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REAC Compilation Bulletin

Revision 2



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INTRODUCTION

When performing inspections using the HUD UPCS protocol it is the inspector's responsibility to ensure that he/she has the most up-to-date information available. This Bulletin applies to all physical inspections conducted using the HUD UPCS protocol.

It incorporates all previous guidance that HUD has given on a number of matters pertaining to physical inspections. It provides answers to some of the most common questions received from inspectors in the field and clarifies certain areas of the inspection protocol to further ensure that physical inspections are objective and conducted in accordance with the protocol.

The information in this Bulletin has been previously communicated through email, training sessions and other methods. It has been compiled here for ease of reference.

This edition of the Bulletin supersedes all previous editions and separate guidance. It is the inspector's responsibility to apply this guidance, as well as any other guidance issued by the Department when conducting UPCS inspections. Failure to apply and follow these guidelines will negatively impact your performance and evaluation as an inspector.

If you have any questions about the material included in this Bulletin, please contact our Technical Assistance Center at 888-245-4860.

Updates to the information in this Bulletin, as well as other information of which you need to be aware, can be found at <http://www.hud.gov/offices/reac/products/prodpass.cfm>.

Information on REAC's Quality Assurance program and frequently asked questions about the UPCS protocol can be found at <http://www.hud.gov/offices/reac/products/pass/qa.cfm>.

PART I: BUILDINGS, UNITS & GENERAL INFORMATION

DEFINITIONS

A. All-Inclusive List

A list of all the occupied, vacant and Non-Revenue units in each building of the property. Only the altered units, commonly known as permanent off-line units (see page 12) will not be included. To determine the units that will be inspected and to record property occupancy, an inspector must use a rent roll, site map or self-prepared list as long as it includes all occupied and vacant units/buildings.

B. Commercial or Leased Space

Commercial or leased space must be inspected and the deficiencies observed recorded in the appropriate Common Areas. Components and other equipment represented as being owned by the lessee, need not be inspected for proper operation (i.e. ovens, freezers, shelves, etc.). Regardless of ownership, all Health and Safety deficiencies and Exigent items must be recorded in the appropriate Common Area, Health and Safety.

C. HUD-insured Property

Any property that has an active HUD-insured mortgage, the inspector is required to inspect the sampled units based on the total number of units and to inspect the site, building exterior, systems and common areas.

D. IA

Inspector Administration: A group within REAC that is responsible for the management of all HUD/REAC certified inspectors, including issues related to performance.

E. Multifamily Housing (MF) and Office of HealthCare Programs (OHP)

Office of Multifamily Housing (MF) and Office of HealthCare Programs (OHP) properties are identified by their distinctive property ID which is always 9 integers in length beginning with an "8" (e.g. 800001234).

F. Public Housing (PIH)

1. Office of Public and Indian Housing. (The REAC is an office within PIH.)
2. PIH properties are identified by their distinctive property ID that is always 6 or fewer integers in length.

G. Professional Common Sense

This is a common sense approach that inspectors are to use when conducting inspections. It includes exercising sound, practical, and prudent judgment based on the HUD physical inspection training and the inspector's experience. Professional common sense is to be applied in conjunction with REAC guidance.

H. Servicing Mortgagee

A mortgage company approved by HUD to service HUD assisted or insured mortgages. Servicing mortgagees are required to have the properties in their HUD portfolio inspected by HUD certified inspectors using the UPCS inspection protocol.

I. Technical Assistance Center Reference Number (TAC reference Number)

An identification number provided by the REAC Technical Assistance Center (REAC TAC) given as necessary, to all inspectors for various issues. In some instances, an inspector will need to include the TAC reference number to successfully upload an inspection. The number for the REAC TAC is 888-245-4860.

J. 504 Units

Refers to Section 504 of the Rehabilitation Act of 1973: These are units specifically designed for physically impaired residents.

GENERAL INFORMATION

A. Cancellation

1. **Inspector:** If an inspector must cancel an inspection due to an unexpected emergency, severe weather advisory, or sickness, it is the inspector's responsibility to notify the Technical Assistance Center immediately and secure a REAC TAC reference number for the subject cancellation.
2. **POA:** If a POA does not show up or cancels a scheduled inspection, the contract inspector or servicing mortgagee inspector must call REAC TAC, and secure a REAC TAC reference number for the subject cancellation.
3. Inspectors must reschedule any inspection in which residents have not been notified, unless receiving permission to proceed with the inspection from REAC TAC.

B. Certificates

1. **Boilers:** A required boiler certificate may be issued by a city or state government agency, insurance company, or any other entity that has jurisdiction and/or authority to issue such a certification. During the inspection, the inspector must record "NO" until the certificate is presented. For example, if the inspector requests the certificate when in the property representative's office but the certificate is in the boiler room, the inspector records "NO" until the boiler room is inspected and the inspector reviews the certificate. At which time they should adjust their response accordingly.
2. **Lead Base Paint (LBP) Disclosure Form and Inspection Report:** Inspectors are required to request the LBP disclosure form and inspection report from the property representative for all properties, regardless of the type of resident population, for buildings constructed prior to 1978. A comment must be provided in the Property Information Comments field regarding resident population for elderly only. For the purpose of determining whether the LBP disclosure form and inspection report is applicable, the inspector must use the building construction year not the date of "complete rehab" or other renovations. The inspector must randomly select five resident files to determine whether the required LBP disclosure form has been provided to and signed by the residents. All five files must contain evidence or the inspector must record "NO."

C. Conducting Inspections

1. All inspectors are required to conduct a REAC inspection by following the same protocol and guidance, and adhering to the same code of conduct. This includes:
 - a. Inspectors must inspect all five inspectable areas for each property. (Site, Building Exterior, Building Systems, Common Area and Unit.)
 - b. Inspectors are required to record all Health and Safety deficiencies observed during the inspection. All Health and Safety deficiencies must be recorded when observed whether located in areas selected for inspection or not. This includes buildings not in the sample and structures that do not meet the REAC definition of a building. Exigent Health and Safety deficiencies observed on non-sample buildings and structures will be recorded as Site, Health and Safety, Hazards, Other. These deficiencies need to be included on the EH&S form.
 - c. Inspectors must download the inspection prior to arriving at the property.
 - d. Inspectors must use the most current version of the DCD software, and be proficient in the use of the software.
 - e. Only the inspector of record can conduct the REAC inspection. (This includes the observation, recording and calling out of deficiencies.)
 - f. Inspectors must accurately record the property profile in the data collection device before sample generation.

- g. Inspectors must properly identify and record all observations at the time they are observed. (No Observed Deficiency – “NOD”, Observed Deficiency – “OD” and Not Applicable – “NA”.)
- h. Inspector must properly categorize all deficiencies. (Level 1, Level 2 and Level 3.)
- i. The inspector must complete inspecting a unit before moving on to another unit. In addition, each inspectable building and site area must be recorded in the UPCS software as the inspection of that area is completed.
- j. All deficiencies must be recorded on the DCD at the time they are observed. Do not take written notes for the purpose of entering information in the DCD after leaving the unit or property. Record all “NAs” and “NODs” before leaving the unit and/or building and the property.
- k. The inspection must be complete before leaving the property. Use the “Check/Prepare/Import” tab before leaving the property. If the “Check/Prepare/Import” function is executed after leaving the property and missing information is discovered, the inspector must return to the property to complete the inspection.
- l. Do not edit the report after the inspection is completed. Time stamp data will reflect any action recorded after the inspection is complete and may cause the inspection to be held up or rejected.
- m. No specialized equipment other than a DCD is required to conduct a REAC inspection. Inspectors are required to arrive on site prepared to inspect all inspectable items and be able to accurately determine door and hallway widths (FHEO surveys), and inspect all applicable areas, including those in which there may be no lighting, without assistance from property representative, except as stated below. This includes, but is not limited to, ALL doors, ALL windows, ALL faucets, and ALL stoves/ovens. Testing is required for ALL smoke detectors and emergency lighting including those that are positioned over 8’ in height above the floor wherever they are located, including cathedral or vaulted ceilings. The property representative is to provide access and perform testing in the visual presence of the inspector for smoke detectors and all inspectable items over 8’ in height above the floor. Smoke detectors or any inspectable items over 8’ in height above the floor not tested must be recorded as OD.
- n. While conducting an inspection an inspector is not to open closed doors within a unit. The resident, if present, or property representative, is responsible to provide access.
- o. A property representative must accompany an inspector throughout the entire inspection.
 - i. If a property representative does not show up for the inspection, the inspector must secure a TAC reference number immediately and report the inspection as unsuccessful.
 - ii. If the property representative leaves an inspector alone, the inspector must wait in an open public area or property office for the representative to return before resuming the inspection.
 - iii. If a property representative does not accompany the inspector throughout the entire inspection, (i.e. leaves and does not return), the inspector must secure a TAC reference number immediately and report the inspection as unsuccessful.
- p. An inspector is to inspect no more than the total number of sample units required by the UPCS software. If an inspector cannot meet the sample size after using all sample units and alternates, they must immediately contact REAC TAC and secure a TAC reference number.
- q. If an inspector suspects that the property is sending personnel into inspectable areas ahead of the inspection for the purpose of repairing possible deficiencies, the inspector is to first request that the practice be terminated. If the problem persists, the inspector must immediately secure a TAC reference number and report the inspection as unsuccessful.
- r. Prior to or during the course of the inspection, an inspector must not share sample building or unit numbers with property representative before the actual inspection of the building or unit. An exception to this policy may be made for properties which are not master keyed. In such cases, the property representative may be provided with a list of sample units for the purposes of pulling keys only.

- s. To maintain statistical validity, it is important to select the sample units and alternates in the order in which they are displayed in the “sample units” field. The order of selection within the UPCS software is critical. Once the units are properly selected, the order of inspection may be any order the inspector chooses to facilitate the inspection.
- t. The following activities are among those that may be cause for an inspector’s immediate de-certification:
 - i. Purposeful violations and/or omissions of the inspection protocol.
 - ii. Carrying a firearm onto a property.
 - iii. Theft or intentional property damage when at a property.
 - iv. Fraudulent activity associated with an inspection.
 - v. Other unprofessional conduct.
 - vi. Threatened or actual violence against a person while conducting an inspection.
 - vii. Sexual or other harassment when at a property.
 - viii. Canceling an inspection because HUD is performing a Quality Assurance Review of the inspector.
 - ix. Being required to register as a sex offender.
- u. Inspectors must maintain professional conduct and demeanor at all times during the inspection and during all other interactions with the residents, inspection participants, property representatives, etc.
- v. Inspectors may not solicit or sell inspection services during the course of the inspection process.
- w. An inspector may not provide training or consulting services to any property or property owner whose property the inspector has inspected for a period of 12 months from the date of the inspection or any subsequent reinspection.
- x. The inspector must display the HUD-issued photo identification badge during the entire inspection. Defer questions from the residents regarding the property to the property representative. Do not make promises or representations that items will be repaired based on inspection results. Do not offer an opinion as to the quality of the property. Do not disclose any information to a third party about the inspection results. At all times defer to the property owner or representative.
- y. Collaborative Quality Assurance (CQA) reviews are used to evaluate an inspector’s proper interpretation and execution of the inspection protocol. If a protocol question arises in which the inspector disagrees with the CQA inspector, or the inspector has other concerns, they may contact REAC TAC at any time during the inspection.
- z. Limited Quality Assurance (LQA) reviews are used to determine if a recently completed inspection conducted by an inspector is a true representation of the physical condition of the property at the time the inspection took place. The focus is on improving the quality of the inspection as well as assessing the inspector’s performance.

D. Duplication of Deficiencies

1. Inspectors are never to record a single identified deficiency in multiple locations. For example, if a pothole in a parking lot is recorded in “Potholes/Loose Material”, this deficiency must not also be recorded in “Settlement/Heaving” or in “Cracks”. Inspectors are to determine the most appropriate location to record the deficiency. However, if an inspectable area deficiency also causes a Health and Safety (H&S) deficiency, both must be recorded.

E. Exigent Health and Safety (EH&S)

1. At the conclusion of the inspection, or at the conclusion of each day of a multi-day inspection, inspectors are required to leave only the completed Notification of Exigent and Fire Safety Hazards Observed (EH&S form) with the property representative. The inspector shall not provide any other document to the property representative.
2. Inspectors must obtain a signature from the property representative on the EH&S form prior to leaving the property. If the property representative refuses to sign acknowledging receipt, the inspector is to note such refusal on the form and maintain on file for six months, as evidence of delivery to the property representative. HUD may request the inspector to provide the form at any time during the six month period.

F. Observed Deficiencies

1. Inspectors are required to call out all observed deficiencies recorded, the location and level of severity, to the property representative during the inspection. If the property representative becomes argumentative regarding deficiencies during the course of the inspection, the inspector may complete the inspection without calling out the remainder of the deficiencies.

G. Occupancy Percentage for Multifamily Housing

1. The occupancy percentage must be recorded by the inspectors for all Multifamily Housing and Office of HealthCare Programs properties prior to sample generation. Occupancy percentage is calculated by dividing the total number of occupied units by the total number of all units and then multiplying the result by 100.
2. Enter this information in the Comments field (the first three spaces) of the Property Information Tab as an integer with the “%” sign with no spaces between them (e.g. 87%). Any Multifamily Housing and Office of HealthCare Program property inspection that is uploaded without the occupancy percentage will be rejected.

H. Office Equipment and Resident Resources

1. Inspectors must not use any property office equipment. This includes telephones, fax machines or other office equipment at any property.
2. Inspectors must not use any HUD field office equipment for downloading, uploading, calling or faxing documents.
3. Inspectors must not use the electrical outlets of a resident’s unit for any reason. However, with the property’s permission, the inspector may use an outlet to power the DCD or recharge DCD batteries only in the office.

I. Conflicts of Interest

1. Provisions covering conflicts of interest can be found in the Reverse Auction Program Business Rules and Purchase Order Terms and Conditions, Inspector Administration Notice 2006-01 and subsequent updates.

J. Property Profile Verification

1. While on-site and prior to generating the inspection sample, an inspector must visually verify the building count and type, unit count and confirm participant, certificate, area measures and other building/unit information with the property representative. Adding and editing of the information if necessary, is done at that time.

2. Inspection data discovered to be in error during the course of the inspection may be edited as necessary with the exception of the building and/or unit count. If the building and/or unit count differs from the inspection download, the inspector must contact REAC TAC immediately. In most cases, TAC will provide a REAC TAC reference number allowing the inspection to continue. (See discussion of Visual Verification on page 8.)
3. If an inspector receives new information from the REAC TAC on a profile change, the inspector must make the necessary correction in accordance with the UPCS inspection protocol and provide a clear comment explaining the change in the Building/Unit Information screen associated with the affected building in the building's Comment field. The inspector should record the TAC reference number in the Property Information screen Comment field.
4. All building data must be correct. If the unit/bldg count is not correct, the inspector's performance will be rated as "Outside Standard" during a CQA or LQA review.
5. Each building must have a unique address.

K. Participants

1. Participants are the property contacts and must be identified by name, role, organization (when applicable), street, e-mail address and phone/fax numbers. At least three participants must be provided. For Public Housing properties one of the participants must be the "Owner/PHA". For Multifamily Housing and Office of HealthCare Program properties two of the participants must be the "Owner" and "Management Agent". One of the participants listed must be someone who actively participates in the inspection process.

L. Re-Schedule / Unsuccessful

1. Inspections are to be conducted at the scheduled time and date. PHA staff, multifamily owners and QA inspectors plan their calendars around that commitment.
2. If the inspector needs to reschedule an inspection for any reason, the inspector must do so at the earliest opportunity possible. This allows the other participants in the inspection to adjust their schedules accordingly.
3. Inspections should not be cancelled within 72 hours if at all possible.
4. When it is within 72 hours of the inspection's start time, the inspection may only be rescheduled for acceptable reasons. Acceptable reasons include severe weather conditions, incapacitating illness or other emergencies of a rare and unusual nature.
5. If the inspector needs to cancel an inspection within 72 hours of the scheduled start time, the inspector must notify the property representative immediately. The inspector must also call the TAC and secure a TAC Reference number.
6. Excessive cancellations and rescheduling by inspectors will be subject to Inspector Administration review.
7. If a property representative is not available to accompany the inspector for a confirmed inspection date or wishes to re-schedule an inspection, the inspector must secure a TAC reference number.
8. If the residents have not been notified of a confirmed inspection, the inspector must report this and secure a TAC reference number. The inspection will either need to be rescheduled or reported as unsuccessful if the property representative cannot provide the appropriate access.

M. Scheduling

1. Inspections are to be performed during the property's normal business hours on Monday through Friday. Normal business hours will vary from property to property. It is the inspector's responsibility to ascertain the property's hours of business and operating policies (i.e. scheduled breaks, lunch time, quitting time) before scheduling the inspection and consider their impact when preparing their schedule.

2. Inspections may not be scheduled or conducted on Federal Holidays or on any other holiday during which time the property will not be open.
3. Inspections may begin at any time during normal business hours on which the property representative and inspector **mutually agree**. A morning inspection usually begins no later than 9:00 am and an afternoon inspection usually begins by 1:00 pm. Inspectors must conclude the day's inspections before the end of the property's business day. Inspections of site and building exterior must be concluded during daylight hours.
4. Property staff arrange their schedules to be available for the inspection. Therefore, it is critical that the inspector arrive on time and ready to begin the inspection process.
5. If the inspector is unavoidably delayed, the inspector should call the property representative as soon as they know they will be late. If the inspector is going to be more than 60 minutes late, the inspector must also notify REAC TAC and secure a TAC Reference number. The inspector must also notify the TAC if for any other reason, the date or start time differs from the date or start time specified in the Scheduler application within the REAC Secure Systems.
6. If an inspection cannot be completed in one day, it must be completed during the next business day before the inspector can start a second inspection.
 - a. When a servicing mortgagee inspection cannot be completed on consecutive business days, the inspector must secure a TAC reference number. Additionally, the inspector can not begin another inspection until the first inspection is completed
7. If the inspection, procured through RAP, cannot be completed on consecutive business days and the inspection was properly scheduled based on the estimated duration provided by HUD, the inspector must secure a TAC reference number for an unsuccessful inspection. If the inspection was not scheduled based on the estimated duration provided by HUD, the inspector must secure a TAC reference number for a rescheduled inspection that will be conducted at a later date. The contractor must contact RAP through email prior to the rescheduled date for additional information and guidance.

N. Severe Weather Policy

1. Inspectors are not to inspect a property if a "severe weather advisory" is in effect and must notify the REAC TAC immediately and secure a TAC reference number. A severe weather advisory includes, but is not limited to, hurricanes, tornadoes, thunderstorms, hail or any other adverse weather condition that would likely endanger the safety of the participants. This also includes a snowstorm in which a severe weather advisory has been issued.

O. Snow Policy

1. In the absence of a severe weather advisory, inspectors are to attempt to inspect all properties, regardless of the amount of snow. Any inspectable items not visible due to snow are then recorded as "No Observed Deficiency" (NOD). In the comments field for the property and for each affected building/unit, provide a comment indicating which items were hidden by snow.

P. Systems Designed for Off-site Notification/Monitoring

1. If the property can provide current (within one year) documentation supporting the testing of a system designed for off-site notification/monitoring (call-for-aid, smoke detector, etc.) the inspector does not need to inspect the individual components and all should be marked "NOD".
2. If the property cannot provide the proper documentation and cannot put the equipment into a "test mode" for inspection purposes, all relevant items should be marked "OD".

Q. UPCS Software

1. Sample buildings may be generated that contain no sample units. For these sample buildings, only Building Exterior, Common Areas and Building Systems will be inspected.

R. Uploading Inspection Data

1. Inspectors must upload inspection data to REAC within 24 hours of the time the inspection was completed. If the inspection cannot be uploaded for technical reasons, the inspector must immediately contact REAC TAC to secure a TAC reference number.
2. Successfully uploaded inspections must not be deleted until the inspection is accepted by HUD and is authorized for payment. It is strongly recommended that inspectors save a backup copy of their inspection files on their computer until each inspection shows as accepted in "Inspection Review" and is authorized for payment.

S. Visual Verification

1. The inspector must walk or drive around the property to get into a position to visually verify the entire property for the existence of all buildings and building types with the property representative prior to sample generation.
2. In the case of "single family scattered sites" visual verification with the property representative is not required prior to sample generation, unless any one or more of the buildings has more than four units.
 - a. When no building has more than four units, the inspector may establish the building/unit profile utilizing data provided by the property representative, generate the sample, and start the inspection. Building/unit profile information must be visually verified as the inspection progresses. The inspector is still responsible for visiting all building locations in the profile to verify all buildings and units, including those not in the sample and must inspect each location for "Site" and "Health and Safety" deficiencies.
 - b. If any one building contains more than four HUD assisted or insured units, then all of the buildings in the scattered site must be visually verified prior to generating the inspection sample
 - c. In all "single family scattered site" property inspections, if a common building (a building with no units) is discovered that was not included in the building/unit profile the inspector is to add the building; change the reason uninspectable field to "None Entered"; provide an explanation in the building comments field; and inspect that building. If an occupied or vacant residential building is discovered that was not included in the building/unit profile, add the building and provide an explanation in the building comments field. The inspector must notify REAC TAC to secure a TAC reference number and report any change in the property profile.
3. Only properties that are to be inspected on the same day, by the same inspector, may be visually verified at the same time.

T. Work in Progress

1. If buildings or units are vacant (temporarily offline) due to rehab work in progress, they must remain in the building/unit count. If a vacant building is selected as a sample building, visually verify that it is vacant and select an alternate. If a vacant unit is selected as a sample unit, visually verify that it is vacant and select an alternate unit (see the comments under "Vacant Unit Policy", Multifamily Housing and Office of HealthCare Program on page 13 for an exception).
2. If buildings or units are occupied but rehabilitation work is in progress, the inspector must inspect the buildings or units, recording all deficiencies in accordance with the UPCS protocol.

BUILDINGS & UNITS

A. Building

1. An individual building is any structure that has a contiguous roofline, a permanent foundation, is enclosed on all sides and has at least one utility servicing it such as electric, gas, water, or sewer.
2. The foundation is not considered permanent if the structure is for example, on skids, or if it is a wooden foundation whereby the structure might easily be picked up with a piece of equipment and relocated.

B. Building Type

1. The UPCS software lists the following building types:
 - a. Common Building: A detached non-residential structure
 - b. Duplex: A detached residential structure consisting of two units
 - c. Low-Rise/Garden Apartment: A multi-unit residential structure consisting of two and one-half floors or less with a common hall entrance
 - d. Mid/High-Rise Apartment: A multi-unit residential structure consisting of three or more floors with or without elevators
 - e. Row/Town Houses: A single unit residential structure that is connected to a similar structure by a common sidewall with an individual exterior unit entrance
 - f. Single Family: A detached residential structure consisting of one unit
2. Group Home: The “building type” category for a group home located in a converted single-family house is “Single Family”.
3. For building(s) with both HUD assisted and non-assisted unit(s), the building type should be identified by the way the building was constructed, regardless of how many units receive HUD assistance. (e.g. If a building is a duplex, but only contains one HUD assisted unit, the building type is still “duplex”, NOT “single family”.)

C. Scattered Site

1. A Scattered Site can be defined as a property with multiple locations around a town, city, county, or state. In order to complete the inspection in the most efficient manner it will be necessary for the inspector to drive from one location to the next.
2. For purposes of defining scattered sites only
 - a. Single Family Building
 - i. For purposes of determining a single family scattered site only, a single family scattered site building is a building comprised of one to four HUD assisted or insured dwelling units. For example, a row townhouse building, which contains one to four HUD assisted or insured units, is a single family building. Do not confuse “single family building” with the UPCS software building type definition for “Single Family”.
 - ii. If all buildings are single family buildings (4 or less units per building), the inspector is not required to visually verify the buildings prior to sample generation.

b. Multifamily Building

- i. For purposes of determining a multifamily scattered site, a multifamily building is comprised of five or more HUD assisted or insured dwelling units. For example, a row townhouse building, which contains five or more HUD assisted or insured units, is a multifamily building. Do not confuse “multifamily building” with HUD’s Department of Multifamily Housing.
- ii. If any one building has five or more units per building, the inspector is required to visually verify all the buildings associated with the inspection prior to sample generation. (e.g. If only 1 of 20 buildings contains 5 or more units, then all 20 buildings must be visually verified prior to sample generation.)

