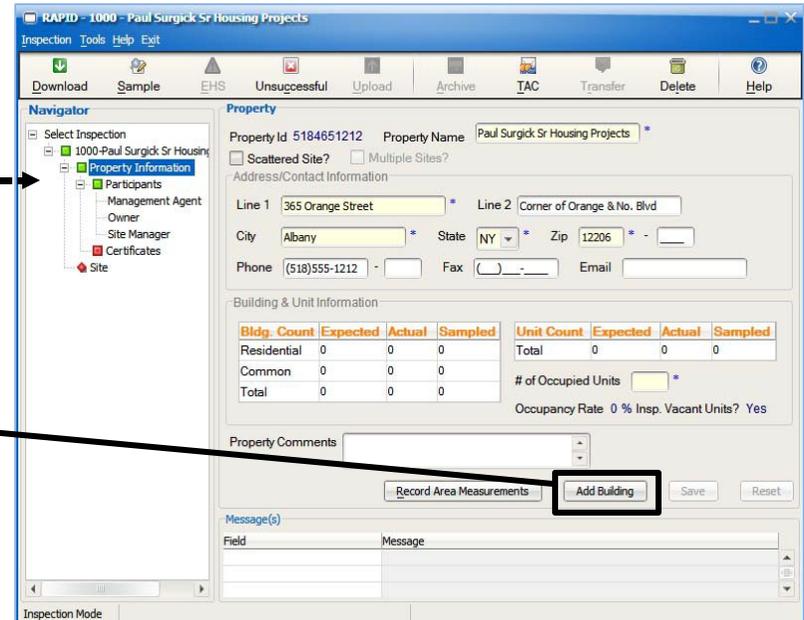
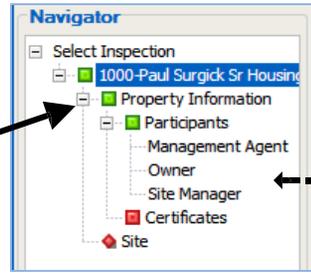
The “Building” windowpane appears.

3. *Enter* data into the required fields

4. *Click* “Save”

The “Property” windowpane will appear with an “Information” dialog box informing you that a new building has been added:

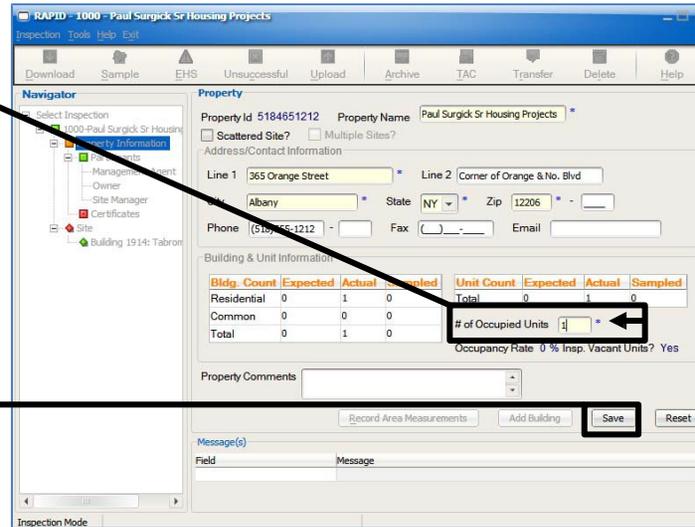
5. *Click* “OK”



6. In the “# of Occupied Units” field, *add* the number of units

(For purposes of this user guide, we will add “1”unit)

7. *Click* the “Save” button



**Certificates**

It is required that all properties have all the proper certificates for property systems (e.g., boiler, elevators, fire alarms, and sprinkler systems), as well as lead-based paint.

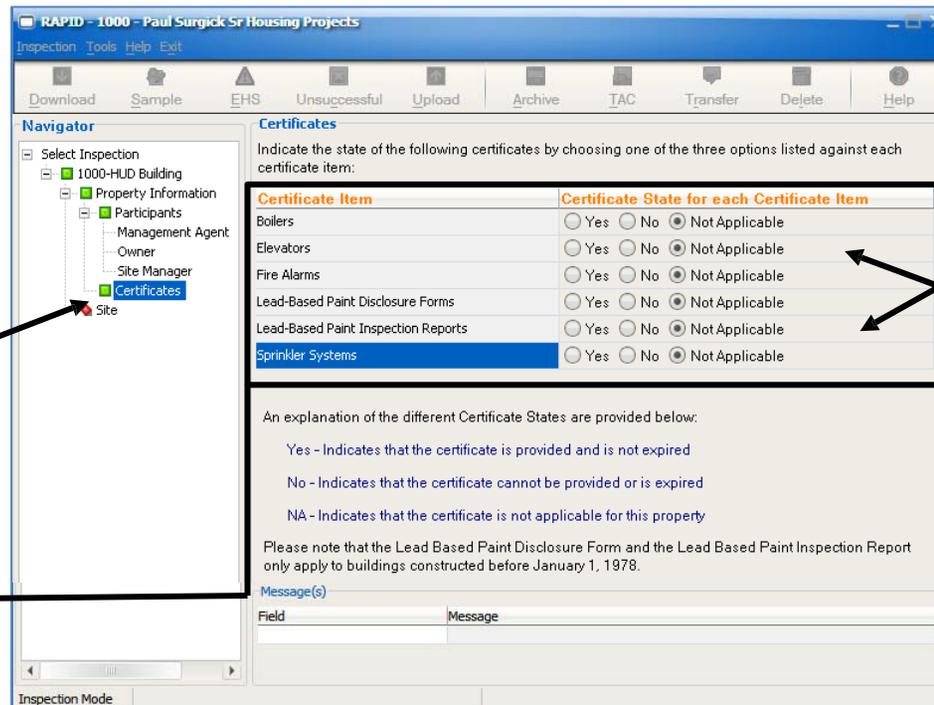
Inspectors should first determine if each certificate is applicable for the property; one-story properties would not need an elevator certificate.

1. *Click* the “Certificate” node in the “Navigator” windowpane

In the “Certificates” windowpane,

2. *Check* the appropriate answer for each Certificate Item.

For purposes of this user guide, we are going to select “Not Applicable” – during your inspection, please select the appropriate choice.



**Generate Sample**

To generate the inspection sample,

1. **Click** on the “Property Information” node

2. **Click** on the “Sample” icon on the toolbar

The “Inspection Sample” page will open.

3. **Click** the “Generate Sample” button

The “Information” dialog box will appear.

4. **Click** “Ok”

5. **Click** ‘I Certify’ in the “Select Option” dialog box

In the “Buildings/Units in Sample” windowpane, you will see your Building(s) as well as the corresponding “Unit(s)” for your sample.