D. Buildings: Free-standing or Attached Structures

1. Inspectors must adhere to the following guidance when determining whether and how to inspect freestanding or attached structures:
 - a. If a storage shed, garage or carport is attached to the exterior of a building and designated for the specific use of a unit, inspect it and record deficiencies in the associated building and unit as applicable.
 - b. If a storage shed, garage or carport is attached to the exterior of a building and used as common space, record deficiencies in the associated building and common area as applicable.
 - c. If a storage shed or garage is a free-standing building and designated for the use of a specific unit, inspect it and record deficiencies in the associated building and unit as applicable.
 - d. If a storage shed, garage or carport is a free-standing common building, inspect it as an individual common building and record deficiencies as applicable (see case “c.” above for an exception).
 - e. If a storage shed, garage, carport or other free-standing structure does not meet the definition of a building, do not inspect it as a building. However, if an Exigent Health and Safety deficiency is observed on the structure, it should be recorded as Site / Health and Safety / Other Hazard.

E. Buildings Offline

1. During an inspection, the inspector may find that some buildings are off-line.
 - a. Permanent Off-Line Building: These are buildings that the property has taken off-line permanently and are no longer included in the rent roll reporting (e.g. building scheduled for demolition. These buildings are normally boarded-up and isolated by fencing/wires.) Do not delete them from the profile. Inspectors are to record these buildings as “uninspectable” with the appropriate reason, prior to generating sample.
 - b. Temporary Off-Line Building: These are buildings that the property has taken off-line temporarily for rehabilitation activities. These buildings must be 100% vacant and may be boarded-up for security purposes. Include these buildings/units in the profile prior to generating the sample. If selected as a sample building, record the building as “uninspectable” with the appropriate reason after visual verification and select the next alternate building in the listing. If the inspector cannot meet the building/unit sample requirements, the inspector must secure a TAC reference number before uploading the completed inspection.

F. Clarification For Offline Buildings and Units (Public Housing and Multifamily Housing)

1. Public Housing:

- a. Permanent Off-Line Buildings/Units: The PHA has set these aside and they are not used and are awaiting action such as demolition, disposition, eminent domain, or they are abandoned with no plans to bring them back on-line for any number of reasons. These buildings/units are typically boarded-up and must be vacant. These buildings/units should have been taken out of rent roll or other HA rental records.
- b. Temporary Off-Line Buildings/Units: The PHA has set these aside and they are undergoing or awaiting modernization or HOPE VI funding for rehab. In all instances, the PHA has plans to bring them back on-line sometime in the future, regardless of how long in the future. These buildings/units may or may not be boarded-up, but they must be vacant. These buildings/units are to be included in the rent roll or some other comparable property management rental records. If the entire building is taken off-line with no sign of maintenance/management activities, the building is considered and recorded as “vacant” after the sample has been generated.
- c. Vacant Buildings/Units: Typically, these are the buildings/units that are vacant in the normal course of operations due to turnover, legal actions, fire damage, etc. For Vacant Buildings, reference Temporary Off-Line Buildings above. For Vacant Units, reference “Vacant Units” under “Unit Types” on page 12 and the “Vacant Unit Policy” on page 13.

2. Multifamily Housing:

- a. REAC inspections typically occur before or after a property undergoes extensive rehabilitation. REAC inspections should not be scheduled and conducted for properties that have extensive on-going modernization/rehabilitation activities currently in progress.
- b. Permanent Off-Line Buildings/Units: Rarely found in Multifamily Housing properties. If one exists, they are typically buildings/units that have been foreclosed or abandoned and have no HUD interest associated with them. Reference Public Housing above for how to handle. Again, permanent off-line buildings/units are *rarely* identified in Multifamily Housing. The inspector needs to be perfectly sure before identifying a building or unit as “Permanent Off-line.”
- c. Temporary Off-Line Buildings/Units: In Multifamily Housing, they are considered/treated the same as vacant buildings/units and are subject to the 15% threshold. The inspector is to inspect these off-line buildings/units if selected as a part of the sample. However, the POA may designate buildings/units as temporarily off-line at the time of the inspection and these buildings/units are not subject to the 15% threshold inspection requirement. The inspector should follow the procedure outlined below when the POA is requesting the exclusion of off-line buildings/units during the inspection:
 - i. The POA must provide to the inspector, (on the day of the inspection before verifying the property profile information), a letter from the local HUD Field Office approving and identifying the buildings/units to be taken off-line.
 - ii. The inspector must reference this letter in the property comment field in the DCD.
 - iii. Buildings/units that are designated and approved as temporary off-line must remain in the building/unit count and the inspector shall include them in the property profile when generating the sample.
 - iv. If a building that is designated as temporary off-line is selected as a part of the sample, the inspector must visually verify that it is off-line and select an alternate.

- v. If a dwelling unit that is designated as temporary off-line is selected as a part of the sample, the inspector must visually verify that it is off-line and select an alternate.
- vi. Though not to be inspected, the inspector must record any observable health and safety hazards that an off-line building or unit poses to other residents.

G. Units

1. Non-Revenue Units (also known as site manager or staff units): These are units that typically do not produce revenue for the property and are usually occupied by property staff and may not be shown on the rent roll. For PIH properties and MF/OHP FHA-insured and/or HUD-held loan properties, they must be included in the building's unit count and on the all-inclusive list prior to generating the sample. If selected as a sample unit, they must be inspected as per the protocol.
2. Nursing and Group Home Units (also known as client rooms): For nursing homes, group homes, and other assisted living facilities, any room with a bed, or beds, is considered a "client room." Inspectors must change the number of units in the DCD to reflect client rooms and generate a sample based on the number of client rooms (units) rather than the number of beds. Because client rooms do not always have assigned numbers, the inspector is to identify each client room by a unique number after consultation with the property representative. The inspector is to start at the lowest level and move to the right, then up through the property to select the rooms as they are listed in the sample. Sample client rooms, regardless of the number of beds, are to be recorded as one bedroom dwelling units. For mixed-use facilities that contain both client rooms and residential (apartment-type) dwelling units, the total number of units used to generate the sample will include both.
3. Section 8 Units: Some Multifamily Housing properties have HUD assisted Section 8 units (project-based). The property representative will typically provide the inspector with this information. Only the Section 8 units for each building will be counted when establishing the building/unit profile and for sample selection. However, all other inspectable areas including Common Buildings used by residents and Buildings with common areas that have Section 8 units must be inspected in accordance with the protocol.

H. Unit Types

1. There are three types of units that are commonly observed within a building:
 - a. Occupied Units: Units presently occupied that must be included in building's unit count. This may include non-revenue units on the property that are normally occupied by property staff (i.e. Site manager, Maintenance staff, etc.) as part of their compensation (rent free).
 - b. Vacant Units: These are units that have no active lease. However, this will also include temporarily offline units such as fire damaged units and units undergoing rehabilitation and must be included in the building's unit count.
 - c. Altered Units: Which may be referred to as permanently off-line units which are discussed above. Units that have been converted from a dwelling unit use to a non-dwelling unit use (e.g. office/community spaces, police service spaces). These units are to be removed from the building's unit count, prior to generating sample, and the altered spaces are considered as building "common space". It is the inspector's responsibility to correctly verify units converted to common space prior to sample generation. If a building contains an altered unit(s) converted to common space and the building has been selected in the sample, the space must be inspected as common space. If this building is not selected as a sample building, the space does not have to be inspected. Inspector is required to confirm with the property representative the existence of any altered units prior to generating sample. If an altered/off-line unit was incorrectly included in the sample due to an error on the part of the property representative, the inspector records "uninspectable" for the unit and contacts REAC TAC for a TAC reference number before proceeding with the inspection. (The status of this unit must be visually verified.) If the error is on the part of the inspector, the profile must be corrected and the sample regenerated by the inspector.

I. Vacant Unit Policy

1. Multifamily Housing: For all Multifamily Housing properties, vacant units that are included in the random sample will be inspected only at a property that has vacancy rate of 15 percent or more. Failure to inspect vacant units at these properties means the inspection will be declared inaccurate and rejected. Additionally, inspectors are required to follow the procedures for recording vacant units in the DCD. If these procedures are not properly followed, the inspection will be rejected and the property must be re-inspected at no expense to the federal government. When inspecting vacant units the inspector should edit the unit in the Building/Unit Information tab. The unit inspectable status of "None Entered" should remain unchanged. The inspector should un-check the "Occupied" box and enter an appropriate comment in that unit's comment field: e.g. Vacant unit inspected under the MF 15% rule.
2. If a vacant unit is selected as a sample unit, during the inspection it must be visually verified as vacant.
3. Public Housing: Do not inspect vacant units at public housing properties. However, any vacant units in the sample must be visually verified.
4. If no sample units are available in the sample building, the inspector must select an alternate unit of a similar building type. If there are no alternate units available of a similar building type, then the inspector must select an alternate unit from the next building type. If there are no alternate units available for selection, the inspector must call the TAC to secure a TAC reference number before proceeding.

PART II: DEFINITION CLARIFICATIONS

DOORS

A. Doors (Apply to all inspectable areas)

1. Sample buildings may be generated that contain no sample units. Therefore, any door deficiencies may have to be recorded in different inspectable areas depending on whether or not the sample building has sample units to be inspected. Record as follows:
 - a. If a sample building has sample units, record all deficiencies observed on the unit entry doors in the associated units. Do not record deficiencies for unit entry doors on units not in the sample.
 - b. If a sample building has no sample units to inspect, record all deficiencies observed on any unit entry doors on the building exterior in Building Exterior, Doors and all deficiencies observed on any unit entry doors in a common area hall or corridor in Common Areas, Halls/Corridors/Stairs, Doors. In these cases, disregard the Note in the Building Exterior, Doors deficiency that says, "This does not include unit doors".
 - c. If common area doors exist, whether exterior or interior, any observed defects are to be recorded in the associated common area into which the door swings. The only exceptions are for doors that swing outward leading to the building exterior. In this case record any deficiencies identified under "Building Exterior - Doors".
2. There are two types of entry doors: (1) A building entry door that leads from the exterior of a building into the building interior, and (2) A unit entry door that leads from the exterior of a building or from a building common area into a unit. If an inspector observes a deficiency on the entry door of a single family building, the deficiency must be recorded under Unit/Doors. (Doors under Building Exterior would be marked as "NA".)
3. Locks are not required on common area doors, but if a lock was installed it must be inspected to ensure that it functions as designed with exception of Common area interior doors (not unit entry) may have missing locks. Inspectors must distinguish between locks that are intended to prevent others from entering a room and hardware that allows a door to latch (e.g. knob set or passageway set). Door hardware that is designed to latch and hold the door in place is not a lock but must function as designed.
4. The deficiency "Deteriorated/Missing Caulking Seals" applies only to entry doors. Entry doors not designed with seals are not required by the UPCS protocol to have seals. When recording seal defects, inspectors must use their own professional experience to observe and determine whether or not a factory applied or professionally installed seal is or was present. Inspectors are not to record a deficiency for missing or deteriorated after-market seals applied by the residents.
 - a. When the inspector observes light around a closed entry door with a seal that exhibits no evidence of seal damage, it is a deficiency that is to be recorded as Doors – "Damaged Frames/Threshold/Lintels/Trim", Level 3.
 - b. Insulated glass units and thermal pane doors that show evidence of seal leakage such as condensation or discoloration between glass panes must be recorded as Doors - "Deteriorated/Missing Caulking Seals", Level 3.
5. Screen, storm and security doors are defined as follows (these will be inspected as part of the associated common area or unit)
 - a. A screen door has a screen with or without a locking device.
 - b. A storm door may have a glass panel but is designed to provide protection to the entry door.
 - c. A security door is designed to provide added security through strength and has additional locks and/or other locking mechanisms.

6. Holes left in doors from the removal of hardware must be evaluated as door surface damage.
7. Significant peeling/cracking/no paint, rust which affects the integrity of the door surface, or broken/missing glass is applicable only to Level 3 of the damaged surface deficiency.
8. The deficiency "Damaged/Missing Screen/Storm/Security Door", Level 1 applies to missing as well as damaged screen and storm doors.
9. A door missing from its jamb or frame is recorded as a "Missing Door" regardless of whether or not the door is in the immediate area.
10. Double doors that serve one door entrance are considered to be one door. Record as one missing door if one or both are missing.
11. Doors in units that have been removed by the property, other than in elderly or handicapped units, must have all evidence of their previous existence removed. The holes where the hinges were located as well as the mortised area of the hinges and the strike must be filled, sanded, and painted; otherwise it is recorded as a "Missing Door" deficiency.
12. If a majority of doors within a unit are painted or varnished, then any unpainted or unvarnished door must be recorded as a "Damaged Surface – Holes/Paint/Rusting/Glass", Level 3 deficiency. If a majority of the doors are unpainted or unvarnished, do not record a deficiency.
13. A stick is an acceptable alternative to an inoperable lock only for a sliding glass door. If the stick is not installed it must be in the vicinity of the door and must be installed/tested by the inspector to ensure that the door can be secured.
14. Group Homes are special use facilities (not unlike nursing homes) and the rule applicable to 504 units must be applied. If management chooses not to allow the clients to have locks on the doors, then the UPCS inspection protocol does not require them. Inspectors must exercise "professional common sense".

WINDOWS

A. Windows (Apply to all inspectable areas)

1. Sample buildings may be generated that contain no sample units. Therefore, the deficiencies, “Broken/Missing/Cracked Panes”, “Missing/Deteriorated Caulking/Glazing Compound”, and “Security Bars Prevent Egress” may have to be recorded in different inspectable areas depending on whether or not the sample building has sample units to be inspected. They are to be recorded as follows:
 - a. If a sample building has sample units and common areas, record window deficiencies in the units and common areas in which they are observed. The exception to this is window screen-related deficiencies observed in sample units and common areas. These must be recorded in Building Exterior because there is no place in unit or common areas to record window screen-related deficiencies. Health & Safety window deficiencies that are not observed in a sample unit should be recorded under Exterior, Health and Safety, Hazards, Other.
 - b. If a sample building has no sample units to inspect, all unit windows must be visually inspected and deficiencies observed recorded in Building Exterior, Windows. Record all window deficiencies observed in common areas in the associated common area.
2. Insulated glass units and thermal pane windows that show evidence of seal leakage such as condensation or discoloration between glass panes must be recorded as “Missing/Deteriorated Caulking/Seal”, Level 3.
3. When fixed security bars are present that cover a window that is the only secondary means of emergency egress from a floor area (e.g. room, unit, building) on the third or lower floor, or on any floor that the window is the designed egress point to a designated fire escape, the deficiency “Windows/Security Bars Prevent Egress” must be recorded. However, a deficiency must not be recorded for windows that are not large enough or not otherwise designed for egress.
4. A hasp attached to moveable security bars is not a deficiency provided that the inspector can test the bars to evaluate proper operation. However, a lock on moveable security bars, requiring a key (special tool) to open, whether locked or unlocked at the time of inspection, must be recorded as a “Security Bars Prevent Egress” deficiency, when the window is the only secondary means of emergency egress from a floor area on the third or lower floor.
5. Child safety window guards that are normally found in apartment and public hallway windows to protect children (10) ten years or younger from falling to the outside of the building. They are typically lightweight metal construction and can be dislodged with a reasonable degree of force when necessary and should not be considered as blocked egress unless they are improperly installed or constructed.

B. Windows: Common Areas and Units

1. All windows in sample units and common areas must be inspected (tested) for correct operation.
2. A stick is an acceptable alternative to an inoperable lock for a window if it is observed in place or in the vicinity of the window. The inspector must test the window with the stick installed to ensure that the window can be secured.

3. The deficiency “Inoperable/Not Lockable” is broken into two parts: “Inoperable” addresses the operation of a window (i.e. cannot be opened or closed due to damage to the frame, faulty hardware); and “Not Lockable” addresses the lock only.
- a. Inoperable: All windows must operate as designed. Windows that do not operate as designed and there are no other operable windows in the same floor area, must be recorded as an “Inoperable/Not Lockable”, Level 3 deficiency. Record an “Inoperable/Not Lockable”, Level 1 deficiency for all windows that do not operate as designed with other operable windows in the area.
 - i. On the third floor and below, windows that cannot be opened and provide the only secondary means of egress from a floor area (e.g. room, unit, or building) must be recorded as an “Inoperable/Not Lockable”, Level 3 deficiency with a Health and Safety, Emergency/Fire Exits, “Blocked/Unusable” deficiency.
 - ii. On the fourth floor and above, windows that are damaged and cannot be opened on the fourth floor and above when there are no other operable windows in the same floor area, must be recorded as an “Inoperable/Not Lockable”, Level 3. Only record a Health and Safety, Emergency/Fire Exits, “Blocked/Unusable” deficiency if it also provides access to a fixed fire escape route (landing, ladder, roof, etc.).
 - b. Not Lockable: All windows that are accessible from the outside (e.g. ground level or by means of an exterior stairway) must be lockable. Record an “Inoperable/Not Lockable”, Level 3 deficiency if they cannot be locked. In addition, all other windows that are designed to lock must lock or an “Inoperable/Not Lockable”, Level 3 deficiency must be recorded. Windows, except those accessible from the outside that are not designed to lock are not a deficiency.

ELECTRICAL

A. Electrical (Apply to all inspectable areas)

1. The inspector must record electrical deficiencies for electrical equipment that services more than one specific area of the building (e.g. main electrical panel) within Building Systems. Electrical deficiencies for electrical equipment that service a specific area of the building (e.g. community room, hallway, unit) must be recorded in their respective locations.
2. For the purposes of inspecting the property, all electrical components used to supply or control the supply of electricity to the building after the meter base are considered to belong to the property.
3. Do not inspect non property owned utility boxes which include the meter base and supply service. Any observed Health and Safety defects are to be recorded, even if the utility box is non property owned. Record them under "Hazards-Other" for that building or under "Site – Health and Safety / Hazards / Other" as appropriate. If the Health and Safety defect is Life Threatening, it will need to be recorded on the "Notification of Exigent and Fire Safety Hazards Observed" form at the end of that day's inspection
4. Any electrical panel/box that is designed to have an interior cover but the cover is missing exposing bare wires/connections at the time of inspection will be recorded as "Missing Covers".
5. Electrical panels (breaker/fuse boxes) that are secured at the time of inspection (except for disconnects and timer boxes) must be made accessible to the inspector for inspection. Any electrical panel (breaker/fuse box) that is not made accessible will be recorded as "Blocked Access/Improper Storage".
6. Timer and disconnects (all electrical boxes other than breaker/fuse) that are not secured must be inspected provided that doing so will not interrupt electrical service. Secured means that it requires the use of a tool. (Tools could be keys for locks, cutters, screwdrivers, etc.) The inspector must exercise professional common sense in inspecting these boxes.
7. If an exterior disconnect or timer box that is not associated with any other specific inspectable area has no cover resulting in exposed bare wires or connections, the inspector is to record this as a deficiency. This would be recorded at Building Exterior, H&S, Electrical Hazards, regardless of the design of the box. If the disconnect is associated with a specific sample unit, common area or system, the deficiency would be recorded in that area.
8. An opening (gap) of more than ¼ inch between the breakers and the internal cover of an electrical panel is an electrical hazard. This deficiency is to be recorded under the applicable inspectable area (i.e. site, building exterior, building systems, common areas or unit), Health and Safety, Electrical Hazards, Exposed Wires/Open Panels.

B. Electrical: Systems

1. A missing elevator control panel cover must be recorded as "Missing Covers" if the control panel was designed to have a cover. If a cover was not part of the original design do not record a "Missing Covers" – Level 3 deficiency. However, if the condition results in a life threatening situation, it will need to be recorded under "Systems: Health and Safety – Electrical Hazards, Exposed Wires/Open Panels". Refer to the "Elevator Inspection Policy" on pages 23 and 24 prior to inspecting this equipment for deficiencies.

C. Electrical: Unit

1. "GFI-Inoperable" is an automatic non-life threatening Health and Safety deficiency when recorded. Disregard the comment in the definition that says, "If this condition is a health and safety concern, you must record it as 'Health and Safety: Electrical Hazards'".
2. GFI and AFCI circuit breakers in electrical panel boxes must be tested by pushing the test button to trip the breaker and resetting. Deficiencies for inoperable AFCI circuit breakers are to be recorded under Unit/Electrical System/GFI Inoperable.

PROPERTY INSPECTABLE AREAS

SITE

A. Site General Information

1. If you are recording an inspectable item such as Grounds, Market Appeal, and Walkway/Steps as “NA”, you must enter a justifiable comment in the Property Information Comment field, even when no land owned by the property exists around a building (e.g. city property.) If you fail to enter a justifiable comment, the inspection will be challenged by REAC.
2. The inspector is required to input in the UPCS software the total square footage for Parking Lots/Driveways/Roads and Walkways/Steps. The inspector is to request the square footage information from the property representative. If it is unavailable, the inspector will have to use their judgment to make a professional “guesstimate”.
3. To determine a deficiency for inspectable items, which use proportionality, evaluate the defect area as a percentage of the total applicable area of all individual sites.
4. Parking Lots/Driveways/Roads and Walkways/Steps proportionality deficiencies must continue to be recorded in the pop-up “defective area” screen after the 5% threshold is reached. Reminder: Remove L2 checkmark if 5% threshold is not met.
5. All roadways and walkways that the property represents as being owned by the property need to be inspected. Roadways and walkways that the property represents as owned by a public authority (city, county, state, etc.) need not be inspected.
6. Regardless if the building is in the sample or not, the site must be inspected around every building, for both single and multifamily scattered sites. (e.g. If 15 of 30 buildings are in the sample, the site around all 30 buildings must be physically inspected.)

B. Fencing and Gates

1. Exterior fences, also known as perimeter fences, are found along the perimeter of the property. Interior fences are found within the property’s perimeter.
2. A security fence could be either an exterior or interior fence but its intended purpose is to provide safety and security for the property residents.
3. If a property has fencing along its perimeter as an exterior security fence whether or not it is owned by the property, the fencing must be inspected for deficiencies.
4. A privacy fence that is used for privacy of an individual unit is considered as an interior fence.

C. Grounds

1. The deficiency “Overgrown/Penetrating Vegetation” addresses conditions that have an adverse effect on the physical condition of the property or negatively impact the use of the property by residents. Do not record a deficiency for vegetation that is intentionally grown on walls or fences and is maintained but does not adversely affect the structure or the intended use of that structure.

D. Play Areas and Equipment

1. Inspectors are to inspect park benches located within a play area and record deficiencies as “Damaged/Broken Equipment” as applicable. Benches not located within a play area are not inspected, except for Health and Safety issues.

E. Walkway/Steps

1. An inspector must record damage to a concrete slab porch or entry stoop in Walkways/Steps as applicable.

BUILDING EXTERIOR

A. Doors

1. Refer to the “Doors” section on pages 14 and 15

B. Electrical System

1. Refer to the “Electrical” section on page 18

C. FHEO - 32” Wide Main Entrance

1. This inspectable item applies to all occupied building types.

D. FHEO - Obstructed or Missing Accessibility Route to Main Floor Entrance

1. This inspectable item applies to all occupied building types. Each main floor entrance, as defined in “FHEO - 32” Wide Main Entrance” above, must have an accessible route to and from it. Main floor entrance pertains only to those entrances accessed during the inspection. This means that only the doors into common areas and units selected for inspection are to be considered when evaluating the building for FHEO – Obstructed or Missing Accessibility Route to Main Floor Entrance.
2. Accessible routes include a level surface to the door, ramps where necessary, and sufficient (36”) width.

E. Fire Escapes/Fire Exits

1. All buildings must have acceptable fire exits. Therefore, inspectors must never record Fire Escapes as “NA” under Building Exterior.
2. If the fire escape is clearly blocked or not accessible from any floor level of the building a deficiency for “Building Exterior – Fire Escapes” exists and must be recorded.

F. Foundations

1. The deficiency “Cracks/Gaps” is applicable to both foundation walls and floors (structure slabs).
2. For Foundation – “Spalling/Exposed Rebar”: The inspector is to record spalling (no exposed rebar) deficiency relative only to the percentage of the foundation area observed. The percentage is to be calculated based on each foundation wall of the building.

G. Ground Fault Interrupter (GFI)

1. Inoperable GFI outlets located on the building exterior are not a deficiency in the UPCS inspection software but will be recorded as a Building Exterior, Health and Safety, Hazards, “Other” when observed unless that GFI can be associated with a specific inspectable area. When identified with a specific inspectable area then any deficiency found is to be cited in that specific area.