6. **Click** “Exit”

The “Property” windowpane will now appear. You will now see that the “Actual” and “Sampled” numbers match for the “Building & Unit Information”

The screenshots illustrate the following steps:

- Step 1:** The 'Property Information' node is selected in the Navigator, and the 'Sample' icon is clicked on the toolbar.
- Step 2:** The 'Inspection Sample' page opens, showing a table for 'Building Sample Information' and 'Buildings/Units in Sample'. The 'Generate Sample' button is highlighted.
- Step 3:** An 'Information' dialog box appears with the message: "This Sample is being generated based on 100.00 % of Actual Units count." The 'OK' button is highlighted.
- Step 4:** A 'Select Option' dialog box appears with the text: "I certify that I have verified and updated the inspection, property, participant and building information. I understand that failure to verify and update the aforementioned information prior to generating the sample may result in an inaccurate sample that may invalidate the entire inspection." The 'I Certify' button is highlighted.
- Step 5:** The 'Property' windowpane is updated, showing the 'Actual' and 'Sampled' numbers matching for the 'Building & Unit Information' table.

*Please Note:* You can generate your Deficiency Report at anytime during the process.

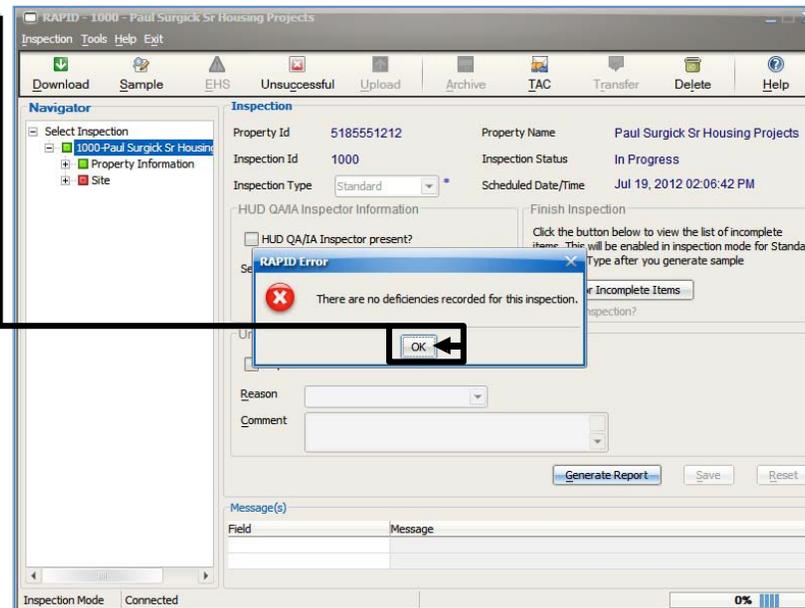
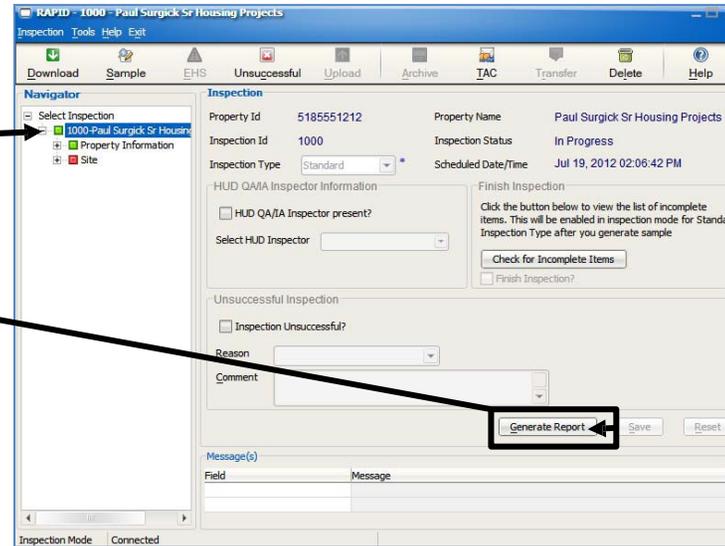
1. **Click** on the name of the property within the Navigator windowpane
2. **Click** on the “Generate Report” button in the Inspection windowpane

At this point, we have not begun our inspection and therefore have not found any deficiencies.

An “Error” dialog box will appear informing us that we no deficiencies for this inspection.

3. **Click** “Ok”

Later in the process, after we have documented some deficiencies, we will try to run the report again.



**Conducting Your Inspection**

Within the “Navigator” windowpane,

1. **Click** on the “Site” node

The “Site” windowpane will appear; notice that the color of the “Site” node has now changed from red to orange.

**Record the Area Measurements**

In the lower right hand corner,

2. **Click** the “Record Area Measurements” button

The “Area Measurements” dialog box appears,

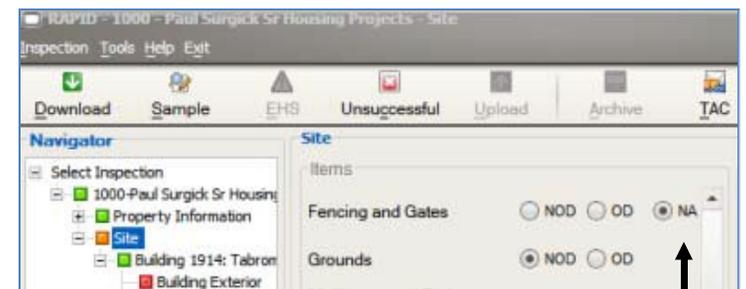
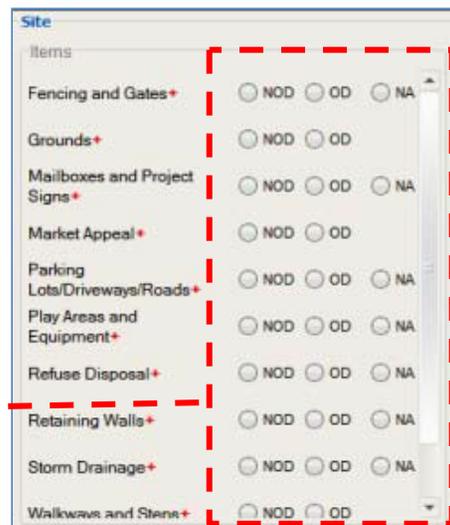
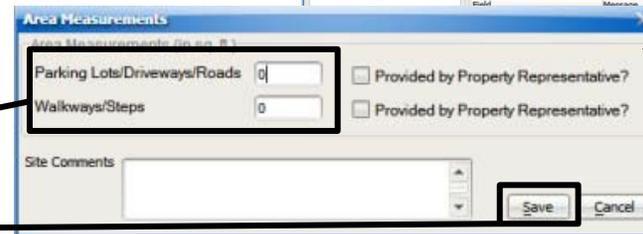
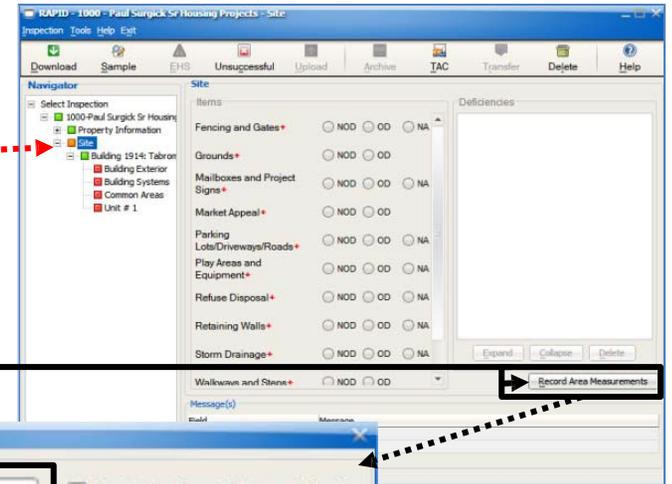
3. **Input** the measurements separately for the Parking Lots/Driveways/Roads and Walkway/Steps