H. Lighting

1. An inspector must inspect all broken or missing lighting fixtures or bulbs on the building’s exterior and record deficiencies in “Broken Fixtures/Bulbs” as applicable. Site lighting not attached to a building must be assigned to nearest building and evaluated as a part of that building’s exterior lighting. An exception is a deficiency found in exterior lighting that is controlled (switched) from within individual units which must be recorded in Unit/Lighting of the associated unit if it is part of the sample.

I. Roofs

1. All flat roofs that have a permanent means of access must be inspected. A stairway leading to a roof, a ladder permanently affixed to a wall, or any other apparatus that does not require the use of a portable ladder is considered a permanent means of access. An inspector is not required to access the roof when a permanent means of access is not available.
2. The levels of the deficiency "Missing/Damaged Shingles" apply to both missing and damaged shingles.

J. Walls

1. Holes in a building wall that serve an intended use are not to be recorded as a deficiency. However, holes that have been abandoned or are no longer serving their intended use must be recorded as a deficiency in "Missing Pieces/Holes/Spalling" as applicable.

K. Windows

1. Refer to the "Windows" section on pages 16 and 17

BUILDING SYSTEMS

A. Building Systems General Information

1. Sample buildings may be generated that contain no sample units. In the case when a Building System inspectable item(s) (e.g. HVAC, Fire Protection) is located inside a unit and is not visible to the inspector, the protocol requires the inspector to record "NOD" for the item and make a comment in the Building Comments field identifying that the item could not be inspected because it was located in a unit that was not in the sample.

B. Domestic Water

1. The end of the pressure relief valve or its extension on a hot water heating system must be no more than 18" from the floor or piped to a designed system, otherwise it must be recorded as a deficiency.
2. A hot water tank located in a single common area is to be evaluated under Systems, Domestic Water.

C. Electrical System

1. Refer to the "Electrical" section on page 18

D. Elevators

1. Elevator Inspection Policy (This requirement is to be determined during initial interview process at the beginning of the inspection)
 - a. Inspectors are not to enter an elevator machinery room when the POA states that there is no non-elevator equipment in the room. If a door to the room is not secured, record this condition under **Common Area-H&S Hazards-Other** as "Door to the elevator room was not locked.", but do not enter the room. Other observed deficiencies with the door are to be recorded under "Closet/Utility/Mechanical."
 - b. When the elevator machinery room contains any non-elevator equipment, or is the only route to another area requiring inspection, the room is to be inspected. The property must provide ONE of the following conditions:
 - i. Elevator equipment must be:
 1. Located on a suitable balcony, gallery or platform that excludes unqualified persons or is at least 8 feet above the floor.
 2. Protected by permanent, substantial partitions, fencing or screens such that access is limited to qualified personnel only.
 - ii. The property must provide a qualified person to grant access to the room
 - iii. The property must provide a written waiver/variance from the governing authority that permits access without a qualified person.
 - c. A qualified person means someone who has the skills and knowledge related to the construction and operation of electrical equipment and installation and has received safety training in the hazards involved. It is under the guidance and supervision of the qualified person that the UPCS inspector will enter the room and conduct the inspection or pass through the elevator equipment room.
 - d. The property is to confirm the qualifications of the escort.
 - e. Governing authority is that which controls the inspection/certification of elevators for that location.

- f. After arrival on site for the inspection, if these rooms cannot be accessed as specified, the inspector is to immediately notify REAC TAC that inspection is unsuccessful because property did not meet required conditions, obtain a TAC number, end the inspection and report in the inspection as unsuccessful (RUU) in Scheduler.
- g. All other aspects of operation, certificates, and Health and Safety deficiencies relevant to the elevators are to be reviewed or inspected per UPCS protocol.

E. Emergency Power

- 1. The inspectable defect "Run-Up Records/Documentation Not Available" is applicable to emergency generators only.

F. Fire Protection

1. Fire Sprinkler Heads

- a. If paint or any other obstruction is observed on the sprinkler head a deficiency will be recorded. Paint on an escutcheon plate should not be recorded as a deficiency.
- b. If the escutcheon plate or any other components are missing or damaged, it will be recorded as a deficiency.

2. Fire Extinguishers:

- a. All fire extinguishers observed must be inspected, resident owned and property owned.
- b. Buildings must meet the requirements of local and state fire and safety codes. As a result, some buildings have fire extinguishers, while others do not. If fire extinguishers are not present and there is no evidence such as mounting brackets or fire cabinets that they are supposed to be present, it is not a deficiency.
- c. For determining the proportionality of "Missing/Damaged Expired Extinguishers", the total number of extinguishers for a building will be calculated by counting all common area and exterior extinguishers plus the extinguishers located in the sample units. Inspectors must track the number of fire extinguishers located in each building to determine the level of deficiency.

Two examples: (Assume all units in the examples have extinguishers)

- i. A 10 unit, row/townhouse with 3 units selected in the sample. If 2 out of the 3 sample units have expired extinguishers then for the purpose of determining the proportionality for Systems, Fire Protection, Missing/Damaged/Expired Extinguishers, 66% of the extinguishers are deficient and it is a Level 3 deficiency.
- ii. An 80 unit, mid/high rise building has 10 common area extinguishers, plus 20 sample units. 1 mechanical room and 2 sample units have expired extinguishers, therefore 3 out of the 30 inspectable extinguishers, or 10% are expired. A Level 2 deficiency would be recorded under Systems, Fire Protection, Missing/Damaged/Expired Extinguishers.
- d. If a missing tag is observed during the inspection and the property representative can provide documentation showing that the fire extinguisher has been inspected and/or serviced by an authorized entity such as a local Fire Department, Fire Marshall or any other entity that has received authorization from the local Fire Department to conduct fire extinguisher inspections; do not record a deficiency. If the property representative cannot provide evidence of such annual inspection, record the missing tag as a deficiency per the protocol.
- e. Inspectors should not evaluate extinguishers which are not obviously positioned for active service. This includes those that are being stored in a specifically designated area with the

intention of being disposed of or serviced at a later date. (Typically found in maintenance areas in various quantities.)

- f. Applicability of the definition for "Missing/Damaged/Expired Extinguishers":
 - i. Level 1: Applies to an individual building with only fire extinguishers and no other fire control system. Record a deficiency if 5% or fewer of the extinguishers are missing, damaged, or expired.
 - ii. Level 2: Applies to an individual building regardless of the number of fire control systems. Record a deficiency if more than 5% but not more than 10% of the extinguishers are missing, damaged, or expired.
 - iii. Level 3: Applies to an individual building regardless of the number of fire control systems. Record a deficiency if more than 10% of the extinguishers are missing, damaged, or expired.

Or

- iv. Level 3: Applies to an individual building regardless of the number of fire control systems when extinguishers are installed in common areas on each floor. These are typically low rise/garden apartments and mid/high rise apartment buildings. Record a deficiency if there is not an operable/non-expired fire extinguisher on each floor. This applies only if there is evidence that the floor used to have one.
- g. UPCS protocol requires inspection of existing fire extinguishers. This consists of visually checking the gauge and the certificate attached on the unit of a re-chargeable extinguisher. This requirement is intended only for re-chargeable fire extinguishers. However, for properties using disposable (or non-rechargeable) fire extinguishers, the evaluation consists primarily of a visual check of the gauge, which must clearly indicate that the fire extinguisher is adequately charged. (i.e. The arrow in the gauge is pointing within the green area and is not under nor over charged.)

3. Fire Hoses:

- a. When inspecting fire hoses, use the inspectable defect, "Missing/Damaged Expired Extinguishers" to record deficiencies by substituting fire hoses for fire extinguishers within the levels of the deficiency. The UPCS protocol does not require fire hoses to have inspection tags. Do not record a deficiency for fire hoses with expired or missing tags.

G. HVAC

- 1. HVAC in Building Systems is only "NA" when all of the HVAC systems within a building are located in the units and are not being used to service common areas.

COMMON AREAS

A. Common Areas General Information

1. The property representative must provide access to all building common spaces. Inspectors are not required to move items to gain access to an inspectable area.
2. The property representative must provide the inspector with access to physically inspect for correct operation all inspectable items, such as doors, windows, light switches, etc. If the inspector cannot access inspectable items, the inspector is to record these items as defective.
3. Medical-related equipment found in nursing and group homes is not included in the UPCS software and must not be inspected.
4. It is not a UPCS inspection requirement for the property representative to provide smoke detectors in common areas. However, if there is a smoke detector in a common area it must be tested and it must function.

B. Basement/Garage/Carport

1. Record common area garage and carport deficiencies in common areas only when the Basement/Garage/Carport is attached to or within the confines of the building.
2. Cracks on basement floors are to be recorded under Building Exterior, Foundations.

C. Ceiling

1. Hole, paint, and water stains/water damage/mold/mildew defects are cumulative when they appear on any one ceiling surface (per room).
2. Smoke, grease or dirt on ceiling surfaces that can be washed off is not considered deteriorated paint.
3. The levels of the deficiency "Holes/Missing Tiles/Panels", apply to both missing and damaged ceiling tiles and panels.

D. Doors

1. Refer to the "Doors" section on pages 14 and 15

E. Electrical System

1. Refer to the "Electrical" section on page 18

F. Exit Signs

1. If there has never been an exit sign, HUD does not require one to be installed. (Missing exit signs are not a deficiency if there is no evidence that there ever was one.)
2. All exit signs need to be illuminated day and night either internally or externally. Exit signs designed with a testing feature are to be tested and must function as designed. If deficient record under Health & Safety, Missing Exit Signs.

G. FHEO - 36" Wide Interior Hallways

1. This inspectable item only applies to an occupied multi-story building with an elevator. In these buildings, all interior hallways to units and building common areas must be at least 36" wide. For buildings with no elevator, record as "NA".

H. FHEO - Accessible Outside Common Areas

1. This inspectable item applies to all occupied buildings regardless of building type, that have areas outside of the building that are commonly used by all residents. Outside common areas include parking lots, freestanding or attached common buildings (e.g. laundry building), patios, play areas, etc.

I. Kitchen

1. Cabinet deficiencies are based on defects observed on individual components (doors, drawers, or shelves) as a percentage of the same component's total for the entire cabinet system.

For example in a common area kitchen:

Damaged: 1 shelf	Total Components: 12 shelves = 8% damaged = NOD
Damaged: 2 doors	Total Components: 20 doors = 10% damaged = Level 2
Damaged: 6 drawers	Total Components: 8 drawers = 75% damaged = Level 3

Inspector shall therefore record a Level 3.

2. Delaminating is to be recorded as cabinet damage when applicable. Surface chipping or finish deterioration is not a recordable defect.
3. Missing and/or damaged are interchangeable when applying deficiencies to cabinets.
4. Damage to laminated countertops is only recordable as a deficiency when the damage goes below the laminate and 20% or more of the countertop is affected.
5. An exhaust fan in a kitchen that has been intentionally blocked is a "Range Hood/Exhaust Fans – Excessive Grease/Inoperable", Level 3 deficiency, unless there is an operable window in the kitchen.
6. Inspecting Stoves and Ranges:
 - a. Inspectors will no longer turn on or off any ranges/stoves/ovens. The POA must turn all ranges/stoves and ovens on and off during the inspection to allow the inspector to determine if the appliance functions as intended and record any observed deficiencies. The inspector must remain in close proximity from the time the POA turns the range/stove/oven on until it is turned off. If the POA refuses to turn it on and off, the inspector is to (1) record a Level 3 deficiency, "inoperable," and inform the POA of the Level 3 deficiency; (2) write "Property refused to turn on and off the range/stove/oven" in the comment section; and (3) call the REAC TAC and report that the POA refused to turn the range/stove/oven on and off and include the TAC number in the comment section. Prior to the inspection remind the POA that before turning on any appliance to check for and remove all items that may be damaged from the top of burners and inside ovens.
7. On a gas stove, if a burner(s) is not functioning, the property representative must be given an opportunity to check the pilot light(s) and re-light it if it is out. If all burners are operable after re-lighting the pilot, record a "Range/Stove –Missing/Damaged/Inoperable", Level 1 deficiency. If a burner(s) still does not function after re-lighting, record a Level 2 or Level 3 deficiency as applicable. If the property representative does not wish to check or light the pilot, record a Level 2 or Level 3 deficiency as applicable.
8. When burners have been removed from the stove for cleaning or repair; if the burners can be located during the inspection and reinstalled into the stovetop, the missing burners are not a deficiency. As with a gas stove, after they have been reinstalled they must be turned on and checked to determine if they are functioning.

9. When control knobs have been removed from the stove, if the control knobs can be located during the unit inspection and reinstalled on the stove, it is not a deficiency. If the knobs cannot be located, but the range and stove still functions properly, record the missing knobs as a Level 1 deficiency. (Except in those cases where it is clear that they have been removed to protect the safety of the resident. e.g. Alzheimer's patient.)

J. Laundry Area

1. Leaking faucets on laundry tubs are not a recordable deficiency in the UPCS software.
2. If an interior dryer vent filter box is properly filled with water and attached to an electric dryer, do not record a deficiency. These devices are not intended for use on gas dryers.

K. Lighting

1. In common areas where light bulbs are inoperable, light bulbs are not to be considered in the cumulative percentage if the fixture is proven operable. The deficiency specifically deals with whether the fixture is broken. Bulbs are not addressed in the definition.
2. Fixture or lamp globes or bowls are not considered part of the lighting system. Do not record them as a deficiency as long as the light functions.

L. Pools and Related Structures

1. Swimming pools must be operational during the summer season. During the remainder of the year do not record a deficiency for a pool that is not operational, record as "NOD".

M. Patio/Porch/Balcony

1. Damage to a concrete slab porch or entry stoop must be recorded in Site, Walkways/Steps as applicable.

N. Storage

1. When there is a storage area designated by the property and it is located in the basement, it will be inspected as part of the basement. If the storage area is located elsewhere, it is inspected as part of the Common Areas.

O. Trash Collection Areas

1. Inspectors must record any trash collection system component (e.g. chute, chute door, lock, counterweight, and compactor) that has failed as a "Chutes - Damaged/Missing Components", Level 3 deficiency. Inspector must record any other deficiency observed in the trash collection room under Closet/Utility/Mechanical.

P. Walls

1. An inspector must evaluate "Damaged/Deteriorated Trim" on any one wall as a percentage of the total trim on that one wall surface. (Missing trim must also be included in the calculation as it is considered a form of deterioration.)
2. Smoke, grease or dirt on wall surfaces that can be washed off is not considered deteriorated paint.

Q. Windows

1. Refer to the "Windows" section on pages 16 and 17

UNIT

A. Unit General Information

1. Refrigerators, stoves, fire extinguishers and window air conditioners owned by the resident must be inspected and deficiencies recorded as if the appliances are owned by the property.
2. The property representative must provide access to all building common space and sample units within each building. In addition, within each sample unit, all rooms and closets must be accessible or the inspector must select an alternate unit. Inspectors are not required to move furniture to gain access to an inspectable area. If a property representative or the resident will not move the furniture or open a closed door to provide access, the inspector must select an alternate unit.
3. The property representative must provide the inspector with access to physically inspect for correct operation all inspectable items, such as windows, stoves/ovens, ac units, call-for-aids, light switches, etc. If the inspector can not access inspectable items, the inspector is to record these items as defective.
4. For client rooms, (group home, special needs, nursing home, etc.), record a shared kitchen or bathroom in a sample unit under Units when it may be accessed only through the client rooms. If the client rooms sharing the bathroom or kitchen are both sample units do not record the same deficiency under each unit, record the defect in one unit and mark the other as "NA" with an appropriate note in the Building Information Comment box. If a shared kitchen or bathroom is accessed through a common area, deficiencies must be recorded under Common Area. If no kitchen or bathroom may be accessed through the unit, record "NOD" for Unit, Kitchen and/or Bathroom and make the appropriate note in the Building Information Comment box.
5. The inspector is required to inspect all occupied units in the sample that have a disconnected utility, for both Public Housing and Multifamily Housing Properties. The Inspector is to report any impacted equipment and/or system as a result of disconnected utilities, in accordance with the UPCS inspection protocol. The inspector is to indicate which type of utility is disconnected in the Unit Information Comment box.

B. Bathroom

1. All sinks, showers and tubs must be inspected by operating the hot and cold water faucets or controls.
2. A missing or inoperable mechanical stopper (in both a tub or sink) shall be recorded as a Level 1.
3. Do not record a "Ventilation/Exhaust System – Inoperable" deficiency for bathrooms constructed without either an exhaust fan or a window
4. If a roof exhaust fan that vents bathrooms in a high rise has failed, record a Building Systems, Exhaust System, "Roof Exhaust Fans Inoperable", Level 3 deficiency for the roof exhaust fan, but do not record a deficiency for each unit bathroom that the roof exhaust fan services.

C. Call-For-Aid

1. Call-for-aid as installed must serve its intended function. (e.g. A bell sounds an alarm, a light is turned on or off-site personnel are notified when the system is activated.)
2. When recording an "Inoperable", Level 3 deficiency and providing comments such as coiled-up, not fully extended, more than "x" distance from the floor, taped to the wall, etc., inspectors are also required to address the system functionality as supporting justification. Failure to provide the appropriate comments will result in the uploaded inspection being challenged by REAC.
3. If the property has replaced the old Call-for-Aid system with a new electronic neck or hand-held type of system, the presence of any part of an inoperable system that remains must be recorded as "Inoperable", Level 3.

D. Ceiling

1. Hole, paint, and water stains/water damage/mold/mildew defects are cumulative when they appear on any one ceiling surface (per room).
2. Smoke, grease or dirt on ceiling surfaces that can be washed off is not considered deteriorated paint.
3. The levels of the deficiency "Holes/Missing Tiles/Panels", apply to both missing and damaged ceiling tiles and panels.

E. Doors

1. Refer to the "Doors" section on pages 14 and 15

F. Electrical System

1. Refer to the "Electrical" section on page 18

G. Floors

1. Stains on floor covering are only applicable to Level 1 of the "Floor Covering Damage" deficiency, not to Level 2 or Level 3.
2. When determining floor damage severity, the total percentage is based on total area of similar material floor covering.
3. Cracks on basement floors are to be recorded under Building Exterior, Foundations.

H. Hot Water Heater

1. The end of the pressure relief valve or its extension on a hot water heating system must be no more than 18" from the floor or piped to a designed system, otherwise it must be recorded as a deficiency.
2. Hot Water Heater is never recorded as "NA" whether or not the tank is actually located within the unit. Record deficiencies for the hot water system in either Unit, Hot Water Heater or Building Systems, Domestic Water whichever is most appropriate

I. HVAC System

1. When a cover is missing on a convection or radiant heat system a "Convection/Radiant Heat System Covers", Level 3 deficiency must be recorded. In addition, if sharp edges and/or a burn hazard are present, the inspector must record those hazards manually in Health and Safety, Hazards, "Sharp Edges" and/or "Other" (for the burn hazard) as applicable.

J. Kitchen

1. Cabinet deficiencies are based on defects observed on individual components (doors, drawers, or shelves) as a percentage of the same component's total for the entire cabinet system.

For example in a sample unit's kitchen:

Damaged: 1 shelf	Total Components: 12 shelves = 8% damaged = NOD
Damaged: 2 doors	Total Components: 20 doors = 10% damaged = Level 2
Damaged: 6 drawers	Total Components: 8 drawers = 75% damaged = Level 3

Inspector shall therefore record a Level 3.

2. Delaminating is to be recorded as cabinet damage when applicable. Surface chipping or finish deterioration is not a recordable defect.
3. Missing and/or damaged are interchangeable when applying deficiencies to cabinets.
4. Damage to laminated countertops is only recordable as a deficiency when the damage goes below the laminate and 20% or more of the countertop is affected.
5. An exhaust fan in a kitchen that has been intentionally blocked is a "Range Hood/Exhaust Fans – Excessive Grease/Inoperable", Level 3 deficiency, unless there is an operable window in the kitchen.
6. Inspecting Stoves and Ranges:
 - a. Inspectors will no longer turn on or off any ranges/stoves/ovens. The POA must turn all ranges/stoves and ovens on and off during the inspection to allow the inspector to determine if the appliance functions as intended and record any observed deficiencies. The inspector must remain in close proximity from the time the POA turns the range/stove/oven on until it is turned off. If the POA refuses to turn it on and off, the inspector is to (1) record a Level 3 deficiency, "inoperable," and inform the POA of the Level 3 deficiency; (2) write "Property refused to turn on and off the range/stove/oven" in the comment section; and (3) call the REAC TAC and report that the POA refused to turn the range/stove/oven on and off and include the TAC number in the comment section. Prior to the inspection remind the POA that before turning on any appliance to check for and remove all items that may be damaged from the top of burners and inside ovens.
7. On a gas stove, if a burner(s) is not functioning, the property representative must be given an opportunity to check the pilot light(s) and re-light it if it is out. If all burners are operable after re-lighting the pilot, record a "Range/Stove –Missing/Damaged/Inoperable", Level 1 deficiency. If a burner(s) still does not function after re-lighting, record a Level 2 or Level 3 deficiency as applicable. If the property representative does not wish to check or light the pilot, record a Level 2 or Level 3 deficiency as applicable.
8. When burners have been removed from the stove for cleaning or repair; if the burners can be located during the inspection and reinstalled into the stovetop, the missing burners are not a deficiency. As with a gas stove, after they have been reinstalled they must be turned on and checked to determine if they are functioning.
9. When control knobs have been removed from the stove, if the control knobs can be located during the unit inspection and reinstalled on the stove, it is not a deficiency. If the knobs cannot be located, but the range and stove still functions properly, record the missing knobs as a Level 1 deficiency. (Except in those cases where it is clear that they have been removed to protect the safety of the resident. e.g. Alzheimer's patient.)

K. Laundry Area

1. Leaking faucets on laundry tubs are not a recordable deficiency in the UPCS software.
2. If an interior dryer vent filter box is properly filled with water and attached to an electric dryer, do not record a deficiency. These devices are not intended for use on gas dryers.

L. Lighting

1. Fixture or lamp globes or bowls are not considered part of the lighting system. Do not record them as a deficiency as long as the light functions.
2. Inspectors are no longer required to inspect rooms designed with no light switch for lighting related deficiencies. However, the inspector is still required to inspect permanent light fixtures for proper operation per the UPCS definition.

3. A closet is to be considered as a separate room for light fixture assessments.

M. Outlets/Switches

1. The deficiency "Missing" pertains to both missing and/or damaged outlets and switches that do not function at all.

N. Patio/Porch/Balcony

1. Damage to a concrete slab porch or entry stoop must be recorded in Site, Walkways/Steps as applicable.
2. Record damage to balusters and side rails in Patio/Porch/Balcony. All other deficiencies observed on unit patios, porches and balconies must be recorded in the associated unit in their respective area.

O. Smoke Detector

1. Smoke detectors within a unit must be operable and located on each living level including the basement, but not the crawl spaces or unfinished attic. If two or more smoke detectors are on the same level in visible proximity and cannot be isolated from one another (such as closing a door), at least one of the smoke detectors must function as it should.

P. Walls

1. An inspector must evaluate "Damaged/Deteriorated Trim" on any one wall as a percentage of the total trim on that one wall surface. (Missing trim must also be included in the calculation as it is considered a form of deterioration.)
2. Smoke, grease or dirt on wall surfaces that can be washed off is not considered deteriorated paint.

Q. Windows

1. Refer to "Windows" section on pages 16 and 17

HEALTH AND SAFETY (H&S)

When noting the location of a (H&S) defect, the inspector should pay close attention to the software prompts to avoid recording the defect in the wrong location.

A. Emergency/Fire Exits

1. On the third or lower floors
 - a. The “Blocked/Unusable” deficiency is applicable to blocked or unusable emergency/fire exits on these floor areas (e.g. room, unit or building) If designed, these floors must have a minimum of two independent unobstructed exits, one of which must be a door (primary). If not designed for 2 exits, then only 1 will be evaluated.
 - b. If the only window in a floor area (e.g. room, unit or building) is blocked by a window air conditioner, furniture, or any other obstruction including an inoperable window sash and the area has only one exit door, the inspector must record a “Blocked/Unusable” deficiency.
 - c. If a floor area has an obstructed window but has another window that is unobstructed or a 2nd unobstructed door, there is no blocked egress.
2. On the fourth and higher floors
 - a. All floor areas (e.g. room, unit or building) on the 4th or higher floors are required to have at least one unobstructed exit door (primary). However, if an area is designed to have more than one means of egress to a designed fire escape, such as a common area hallway or a window exit, then a Health & Safety deficiency exists.
3. The note in the “Blocked/Unusable” definition that states “This does not apply to individual units” must be disregarded.
4. All blockage that limits a person’s ability to exit a room in case of emergency is considered a deficiency. Professional common sense and inspector knowledge are to be applied.
5. In the comment field for the deficiency, the inspector must explicitly state why the obstruction prevents egress. If a resident could easily climb over or otherwise traverse the furniture or obstruction, there is no deficiency. Keep in mind the property’s resident population (i.e. family, elderly, handicapped), when making a determination of the applicability of this defect.