4. If applicable **add** comments regarding the site and **click** the “Save” button

In the center of the screen you will see a listing of inspectable items under the “Building Exterior” panel. As an inspector you have one of three categories to document your inspection:

- NOD – No Observed Deficiencies
- OD – Observed Deficiencies
- NA – Not Applicable

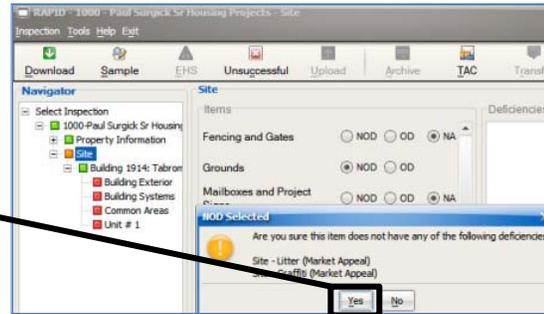
5. For each item **click** on the appropriate response to the observed item



To maintain the integrity of the inspection and minimize mistakes, the system will ask you to verify that you did not observe any deficiencies for a specific item.

6. **Click** “Yes” for every instance

For training purposes we are going to select “NOD” or “NA” for all items in this section



**Documenting a Deficiency**

When you find a deficiency, you will record your observations by choosing from the options presented.

RAPID utilizes the Berger 47 Deficiency Definitions via a decision tree methodology for documenting deficiencies. HUD employs this process because it:

- Improves consistency between inspectors
- Eliminates subjective interpretation of inspectors
- Uses logical, universally defined progression to determine and document results

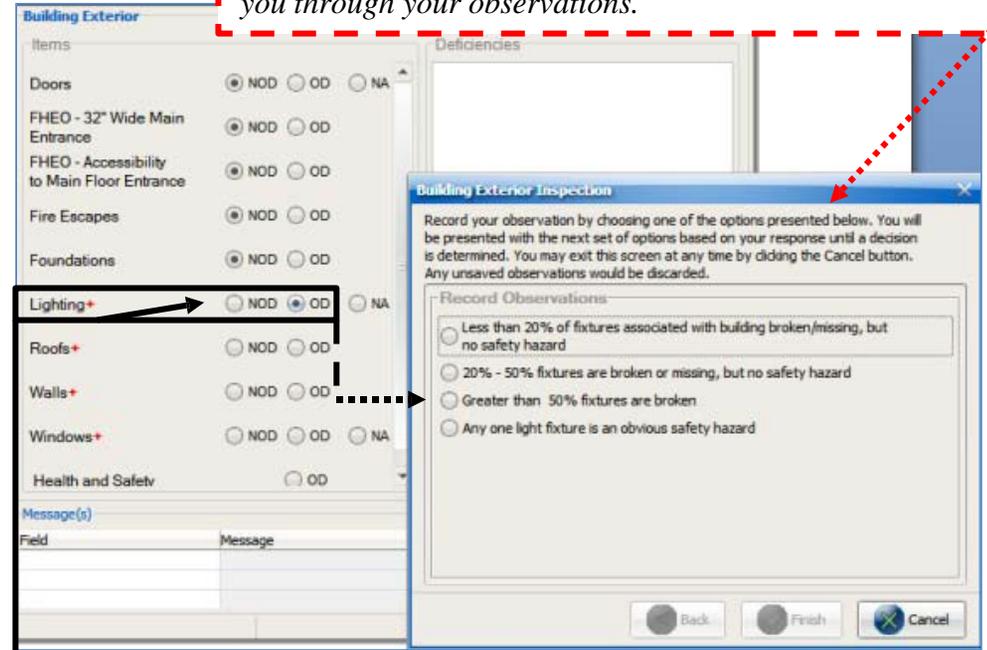
This ensures that every inspection is done in accordance with the UPCS Inspection Protocol.

1. **Click** the “Building Exterior” node



The “Building Exterior” windowpane appears; for the training our deficiency will be “Lighting” and all others will be “NOD”

2. **Select** “OD” next to “Lighting”



Based upon your observed deficiency, specific “Inspection” dialog boxes will appear based upon the Berger 47 Deficiency Definitions in the form of a decision tree.

Following is the sequence for our observed deficiency regarding lighting:

- We’re going to select the last option
- Next, we going to indicate that it may result in a Health and Safety concern

The decision tree

Broken Fixtures/Bulbs (Lighting) – L3” defect applies and we can add additional comments

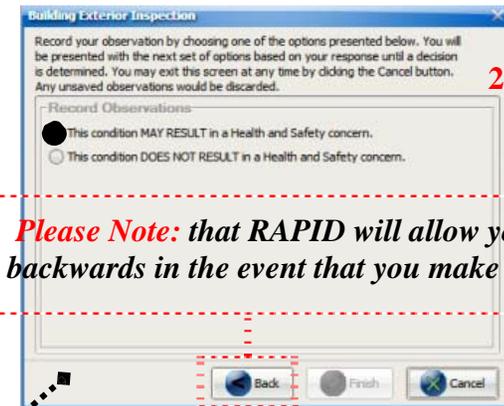
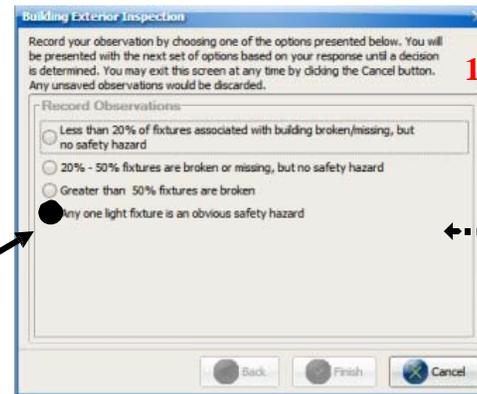
1. *Click* the Finish button

Because this is an “L3” (Health and Safety) defect, RAPID will require additional information.

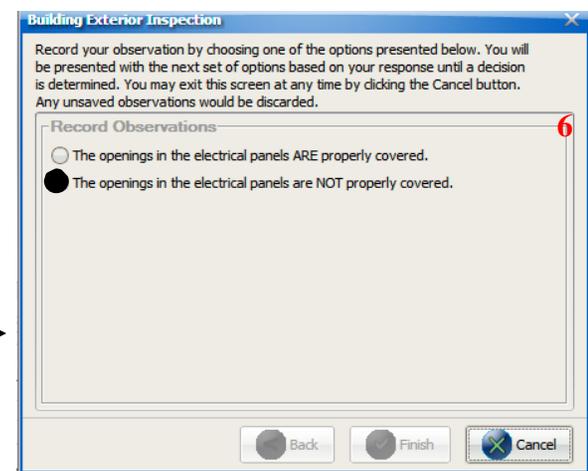
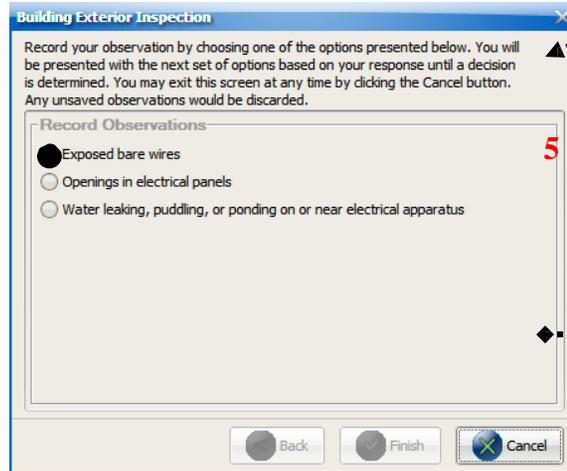
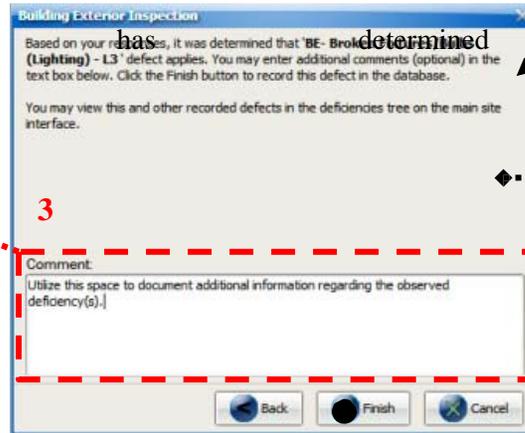
2. *Select* the observed item

The decision tree will continue along its logical conclusion until it is completed and you will hit the “Finish” button.

*Please Note:* in the case of a deficiency being a health and safety concern, RAPID will ask additional questions (steps 4-6) and you will need to run the “EHS” report (see pg 24).



*Please Note: that RAPID will allow you to go backwards in the event that you make an error*





**Viewing your Deficiencies**

Once the deficiency and observations have been captured, they will be displayed in the “Deficiencies Tree” panel located on the right-hand side of the main screen.

To view, simply

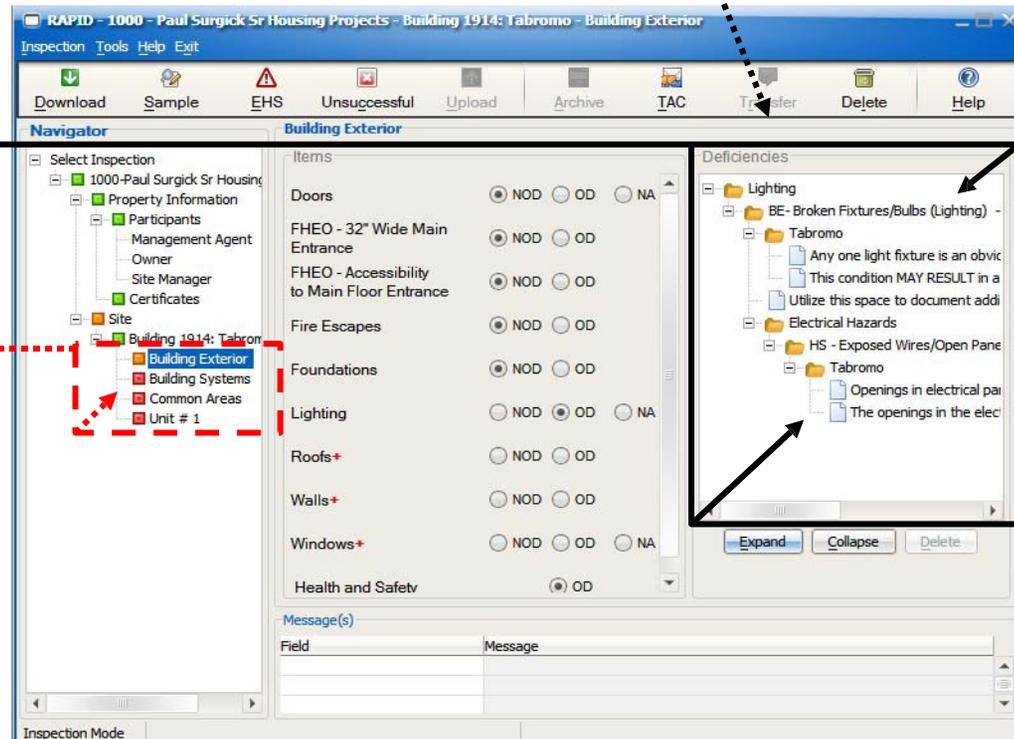
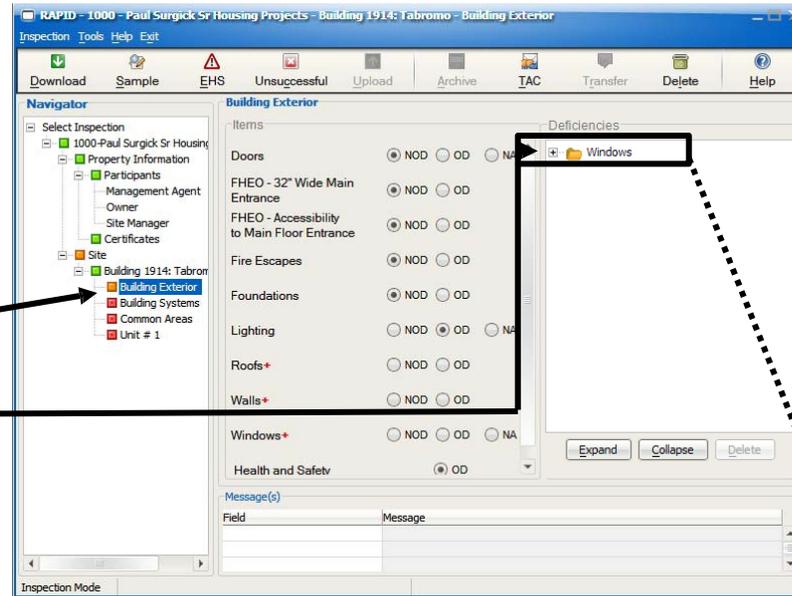
1. **Click** on the specific area’s node
2. **Click** on the “+” sign on the “Deficiencies” Panel
3. **Keep repeating step one** as the decision tree expands to show more specific data regarding that deficiency

The decision tree will illustrate the logical conclusion the software reached in determining the severity of the deficiency based upon the responses you provided during your observations.