B. Common Area Doors – Blocked Fire Exits (double keyed deadbolts)

1. Double-sided keyed deadbolt locks are an EH&S deficiency when they serve as the entrance or exit points for buildings that contain residential units.

C. Unit Doors – Blocked Fire Exits (double keyed deadbolts)

1. Double-sided keyed knob locks and deadbolts, when observed on doors that serve as one of the two required means of egress from a Unit floor area, are a Health & Safety, Emergency / Fire Exits, “Blocked/Unusable” deficiency. This applies to all doors on all floors that serve as a main (primary) means of exit. A primary exit door is the main means of egress from a floor area (Bedroom, kitchen, living, etc.)

D. Flammable Materials

1. Gasoline fueled power equipment with gasoline in the tank stored in a residential building’s basement is an “Improperly Stored” deficiency.
2. Lawnmower/gasoline that is properly stored in a garage must not be recorded as a H&S deficiency.

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***US Department of Housing and Urban Development
Real Estate Assessment Center (REAC)***

**Dictionary of Deficiency Definitions
DCD Version 2.3**

For

**Real Estate Assessment Center System (REACS)
Physical Assessment Subsystem (PASS)**

March 8, 2000

System:	REACS
Subsystem:	PASS
Component:	All
Release:	All
Database Release:	CIDR: All
Doc Type:	Inspectable Items List
Doc Date:	3/8/00
Doc Author:	KPMG
Doc Number:	2

NOTE:

- **The original definition is presented on the top of each page. The modified definition is presented on the bottom of each page, where applicable.**
- **For the original definition, minor/ major/ severe has been changed to level 1/ level 2/ level 3, respectively.**

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Site Inspectable Items

Items to inspect for “Site” are as follows:

Fencing and Gates

Retaining Walls

Grounds

Mailboxes/Project Signs

Market Appeal

Parking Lots/Driveways/Roads

Play Areas and Equipment

Refuse Disposal

Storm Drainage

Walkways/Steps

Fencing and Gates (Site)

Fence: A structure functioning as a boundary or barrier. An upright structure serving to enclose, divide or protect an area.

Gate: A structured opening in a fence for entrance or exit.

Note: This does not include swimming pool fences. Swimming Pool Fences are covered under Common Areas - Pools and Related Structures.

This inspectable item can have the following deficiencies:

[Damaged/Falling/Leaning](#)

[Holes](#)

[Missing Sections](#)

Damaged/Falling/Leaning (Fencing and Gates)

Deficiency: A fence or gate is rusted, deteriorated, or uprooted which may threaten security, health, or safety.

Note: Gates for swimming pool fences are covered in another section, “Common Areas - Pools and Related Structures”.

Level of Deficiency: Deficiencies in exterior fences, security fences, and gates are a higher level than interior fences and gates.

Level 1: N/A

Level 2: An *interior* fence or gate is so damaged that it does not function as it should.

-OR-

An *exterior fence, security fence, or gate* shows signs of deterioration, but still functions as it should, and it presents no risk to security or safety.

Level 3: An *exterior fence, security fence, or gate* is no longer there.

-OR-

An *exterior fence, security fence, or gate* is damaged and does not function as it should or could threaten safety or security.

Holes (Fencing and Gates)

Deficiency: There is an opening or penetration in any fence or gate *designed to keep intruders out or children in*. Look for holes that could allow animals to enter or could threaten the safety of children.

Note: If the fence or gate is not designed to keep intruders out or children in--such as a rail fence--do not evaluate it for holes.

Level of Deficiency:

Level 1: The hole is smaller than 6 inches by 6 inches.

Level 2: N/A

Level 3: The hole is larger than 6 inches by 6 inches.

Missing Sections (Fencing and Gates)

Deficiency: A section of a fence or gate has been destroyed or removed, and the structure no longer prevents entry or exit.

Level of Deficiency: Deficiencies in exterior fences, security fences, and gates are a higher level than interior fences and gates.

Level 1: An *interior* fence is missing a section.

Level 2: N/A

Level 3: An *exterior fence, security fence, or gate* is missing a section, which could threaten safety or security.

Grounds (Site)

The improved land adjacent to or surrounding the housing and related structures. This does not include land not owned or under the control of the housing provider.

This inspectable item can have the following deficiencies:

[Erosion/Rutting Areas](#)

[Overgrown/Penetrating Vegetation](#)

[Ponding/Site Drainage](#)

Erosion/Rutting Areas (Grounds)

Deficiency: Natural processes--weathering, erosion, or gravity—or man-made processes have caused either of these conditions:

- collection or removal of surface material
- -OR-
- sunken tracks, ruts, grooves, or depressions

Note: This does not include erosion/rutting from a defined storm drainage system or in a play area. These are covered in these sections: “Site - Storm Drainage” and “Site - Play Areas and Equipment”.

Level of Deficiency:

Level 1: N/A

Level 2: Erosion has caused surface material to collect, leading to a degraded surface that would likely cause water to pool in a confined area--especially next to structures, paved areas, or walkways.

-OR-

A rut/groove is 6-8 inches wide and 3-5 inches deep.

Level 3: Runoff has extensively displaced soil, which has caused visible damage or the potential failure of adjoining structures or systems--pipes, pavements, foundations, building, etc.

-OR-

Advanced erosion threatens the safety of pedestrians or makes an area of the grounds unusable.

-OR-

There is a rut larger than 8 inches wide by 5 inches deep.

Overgrown/Penetrating Vegetation (Grounds)

Deficiency: Plant life has spread to unacceptable areas, unintended surfaces, or has grown in areas where it was not intended to grow.

Level of Deficiency:

Level 1: N/A

Level 2: Vegetation is extensive and dense; it is difficult to see broken glass, holes, and other hazards.

-OR-

Vegetation contacts or penetrates an unintended surface--buildings, gutters, fences/walls, roofs, HVAC units, etc.--but you see no visible damage.

-OR-

Extensive, dense vegetation obstructs the intended path of walkways or roads, but the path is still passable.

Level 3: Plants have visibly damaged a component, area, or system of the property or have made them unusable/unpassable.

Ponding/Site Drainage (Grounds)

Deficiency: Water or ice has collected in a depression or on ground where ponding was not intended.

Note:

1. This does not include detention/retention basins or ponding on paved areas, such as parking lots:
 - Detention/retention basins are covered in “Site - Storm Drainage”.
 - Ponding on paved areas is covered in “Parking Lots/Driveways/Roads”.
2. If there has been measurable precipitation (1/10 inch or more) during the previous 48 hours, consider the impact on the extent of the ponding. Determine that ponding has occurred only when there is clear evidence of a persistent or long-standing problem.

Level of Deficiency:

Level 1: N/A

Level 2: An accumulation of water (3-5 inches deep) affects the use of a section of the grounds, but the grounds are generally usable.

Level 3: There is an accumulation of more than 5 inches deep.

-OR-

Accumulation has made a large section of the grounds—more than 20%-- unusable for its intended purpose. (For example, ponding has made a recreational field unusable.)

Mailboxes/Project Signs (Site)

Mailbox is a public container where mail is deposited for distribution and collection. This does not include mailboxes owned and maintained by the US Postal Service, such as the "Blue Boxes".

Project signs are boards, posters, or placards displayed in a public place to advertise, impart information, or give directions. This does not include signs owned and maintained by the city.

This inspectable item can have the following deficiencies:

[Mailbox Missing/Damaged](#)

[Signs Damaged](#)

Mailbox Missing/Damaged (Mailboxes/Project Signs)

Deficiency: The U.S. Postal Service resident/unit mailbox is either missing or so damaged that it does not function properly.

Note: Do not inspect commercial deposit boxes--FedEx, UPS, etc.--or U.S. Postal Service "blue boxes".

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The U.S. Postal Service resident/unit mailbox cannot be locked.
-OR-
The U.S. Postal Service resident/unit mailbox is missing.

Signs Damaged (Mailboxes/Project Signs)

Deficiency: The project sign is not legible or readable because of deterioration or damage.

Level of Deficiency:

Level 1: The sign is damaged, vandalized, or deteriorated, and cannot be read from a reasonable distance (for example, 20 feet).

Level 2: N/A

Level 3: N/A

Market Appeal (Site)

Evaluate only those areas or structures that are under the control of the housing provider.

This inspectable item can have the following deficiencies:

Graffiti

Litter

Graffiti (Market Appeal)

Deficiency: You see crude inscriptions or drawings scratched, painted, or sprayed on a building surface, retaining wall, or fence that the public can see from 30 feet away.

Note: There is a difference between art forms and graffiti. Do not consider full wall murals and other art forms as graffiti.

Level of Deficiency:

Level 1: You see graffiti in one place.

Level 2: You see graffiti in 2-5 places.

Level 3: You see graffiti in 6 or more places.

Litter (Market Appeal)

Deficiency: There is a disorderly accumulation of objects on the property--especially carelessly discarded trash.

Note: Judge litter as you would judge the condition of a city park in America. *Do not include these* as litter:

- litter left behind in the path of a recent garbage collection
- litter that maintenance personnel are collecting and removing during your inspection

Level of Deficiency:

Level 1: N/A

Level 2: You see excessive litter on the property.

Level 3: N/A

Parking Lots/Driveways/Roads (Site)

An area for parking motorized vehicles begins at the curbside and includes all parking lots, driveways or roads within the property lines that are under the control of the housing provider.

This inspectable item can have the following deficiencies:

Cracks

Ponding

Potholes/Loose Material

Settlement/Heaving

Cracks (Parking Lots/Driveways/Roads)

Deficiency: There are visible faults in the pavement: longitudinal, lateral, alligator, etc.

Note:

1. Do not include cracks on walkways/steps. For this to be a level 2 deficiency, 5% of the parking lots must be impacted--50 out of 1,000 square feet, for example.
2. Relief joints are there by design; do not consider them cracks.
3. When observing traffic ability, consider the capacity to support people on foot, in wheelchairs, and using walkers—and the potential for problems and hazards.
4. For *parking lots only*, note a deficiency if you see cracks on more than 5% of the parking spaces.
5. For *driveways/roads*, note a deficiency if you see cracks on more than 5% of the driveways/roads.

Level of Deficiency:

Level 1: N/A

Level 2: Cracks greater than $\frac{3}{4}$ inch, hinging/tilting, or missing section(s) that affect traffic ability over more than 5% of the property's parking lots/driveways/roads.

Level 3: N/A

Comments

Level 2: If the height differential is greater than $\frac{3}{4}$ inch, consider this a safety hazard. If the condition of the surface could cause tripping or falling, you must manually record this deficiency as "Health and Safety: Hazards."

Ponding (Parking Lots/Driveways/Roads)

Deficiency: Water or ice has accumulated in a depression on an otherwise flat plane.

Note:

1. Consider the impact of *any measurable precipitation*—1/10 inch or more—during the last 48 hours. Note the deficiency only if there is clear evidence that the ponding is a persistent or long-standing problem.
2. *For parking lots only*, note a deficiency if you see ponding on more than 5% of the parking spaces.
3. *For driveways/roads*, note a deficiency if you see ponding on more than 5% of the driveways/roads.

Level of Deficiency:

Level 1: N/A

Level 2: Less than 3 inches of water has accumulated, affecting the use of 5% or more of a parking lot/driveway; the parking lot/driveway is passable.

Level 3: 3 inches of water--or more--has accumulated making 5% or more of a parking lot/driveway unusable or unsafe.

Potholes/Loose Material (Parking Lots/Driveways/Roads)

Deficiency:

- a hole caused by road surface failure
- OR-
- loose, freestanding aggregate material caused by deterioration

Level of Deficiency:

Level 1: Potholes or loose material have caused the pavement to fail, exposing the subsurface.

Level 2: N/A

Level 3: Potholes or loose material have made a parking lot/driveway unusable/unpassable for vehicles and/or pedestrians.

Comments

Level 3: If the excessively irregular surface could cause tripping or falling, you must manually record this deficiency as "Health and Safety: Hazards."

Settlement/Heaving (Parking Lots/Driveways/Roads)

Deficiency: The pavement sinks or rises because of the failure of subbase materials.

Note: If you see that water or ice has collected in the depression, record this under Ponding.

Level of Deficiency:

Level 1: Cracks and deteriorated surface material give evidence of settlement/heaving.

Level 2: N/A

Level 3: Settlement/heaving has made a parking lot/driveway unusable/unpassable or creates unsafe conditions for pedestrians and vehicles.

Comments

Level 3: If the excessively irregular surface could cause tripping or falling, you must manually record this deficiency as "Health and Safety: Hazards."

Play Areas and Equipment (Site)

An outdoor area set aside for recreation or play, especially one containing equipment such as seesaws and swings.

This inspectable item can have the following deficiencies:

[Damaged/Broken Equipment](#)

[Deteriorated Play Area Surface](#)

Damaged/Broken Equipment (Play Areas and Equipment)

Deficiency: Equipment is broken into pieces, shattered, incomplete, or inoperable.

Note: Do not evaluate equipment that the authority states has been withdrawn from service, except when safety is still a concern--sharp edges, dangerous leaning, etc. For example, if the authority removed the net and hoop from a basketball backboard and the backboard poses no safety hazards, it is not a deficiency.

Level of Deficiency:

Level 1: You see that *some of the equipment*--20-50%--does not operate as it should, but poses no safety risk.

Level 2: You see that *most of the equipment*--more than 50%--does not operate as it should, but poses no safety risk.

Level 3: You see equipment that poses a *threat to safety* and could cause injury.

Deteriorated Play Area Surface (Play Areas and Equipment)

Deficiency: You see damage to a play area caused by cracking, heaving, settling, ponding, potholes, loose materials, erosion, rutting, etc.

Level of Deficiency:

Level 1: N/A

Level 2: 20-50% of the total surveyed play area surface shows deterioration.

Level 3: More than 50% of the surveyed play area surface shows deterioration.

Comments

Level 3: If the play area surface could cause tripping or falling, you must manually record this deficiency as “Health and Safety: Hazards.”

Refuse Disposal (Site)

Collection areas for trash/garbage common pick-up.

This inspectable item can have the following deficiencies:

[Broken/Damaged Enclosure-Inadequate Outside Storage Space](#)

Broken/Damaged Enclosure-Inadequate Outside Storage Space (Refuse Disposal)

Deficiency: The outdoor enclosed area used as a trash/refuse site is:

- broken or damaged, including its walls
- OR-
- too small to properly store refuse until disposal

Note: This does not include areas that are not designed as trash/refuse enclosures, such as curb pick-up. Address the condition of the slab under Parking Lots/Driveways/Roads.

Level of Deficiency:

Level 1: N/A

Level 2: A single wall or gate of the enclosure has collapsed or is leaning and is in danger of falling.
-OR-
Trash cannot be stored in the designated area because it is too small to store refuse until disposal.

Level 3: N/A

Retaining Walls (Site)

A wall built to support or prevent the advance of a mass of earth or water.

This inspectable item can have the following deficiencies:

[Damaged/Falling/Leaning](#)

Damaged/Falling/Leaning (Retaining Walls)

Deficiency: A retaining wall structure is deteriorated, damaged, falling, or leaning.

Level of Deficiency:

Level 1: N/A

Level 2: A retaining wall shows some signs of deterioration, but it still functions as it should, and it *is not a safety risk*.

Level 3: A retaining wall is damaged and does not function as it should or *is a safety risk*.

Storm Drainage (Site)

System used to collect and dispose of surface runoff water through the use of culverts, underground structures, or natural drainage features, e.g., swales, ditches, etc.

This inspectable item can have the following deficiencies:

Damaged/Obstructed

Damaged/Obstructed (Storm Drainage)

Deficiency: If the storm drains are structurally unsound, are blocked by accumulated debris, or present other safety hazards.

Level of Deficiency:

Level 1: N/A

Level 2: The system is partially blocked by a large quantity of debris, causing backup into adjacent area(s).

Level 3: The system is completely blocked or a large segment of the system has failed because a large quantity of debris has caused:

- backups into adjacent area(s)
- OR-
- runoffs into areas where runoffs are not intended

Walkways/Steps (Site)

Passages for walking and the structures that allow for changes in vertical orientation.

This inspectable item can have the following deficiencies:

[Broken/Missing Hand Railing](#)

[Cracks/Settlement/Heaving](#)

[Spalling](#)

Broken/Missing Hand Railing (Walkways/Steps)

Deficiency: The hand rail is damaged or missing.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The hand rail for four or more stairs is missing, damaged, loose, or otherwise unusable.

Cracks/Settlement/Heaving (Walkways/Steps)

Deficiency:

- visible faults in the pavement: longitudinal, lateral, alligator, etc.
-OR-
- pavement that sinks or rises because of the failure of subbase materials

Note:

1. Do not include cracks on parking lots/driveways or roads.
2. For this to be a level 2 deficiency, 5% of the walkways must be impacted--50 out of 1,000 square feet, for example.
3. Relief joints are there by design; do not consider them cracks.
4. When observing traffic ability, consider the capacity to support pedestrians, wheelchairs, and people using walkers.

Level of Deficiency:

Level 1: N/A

Level 2: Cracks greater than $\frac{3}{4}$ ", hinging/tilting, or missing section(s) that affect traffic ability over more than 5% of the property's walkways/steps.

Level 3: N/A

Comments

Level 2: If the walkways or steps could cause tripping or falling, you must manually record this deficiency as "Health and Safety: Hazards."

Spalling (Walkways/Steps)

Deficiency: A concrete or masonry walkway is flaking, chipping, or crumbling--possibly exposing underlying reinforcing material. This is a defect if 5% or more of the property's walkways/steps are affected (50 square feet out of 1,000 square feet, for example).

Note: When observing traffic ability, consider the capacity to support people on foot, in wheelchairs, and using walkers.

Level of Deficiency:

Level 1: More than 5% of the walkway/steps have small areas of spalling--4 inches by 4 inches or less.

Level 2: More than 5% of the walkway/steps have large areas of spalling—larger than 4 inches by 4 inches—and this affects traffic ability.

Level 3: N/A

Building Exterior Inspectable Items

Items to inspect for “Building Exterior” are as follows:

Doors

EHEQ

Fire Escapes

Foundations

Lighting

Roofs

Walls

Windows

Doors (Building Exterior)

Means of access to the interior of a building or structure. Doors provide privacy, control passage, maintain security, provide fire and weather resistance. Includes entry to maintenance areas, boiler and mechanical rooms, electrical vaults, storage areas, etc.

Note: This does not include unit doors.

This inspectable item can have the following deficiencies:

Damaged Frames/Threshold/Lintels/Trim

Damaged Hardware/Locks

Damaged Surface (Holes/Paint/Rusting/Glass)

Damaged/Missing Screen/Storm/Security Door

Deteriorated/Missing Caulking/Seals

Missing Door

Damaged Frames/Threshold/Lintels/Trim (Doors)

Deficiency: You see a frame, header, jamb, threshold, lintel, or trim that is warped, split, cracked, or broken.

Note: If you see damage to a door's hardware--locks, hinges, etc.--record this under "Doors-Damage Hardware/Locks".

Level of Deficiency:

Level 1: N/A

Level 2: At least *one door* is not functioning or cannot be locked because of damage to the frame, threshold, lintel, or trim.

Level 3: At least one *entry door or fire/emergency door* is not functioning or cannot be locked because of damage to the frame, threshold, lintel, or trim.

Comments

Level 3: If the condition is a health and safety concern, you must record it manually as "Health and Safety: Hazards."

Damaged Hardware/Locks (Doors)

Deficiency: The attachments to a door that provide hinging, hanging, opening, closing, or security are damaged or missing. These include locks, panic hardware, overhead door tracks, springs and pulleys, sliding door tracks and hangers, and door closures.

Note:

1. If a door is designed to have locks, the locks should work.
2. If a door is not designed to have locks, do not record a deficiency for not having a lock.

Level of Deficiency:

Level 1: N/A

Level 2: One door does not function as it should or cannot be locked because of damage to the door's hardware.

Level 3: One door's panic hardware does not function as it should.

-OR-

One entry door or fire/emergency door does not function as it should or cannot be locked because of damage to the door's hardware.

Comments

Level 3: If the condition is a health and safety concern, you must record it manually as "Health and Safety: Hazards."

Damaged Surface (Holes/Paint/Rusting/Glass) (Doors)

Deficiency: You see damage to the door surface that:

- may affect either the surface protection or the strength of the door
-OR-
- may compromise building security

This includes holes, peeling/cracking/no paint, broken glass, and significant rust.

Level of Deficiency:

Level 1: N/A

Level 2: One door has a hole or holes with a diameter ranging from 1/4 inch to 1 inch.

Level 3: One door has a hole or holes larger than 1 inch in diameter, significant peeling/cracking/no paint, rust that affects the integrity of the door surface, or broken/missing glass.

-OR-

One entry door or fire/emergency door has a hole or holes with a diameter ranging from 1/4 inch to 1 inch.

Damaged/Missing Screen/Storm/Security Door (Doors)

Deficiency: You see damage to surfaces, including screens, glass, frames, hardware, and door surfaces.

Level of Deficiency:

- Level 1:** At least one screen door or storm door is damaged or is missing screens or glass—shown by an empty frame or frames.
- Level 2:** N/A
- Level 3:** A security door is not functioning or missing. (“Missing” applies only if a security door that should be there is not there.)

Deteriorated/Missing Caulking/Seals (Doors)

Deficiency: Sealant and stripping designed to resist weather or caulking is missing or deteriorated.

Note: This applies only to entry doors that were designed with seals. If a door shows evidence that a seal was never part of its design, do not record a deficiency.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The seals/caulking is missing on one entry door, or they are so damaged that they do not function as they should.

Missing Door (Doors)

Deficiency: A door is missing.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: A single missing building exterior door is a Level 3 deficiency.

Comments

Level 3: If the condition is a health and safety concern, you must record it manually as “Health and Safety: Hazards.”

FHEO – 32” Wide Main Entrance (Building Exterior)

Main Entrance Less Than 32” Wide

Main Entrance Less Than 32" Wide (FHEO - 32" Wide Main Entrance)

Deficiency:

Verify that the main entrance for each building inspected is at least 32" wide, measured from between the face of the door and the opposite door stop.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The distance between the face of the door and the opposite doorstop is not 32" wide.

FHEO – Accessibility to Main Floor Entrance (Building Exterior)

Obstructed or Missing Accessibility Route

Obstructed or Missing Accessibility Route (FHEO - Accessibility to Main Floor Entrance)

Deficiency:

Verify that there is an accessible route to and from the main ground floor entrance for every building inspected. Accessible routes include level surface to the door, ramps, etc.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: There is not an accessible route.

Fire Escapes (Building Exterior)

All buildings must have acceptable fire exits. This includes both stairway access doors & external exits. These can include external fire escapes, fire towers, operable windows on the lower floors with easy access to the ground or a back door opening onto a porch with a stairway leading to the ground.

[Blocked Egress/Ladders](#)

[Visibly Missing Components](#)

Blocked Egress/Ladders (Fire Escapes)

Deficiency: Any part of the fire escape--including ladders--is blocked, limiting or restricting people from exiting.

Note: This includes fire escapes, fire towers, and windows on the ground floor that would be used in an emergency.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: Stored items or other barriers restrict or block people from exiting.

Visibly Missing Components (Fire Escapes)

Deficiency: You see that any of the components that affect the function of the fire escape are missing.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see that any of the functional components that affect the function of the fire escape--one section of a ladder or a railing, for example--are *missing*.

Foundations (Building Exterior)

Lowest level structural wall or floor responsible for transferring the building's load to the appropriate footings and soil. Materials may include concrete, stone, masonry and wood.

This inspectable item can have the following deficiencies:

[Cracks/Gaps](#)

[Spalling/Exposed Rebar](#)

Cracks/Gaps (Foundations)

Deficiency: You see a split in the exterior of the lowest structural wall.

Note: Cracks that show evidence of water penetration should be evaluated here.

Level of Deficiency:

Level 1: N/A

Level 2: You see cracks more than 1/8 inch wide by 1/8 inch deep by 6 inches long.
-OR-
You see large pieces--many bricks, for example--that are separated or missing from the wall or floor.

Level 3: You see large cracks or gaps more than 3/8 inch wide by 3/8 inch deep by 6 inches long—a possible sign of a serious structural problem.
-OR-
You see cracks that are the full depth of the wall, providing opportunity for water penetration.
-OR-
You see sections of the wall or floor that are broken apart.

Comments

Level 3: If you have any doubt about the severity of the problem, request an inspection by a structural engineer.

Spalling/Exposed Rebar (Foundations)

Deficiency: A concrete or masonry wall is flaking, chipping, or crumbling--possibly exposing underlying reinforcing material (rebar).

Level of Deficiency:

Level 1: N/A

Level 2: You see obvious, large spalled area(s) affecting 10-50% of any foundation wall.

Level 3: You see obvious, significant spalled area(s) affecting 50% or more of any foundation wall.
-OR-
You see spalling that exposes any reinforcing material--rebar or other.

Comments

Level 3: If you have any doubt about the severity of the problem, request an inspection by a structural engineer.

Lighting (Building Exterior)

System to provide illumination of building exteriors and surrounding grounds. Includes fixtures, lamps, stanchions, poles, supports, and electrical supply that are associated with the building itself.

Note: This does not include site lighting.

This inspectable item can have the following deficiencies:

[Broken Fixtures/Bulbs](#)

Broken Fixtures/Bulbs (Lighting)

Deficiency: This covers all or part of the lighting associated with the building, including lighting attached to the building used to light the site. If you see lighting that is not directly attached to a specific building, assign it to the nearest building.

Note: If a damaged fixture or bulb presents a safety hazard, rate it as Level 3, and record it manually as a health and safety concern. This includes broken fixtures and bulbs that could fall on pedestrians or could lead to electrocution.

Level of Deficiency:

Level 1: N/A

Level 2: 20-50% of the lighting fixtures and bulbs surveyed are broken or missing, but this does not constitute an obvious safety hazard.

Level 3: More than 50% of the lighting fixtures and bulbs surveyed are broken or missing.
-OR-
The condition constitutes an obvious safety hazard.

Comments

Level 3: If the condition is a health and safety concern, you must record it manually in “Health and Safety Hazards: Electrical Hazards.”

Roofs (Building Exterior)

Roof system consists of the structural deck, weathering surface, flashing, parapet, and drainage system. They may be flat or pitched.

This inspectable item can have the following deficiencies:

[Damaged/Clogged Drains](#)

[Damaged Soffits/Fascia](#)

[Damaged Vents](#)

[Damaged/Torn Membrane/Missing Ballast](#)

[Missing/Damaged Components from Downspout/Gutter](#)

[Missing/Damaged Shingles](#)

[Ponding \(Roofs\)](#)

Damaged/Clogged Drains (Roofs)

Deficiency: The drainage system does not effectively remove water. Generally, this deficiency applies to flat roofs.

Note:

1. This does not include gutters and downspouts. For these, see “Building Exterior - Roofs - Missing Components from Downspouts/Gutters”.
2. If there has been measurable precipitation (1/10 inch or more) during the previous 48 hours, consider the impact on the extent of the ponding. Determine that ponding has occurred only when there is clear evidence of a persistent or long-standing problem.

Level of Deficiency:

Level 1: N/A

Level 2: You see debris around or in a drain, but no evidence of ponding.

-OR-

The drain is damaged or partially clogged with debris, but the drain system still functions and you see no evidence of ponding.

Level 3: The drain is so damaged or clogged with debris that the drain no longer functions--as shown by ponding.

Comments

Level 3: If you have any doubt about the severity of the condition, an inspection by a roofing specialist is recommended.

Damaged Soffits/Fascia (Roofs)

Deficiency: You see damage to soffit fascia, soffit vents, or associated components that may provide opportunity for water penetration or other damage from natural elements.

Level of Deficiency:

Level 1: You see damage to soffits or fascia, but no obvious opportunities for water penetration.

Level 2: N/A

Level 3: Soffits or fascia that should be there are missing or so damaged that water penetration is visibly possible.

Comments

Level 3: If you have any doubt about the severity of the condition, an inspection by a roofing specialist is recommended.

Damaged Vents (Roofs)

Deficiency: Damaged vents on or extending through the roof surface or components are damaged or missing. Vents include ridge vents, gable vents, plumbing vents, gas vents, and others.

Note: This does not include exhaust fans on the roof or soffit vents:

- Exhaust fans are covered under “Building Systems – Exhaust.”
 - Soffit vents are covered under “Roofs-Damaged Soffits/Fascia.”

Level of Deficiency:

Level 1: The vents are visibly damaged, but do not present an obvious risk to promote further roof damage.

Level 2: N/A

Level 3: Vents are missing or so visibly damaged that further roof damage is possible.

Damaged/Torn Membrane/Missing Ballast (Roofs)

Deficiency: In the membrane or flashing, you see a rip or tear--including punctures, holes, cracks, blistering, and separated seams. PVC, rubber, bitumen, and similar materials are all subject to tears and punctures.

Level of Deficiency:

Level 1: N/A

Level 2: Ballast has shifted and no longer functions as it should.

Level 3: You see signs of damage to the membrane that may result in water penetration.

Comments

Level 3: If the condition warrants further inspection, inspection by a roofing specialist is recommended.

Missing/Damaged Components from Downspout/Gutter (Roofs)

Deficiency: You see that components of the drainage system--including gutters, leaders, downspouts, splashblocks, and drain openings--are missing or damaged.

Note: This does not include clogged drains. For clogged drains, see “Building Exterior - Roofs - Clogged Drains.”

Level of Deficiency:

Level 1: Splashblocks are missing or damaged.

Level 2: You see that drainage system components are missing or damaged, but there is no visible damage to the roof, structure, exterior wall surface, or interior.

Level 3: You see that drainage system components are missing or damaged, causing visible damage to the roof, structure, exterior wall surface, or interior.

Missing/Damaged Shingles (Roofs)

Deficiency: Shingles are missing or damaged, including cracking, warping, cupping, and other deterioration.

Note: A square is 100 square feet.

Level of Deficiency:

- Level 1:** Up to one square of surface material or shingles is missing from roof areas you survey.
- Level 2:** One to two squares of surface material or shingles are missing from surveyed roof areas.
- Level 3:** More than two squares of shingles are missing from surveyed roofing areas.

Comments

- Level 3:** If you have any doubt about the severity of the condition, an inspection by a roofing specialist is recommended.

Ponding (Roofs)

Deficiency: You see evidence of areas of standing water--roof depression, mold ring, or effervescence water ring.

Note: If there has been measurable precipitation (1/10 inch or more) during the previous 48 hours, consider the impact on the extent of the ponding. Determine that ponding has occurred only when there is clear evidence of a persistent or long-standing problem.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see evidence of standing water on the roof, causing potential or visible damage to roof surface or underlying materials.

Comments

Level 3: If you have any doubt of the severity of the condition, an inspection by a roofing specialist is recommended.

Walls (Building Exterior)

The exterior enclosure of the building or structure. Materials for construction include concrete, masonry block, brick, stone, wood, glass block. Surface finish materials include metal, wood, vinyl, stucco.

Note: This does not include foundation walls.

This inspectable item can have the following deficiencies:

[Cracks/Gaps](#)

[Damaged Chimneys](#)

[Missing Pieces/Holes/Spalling](#)

[Missing/Damaged Caulking/Mortar](#)

[Stained/Peeling/Needs Paint](#)

Cracks/Gaps (Walls)

Deficiency: You see a split, separation, or gap in the exterior walls.

Note: If you see both cracks/gaps and missing pieces/holes/spalling, do not record both. If you see both deficiencies, record only one of the two.

Level of Deficiency:

Level 1: N/A

Level 2: You see a crack that is more than 1/8 inch wide by 1/8 inch deep by 6 inches long.
-OR-
You see pieces—many bricks, for example that are separated from the wall.

Level 3: You see a large crack or gap that is more than 3/8 inch wide or deep and 6 inches long, possibly a sign of a serious structural problem.
-OR-
You see a crack that is the full depth of the wall, providing opportunity for water penetration.
-OR-
You see sections of the wall that are broken apart.

Comments

Level 3: If you have any doubt of the severity of the condition, request an inspection by a structural engineer.

Damaged Chimneys (Walls)

Deficiency: The chimney, including the part that extends above the roof line, has separated from the wall or has cracks, spalling, missing pieces, or broken sections.

Level of Deficiency:

Level 1: N/A

Level 2: The surface of the chimney shows surface damage on more than one piece of wall--a few bricks or a section of siding, for example.

-OR-

The surface of the chimney has holes that affect an area larger than 4 inches by 4 inches.

Level 3: Part or all of the chimney has visibly separated from the adjacent wall.

-OR-

There are cracked or fallen pieces or sections.

-OR-

There is a risk that falling pieces could create a safety hazard.

Comments

Level 3: If the condition is a health and safety concern, you must record it manually as "Health and Safety: Hazards."

Missing Pieces/Holes/Spalling (Walls)

Deficiency: You see deterioration of the exterior wall surface, including missing pieces, holes, or spalling. This may also be attributed to:

- materials that are rotting
- OR-
- a concrete, stucco, or masonry wall that is flaking, chipping, or crumbling

Level of Deficiency:

Level 1: N/A

Level 2: You see that there is a missing piece--a single brick or section of siding, for example--or a hole larger than ½ inch in diameter.
-OR-
You see deterioration that affects an area up to 8½ inches by 11 inches.

Level 3: You see deterioration that exposes any reinforcing material (re-bar).
-OR-
You see more than one missing piece--a few bricks or a section of siding, for example--or holes that affect an area larger than 8½ inches by 11 inches.
-OR-
You see a hole of any size that completely penetrates the exterior wall.

Comments

Level 3: If you have any doubt about the severity of the condition, request an inspection by a structural engineer.

Missing/Damaged Caulking/Mortar (Walls)

Deficiency: Caulking designed to resist weather or mortar is missing or deteriorated.

Note: This does not include caulking relative to doors and windows; they are covered in other areas. Address all other caulking here.

Level of Deficiency:

- Level 1:** Mortar is missing around a single masonry unit.
-OR-
Deteriorated caulk is confined to less than 12 inches.

- Level 2:** Mortar is missing around more than one contiguous masonry unit.
-OR-
You see deteriorated caulking in an area longer than 12 inches.

- Level 3:** N/A

Stained/Peeling/Needs Paint (Walls)

Deficiency: Paint is cracking, flaking, or otherwise deteriorated. Water damage or related problems have stained the paint.

Note: This does not include walls that are not intended to have paint, such as most brick walls, etc.

Level of Deficiency:

Level 1: You observe that less than 50% of a single building exterior wall is affected.

Level 2: You observe that more than 50% of a single building exterior wall is affected.

Level 3: N/A

Windows (Building Exterior)

Window systems provide light, security, and exclusion of exterior noise, dust, heat, and cold. Frame materials include wood, aluminum, vinyl, etc.

Note: This does not include windows that have defects noted from inspection from inside the unit.

This inspectable item can have the following deficiencies:

Broken/Missing/Cracked Panes

Damaged/Missing Screens

Damaged Sills/Frames/Lintels/Trim

Missing/Deteriorated Caulking/Seals/Glazing Compound

Peeling/Needs Paint

Security Bars Prevent Egress

Broken/Missing/Cracked Panes (Windows)

Deficiency: A glass pane is broken, missing, or cracked.

Level of Deficiency:

Level 1: A glass pane is cracked, but you see no sharp edges.

Level 2: N/A

Level 3: A glass pane is missing or broken.

Damaged/Missing Screens (Windows)

Deficiency: Screens are punctured, torn, otherwise damaged, or missing.

Level of Deficiency:

Level 1: Three or more screens in one building are punctured, torn, otherwise damaged, or missing.

Level 2: N/A

Level 3: N/A

Damaged Sills/Frames/Lintels/Trim (Windows)

Deficiency: Window sills, frames, sash lintels, or trim are damaged by decay, rust, rot, corrosion, or other deterioration.

Note: Damage does not include scratches and cosmetic deficiencies.

Level of Deficiency:

Level 1: You see damage to sills, frames, lintels, or trim, but nothing is missing. The inside of the surrounding wall is not exposed. You see no impact on either the functioning of the window or weather tightness.

Level 2: Sills, frames, lintels, or trim are missing or damaged, exposing the inside of the surrounding walls and compromising its weather tightness.

Level 3: N/A

Missing/Deteriorated Caulking/Seals/Glazing Compound (Windows)

Deficiency: The caulking or glazing compound that resists weather is missing or deteriorated.

Note:

1. This also includes Thermopane or insulated windows that have failed.
2. Caulk and seals are considered to be deteriorated when two or more seals for any window have lost their elasticity. (If the seals crumble and flake when touched, they have lost their elasticity.)

Level of Deficiency:

Level 1: N/A

Level 2: Most of the window shows missing or deteriorated caulk or glazing compound, but there is no evidence of damage to the window or surrounding structure.

Level 3: There are missing or deteriorated caulk or seals--with evidence of leaks or damage to the window or surrounding structure.

Peeling/Needs Paint (Windows)

Deficiency:

- Paint covering the window assembly or trim is cracking, flaking, or otherwise failing.
-OR-
- The window assembly or trim is not painted or is exposed to the elements.

Note: This does not include windows that are not intended to be painted.

Level of Deficiency:

Level 1: You see peeling paint or a window that needs paint.

Level 2: N/A

Level 3: N/A

Security Bars Prevent Egress (Windows)

Deficiency: Exiting (egress) is severely limited or impossible, because security bars are damaged or improperly constructed or installed.

Note: This does not include windows that are not intended for exiting.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The ability to exit through the window is limited by security bars that do not function properly and, therefore, pose safety risks.

Building Systems Inspectable Items

Items to inspect for “Building Systems” are as follows:

Domestic Water

Electrical System

Elevators

Emergency Power

Exhaust System

Fire Protection

HVAC

Sanitary System

Domestic Water (Building Systems)

Portion of the building system that provides potable water conditioning, heating, and distribution taking its source from outside the building and terminating in domestic plumbing fixtures. The system typically consists of water conditioners (filters and softeners), water heaters, transfer and circulating pumps, strainers, and connecting piping, fittings, valves, and supports.

Note: This does not include portion of water supply that connects to the heating and cooling system. Also, the delivery points of the system such as sinks and faucets in units or common areas.

This inspectable item can have the following deficiencies:

[Leaking Central Water Supply](#)

[Misaligned/Damaged Ventilation System](#)

[Missing Pressure Relief Valve](#)

[Rust/Corrosion on Heater Chimney](#)

[Water Supply Inoperable](#)

Leaking Central Water Supply (Domestic Water)

Deficiency: You see water leaking from any water system component, including valve flanges, stems, bodies, hose bibs, or any domestic water tank or its pipe or pipe connections.

Note:

1. This includes both hot and cold water systems, but does not include fixtures. Address fixtures in dwelling units or common areas.
2. Some pumps and valves are designed to leak as a normal function, particularly in fire pumps, water pressure pumps, and large circulating pumps, and should be considered accordingly.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see that water is leaking.

Comments

Level 3: If leaking water is a health and safety concern (i.e., is leaking on or near electrical equipment), you must record it manually in “Health and Safety: Electrical Hazards.”

Misaligned Chimney/Ventilation System (Domestic Water)

Deficiency: The ventilation system on a gas-fired or oil-fired water heater is misaligned.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see any misalignment that may cause improper or dangerous venting of exhaust gases.

Missing Pressure Relief Valve (Domestic Water)

Deficiency: The pressure relief valve on the central hot water heating system is missing or does not extend to the floor.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: There is no pressure relief valve.
-OR-
The pressure relief valve does not extend to the floor.

Rust/Corrosion on Heater Chimney (Domestic Water)

Deficiency: The water heater chimney shows evidence of flaking, discoloration, pitting, or crevices.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The water heater chimney shows evidence of flaking, discoloration, pitting, or crevices that may create holes that could allow toxic gases to leak from the chimney.

Water Supply Inoperable (Domestic Water)

Deficiency: Water is not available.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: There is no running water in any area of the building.

Electrical System (Building Systems)

Portion of the building system that safely provides electrical power throughout the building. Including equipment that provides control, protection, metering, and service.

Note: This does not include transformers or metering that belongs to the providing utility. Equipment that is part of any emergency power generating system. Terminal equipment such as receptacles, switches, or panelboards that are located in the units or common areas.

This inspectable item can have the following deficiencies:

[Blocked Access/Improper Storage](#)

[Burnt Breakers](#)

[Evidence of Leaks/Corrosion](#)

[Frayed Wiring](#)

[Missing Breakers/Fuses](#)

[Missing Covers](#)

Blocked Access/Improper Storage (Electrical System)

Deficiency: A fixed obstruction or item of sufficient size and weight can delay or prevent access to any panel board or main power switch in an emergency.

Note: If the panel board or main power switch is locked but authorized personnel can quickly gain access, do not record it as a deficiency.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: One or more fixed items or items of sufficient size and weight impede access to the building system's electrical panel during an emergency.

Comments

Level 3: If the condition is a Health and Safety concern, you must record it manually as "Health and Safety: Flammable Materials."

Burnt Breakers (Electrical System)

Deficiency: Breakers have carbon on the plastic body, or the plastic body is melted and scarred.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see any carbon residue, melted breakers, or arcing scars.

Evidence of Leaks/Corrosion (Electrical System)

Deficiency: You see liquid stains, rust marks, or other signs of corrosion on electrical enclosures or hardware.

Note: Do not consider surface rust a deficiency if it does not affect the condition of the electrical enclosure.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: Any corrosion that affects the condition of the components that carry current
-OR-
Any stains or rust on the interior of electrical enclosures
-OR-
Any evidence of water leaks in the enclosure or hardware

Frayed Wiring (Electrical System)

Deficiency: You see nicks, abrasions, or fraying of the insulation that expose wires that conduct current.

Note: Do not consider this a deficiency for wires that are not intended to be insulated, such as grounding wires.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see any nicks, abrasions, or fraying of the insulation that expose any conducting wire.

Comments

Level 3: If the condition is a Health and Safety concern, you must record it manually as “Health and Safety: Electrical Hazards.”

Missing Breakers/Fuses (Electrical System)

Deficiency: In a panel board, main panel board, or other electrical box containing circuit breakers, you see an open circuit breaker position that is not appropriately blanked off.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see an open breaker port.

Missing Covers (Electrical System)

Deficiency: The cover is missing from any electrical device box, panel box, switch gear box, or control panel with exposed electrical connections.

Note: If the accompanying authority identifies abandoned wiring, capped wires do not pose a risk; therefore, do not record this as a deficiency.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: A cover is missing, which results in exposed visible electrical connections.

Elevators (Building Systems)

Vertical conveyance system for moving personnel, equipment, materials, household goods, etc.

This inspectable item can have the following deficiency:

Not Operable

Not Operable (Elevators)

Deficiency:

- The elevator will not ascend or descend.
- -OR-
- The elevator door will not open or close.
- -OR-
- The elevator door opens when the cab is not there.

Note: Some elevators are designed/programmed for special applications--stopping at every floor, for example. For these special cases, the elevator is serving its designed purpose and is therefore not deficient.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The elevator does not function at all.
-OR-
The elevator doors open when the cab is not there.

Emergency Power (Building Systems)

Standby/backup equipment intended to supply illumination or power or both, (battery or generator set) during utility outage.

This inspectable item can have the following deficiencies:

Auxiliary Lighting Inoperable

Run-Up Records/Documentation Not Available

Auxiliary Lighting Inoperable (Emergency Power)

Deficiency: Emergency lighting that provides illumination during power outages does not function as it should.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: Auxiliary lighting does not function.

Run-Up Records/Documentation Not Available (Emergency Power)

Deficiency: Records are not properly maintained or available.

Level of Deficiency:

Level 1: N/A

Level 2: Current records--from the last 12 months--are lost, but older records are properly maintained and available.

Level 3: No records are available.

Exhaust System (Building Systems)

The system used to primarily exhaust stale air from the building. Primarily from the kitchen and bathroom areas.

Note: This does not include elements related to the HVAC system.

This inspectable item can have the following deficiencies:

[Roof Exhaust Fans Inoperable](#)

Roof Exhaust Fans Inoperable (Exhaust System)

Deficiency: The ventilation system to exhaust kitchen or bathroom air does not function.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The roof exhaust fan unit does not function.

Fire Protection (Building Systems)

Building System designed to minimize the effects of a fire. May include the following: fire walls and doors, portable fire extinguishers, and permanent sprinkler systems.

Note: This does not include fire detection, alarm, and control devices.

This inspectable item can have the following deficiencies:

[Missing Sprinkler Head](#)

[Missing/Damaged/Expired Extinguishers](#)

Missing Sprinkler Head (Fire Protection)

Deficiency: You see that a sprinkler head--or its components--connected to the central fire protection system is either missing, visibly disabled, painted over, blocked, or capped.

Note: Components include test plugs, drains, and test fittings.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: Any sprinkler head is missing, visibly disabled, painted over, blocked, or capped.

Missing/Damaged/Expired Extinguishers (Fire Protection)

Deficiency: A portable fire extinguisher is not where it should be, is damaged, or the extinguisher certification has expired.

Note:

1. This includes missing/damaged fire hoses where there are fire cabinets.
2. For buildings with multiple fire control systems--standpipes, sprinklers, etc.--5% or less of the extinguishers for a given building may be missing, damaged, and/or expired. In such cases do not record as a deficiency.
3. If the inspection tag is missing during the REAC inspection, the accompanying authority may produce proof that the fire extinguisher certification is current. If you see such proof, do not record a deficiency for a missing tag.

Level of Deficiency:

Level 1: For a building with only one fire control system, 5% or less of the fire extinguishers are missing, damaged, or expired.

Level 2: For all buildings, 5-10% of the fire extinguishers are missing, damaged, or expired.

Level 3: For all buildings, more than 10% of the fire extinguishers are missing, damaged, or expired.

-OR-

There is not an operable/non-expired fire extinguisher on each floor.

HVAC (Building Systems)

Portion of the building system that provides ability to heat or cool the air within the building. Includes equipment such as boilers, burners, furnaces, fuel supply, hot water and steam distribution, and associated piping, filters, and equipment. Also includes air handling equipment and associated ventilation ducting.

This inspectable item can have the following deficiencies:

[Boiler/Pump Leaks](#)

[Fuel Supply Leaks](#)

[Misaligned Chimney/Ventilation System](#)

[General Rust/Corrosion](#)

Boiler/Pump Leaks (HVAC)

Deficiency: Water or steam is escaping from unit casing or system piping.

Note:

1. This does not include fuel supply leaks. See Building Systems - HVAC fuel supply leaks.
2. Also, do not include steam escaping from pressure relief valves.

Level of Deficiency:

Level 1: You see water or steam leaking in piping or pump packing.

Level 2: N/A

Level 3: Water or steam is leaking in piping or pump packing to the point that the system or pumps should be shut down.

Comments

Level 3: If the condition is a Health and Safety concern, you must record it manually as “Health and Safety; Hazards.”

Fuel Supply Leaks (HVAC)

Deficiency: There is evidence that fuel is escaping from a fuel storage tank or fuel line.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: Any amount of fuel is leaking from the supply tank or piping.

Misaligned Chimney/Ventilation System (HVAC)

Deficiency: The exhaust system on a gas-fired or oil-fired unit is misaligned.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see a misalignment of an exhaust system on a gas-fired or oil-fired unit that causes improper or dangerous venting of gases.

General Rust/Corrosion (HVAC)

Deficiency: The equipment or associated piping and ducting shows evidence of flaking, discoloration, pitting, or crevices.

Level of Deficiency:

Level 1: N/A

Level 2: You see significant formations of metal oxides, significant flaking, discoloration, or the development of a noticeable pit or crevice.

Level 3: The equipment or piping does not function because of this condition.

Comments

Level 3: If the condition is a health and safety concern, you must record it as “Health and Safety; Hazards.”

Sanitary System (Building Systems)

Portion of the building system that provides for the disposal of waste products with discharge to the local sewage system. Can include sources such as domestic plumbing fixtures, floor drains, and other area drains. Consists of floor drains and traps, collection sumps, sewage ejectors, sewage pumps, and collection piping, fittings, valves, and supports.

Note: This does not include site storm drainage. Refer to Site - Storm Drainage.