In addition to the deficiency tree you will also notice on the left hand side of the screen the Navigation panel. Here we will see a number of inspectable areas that are still in **RED** because the inspection of those areas have not been documented.

For the purposes of this user guide, we will not illustrate the inspection of the “Building Systems” and “Common Areas.” The process of inspecting these two areas is similar to the steps that we did for “Site” and the “Building Exterior.”

To complete their inspection, simply **click** on their specific node and indicate a choice of “NOD,” “OD,” or “NA” for each item.

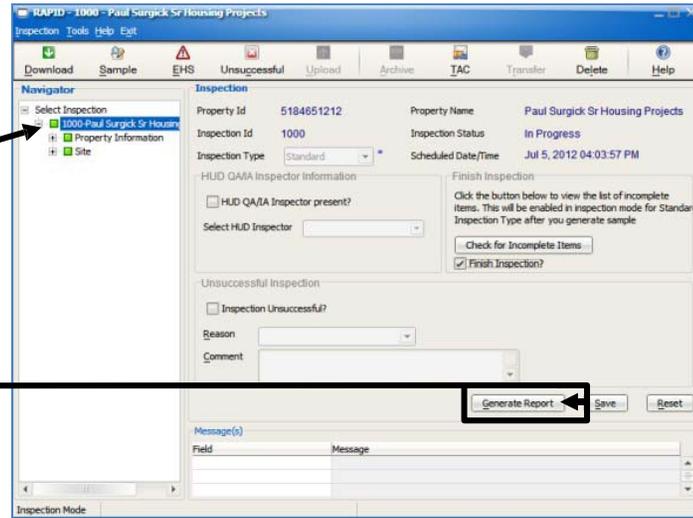


**Generating Your Deficiency Report**

At any point time during your inspection, once you have indicated an observed deficiency, you can run the Deficiency Report for your inspection.

1. Click on the “Property Name”
2. Within the “Inspection” windowpane, click on the “Generate Report” button

Your “Inspection Deficiency Report” will appear, ready for your review.



**Inspection Deficiency Report**

Property Id: 5184651212	
Property Name: Paul Surgick Sr Housing Projects	Inspection ID: 1000
Address: 365 Orange Street	Inspection Date: Jul 5, 2012 4:05:54 PM
Corner of Orange & No. Blvd	Primary Contact: MF Owner
Albany, NY 12206	Role: Owner
Phone: (518)555-1212 Ext :	Primary Contact Phone: (888)888-8888 Ext :

The following items were observed and may require attention:

#	Item	Deficiency	Location
<b>Building Exterior</b>			
1	Lighting	BE - Broken Fixtures/Bulbs (Lighting)	Bldg: 1914 - Tabromo Comments: Utilize this space to document additional information regarding the observed deficiency(s).
2	Electrical Hazards	HS - Exposed Wires/Open Panels (Electrical Hazards)	Bldg: 1914 - Tabromo

**Save Your Deficiency Report**

While you have your Inspection Deficiency Report open:

1. **Click** on the “File” menu button, located on the toolbar.

All of the options available under the “File” menu button are available.

2. **Click** on “Save As...”

The “Save a Copy...” dialog box opens

**Please Note:** the default location is usually “My Computer” and the file name automatically appears in the “File name:” box.

3. **Click** the “Desktop” icon

We want to ensure that you can always find this and future reports, so:

4. **Click** on the “New Folder” icon

You will immediately have an opportunity to rename the folder; the name “New Folder” will be highlighted in blue.

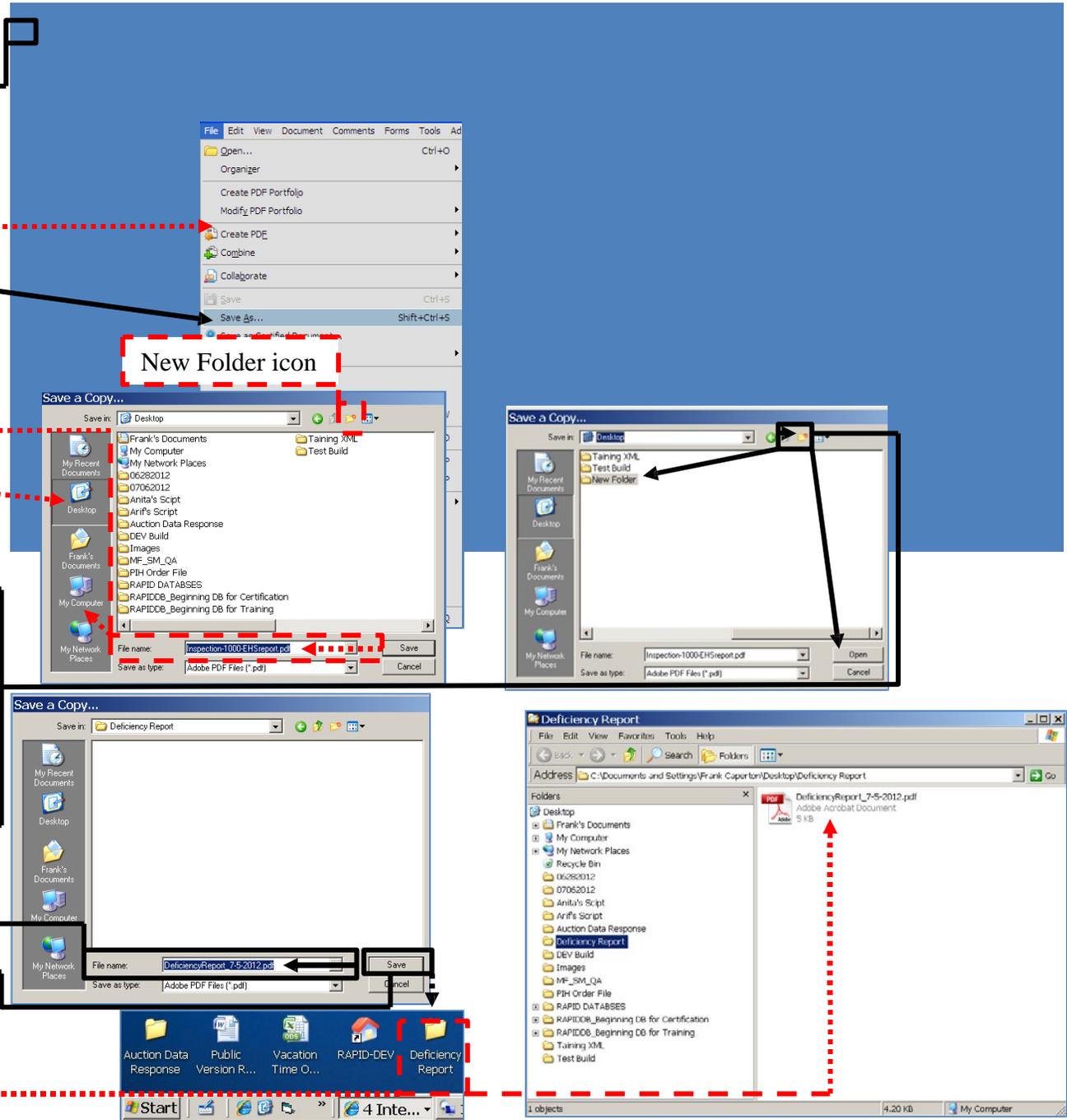
5. **Rename** the folder “Deficiency Reports”