This inspectable item can have the following deficiencies:

[Broken/Leaking/Clogged Pipes or Drains \(Sanitary System\)](#)

[Missing Drain/Cleanout/Manhole Covers](#)

Broken/Leaking/Clogged Pipes or Drains (Sanitary System)

Deficiency: You see that a drain is clogged or that components of the sanitary system are leaking.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see active leaks in or around the system components.
-OR-
You see evidence of standing water, puddles, or ponding--a sign of leaks or clogged drains.

Missing Drain/Cleanout/Manhole Covers (Sanitary System)

Deficiency: You see that a protective cover is missing.

Note: This also includes covers you see while walking the site.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: A protective cover is missing.

Comments

Level 3: If the condition is a health and safety concern, you must record it manually as “Health and Safety: Air Quality.”

Common Areas Inspectable Items

Items to inspect for “Common Areas” are as follows:

Basement/Garage/Carport

Closet/Utility/Mechanical

Community Room

Day Care

EHEO

Halls/Corridors/Stairs

Kitchen

Laundry Room

Lobby

Office

Other Community Spaces

Patio/Porch/Balcony

Pools and Related Structures

Restrooms/Pool Structures

Storage

Trash Collection Areas

Basement/Garage/Carport (Common Areas)

Basement: the lowest habitable story of a building, usually below ground level. **Garage:** a building or wing of a building in which to park a car.

Carport: a roof projecting from the side of a building or free standing, used to shelter an automobile.

This inspectable item can have the following deficiencies:

Ceiling Damaged

Smoke Detector Damaged

Doors Damaged

Stairs/Hand Railings Damaged

Electrical Damaged

Walls Damaged

Floors Damaged

Windows Damaged

Lighting Missing/Inoperable Fixture

Outlets/Switches/Cover Plates Damaged

Closet/Utility/Mechanical (Common Areas)

An enclosed room or closet housing machines and/or equipment that service the building.

This inspectable item can have the following deficiencies:

Ceiling Damaged

Smoke Detector Damaged

Doors Damaged

Stairs/Hand Railings Damaged

Electrical Damaged

Walls Damaged

Floors Damaged

Windows Damaged

Lighting Missing/Inoperable Fixture

Outlets/Switches/Cover Plates Damaged

Community Room (Common Areas)

Meeting place used by members of a community for social, cultural, or recreational purposes.

This inspectable item can have the following deficiencies:

Ceiling Damaged

Doors Damaged

Electrical Damaged

Floors Damaged

HVAC System Inoperable

Lighting Missing/Inoperable Fixture

Outlets/Switches Damaged

Smoke Detector Inoperable

Stairs/Hand Railings Damaged

Walls Damaged

Windows Damaged

Day Care (Common Area)

Place that provides daytime supervision, training, and medical services for preschool children or for the elderly.

This inspectable item can have the following deficiencies:

Ceiling Damaged

Outlets/Switches/Cover Plates Damaged

Doors Damaged

Smoke Detector Damaged

Electrical Damaged

Stairs/Hand Railings Damaged

Floors Damaged

Walls Damaged

HVAC System Inoperable

Windows Damaged

Lighting Missing/Inoperable Damaged

Halls/Corridors/Stairs (Common Areas)

Passageway in a building, which organizes its rooms, apartments and staircases.

This inspectable item can have the following deficiencies:

Ceiling Damaged

Smoke Detector Damaged

Doors Damaged

Stairs/Hand Railings Damaged

Electrical Damaged

Walls Damaged

Floors Damaged

Windows Damaged

Graffiti

HVAC System Inoperable

Lighting Missing/Inoperable Fixture

Mailboxes

Outlets/Switches/Cover Plates
Damaged

Kitchen (Common Areas)

A place where food is cooked or prepared. The facilities and equipment used in preparing and serving food.

This inspectable item can have the following deficiencies:

Cabinets - Missing/Damaged

Outlets/Switches/Cover Plates Damaged

Ceiling Damaged

Plumbing - Clogged Drains

Countertops Missing

Plumbing - Leaking Faucet/Pipes

Dishwasher/Garbage Disposal -
Inoperable

Range Hood/Exhaust Fans - Excessive
Grease/Inoperable

Doors Damaged

Refrigerator - Missing/Damaged/Inoperable

Electrical Damaged

Sink - Damaged/Missing

Floors Damaged

Smoke Detector Inoperable

GFI - Inoperable

Stairs/Hand Railings Damaged

HVAC System Damaged

Walls Damaged

Lighting Missing/Inoperable Fixture

Windows Damaged

Laundry Room (Common Areas)

Place where soiled clothes and linens are washed and/or dried.

This inspectable item can have the following deficiencies:

Ceiling Damaged

Doors Damaged

Electrical Damaged

Dryer Vent Missing/Damaged/Inoperable

Floors Damaged

GFI - Inoperable

HVAC System Inoperable

Lighting Missing/Inoperable Fixture

Outlets/Switches/Cover Plates Damaged

Smoke Detector Damaged

Stairs/Hand Railings Damaged

Walls Damaged

Windows Damaged

Lobby (Common Areas)

A foyer, hall, or waiting room at or near the entrance of a building.

This inspectable item can have the following deficiencies:

Ceiling Damaged

Doors Damaged

Electrical Damaged

Floors Damaged

HVAC System Inoperable

Lighting Missing/Inoperable Fixture

Outlets/Switches/Cover Plates Damaged

Smoke Detector Inoperable

Stairs/Hand Railings Damaged

Walls Damaged

Windows Damaged

Office (Common Areas)

Place in which business, professional, or clerical activities are conducted.

This inspectable item can have the following deficiencies:

Ceiling Damaged

Doors Damaged

Electrical Damaged

Floors Damaged

HVAC System Inoperable

Lighting Missing/Inoperable Fixture

Outlets/Switches Damaged

Smoke Detector Inoperable

Stairs/Hand Railings Damaged

Walls Damaged

Windows Damaged

Other Community Spaces (Common Areas)

This inspectable item can have the following deficiencies:

Ceiling Damaged

Doors Damaged

Electrical Damaged

Floors Damaged

HVAC System Inoperable

Lighting Missing/Inoperable Fixture

Outlets/Switches Damaged

Smoke Detector Inoperable

Stairs/Hand Railings Damaged

Walls Damaged

Windows Damaged

Patio/Porch/Balcony (Common Areas)

Covered entrance to a building, usually with a separate roof or a recreation area that adjoins common areas.

This inspectable item can have the following deficiencies:

Baluster/Side Railings Damaged

Stairs/Hand Railings Damaged

Ceiling Damaged

Outlets/Switches/Cover Plates Damaged

Doors Damaged

Walls Damaged

Electrical Damaged

Windows Damaged

Floors Damaged

Lighting Missing/Inoperable Fixture

Pools and Related Structures (Common Areas)

Swimming pools and related structures including fencing, etc.

This inspectable item can have the following deficiencies:

Fencing - Damaged/Not Intact

Pool - Not Operational

Restrooms/Pool Structures (Common Areas)

A room equipped with a water closet or toilet, tub and/or shower, sink, cabinet(s) and/or closet. This includes locker rooms or bathhouses associated with swimming pools.

This inspectable item can have the following deficiencies:

Ceiling Damaged

Doors Damaged

Electrical Damaged

Floors Damaged

GFI - Inoperable

HVAC System Inoperable

Lavatory Sink - Damaged/Missing

Lighting Damaged/Inoperable

Outlets/Switches Damaged

Plumbing - Clogged Drains

Plumbing - Leaking Faucet/Pipes

Restroom Cabinet - Damaged/Missing

Smoke Detector Inoperable

Shower/Tub - Damaged/Missing

Stairs/Hand Railings Damaged

Ventilation/Exhaust System -
Inoperable

Walls Damaged

Water Closet -
Damaged/Clogged/Missing

Windows Damaged

Storage (Common Areas)

A room in which items are kept for future use.

This inspectable item can have the following deficiencies:

Ceiling Damaged

Doors Damaged

Electrical Damaged

Floors Damaged

HVAC System Inoperable

Lighting Missing/Inoperable Fixture

Outlets/Switches/Cover Plates Damaged

Smoke Detector Damaged

Stairs/Hand Railings Damaged

Walls Damaged

Windows Damaged

Trash Collection Areas (Common Areas)

Collection areas for trash/garbage common pick-up.

This inspectable item can have the following deficiencies:

[Chutes Damaged/Missing Components](#)

Outlets/Switches/Cover Plates (Common Areas)

The receptacle connected to a power supply or method to control the flow of electricity. Includes two & three prong outlets, ground fault interrupters, pull cords, two & three pole switches, and dimmer switches.

This inspectable item can have the following deficiencies:

Missing/Broken

Smoke Detector (Common Areas)

Sensor to detect the presence of smoke and activate an alarm. May be battery operated or hard-wired to electrical system. May provide visual signal, audible signal, or both.

This inspectable item can have the following deficiencies:

Missing/Inoperable

Call-for-Aid (Common Areas)

System to summon help. May be visual, audible, or both. May be activated manually or automatically when pre-programmed conditions are met.

This inspectable item can have the following deficiency:

Inoperable

Call-for-Aid - Inoperable (Common Areas)

Deficiency: The system does not function as it should.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The system does not function as it should.

Ceiling (Common Areas)

The visible overhead structure lining the inside of a room or area.

This inspectable item can have the following deficiencies:

Bulging/Buckling

Holes/Missing Tiles/Panels/Cracks

Peeling/Needs Paint

Water Stains/Water Damage/Mold/Mildew

Ceiling - Bulging/Buckling (Common Areas)

Deficiency: A ceiling is bowed, deflected, sagging, or is no longer aligned horizontally.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see bulging, buckling, sagging, or a lack of horizontal alignment.

Comments

Level 3: If you have any doubt about the severity of the condition, request an inspection by a structural engineer.

Ceiling - Holes/Missing Tiles/Panels/Cracks (Common Areas)

Deficiency:

- The ceiling surface has punctures that may or may not penetrate completely.
- -OR-
- Panels or tiles are missing or damaged.

Level of Deficiency:

Level 1: You see small holes that are no larger than a sheet of paper--8½ inches by 11 inches.

-OR-

No hole penetrates the area above.

-OR-

You see that no more than 3 tiles or panels are missing.

Level 2: You see a hole that is larger than a sheet of paper--8½ inches by 11 inches--but it does not penetrate the area above. (You cannot see through it.)

-OR-

You see that more than 3 tiles or panels are missing.

-OR-

You see a crack more than 1/8 inch wide and 11 inches long.

Level 3: You see a hole that penetrates the area above; you can see through it.

Comments

Level 3: If a hole is a health and safety concern, you must record it manually in "Health and Safety: Hazards."

Ceiling – Peeling/Needs Paint (Common Areas)

Deficiency: You see paint that is peeling, cracking, flaking, or otherwise deteriorated on ceilings in common areas.

Level of Deficiency:

Level 1: You see peeling paint on 1-4 ceilings in common areas.

Level 2: You see more than 4 ceilings in common areas that have peeling paint or need paint.

Level 3: N/A

Ceiling - Water Stains/Water Damage/Mold/Mildew (Common Areas)

Deficiency: You see evidence of water infiltration, mold, or mildew that may have been caused by saturation or surface failure.

Level of Deficiency:

- Level 1:** On one ceiling, you see evidence of a leak, mold, or mildew--such as a darkened area--over a small area (more than 1 square foot but less than 4 square feet). You estimate that less than 10% of the ceiling surface area is affected. You may or may not see water.
- Level 2:** On one ceiling, you see evidence of a leak mold or mildew-- such as a darkened area--over a large area (more than 4 square feet). You may or may not see water.
-OR-
You estimate that 10-50% of the ceiling area has Level 1 damage.
- Level 3:** On one ceiling, you estimate that a large portion--50% of its surface--has been substantially saturated or damaged by water, mold, or mildew. You see cracks, moist areas, mold, or mildew. The ceiling surface may have failed.
-OR-
You estimate that more than 50% of the ceiling area shows Level 1 damage from stains, mold, or mildew.

Comments

- Level 3:** If the condition is a health and safety concern, you must record it manually in "Health and Safety: Air Quality."

Doors (Common Areas)

Means of access to the interior of a unit. Doors provide privacy and security, control passage, provide fire and weather resistance.

This inspectable item can have the following deficiencies:

Damaged Frames/Threshold/Lintels/Trim

Damaged Hardware/Locks

Damaged/Missing Screen/Storm/Security Door

Damaged Surface - Holes/Paint/Rusting/Glass

Deteriorated/Missing Seals (Entry Door)

Missing Door

Doors - Damaged Frames/Threshold/Lintels/Trim (Common Areas)

Deficiency: You see a frame, header, jamb, threshold, lintel, or trim that is warped, split, cracked, or broken.

Note: If you see damage to a door's hardware--locks, hinges, etc.--record this under "Doors-Damage Hardware/Locks".

Level of Deficiency:

Level 1: N/A

Level 2: At least *one door* is not functioning or cannot be locked because of damage to the frame, threshold, lintel, or trim.

Level 3: At least one *restroom door, entry door, or fire* is not functioning or cannot be locked because of damage to the frame, threshold, lintel, or trim.

Comments

Level 3: If the condition is a health and safety concern, you must record it manually as "Health and Safety: Hazards."

Doors – Damaged Hardware/Locks (Common Areas)

Deficiency: The attachments to a door that provide hinging, hanging, opening, closing, or security are damaged or missing. These include locks, panic hardware, overhead door tracks, springs and pulleys, sliding door tracks and hangers, and door closures.

Note:

1. If a door is designed to have a lock, the lock should work. If a door is designed without locks, do not record it as a deficiency.
2. If a lock has been removed from an interior door, do not record this as a deficiency.
3. 504 units have had locks removed. Before you start the inspection, you should be given a list of units relative to 504/FH/ADA. Do not record these missing locks as deficiencies.

Level of Deficiency:

Level 1: A *closet door* does not function as it should because of damage to the door's hardware.

-OR-

A *closet door* that requires locking cannot be locked because of damage to the door's hardware.

Level 2: A *door* does not function as it should because of damage to the door's hardware.

-OR-

A *door* that requires locking cannot be locked because of damage to the door's hardware.

Level 3: A *restroom door, entry door, or fire door* does not function as it should because of damage to the door's hardware.

-OR-

A *restroom door, entry door, or fire door* that requires locking cannot be locked because of damage to the door's hardware.

Doors - Damaged/Missing Screen/Storm/Security Door (Common Areas)

Deficiency: Visible damage to surfaces including screens, glass, frames, hardware, and door surface.

Level of Deficiency:

- Level 1:** One or more screen/storm doors has damage or door is missing screens/glass as evidenced by empty frame .
- Level 2:** N/A
- Level 3:** A single security door is inoperable or missing. (Missing only applies to those situations where a security door is supposed to be present but is observed not to be there.)

Doors - Damaged Surface - Holes/Paint/Rusting/Glass (Common Areas)

Deficiency: You see damage to the door surface that:

- may affect either the surface protection or the strength of the door
- -OR-
- may compromise building security

This includes holes, peeling/cracking/no paint, broken glass, and significant rust.

Note: If the door is a restroom, fire door, or entry door, this is a Level 3 deficiency.

Level of Deficiency:

Level 1: N/A

Level 2: One door has a hole or holes with a diameter ranging from 1/4 inch to 1 inch.

Level 3: One door has a hole or holes larger than 1 inch in diameter, significant peeling/cracking/no paint, rust that affects the integrity of the door surface, or broken/missing glass.

Comments

Level 3: If the condition is a health and safety concern, you must record it manually in “Health and Safety: Hazards.”

Doors - Deteriorated/Missing Seals (Entry Only) (Common Areas)

Deficiency: The seals and stripping around the entry door(s) to resist weather and fire are damaged or missing.

Note: This defect applies only to entry doors that were designed with seals. If a door shows evidence that a seal was never part of its design, do not record it as a deficiency.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The seals are missing on one entry door, or they are so damaged that they do not function as they should.

Doors – Missing Door (Common Areas)

Deficiency: A door is missing.

Note: If a restroom door, entry door, or fire door, record this as a Level 3 deficiency.

Level of Deficiency:

- Level 1:** A door is missing, but it is not a restroom door, entry door, or fire door.
- Level 2:** Two doors or up to 50% of the doors are missing, but they are not restroom doors, entry doors, or fire doors, and the condition presents no hazard.
- Level 3:** A restroom door, entry door, or fire door is missing.
-OR-
You estimate that more than 50% of the doors are missing.

Comments

- Level 3:** If the condition is a health and safety concern, you must record it manually as “Health and Safety: Hazards.”

Electrical (Common Areas)

Portion of the common area that safely provides electrical power throughout the building. Including equipment that provides control, protection, metering, and service.

This inspectable item can have the following deficiencies:

[Blocked Access to Electrical Panel](#)

[Burnt Breakers](#)

[Evidence of Leaks/Corrosion](#)

[Frayed Wiring](#)

[Missing Breakers](#)

[Missing Covers](#)

Electrical - Blocked Access to Electrical Panel (Common Areas)

Deficiency: A fixed obstruction or item of sufficient size and weight can delay or prevent access to any panel board switch in an emergency.

Note: If you see an item that is easy to remove, like a picture, do not note this as a deficiency.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: One or more fixed items or items of sufficient size and weight can impede access to the unit's electrical panel during an emergency.

Electrical - Burnt Breakers (Common Areas)

Deficiency: Breakers have carbon on the plastic body, or the plastic body is melted and scarred.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see any carbon residue, melted breakers, or arcing scars.

Electrical - Evidence of Leaks/Corrosion (Common Areas)

Deficiency: You see liquid stains, rust marks, or other signs of corrosion on electrical enclosures or hardware.

Note: Do not consider surface rust a deficiency if it does not affect the condition of the electrical enclosure.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: Any corrosion that affects the condition of the components that carry current
-OR-
Any stains or rust on the interior of electrical enclosures
-OR-
Any evidence of water leaks in the enclosure or hardware

Electrical - Frayed Wiring (Common Areas)

Deficiency: You see nicks, abrasions, or fraying of the insulation that expose wires that conduct current.

Note: Do not consider this a deficiency for wires that are not intended to be insulated, such as grounding wires.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see any nicks, abrasions, or fraying of the insulation that expose any conducting wire.

Comments

Level 3: If the condition is a health and safety concern, you must record it manually as “Health and Safety: Electrical Hazards.”

Electrical - Missing Breakers (Common Areas)

Deficiency: In a panel board, main panel board, or other electrical box that contains circuit breakers/fuses, you see an open circuit breaker position that is not appropriately blanked-off.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see an open breaker port.

Electrical - Missing Covers (Common Area)

Deficiency: The cover is missing from any electrical device box, panel box, switch gear box, control panel, etc., with exposed electrical connections.

Note: If an accompanying authority has identified abandoned wiring, capped wires do not pose a risk. Do not record this as a deficiency.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: A cover is missing, and you see exposed electrical connections.

FHEO – 36” Wide Interior Hallways (Common Areas)

Multi-story Building Hallways/Common Areas Less Than 36” Wide

Multi-story Building Hallways/Common Areas Less Than 36” Wide (FHEO – 36” Wide Interior Hallways) (Common Areas)

Deficiency: For multi-story buildings that are inspected, verify that the interior hallways to the inspected units and common areas are at least 36” wide.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The interior hallways are less than 36” wide.

FHEO – Accessible Outside Common Areas (Common Areas)

Routes Obstructed or Inaccessible to Wheelchair

Routes Obstructed or Inaccessible to Wheelchair (FHEO – Accessible Outside Common Areas)(Common Areas)

Deficiency: Verify that routes to all outside common areas are accessible to wheelchairs (i.e.; there are curb cuts, ramps, and sufficient (36") width)

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The route is obstructed or not accessible route.

Floors (Common Areas)

The visible horizontal surface system within a room or area underfoot; the horizontal division between two stories of a structure.

This inspectable item can have the following deficiencies:

Bulging/Buckling

Floor Covering Damaged

Missing Flooring/Tiles

Peeling/Needs Paint

Rot/Deteriorated Subfloor

Water Stains/Water Damage/Mold/Mildew

Floors - Bulging/Buckling (Common Areas)

Deficiency: The floor is bowed, deflected, sagging, or is no longer aligned horizontally.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see bulging, buckling, sagging, or a problem with alignment.

Comments

Level 3: If you have any doubt about the severity of the condition, request an inspection by a structural engineer.

Floors - Floor Covering Damaged (Common Areas)

Deficiency: You see damage to carpet tiles, wood, sheet vinyl, or other floor covering.

Level of Deficiency:

- Level 1:** You estimate that *only 5-10%* of the floor covering has stains, surface burns, shallow cuts, small holes, tears, loose areas, or exposed seams. The covering is fully functional, and there is no safety hazard.
- Level 2:** You estimate that *10-50%* of the floor covering has stains, surface burns, shallow cuts, small holes, tears, loose areas, or exposed seams. The covering is fully functional, and there is no safety hazard.
- Level 3:** For a single floor, you estimate that *more than 50%* of the floor covering is damaged.
-OR-
Damage to the floor covering exposes the underlying material.

Comments

- Level 3:** If this condition is a health and safety concern, you must record it manually in “Health and Safety: Hazards.”

Floors - Missing Flooring/Tiles (Common Areas)

Deficiency: You see that flooring--terrazo, hardwood, ceramic tile, or other flooring material--is missing.

Level of Deficiency:

- Level 1:** For a single floor, you see small holes in areas of the floor surface. You estimate that 5-10% of the floors are affected, and there are no safety problems.
- Level 2:** You estimate that 10-50% of the floors have small holes in areas of the floor surface, but there are no safety problems.
- Level 3:** You estimate that more than 50% of the floors are affected by Level 1 holes/damage.
-OR-
The condition causes a safety problem.

Comments

- Level 3:** If you have just one concern that safety is compromised, classify the floor system as a Level 3 deficiency.

Floors – Peeling/Need Paint (Common Areas)

Deficiency: For floors that are painted, you see paint that is peeling, cracking, flaking, or otherwise deteriorated.

Level of Deficiency:

Level 1: The area affected is more than 1 square foot, but less than 4 square feet.

Level 2: The area affected is more than 4 square feet.

Level 3: N/A

Floors - Rot/Deteriorated Subfloor (Common Areas)

Deficiency: The subfloor has decayed or is decaying.

Level of Deficiency:

Level 1: N/A

Level 2: You see small areas of rot--1-4 square feet.

Level 3: You see large areas of rot--more than 4 square feet-- and applying weight causes noticeable deflection.

Comments

Level 3: If you have any doubt about the severity of this condition, request an inspection by a structural engineer.

Floors - Water Stains/Water Damage/Mold/Mildew (Common Areas)

Deficiency: You see evidence of water infiltration, mold, or mildew that may have been caused by saturation or surface failure.

Level of Deficiency:

Level 1: N/A

Level 2: You see evidence of a water stain, mold, or mildew--such as a darkened area--over a small area of floor (1-4 square feet). You may or may not see water. You estimate that less than 10% of the floors are affected.

Level 3: You estimate that a large portion of one of more floors--more than 4 square feet--has been substantially saturated or damaged by water, mold, or mildew. You see cracks, mold, and flaking, and the floor surface may have failed.

Comments

Level 3: If this condition is a health and safety concern, you must record it manually as “Health and Safety: Air Quality.”

HVAC (Common Areas)

System to provide heating, cooling and ventilation to the unit.

This does not include building heating or cooling system deficiencies such as boilers, chillers, circulating pumps, distribution lines, fuel supply, etc., OR occupant owned or supplied heating sources.

Convection/Radiant Heat System Covers Missing/Damaged

General Rust/Corrosion

Inoperable

Misaligned Chimney/Ventilation System

Noisy/Vibrating/Leaking

=====

HVAC - Convection/Radiant Heat System Covers Missing/Damaged (Common Areas)

Deficiency: A cover on the convection/radiant heat system is missing or damaged, which could cause a burn or related injury.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: At least one cover is missing or substantially damaged, allowing contact with heating/surface elements or associated fans.

Comments

Level 3: When the system is operational during an inspection and you see a Level 3 deficiency--a real-time hazard exists--you must record it manually in "Health and Safety: Hazards."

HVAC – General Rust/Corrosion (Common Areas)

Deficiency: The equipment or associated piping/ducting shows evidence of flaking, oxidation, discoloration, pitting, or crevices.

Level of Deficiency:

Level 1: You see superficial surface rust.