6. **You can either double-click** on your newly created folder **or click** the “Open” button

7. **Click** in the “File name:” box and **rename** your report “DeficiencyReport\_(m-d-yyy).pdf”

8. **Click** the “Save” button

A folder entitled “Deficiency Report” is now located on your desktop. If you double-click on that folder, inside you will find your Inspection Deficiency Report.



**Inspecting Individual Units**

Inspecting individual units requires a different set of variables than the other four inspectable areas.

1. **Click** on the “Unit” node
- The “Unit Profile” windowpane appears.
2. **Indicate** the “Unit Number “and “No. of Bedrooms”; required fields
3. **Indicate** if any utilities are off
4. **If** the unit cannot be inspected, **select** a reason
5. **Capture** any comments if necessary
6. **Click** the “Record/View Observation” button in the lower right hand corner.

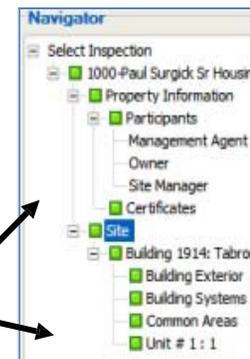
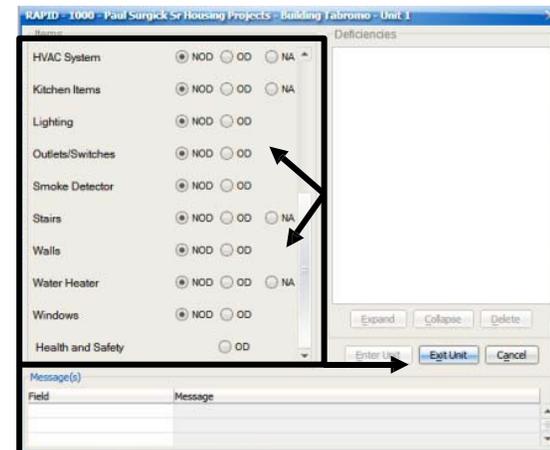
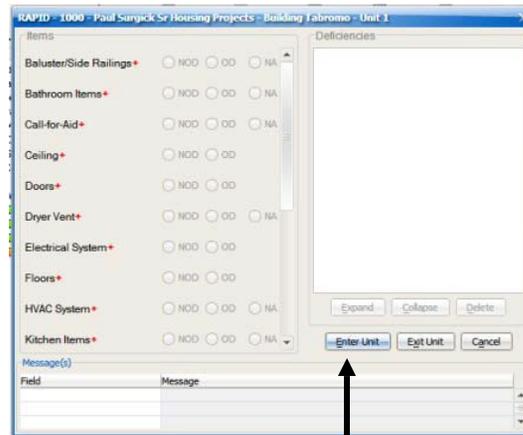
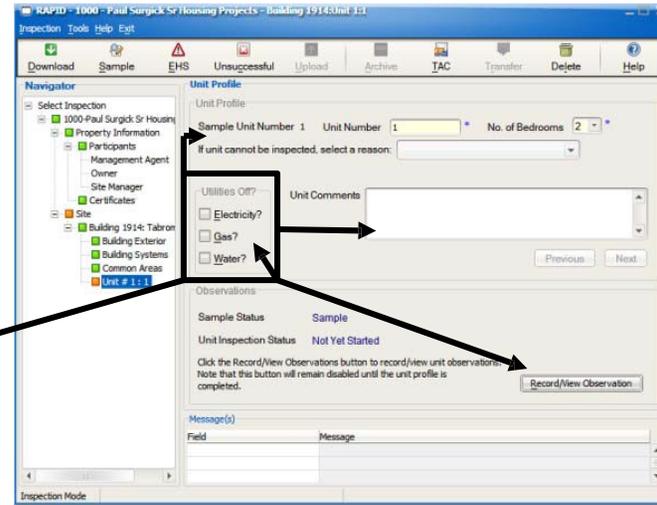
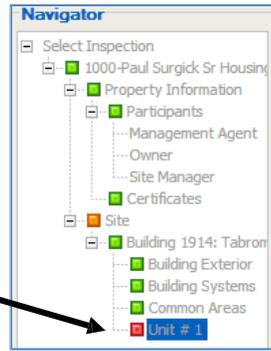
This will bring you to the “Items” Observation page for that specific unit; where the observations are “greyed-out.”

7. **Click** “Enter Unit” to enable the observation buttons

The “Enter Unit” button is now “greyed-out”

8. **Indicate** the presence of a deficiency for each item
9. Upon completion, **click** “Exit Unit”

Under the Navigation panel, you will now see that all items are now in **GREEN**



**Exigent Health & Safety – EHS**

RAPID’s Exigent Health & Safety (EHS) module supports the recording, reporting, and overseeing of life threatening deficiencies observed by an inspector.

RAPID allows PASS staff the capabilities to review, generate reports, and track EHS violations to resolution, if needed.

During the course of your inspection, the “EHS” button on the tool bar is disabled until you indicate a health and safety issue.

Once you have an item has been determine to be a health and safety issue, the “EHS” button will become enabled and the “OD” button next to the “Health and Safety” item will be marked.