Level 2: You see significant formations of metal oxides, flaking, or discoloration--or a pit or crevice.

Level 3: Because of this condition, the equipment or piping do not function.

HVAC - Inoperable (Common Areas)

Deficiency: The heating, cooling, or ventilation system does not function.

Note:

1. If the HVAC system is not functioning because it is not the right season, do not record this as a deficiency.
2. Statement may be validated by resident survey process.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The HVAC does not function; it does not provide the heating or cooling it should. The system does not respond when the controls are engaged.

Comments

Level 3: If this condition is a health and safety concern, you must record it manually in “Health and Safety: Hazards”

HVAC - Misaligned Chimney/Ventilation System (Common Areas)

Deficiency: The exhaust system on a gas-fired or oil-fired unit is misaligned.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see any misalignment that may cause improper or dangerous venting of gases.

HVAC - Noisy/Vibrating/Leaking (Common Areas)

Deficiency: The HVAC distribution components, including fans, are the source of abnormal noise, unusual vibrations, or leaks.

Level of Deficiency:

Level 1: The HVAC system shows signs of abnormal vibrations, other noise, or leaks when engaged. The system still provides enough heating or cooling to maintain a minimum temperature range in the major living areas.

Level 2: N/A

Level 3: N/A

Stairs/Hand Railings Damaged (Common Areas)

Series of 4 or more steps or flights of steps joined by landings connecting levels of a common area. Includes supports, frame, treads, handrails.

This inspectable item can have the following deficiencies:

[Broken/Missing Hand Railing](#)

[Broken/Damaged/Missing Steps](#)

Stairs - Broken/Missing Hand Railing (Common Areas)

Deficiency: The hand-rail is damaged or missing.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The hand-rail for four or more stairs is either missing, damaged, loose, or otherwise unusable.

Stairs - Broken/Damaged/Missing Steps (Common Areas)

Deficiency: The horizontal tread or stair surface is damaged or missing.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: A step is broken or missing.

Walls (Common Areas)

The enclosure of the unit and rooms. Materials for construction include concrete, masonry block, brick, wood, glass block, plaster, sheet-rock. Surface finish materials include paint, wall-coverings.

This inspectable item can have the following deficiencies:

Bulging/Buckling

Damaged/Deteriorated Trim

Damaged

Peeling/Needs Paint

Water Stains/Water Damage/Mold/Mildew

Walls - Bulging/Buckling (Common Areas)

Deficiency: A wall is bowed, deflected, sagging, or is no longer aligned horizontally.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see bulging, buckling, sagging, or a lack of horizontal alignment.

Comments

Level 3: If you have any doubt about the severity of the condition, request an inspection by a structural engineer.

Walls - Damaged/Deteriorated Trim (Common Areas)

Deficiency: Cove molding, chair rail, base molding, or other decorative trim is damaged or has decayed.

Note: Before the inspection starts, you should be given a list of 504/FH/ADA buildings/units. For the buildings/units on this list, do not record superficial surface/paint damage caused by wheelchairs, walkers, or medical devices as a deficiency.

Level of Deficiency:

- Level 1:** You see small areas of deterioration in the trim surfaces, and you estimate that 5-10% of the wall area is affected.
- Level 2:** You see large areas of deterioration in the trim surfaces, and you estimate that 10-50% of the wall area is affected.
- Level 3:** You see significant areas of deterioration in the wall surfaces, and you estimate that more than 50% of the wall area is affected.

Walls - Damaged (Common Areas)

Deficiency: You see punctures in the wall surface that may or may not penetrate completely. Panels or tiles may be missing or damaged.

Note: This does not include small holes from hanging pictures, etc.

Level of Deficiency:

Level 1: In a wall, you find a hole, missing tile or panel, or other damage that is between 1 inch and 8 ½ inches by 11 inches. The hole does not penetrate the adjoining room; you cannot see through it.

Level 2: In a wall, you find a hole, missing tile or panel, or other damage that is larger than a sheet of paper—8 1/2 inches by 11 inches.

-OR-

You find a crack greater than 1/8 inch wide and at least 11 inches long.

Level 3: You find a hole of any size that penetrates an adjoining room; you can see through the hole.

-OR-

Two or more walls have Level 2 holes.

Walls – Peeling/Need Paint (Common Areas)

Deficiency: Paint is peeling, cracking, flaking, or otherwise deteriorated.

Note: Before the inspection starts, you should be given a list of 504/FH/ADA buildings/units. For the buildings/items on this list, do not record as deficiencies any superficial surface/paint damage caused by wheelchairs, walkers, or medical devices.

Level of Deficiency:

Level 1: The affected area affected is 1-4 square feet on 2 or more walls.

Level 2: The affected area is more than 4 square feet on any wall or walls.

Level 3: N/A

Walls - Water Stains/Water Damage/Mold/Mildew (Common Areas)

Deficiency: Walls are not watertight. You see evidence of water infiltration, mold, or mildew--or damage caused by saturation or surface failure.

Level of Deficiency:

- Level 1:** You see evidence of a leak, mold, or mildew--such as a darkened area--over a small area (more than 1 square foot but less than 4 square feet). You may or may not see water.
- Level 2:** You see evidence of a leak, mold, or mildew--such as a darkened area--over a large area (more than 4 square feet). You probably see water.
- Level 3:** On one or more walls, you estimate that a large portion--50% of the surface--has been substantially saturated or damaged by water, mold, or mildew. You see cracks, moist areas, mold, or flaking. The wall surface may have failed.
-OR-
In any one unit, you estimate that more than 50% of the walls shows Level 1 damage from stains, mold, or mildew.

Comments

- Level 3:** If the condition is a health and safety concern, you must record it manually in "Health and Safety: Hazards."

Windows (Common Areas)

Window systems provide light, security, and exclusion of exterior noise, glare, dust, heat, and cold. Frame materials include wood, aluminum, and vinyl.

This inspectable item can have the following deficiencies:

[Cracked/Broken/Missing Panes](#)

[Damaged Window Sill](#)

[Deteriorated/Missing Caulking/Seals](#)

[Inoperable/Not Lockable](#)

[Peeling/Needs Paint](#)

[Security Bars Prevent Egress](#)

Windows - Cracked/Broken/Missing Panes (Common Areas)

Deficiency: A glass pane is cracked, broken, or missing from the window sash.

Level of Deficiency:

Level 1: You see a cracked window pane.

Level 2: N/A

Level 3: You see that a glass pane is broken or missing from the window sash.

Windows - Damaged Window Sill (Common Areas)

Deficiency: The sill--the horizontal part of the window that bears the upright portion of the frame--is damaged.

Note: When looking for damage to window sills, do not include scratches and cosmetic deficiencies.

Level of Deficiency:

Level 1: A sill is damaged, but still there. The inside of the surrounding wall is not exposed, and you see no impact on the operation or functioning of the window or on its weather tightness.

Level 2: A sill is missing or damaged enough to expose the inside of the surrounding walls and compromise its weather tightness.

Level 3: N/A

Windows - Security Bars Prevent Egress (Common Areas)

Deficiency: Exiting by window is severely limited or impossible because security bars are damaged or improperly constructed or installed.

Note: This does not include windows that were not designed for exiting.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: Security bars are not functioning as they should, limiting the ability to exit through the window and posing safety risks.

Windows - Missing/Deteriorated Caulking/Seals (Common Areas)

Deficiency: The caulking or seals that resists weather is missing or deteriorated.

Note:

1. This includes Thermopane and insulated windows that have failed.
2. Caulk and seals are considered to be deteriorated when two or more seals for any window have lost their elasticity. (If the seals crumble and flake when touched, they have lost their elasticity.)

Level of Deficiency:

Level 1: N/A

Level 2: Most of the window shows missing or deteriorated caulk, but there is no evidence of damage to the window or surrounding structure.

Level 3: There are missing or deteriorated caulk or seals--with evidence of leaks or damage to the window or surrounding structure.

Windows - Inoperable/Not Lockable (Common Areas)

Deficiency: A window cannot be opened or closed because of damage to the frame, faulty hardware, or another cause.

Note:

1. If a window is not designed to lock, do not record this as a deficiency.
2. Windows that are accessible from the outside--a ground level window, for example--must be lockable.

Level of Deficiency:

Level 1: A window is not functioning, but can be secured. Other windows in the immediate area are functioning

Level 2: N/A

Level 3: A window is not functioning, but cannot be secured. In the immediate area, there are no other windows that are functioning properly.

Windows - Peeling/Needs Paint (Common Areas)

Deficiency: Paint covering the window assembly or trim is cracking, flaking, or otherwise failing.

Level of Deficiency:

Level 1: You see peeling paint or a window that needs paint.

Level 2: N/A

Level 3: N/A

Lighting - Missing/Damaged/Inoperable Fixture (Common Areas)

Deficiency: Lighting fixture is damaged, not functional, or missing.

Note: To conserve energy during daytime or in low-use areas, many facilities use alternate lights that are triggered by either a sensor or a timer. If you see these kinds of lights, ask the accompanying authority to verify that these conservation systems are in place.

Level of Deficiency:

Level 1: N/A

Level 2: 20%-50% of the permanent lighting fixtures are missing or damaged so they do not function. This results in inadequate lighting in the common area(s).

Level 3: More than 50% of the permanent lighting fixtures are missing or damaged so they do not function. This results in inadequate lighting in the common area(s).

Outlets/Switches/Cover Plates - Missing/Broken (Common Areas)

Deficiency:

- The flush plate that covers the opening around a switch or outlet is damaged or missing.
- -OR-
- A switch or outlet is missing.

Level of Deficiency:

Level 1: An outlet or switch has a broken cover plate over a junction box, but it does not result in exposed wiring.

Level 2: N/A

Level 3: An outlet or switch is missing.
-OR-
A cover plate is missing or broken, resulting in exposed wiring.

Smoke Detector - Missing/Inoperable (Common Areas)

Deficiency:

- A smoke detector will not activate.
- -OR-
- A hardwired smoke detector is missing.

Note:

1. If a smoke detector is there, it must function as it should.
2. “Missing” means that evidence suggests that unauthorized personnel have removed a hardwired smoke detector that should be there.
3. If 2 or more smoke detectors are on the same level in visible proximity, at least one of the smoke detectors must function as it should.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: A single smoke detector is missing or does not function as it should.

Pedestrian/Wheelchair Ramp (Common Areas)

Deficiency: A pedestrian walkway or wheelchair ramp is damaged or does not function as it should.

Level of Deficiency:

Level 1: N/A

Level 2: A walkway or ramp shows signs of deterioration and requires repair, but it can be used by people on foot, in wheelchairs, or using walkers.

Level 3: A walkway or ramp is damaged and cannot be used by people on foot, in wheelchairs, or using walkers.

Mailboxes - Missing/Damaged (Common Areas)

Deficiency: The U.S. Postal Service resident/unit mailbox is either missing or so damaged that it does not function properly.

Note: Do not inspect commercial deposit boxes--FedEx, UPS, etc.--or U.S. Postal Service "blue boxes".

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The U.S. Postal Service resident/unit mailbox cannot be locked.
-OR-
The U.S. Postal Service resident/unit mailbox is missing.

Graffiti (Common Areas)

Deficiency: You see crude inscriptions or drawings scratched, painted, or sprayed on a building surface, retaining wall.

Note: There is a difference between art forms and graffiti. Do not consider full wall murals and other art forms as graffiti.

Level of Deficiency:

Level 1: You see graffiti in one place.

Level 2: You see graffiti in 2-5 places.

Level 3: You see graffiti in 6 or more places.

Countertops - Missing/Damaged (Common Areas)

Deficiency: A flat work surface in a kitchen often integral to lower cabinet space is missing or deteriorated.

Level of Deficiency:

Level 1: N/A

Level 2: 20% or more of the countertop working surface is missing, deteriorated, or damaged below the laminate--not a sanitary surface to prepare food.

Level 3: N/A

Cabinets - Missing/Damaged (Common Areas)

Deficiency: Cabinets are missing or the laminate is separating. This includes cases, boxes, or pieces of furniture with drawers, shelves, or doors--primarily used for storage--mounted on walls or floors.

Level of Deficiency:

Level 1: N/A

Level 2: You see that *10-50%* of the cabinets, doors, or shelves are missing or the laminate is separating.

Level 3: You see that *more than 50%* of the cabinets, doors, or shelves are missing or the laminate is separating.

Dishwasher/Garbage Disposal - Inoperable (Common Areas)

Deficiency: A dishwasher or garbage disposal, if provided, does not function as it should.

Level of Deficiency:

Level 1: N/A

Level 2: The dishwasher or garbage disposal does not function as it should.

Level 3: N/A

Range Hood/Exhaust Fans - Excessive Grease/Inoperable (Common Areas)

Deficiency: The apparatus that draws out cooking exhaust does not function as it should.

Level of Deficiency:

Level 1: An accumulation of dirt threatens the free passage of air.

Level 2: N/A

Level 3: The exhaust fan does not function.

-OR-

You estimate that the flue may be completely blocked.

GFI - Inoperable (Common Areas)

Deficiency: The GFI does not function.

Note: To determine whether the GFI is functioning, you must press the self-test button in the GFI unit.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The GFI does not function.

Comments

Level 3: If this condition is a health and safety concern, you must record it as “Health and Safety: Electrical Hazards.”

Fencing - Damaged/Not Intact (Common Areas)

Deficiency: You see that fencing around the swimming pool is damaged.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see any damage that could compromise the integrity of the fence.

Pool - Not Operational (Common Areas)

Deficiency: The pool was not in operation during the inspection.

Note: If the pool is open for the season, it should be operational. If the pool is closed for the season, do not record this as a deficiency.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The pool is not operational.

-OR-

You see unsafe conditions at the pool/pool area that could cause an injury.

Lavatory Sink - Damaged/Missing (Common Areas)

Deficiency: A sink, faucet, or accessories are missing, damaged, or not functioning.

Note: If you see that a stopper is missing from a common area, do not record this as a deficiency.

Level of Deficiency:

Level 1: You see extensive discoloration or cracks in over 50% of the basin, but the sink can be used.

Level 2: N/A

Level 3: The sink or associated hardware have failed or are missing. The sink cannot be used.

Plumbing - Clogged Drains (Common Areas)

Deficiency: Water does not drain adequately from the shower, sink, tub, or basin.

Level of Deficiency:

Level 1: Water does not drain freely, but the fixture can be used.

Level 2: N/A

Level 3: The drain is completely clogged or has suffered extensive deterioration. The fixture cannot be used.

Plumbing - Leaking Faucet/Pipes (Common Areas)

Deficiency: You see that the sink faucet or piping is leaking.

Level of Deficiency:

Level 1: You see a leak or drip that is contained by the basin and pipes, and the faucet can be used.

Level 2: N/A

Level 3: You see a steady leak that is adversely affecting the surrounding area.
-OR-
The faucet/pipe cannot be used.

Range Hood/Exhaust Fans - Excessive Grease/Inoperable (Common Areas)

Deficiency: The apparatus that draws out cooking exhaust does not function as it should.

Level of Deficiency:

Level 1: An accumulation of dirt threatens the free passage of air.

Level 2: N/A

Level 3: The exhaust fan does not function.

-OR-

You estimate that the flue may be completely blocked.

Range/Stove - Missing/Damaged/Inoperable (Common Areas)

Deficiency: The unit is missing or damaged.

Level of Deficiency:

Level 1: The operation of doors or drawers is impeded, but the stove is functioning. On gas ranges, flames are not distributed equally. The pilot light is out on one or more burners.

Level 2: One burner is not functioning.

Level 3: The unit is missing.
-OR-
2 or more burners are not functioning.
-OR-
The oven is not functioning.

Comments

Level 3: If this condition is a health and safety concern, you must record it manually as “Health and Safety: Hazards.”

Refrigerator - Damaged/Inoperable (Common Areas)

Deficiency: The refrigerator is missing or does not cool adequately to store food safely.

Level of Deficiency:

Level 1: The refrigerator has an excessive accumulation of ice.
-OR-
The seals around the doors are deteriorated.

Level 2: N/A

Level 3: The refrigerator is missing.
-OR-
The refrigerator does not cool adequately for the safe storage of food.

Sink - Damaged/Missing (Common Areas)

Deficiency: A sink, faucet, or accessories are missing, damaged, or not functioning.

Note: If a stopper is missing, do not record it as a deficiency.

Level of Deficiency:

Level 1: You see extensive discoloration or cracks in 50% or more of the basin, but the sink and hardware can still be used to prepare food.

Level 2: N/A

Level 3: The sink or hardware is either missing or not functioning.

Dryer Vent - Missing/Damaged/Inoperable (Common Areas)

Deficiency: There is no adequate way to vent heat and lint to the outside.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The dryer vent is missing or you see that it is not functioning because it is blocked. Dryer exhaust is not effectively vented to the outside.

Baluster/Side Railings - Damaged (Common Areas)

Deficiency: The baluster or side railing on the exterior improvement is loose, damaged, or not functioning-- limiting the safe use of this area.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The baluster or side rails enclosing the area are loose, damaged, or missing, limiting the safe use of this area.

Restroom Cabinet - Damaged/Missing (Common Areas)

Deficiency: You see damaged or missing cabinets, vanity tops, drawers, shelves, doors, medicine cabinets, or vanities.

Level of Deficiency:

Level 1: You see damaged or missing shelves, vanity tops, drawers, or doors that are not functioning as they should for storage or their intended purpose.

Level 2: N/A

Level 3: N/A

Shower/Tub - Damaged/Missing (Common Areas)

Deficiency: The shower, tub, or components are damaged or missing.

Note: A missing stopper in a common area is not a deficiency.

Level of Deficiency:

Level 1: N/A

Level 2: The shower or tub can be used, but you see cracks or extensive discoloration in more than 50% of the basin.

Level 3: The shower or tub cannot be used for any reason. The shower, tub, faucets, drains, or associated hardware is missing or has failed.

Ventilation/Exhaust System - Inoperable (Common Areas)

Deficiency: The apparatus used to exhaust air has failed.

Note: If there was never a bathroom fan, do not record this as a deficiency.

Level of Deficiency:

Level 1: N/A

Level 2: An exhaust fan is not functioning.
-OR-
A bathroom window cannot be opened.

Level 3: N/A

Water Closet/Toilet - Damaged/Clogged/Missing (Common Areas)

Deficiency: A water closet/toilet is damaged or missing.

Level of Deficiency:

Level 1: N/A

Level 2: Fixture elements--seat, flush handle, cover etc.--are missing or damaged.
-OR-
The toilet seat is cracked, or the hinge is broken.

Level 3: The bowl is fractured or broken and cannot retain water.
-OR-
The water closet/toilet is missing.
-OR-
There is a hazardous condition.
-OR-
The water closet/toilet cannot be flushed, because of obstruction or another defect.

Chutes Damaged/Missing Components (Common Areas)

Deficiency: The structure that directs garbage into the appropriate storage container is missing or damaged. This includes the chute, chute door, and other components.

Note: Do not evaluate the door that leads to the trash room.

Level of Deficiency:

Level 1: N/A

Level 2: Garbage has backed up into chutes, because the collection structure is missing or broken. Compactors or components—chute, chute door, and other components--have failed.

Level 3: N/A

Unit Inspectable Items

Items to inspect for "Unit" are as follows:

Bathroom

Call-for-Aid

Ceiling

Doors

Electrical System

Floors

Hot Water Heater

HVAC System

Kitchen

Lighting

Outlets/Switches

Patio/Porch/Balcony

Smoke Detector

Stairs

Walls

Windows

Bathroom (Unit)

A room equipped with a water closet or toilet, tub and/or shower, sink, cabinet(s) and/or closet.

This inspectable item can have the following deficiencies:

Bathroom Cabinets - Damaged/Missing

Lavatory Sink - Damaged/Missing

Plumbing - Clogged Drains

Plumbing - Leaking Faucet/Pipes

Shower/Tub - Damaged/Missing

Ventilation/Exhaust System - Inoperable

Water Closet/Toilet - Damaged/Clogged/Missing

Bathroom Cabinets - Damaged/Missing (Bathroom)

Deficiency: You see damaged or missing cabinets, vanity tops, drawers, shelves, doors, medicine cabinets, or vanities.

Level of Deficiency:

Level 1: You see damaged or missing shelves, vanity tops, drawers, or doors that are not functioning as they should for storage or their intended purpose.

Level 2: N/A

Level 3: N/A

Lavatory Sink - Damaged/Missing (Bathroom)

Deficiency: A basin (sink) is missing or shows signs of deterioration or distress.

Note: If you see the stopper near the shower/tub area, do not record it as a deficiency.

Level of Deficiency:

Level 1: The sink can be used, but you see either of these:

- There are cracks or extensive discoloration in more than 50% of the basin.
- -OR-
- A stopper is missing.

Level 2: N/A

Level 3: The sink cannot be used, because the sink or associated hardware is missing or has failed.

Plumbing - Clogged Drains (Bathroom)

Deficiency: Water does not drain adequately in the shower, tub, or basin (sink).

Level of Deficiency:

Level 1: Water does not drain freely, but the fixtures can be used.

Level 2: N/A

Level 3: The fixtures are not usable, because the drain is completely clogged or shows extensive deterioration.

Plumbing - Leaking Faucet/Pipes (Bathroom)

Deficiency: You see that a basin, shower, water closet, tub faucet, or associated pipes are leaking water.

Level of Deficiency:

Level 1: You see a leak or drip that is contained by the basin, and the faucet or pipe can be used.

Level 2: N/A

Level 3: You see a steady leak that is adversely affecting the area around it.
-OR-
The faucet or pipe cannot be used.

Shower/Tub - Damaged/Missing (Bathroom)

Deficiency: The shower, tub, or components are damaged or missing. This includes associated hardware—grab bars, shower doors, etc.

Note:

1. This does not include leaking faucets and pipes.
2. If you see the stopper near the shower/tub area, do not record it as a deficiency.

Level of Deficiency:

Level 1: A stopper is missing.

Level 2: The shower or tub can be used, but you see cracks or extensive discoloration in more than 50% of the basin.

Level 3: The shower or tub cannot be used for any reason. The shower, tub, faucets, drains, or associated hardware is missing or has failed.

Ventilation/Exhaust System - Inoperable (Bathroom)

Deficiency: The apparatus used to exhaust air has failed.

Note:

1. If a resident has blocked an exhaust fan but it can function properly, do not record this as a deficiency.
2. If a resident has disconnected a fan, consider it functional if it can be immediately reconnected for your inspection.
3. If there was never a bathroom fan, do not record this as a deficiency.

Level of Deficiency:

Level 1: N/A

Level 2: An exhaust fan is not functioning.
-OR-
A bathroom window cannot be opened.

Level 3: N/A

Water Closet/Toilet - Damaged/Clogged/Missing (Bathroom)

Deficiency: A water closet/toilet is damaged or missing.

Level of Deficiency:

Level 1: N/A

Level 2: Fixture elements--seat, flush handle, cover etc.--are missing or damaged.
-OR-
The toilet seat is cracked, or the hinge is broken.

Level 3: The bowl is fractured or broken and cannot retain water.
-OR-
The water closet/toilet is missing.
-OR-
There is a hazardous condition.
-OR-
The water closet/toilet cannot be flushed, because of obstruction or another defect.

Call-for-Aid (Unit)

System to summon help. May be visual, audible, or both. May be activated manually or automatically when pre-programmed conditions are met.

This inspectable item can have the following deficiency:

Inoperable

Inoperable (Call-for-Aid)

Deficiency: The system does not function as it should.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The system does not function as it should.

Ceiling (Unit)

The visible overhead structure lining the inside of a room or area.

This inspectable item can have the following deficiencies:

Bulging/Buckling

Holes/Missing Tiles/Panels/Cracks

Peeling/Needs Paint

Water Stains/Water Damage/Mold/Mildew

Bulging/Buckling (Ceiling)

Deficiency: The ceiling is bowed, deflected, sagging, or is no longer aligned horizontally.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see bulging, buckling, sagging, or a problem with alignment.

Comments

Level 3: If there is any doubt about the severity of the condition, request an inspection by a structural engineer.

Holes/Missing Tiles/Panels/Cracks (Ceiling)

Deficiency:

- The ceiling surface has punctures that may or may not penetrate completely.
- -OR-
- Panels or tiles are missing or damaged.

Level of Deficiency:

Level 1: You see small holes that are no larger than a sheet of paper--8½ inches by 11 inches.

-OR-

No hole penetrates the area above.

-OR-

You see that no more than 3 tiles or panels are missing.