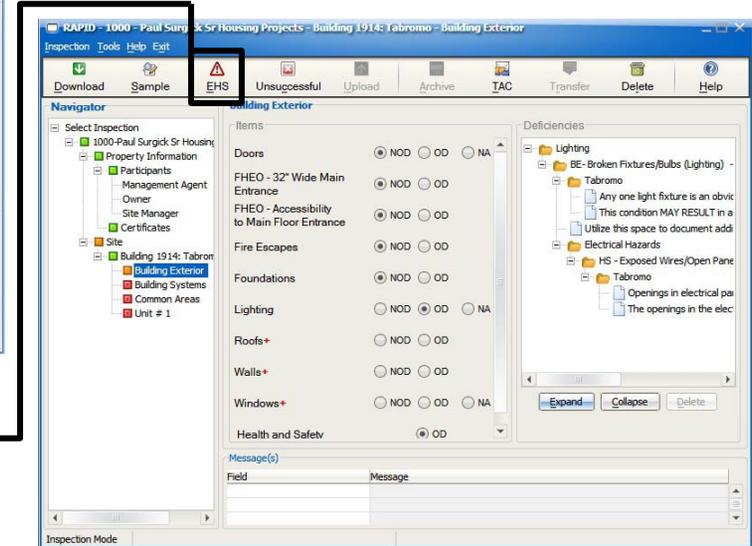
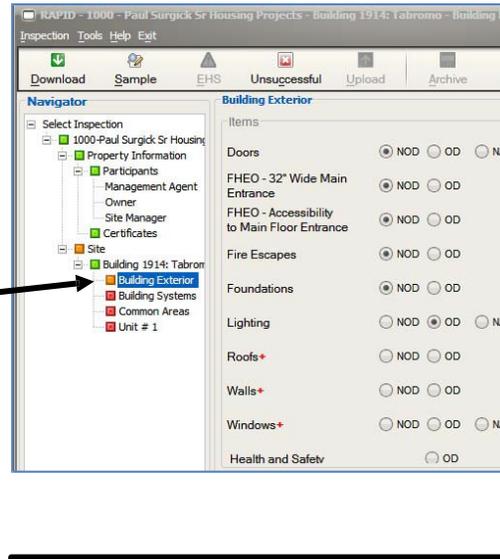
To run the EHS Report,

1. **Click** on an “Inspectable Item;” we’re going to click on “Building Exterior”
2. **Click** on the “EHS” icon on the tool bar

RAPID will generate your EHS Report.

**Please Note:** if you have not generated an EHS Report when you finalize your inspection, **but did** observe a health and safety issue, RAPID will require you to run it prior to finishing your inspection.

The following “RAPID Error” message will appear; click “OK” to finalize your inspection



**Exigent Health and Safety Notification Form**

Property ID: 5184651212	
Property Name: Paul Surgick Sr Housing Projects	Inspection ID: 1000
Address: 365 Orange Street	Inspection Date: Jul 5, 2012 4:05:54 PM
Corner of Orange & No Blvd	Primary Contact: MF Owner
Albany, NY 12206	Role: Owner
Phone: (518)555-1212 Ext :	Primary Contact Phone: (888)888-8888 Ext :

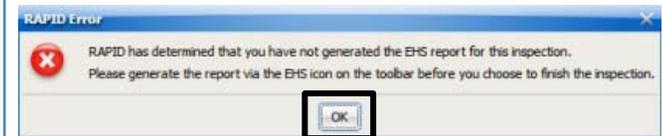
All Owners are to correct or abate EHS deficiencies within 72 hours after the inspection, and certify to the correction or abatement activity through the online application within three business days of the inspection.

During this inspection, the following items were observed and noted as EHS deficiencies. These require immediate attention.

#	Item	Deficiency	Location
1	Electrical Hazards	HS - Exposed Wires/Open Panels (Electrical Hazards)	Bldg: 1914 - Tabromo

Name of Owner Representative: (print)	Inspector Name:
Signature of Owner Representative:	Inspector ID Number:
Date: Jul 9, 2012 2:18:00 PM	

A copy of this notification will be provided to the appropriate local health/safety/fire code enforcement entity. Neither the inspector, the inspector's employer nor the Department of Housing and Urban Development assume any liability whatsoever, expressed or implied, that the above noted health and safety hazards constitute all of the health and safety deficiencies that may be present on the property. Any and all liability for the health and safety hazards noted above, as well as any health and safety hazards that may exist on the property but were not observed by the inspector, are the full and absolute responsibility of the property owner and not the inspector, the inspector's employer nor the Department of Housing and Urban Development.



**Finalizing Your Inspection**

To “Finalize” your inspection

1. **Click** on the name of the “Current Location” node on the Navigation panel

Notice under the “Inspection Details” panel the following:

- The “Inspection Status” is still “In Progress”
- A majority of the fields have been “greyed-out”

2. **Click** the “Check for Incomplete Items” button; this is an internal quality assurance mechanism to ensure all steps have been completed.

A dialog box will appear to confirm there are zero incomplete items

3. **Click** “OK”

The “Finish Inspection?” button has now become enabled

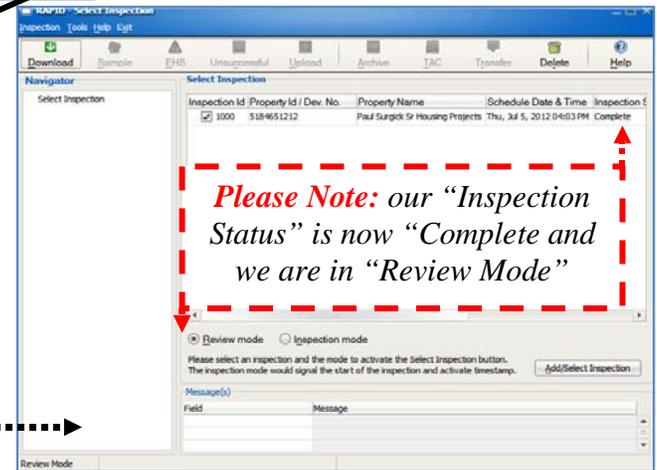
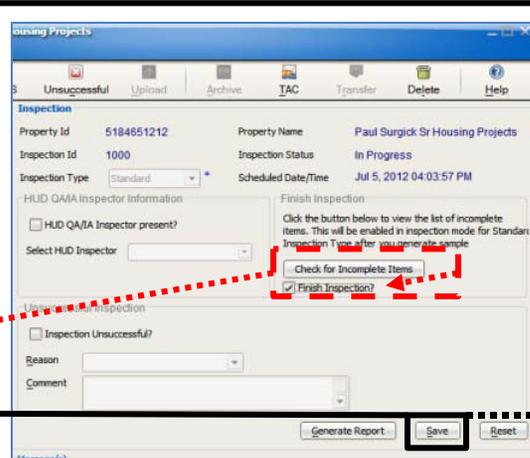
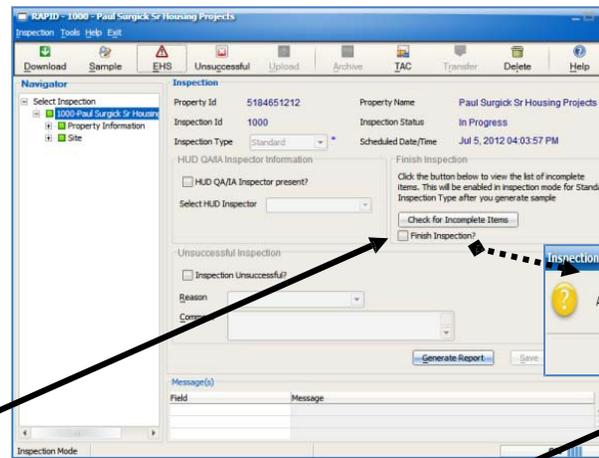
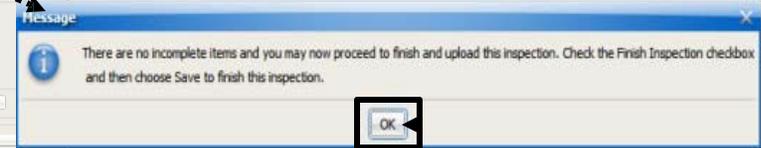
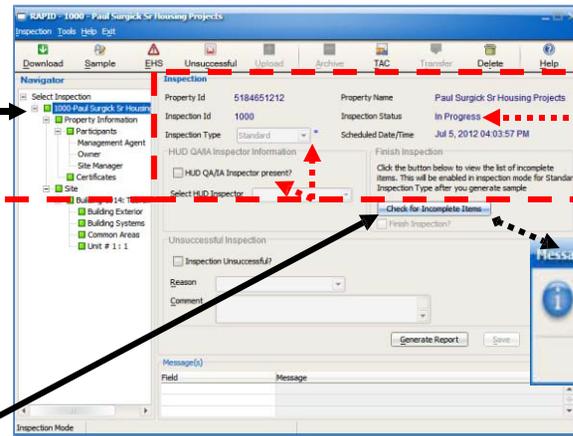
4. **Check** the “Finish Inspection?” box

RAPID’s quality assurance mechanism will verify if you are absolutely sure that you wish to finish this inspection

5. **Click** “Yes”

The “Finish Inspection?” box is now checked and the “Save” button is now enabled.

6. **Click** “Save”



**Incomplete Items**

When you check the “Finish Inspection?” box, if any “Inspectable” items are incomplete, a message box will appear to inform you of this.

In this particular instance, we stated that there are no elevator structures on the property but we indicated “NOD” or “OD” during our inspection. To resolve,

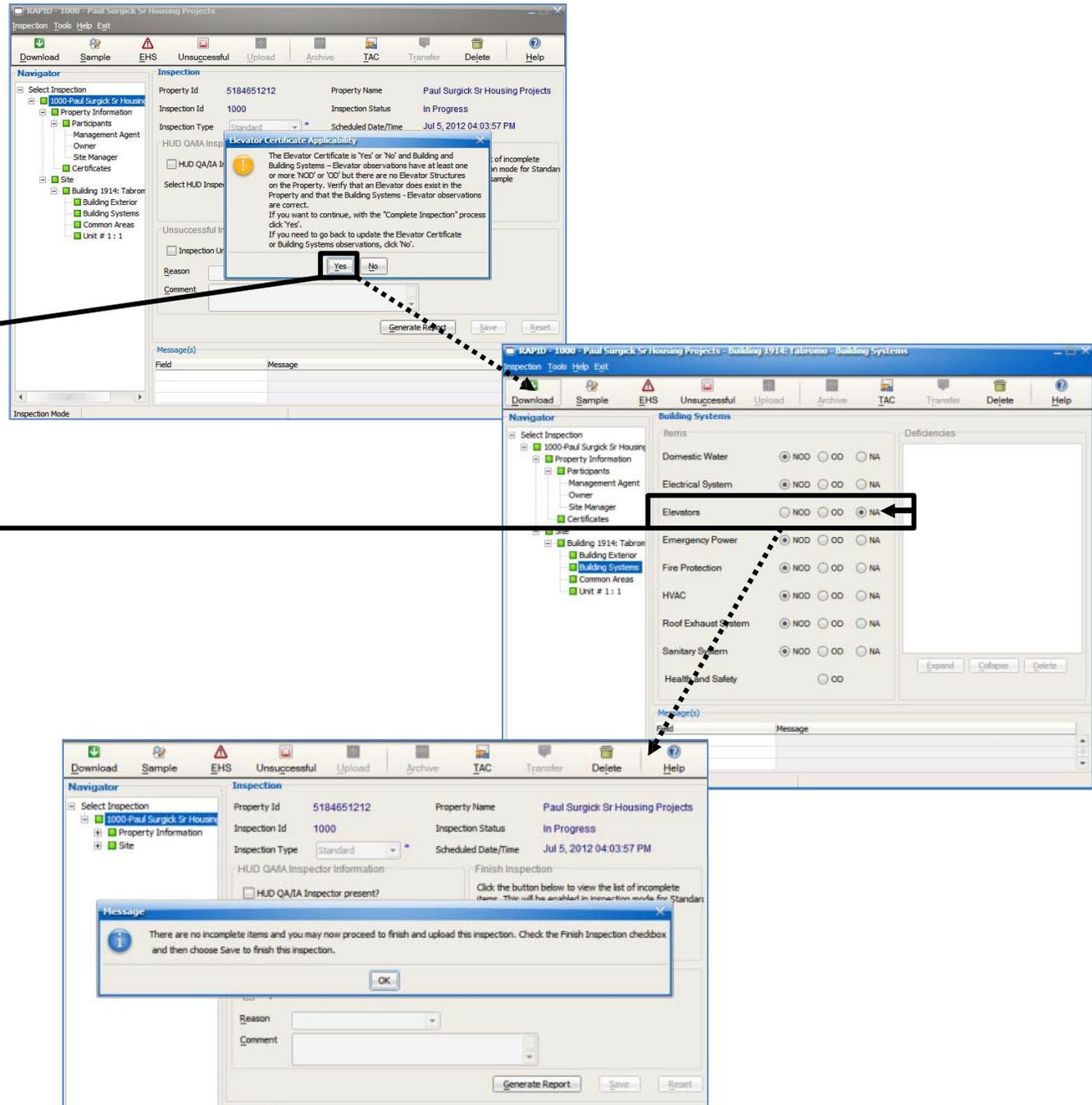
1. *Click* “Yes”

RAPID will take you to the specific “Inspectable Area” cited in the error message.

2. *Change* the “Elevators” observation to “N/A”

RAPID will bring you back to the “Inspection” windowpane to finalize your inspection.

Proceed utilizing the six steps detailed in the “Finalizing Your Inspection” section (pg #27).



**Deleting Your Inspection**

The public version of RAPID will allow you to replicate an inspection of your property so that you can address any concerns &/or observed deficiency.

In order to conduct multiple inspections, as well as verify any improvements, you will need to delete your completed inspection.

1. **Click** on the “Select Inspection”
2. **Check** the “Inspection Id” box of the inspection to be deleted
3. **Click** the “Delete” button

The “Delete Inspection(s) page will appear and the “Delete Inspection” button is disabled.

4. **Check** the “Inspection Id” box of the inspection to be deleted
5. **Click** the “Delete Inspection” button

The “Delete Inspection” dialog box will appear to confirm that you wish to delete this inspection.

6. **Click** “Yes”

In the lower right hand corner, you will see the system processing the deletion of this inspection.

Upon completion, the inspection will be deleted and you can start all over again as indicated on page 12 – “Initiate Your Inspection.”