Level 2: You see a hole that is larger than a sheet of paper--8½ inches by 11 inches--but it does not penetrate the area above. (You cannot see through it.)

-OR-

You see that more than 3 tiles or panels are missing.

-OR-

You see a crack more than 1/8 inch wide and 11 inches long.

Level 3: You see a hole that penetrates the area above; you can see through it.

Comments

Level 3: If a hole is a health and safety concern, you must record it manually in "Health and Safety: Hazards."

Peeling/Needs Paint (Ceiling)

Deficiency:

- You see paint that is peeling, cracking, flaking, or otherwise deteriorated.
- -OR-
- You see a surface that is not painted.

Level of Deficiency:

Level 1: The affected area is larger than 1 square foot, but smaller than 4 square feet.

Level 2: The affected area is larger than 4 square feet.

Level 3: N/A

Water Stains/Water Damage/Mold/Mildew (Ceiling)

Deficiency: You see evidence of water infiltration, mold, or mildew that may have been caused by saturation or surface failure.

Level of Deficiency:

- Level 1:** On one ceiling, you see evidence of a leak, mold, or mildew--such as a darkened area--over a small area (more than 1 square foot but less than 4 square feet). You estimate that less than 10% of the ceiling surface area is affected. You may or may not see water.
- Level 2:** On one ceiling, you see evidence of a leak mold or mildew-- such as a darkened area--over a large area (more than 4 square feet). You may or may not see water.
-OR-
You estimate that 10-50% of the ceiling area has Level 1 damage.
- Level 3:** On one ceiling, you estimate that a large portion--50% of its surface--has been substantially saturated or damaged by water, mold, or mildew. You see cracks, moist areas, mold, or mildew. The ceiling surface may have failed.
-OR-
In any one unit, you estimate that more than 50% of the ceiling shows Level 1 damage from stains, mold, or mildew.

Comments

- Level 3:** If the condition is a health and safety concern, you must record it manually in "Health and Safety: Air Quality."

Doors (Unit)

Means of access to the interior of a unit, room within the unit, or closet. Doors provide privacy and security, control passage, provide fire and weather resistance.

This inspectable item can have the following deficiencies:

Damaged Surface Holes/Paint/Rusting/Glass

Damaged Frames/Threshold/Lintels/Trim

Damaged Hardware/Locks

Damaged/Missing Screen/Storm/Security Door

Deteriorated/Missing Seals (Entry Only)

Missing Door

Damaged Surface - Holes/Paint/Rusting/Glass (Doors)

Deficiency: You see damage to the door surface that:

- may affect either the surface protection or the strength of the door
- -OR-
- may compromise building security

This includes holes, peeling/cracking/no paint, broken glass, and significant rust.

Note: If the door is a bathroom door or entry door, this is a Level 3 deficiency.

Level of Deficiency:

Level 1: N/A

Level 2: One interior door--not a bathroom or entry door--has a hole or holes with a diameter ranging from 1/4 inch to 1 inch.

Level 3: One door has a hole or holes larger than 1 inch in diameter, significant peeling/cracking/no paint, rust that affects the integrity of the door surface, or broken/missing glass.
-OR-
If a bathroom door or entry door has Level 2 damage.

Comments

Level 3: If the condition is a health and safety concern, you must record it manually in "Health and Safety: Hazards."

Damaged Frames/Threshold/Lintels/Trim (Doors)

Deficiency: You see a frame, header, jamb, threshold, lintel, or trim that is warped, split, cracked, or broken.

Note: If you see damage to a door's hardware--locks, hinges, etc.--record this under "Doors-Damage Hardware/Locks".

Level of Deficiency:

Level 1: N/A

Level 2: At least *one door* is not functioning or cannot be locked because of damage to the frame, threshold, lintel, or trim.

Level 3: At least one *bathroom door or entry door* is not functioning or cannot be locked because of damage to the frame, threshold, lintel, or trim.

Comments

Level 3: If the condition is a health and safety concern, you must record it manually as "Health and Safety: Hazards."

Damaged Hardware/Locks (Doors)

Deficiency: The attachments to a door that provide hinging, hanging, opening, closing, surface protection, or security are damaged or missing. These include locks, panic hardware, overhead door tracks, springs and pulleys, sliding door tracks and hangers, and door closures.

Note:

1. If a door is designed to have a lock, the lock should work. If a door is designed without locks, do not record it as a deficiency.
2. If a lock has been removed from an interior door, do not record this as a deficiency.
3. 504 units have had locks removed. Before you start the inspection, you should be given a list of units relative to 504/FH/ADA. Do not record these missing locks as deficiencies.
4. For public housing, if a lock on a bedroom door is missing or damaged, do not record it as a deficiency.

Level of Deficiency:

Level 1: A *closet door* does not function as it should because of damage to the door's hardware.
-OR-
A *closet door* that requires locking cannot be locked because of damage to the door's hardware.

Level 2: A *door* does not function as it should because of damage to the door's hardware.
-OR-
A *door* that requires locking cannot be locked because of damage to the door's hardware.

Level 3: A *bathroom door or entry door* does not function as it should because of damage to the door's hardware.
-OR-
A *bathroom door or entry door* that requires locking cannot be locked because of damage to the door's hardware.

Damaged/Missing Screen/Storm/Security Door (Doors)

Deficiency: You see damage to surfaces, including screens, glass, frames, hardware, and door surfaces.

Level of Deficiency:

Level 1: At least one screen door or storm door is damaged or is missing screens or glass—shown by an empty frame or frames.

Level 2: N/A

Level 3: A security door is not functioning or missing.

Comments

Level 3: “Missing” applies only if a security door that should be there is not there.

Deteriorated/Missing Seals (Entry Only) (Doors)

Deficiency: The seals and stripping around the entry door(s) to resist weather and fire are damaged or missing.

Note: This defect applies only to entry doors that were designed with seals. If a door shows evidence that a seal was never part of its design, do not record it as a deficiency.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The seals are missing on one entry door, or they are so damaged that they do not function as they should.

Missing Door (Doors)

Deficiency: A door is missing.

Note:

1. If a bathroom or entry door is missing, record this as a Level 3 deficiency.
2. If a bedroom door has been removed to improve access for an elderly or handicapped resident, do not record this as a deficiency.

Level of Deficiency:

Level 1: A door is missing, but it is not a bathroom door or entry door.

Level 2: Two doors or up to 50% of the doors are missing, but they are not bathroom doors or entry doors, and the condition presents no hazard.

Level 3: A bathroom door or entry door is missing.

-OR-

You estimate that more than 50% of the unit doors--not including bathroom doors and entry doors--are missing.

Electrical System (Unit)

Portion of the unit that safely provides electrical power throughout the building. Includes equipment that provides control, protection, metering, and service.

This inspectable item can have the following deficiency:

Blocked Access to Electric Panel

Burnt Breakers

Evidence of Leaks Corrosion

Frayed Wiring

GFI Inoperable

Missing Breakers/Fuses

Missing Covers

Blocked Access to Electrical Panel (Electrical System)

Deficiency: A fixed obstruction or item of sufficient size and weight can delay or prevent access to any panel board switch in an emergency.

Note: If you see an item that is easy to remove, like a picture, do not note this as a deficient.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: One or more fixed items or items of sufficient size and weight can impede access to the unit's electrical panel during an emergency.

Burnt Breakers (Electrical System)

Deficiency: Breakers have carbon on the plastic body, or the plastic body is melted and scarred.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see any carbon residue, melted breakers, or arcing scars.

Evidence of Leaks/Corrosion (Electrical System)

Deficiency: You see liquid stains, rust marks, or other signs of corrosion on electrical enclosures or hardware.

Note: Do not consider surface rust a deficiency if it does not affect the condition of the electrical enclosure.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: Any corrosion that affects the condition of the components that carry current
-OR-
Any stains or rust on the interior of electrical enclosures
-OR-
Any evidence of water leaks in the enclosure or hardware

Frayed Wiring (Electrical System)

Deficiency: You see nicks, abrasions, or fraying of the insulation that expose wires that conduct current.

Note: Do not consider this a deficiency for wires that are not intended to be insulated, such as grounding wires.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see any nicks, abrasions, or fraying of the insulation that expose any conducting wire.

Comments

Level 3: If the condition is a health and safety concern, you must record it manually as “Health and Safety: Electrical Hazards.”

GFI - Inoperable (Electrical System)

Deficiency: The GFI does not function.

Note: To determine whether the GFI is functioning, you must press the self-test button in the GFI unit.

Level of Deficiency:

Level 1:N/A

Level 2:N/A

Level 3: The GFI does not function.

Comments

Level 3: If this condition is a health and safety concern, you must record it as “Health and Safety: Electrical Hazards.”

Missing Breakers/Fuses (Electrical System)

Deficiency: In a panel board, main panel board, or other electrical box that contains circuit breakers/fuses, you see an open circuit breaker position that is not appropriately blanked-off.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see an open breaker port.

Missing Covers (Electrical System)

Deficiency: The cover is missing from any electrical device box, panel box, switch gear box, control panel, etc., with exposed electrical connections.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: A cover is missing, and you see exposed electrical connections.

Floors (Unit)

The visible horizontal surface system within a room or area underfoot; the horizontal division between two stories of a structure.

This inspectable item can have the following deficiencies:

Bulging/Buckling

Floor Covering Damage

Missing Flooring/Tiles

Peeling/Needs Paint

Rot/Deteriorated Subfloor

Water Stains/Water Damage/Mold/Mildew

Bulging/Buckling (Floors)

Deficiency: A floor is bowed, deflected, sagging, or is no longer aligned horizontally.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see bulging, buckling, sagging, or a lack of horizontal alignment.

Comments

Level 3: If you have any doubt about the severity of this condition, request an inspection by a structural engineer.

Floor Covering Damage (Floors)

Deficiency: You see damage to carpet tiles, wood, sheet vinyl, or other floor covering.

Level of Deficiency:

- Level 1:** You estimate that *only 5-10%* of the floor covering has stains, surface burns, shallow cuts, small holes, or tears in non-traffic areas; loose areas; or exposed seams. The covering is fully functional, and there is no safety hazard.
- Level 2:** You estimate that *10-50%* of the floor covering has burn marks, cuts, tears, holes, or large sections of exposed seams that expose the underlying material. There is no safety hazard.
- Level 3:** You estimate that *more than 50%* of the floor covering has burn marks, cuts, tears, holes, or large sections of exposed seams that expose the underlying material.

Comments

- Level 3:** If this condition is a health and safety concern, you must record it manually in “Health and Safety: Hazards.”

Missing Flooring/Tiles (Floors)

Deficiency: VCT, sheet, vinyl, carpet, or other flooring material is missing.

Note: If you have a single concern about compromised safety, record this as a Level 3 deficiency.

Level of Deficiency:

- Level 1:** For a single floor, small areas of the floor surface are missing. You estimate that more than 5% but less than 10% of the floors are affected and that this does not cause a safety problem.
- Level 2:** You estimate that 10-50% of the floors have missing or broken flooring and that this does not cause a safety problem.
- Level 3:** You estimate that more than 50% of the floors are affected by missing or broken flooring
-OR-
Missing or broken flooring causes a single safety problem.

Comments

- Level 3:** If this condition is a health and safety concern, you must record it manually in “Health and Safety: Hazards.”

Peeling/Needs Paint (Floors)

Deficiency: For floors that are painted, you see paint that is peeling, cracking, flaking, or otherwise deteriorated.

Level of Deficiency:

Level 1: The area affected is more than 1 square foot, but less than 4 square feet.

Level 2: The area affected is more than 4 square feet.

Level 3: N/A

Rot/Deteriorated Subfloor (Floors)

Deficiency: The subfloor has decayed or is decaying.

Level of Deficiency:

Level 1: N/A

Level 2: You see small areas of rot or spongy flooring--more than 1 square foot, but less than 4 square feet.

Level 3: You see large areas of rot--more than 4 square feet--and applying weight causes noticeable deflection.

Comments

Level 3: If you have any doubt about the severity of this condition, request an inspection by a structural engineer.

Water Stains/Water Damage/Mold/Mildew (Floors)

Deficiency: You see evidence of water infiltration, mold, or mildew that may have been caused by saturation or surface failure.

Level of Deficiency:

Level 1: N/A

Level 2: You see evidence of a water stain, mold, or mildew--such as a darkened area--over a small area of floor (1-4 square feet). You may or may not see water.

Level 3: You estimate that a large portion of floor--more than 4 square feet--has been substantially saturated or damaged by water, mold, or mildew. You see cracks, mold, and flaking, and the floor surface may have failed.

Comments

Level 3: If this condition is a health and safety concern, you must record it manually as “Health and Safety: Air Quality.”

Hot Water Heater (Unit)

This inspectable item can have the following deficiencies:

Misaligned Chimney/Ventilation System

Inoperable Unit/Components

Leaking Valves/Tanks/Pipes

Pressure Relief Valve Missing

Rust/Corrosion

Misaligned Chimney/Ventilation System (Hot Water Heater)

Deficiency: The exhaust system on a gas-fired or oil-fired unit is misaligned.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see any misalignment that may cause improper or dangerous venting of gases.

Inoperable Unit/Components (Hot Water Heater)

Deficiency: Hot water supply is not available, because the system or system components have malfunctioned.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: After running, water from the hot water taps is not warmer than room temperature.

Leaking Valves/Tanks/Pipes (Hot Water Heater)

Deficiency: You see water leaking from any hot water system component, including valve flanges, stems, bodies, domestic hot water tank, or its piping.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see water leaking.

Comments

Level 3: If this condition is a health and safety concern, you must record it manually in “Health and Safety Hazards.”

Pressure Relief Valve Missing (Hot Water Heater)

Deficiency: The pressure relief valve on the unit water heating system is missing or does not extend to the floor.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see that the pressure relief valve on the unit water heating system is either missing or does not extend to the floor.

Rust/Corrosion (Hot Water Heater)

Deficiency: The equipment or associated piping/ducting shows evidence of flaking, oxidation, discoloration, pitting, or crevices.

Level of Deficiency:

Level 1: You see superficial surface rust.

Level 2: You see significant formations of metal oxides, flaking, or discoloration--or a pit or crevice.

Level 3: Because of this condition, the equipment or piping do not function.

HVAC System (Unit)

System to provide heating, cooling and ventilation to the unit.

This does not include building heating or cooling system deficiencies such as boilers, chillers, circulating pumps, distribution lines, fuel supply, etc., OR occupant owned or supplied heating sources.

This inspectable item can have the following deficiencies:

[Convection/Radiant Heat System Covers Missing/Damaged](#)

[General Rust/Corrosion](#)

[Inoperable](#)

[Misaligned Chimney/Ventilation System](#)

[Noisy/Vibrating/Leaking](#)

Convection/Radiant Heat System Covers Missing/Damaged (HVAC)

Deficiency: A cover on the convection/radiant heat system is missing or damaged, which could cause a burn or related injury.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: At least one cover is missing or substantially damaged, allowing contact with heating/surface elements or associated fans.

Comments

Level 3: When the system is operational during an inspection and you see a Level 3 deficiency—a real-time hazard exists-- you must record it manually in “Health and Safety: Hazards.”

General Rust/Corrosion (HVAC)

Deficiency: You see a component of the system with deterioration from oxidation or corrosion of system parts.

Level of Deficiency:

Level 1: You see deterioration from rust and corrosion on the HVAC units in the dwelling unit. The system still provides enough heating or cooling.

Level 2: N/A

Level 3: N/A

Inoperable (HVAC)

Deficiency: The heating, cooling, or ventilation system does not function.

Note: If the HVAC system does not operate because of seasonal conditions, do not record this as a deficiency.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The HVAC does not function; it does not provide the heating or cooling it should. The system does not respond when the controls are engaged.

Comments

Level 3: If this condition is a health and safety concern, you must record it manually in “Health and Safety: Hazards.”

Misaligned Chimney/Ventilation System (HVAC)

Deficiency: The exhaust system on a gas-fired unit is misaligned.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see any misalignment that may cause improper or dangerous venting of gases.

Noisy/Vibrating/Leaking (HVAC)

Deficiency: The HVAC distribution components, including fans, are the source of abnormal noise, unusual vibrations, or leaks.

Level of Deficiency:

Level 1: The HVAC system shows signs of abnormal vibrations, other noise, or leaks when engaged. The system still provides enough heating or cooling to maintain a minimum temperature range in the major living areas.

Level 2: N/A

Level 3: N/A

Kitchen (Unit)

A place where food is cooked or prepared. The facilities and equipment used in preparing and serving food.

This inspectable item can have the following deficiencies:

Cabinets - Missing/Damaged

Countertops – Missing/Damaged

Dishwasher/Garbage Disposal - Inoperable

Plumbing - Clogged Drains

Plumbing - Leaking Faucets/Pipes

Range Hoods/Exhaust Fans - Excessive Grease/Inoperable

Range/Stove - Missing/Damaged/Inoperable

Refrigerator - Missing/Damaged/Inoperable

Sink - Missing/Damaged

Cabinets - Missing/Damaged (Kitchen)

Deficiency: Cabinets are missing or the laminate is separating. This includes cases, boxes, or pieces of furniture with drawers, shelves, or doors--primarily used for storage--mounted on walls or floors.

Level of Deficiency:

Level 1: N/A

Level 2: You see that *10-50%* of the cabinets, doors, or shelves are missing or the laminate is separating.

Level 3: You see that *more than 50%* of the cabinets, doors, or shelves are missing or the laminate is separating.

Countertops - Missing/Damaged (Kitchen)

Deficiency: A flat work surface in a kitchen often integral to lower cabinet space is missing or deteriorated.

Level of Deficiency:

Level 1: N/A

Level 2: 20% or more of the countertop working surface is missing, deteriorated, or damaged below the laminate--not a sanitary surface to prepare food.

Level 3: N/A

Dishwasher/Garbage Disposal - Inoperable (Kitchen)

Deficiency: A dishwasher or garbage disposal, if provided, does not function as it should.

Level of Deficiency:

Level 1: N/A

Level 2: The dishwasher or garbage disposal does not function as it should.

Level 3: N/A

Plumbing - Clogged Drains (Kitchen)

Deficiency: The water does not drain adequately.

Level of Deficiency:

Level 1: The basin does not drain freely.

Level 2: N/A

Level 3: The drain is completely clogged or has suffered extensive deterioration

Plumbing - Leaking Faucets/Pipes (Kitchen)

Deficiency: You see that a basin faucet or drain connections leak.

Level of Deficiency:

- Level 1:** You see a leak or drip that is contained by the basin or pipes, and the faucet is functioning as it should.
- Level 2:** N/A
- Level 3:** You see a steady leak that is having an adverse affect on the surrounding area, and the faucet or pipe is not usable.

Range Hood/Exhaust Fans - Excessive Grease/Inoperable (Kitchen)

Deficiency: The apparatus that draws out cooking exhaust does not function as it should.

Level of Deficiency:

Level 1: An accumulation of dirt threatens the free passage of air.

Level 2: N/A

Level 3: The exhaust fan does not function.

-OR-

You estimate that the flue may be completely blocked.

Range/Stove - Missing/Damaged/Inoperable (Kitchen)

Deficiency: The unit is missing or damaged.

Note: Before the inspection starts, you should be given a list of units under 504/FH/ADA. Do not record these disconnected or partially disconnected ranges/stoves as a deficiency.

Level of Deficiency:

- Level 1:** The operation of doors or drawers is impeded, but the stove is functioning. On gas ranges, flames are not distributed equally. The pilot light is out on one or more burners.
- Level 2:** One burner is not functioning.
- Level 3:** The unit is missing.
-OR-
2 or more burners are not functioning.
-OR-
The oven is not functioning.

Comments

- Level 3:** If this condition is a health and safety concern, you must record it manually as “Health and Safety: Hazards.”

Refrigerator - Missing/Damaged/Inoperable (Kitchen)

Deficiency: The refrigerator is missing or does not cool adequately for the safe storage of food.

Level of Deficiency:

Level 1: The refrigerator has an excessive accumulation of ice.
-OR-
The seals around the doors are deteriorated.

Level 2: N/A

Level 3: The refrigerator is missing.
-OR-
The refrigerator does not cool adequately for the safe storage of food.

Sink - Missing/Damaged (Kitchen)

Deficiency: A sink, faucet, or accessories are missing, damaged, or not functioning.

Note: If a stopper is missing, do not record it as a deficiency.

Level of Deficiency:

Level 1: You see extensive discoloration or cracks in 50 % or more of the basin, but the sink and hardware can still be used to prepare food.

Level 2: N/A

Level 3: The sink or hardware is either missing or not functioning.

Laundry Area (Room) (Unit)

Place where soiled clothes and linens are washed and/or dried.

This inspectable item can have the following deficiencies:

Dryer Vent

Missing/Damaged/Inoperable

Dryer Vent Missing/Damaged/Inoperable (Laundry Area (Room))

Deficiency: Inadequate means is available to vent accumulated heat/lint to the outside.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: Dryer vent is missing or is visually determined to be inoperable (blocked). Dryer exhaust is not effectively vented to the outside.

Lighting (Unit)

System to provide illumination to a room or area. Includes fixtures, lamps, and supporting accessories.

This inspectable item can have the following deficiencies:

[Missing/Inoperable Fixture](#)

Missing/Inoperable Fixture (Lighting)

Deficiency: A lighting fixture is missing or does not function as it should. The malfunction may be in the total system or components--excluding light bulbs.

Level of Deficiency:

- Level 1:** *In one room in a unit*, a permanent lighting fixture is missing or not functioning, and no other switched light source is functioning in the room.
- Level 2:** *In two rooms*, a permanent lighting fixture is missing or not functioning, and no other switched light source is functioning in the rooms.
- Level 3:** *In more than two rooms*, a permanent light fixture is missing or not functioning, and no other switched light sources are functioning in the rooms.

Outlets/Switches (Unit)

The receptacle connected to a power supply or method to control the flow of electricity. Includes two & three prong outlets, ground fault interrupters, pull cords, two & three pole switches, and dimmer switches.

This inspectable item can have the following deficiencies:

Missing

Missing/Broken Cover Plates

Missing (Outlets/Switches)

Deficiency: An outlet, switch, or both are missing.

Note: This does not apply to empty junction boxes that were not intended to contain an outlet or switch.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: An outlet, switch, or both are missing.

Comments

Level 3: If this condition is a health and safety concern, you must record it manually as a “Health and Safety: Electrical Hazards.”

Missing/Broken Cover Plates (Outlets/Switches)

Deficiency: The flush plate used to cover the opening around a switch or outlet is damaged or missing.

Level of Deficiency:

Level 1: An outlet or switch has a broken cover plate over a junction box, but this does not cause wires to be exposed.

Level 2: N/A

Level 3: A cover plate is missing, which causes wires to be exposed.

Patio/Porch/Balcony (Unit)

Adjoining patio, porch, or balcony.

This inspectable item can have the following deficiency:

Baluster/Side Railings Damaged

Baluster/Side Railings Damaged (Patio/Porch/Balcony)

Deficiency: A baluster or side railing on the porch/patio/balcony is loose, damaged, or does not function, which limits the safe use of this area.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The baluster or side rails enclosing this area are loose, damaged, or missing, limiting the safe use of this area.

Smoke Detector (Unit)

Sensor to detect the presence of smoke and activate an alarm. May be battery operated or hard-wired to electrical system. May provide visual signal, audible signal, or both.

This inspectable item can have the following deficiencies:

Missing/Inoperable

Missing/Inoperable (Smoke Detector)

Deficiency: A smoke detector will not activate or is missing.

Note:

1. There must be at least one smoke detector on each level.
2. If 2 or more smoke detectors are on the same level in visible proximity, at least one of the smoke detectors must function as it should.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: A single smoke detector is missing or does not function as it should.

Stairs (Unit)

Series of 4 or more steps or flights of steps joined by landings connecting levels of a unit. Includes supports, frame, treads, handrails.

This inspectable item can have the following deficiencies:

[Broken/Missing Hand Railing](#)

[Broken/Damaged/Missing Steps](#)

Broken/Missing Hand Railing (Stairs)

Deficiency: The hand-rail is damaged or missing.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: The hand-rail for four or more stairs is either missing, damaged, loose, or otherwise unusable.

Broken/Damaged/Missing Steps (Stairs)

Deficiency: The horizontal tread or stair surface is damaged or missing.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: A step is broken or missing.

Walls (Unit)

The enclosure of the unit and rooms. Materials for construction include concrete, masonry block, brick, wood, glass block, plaster, sheet-rock. Surface finish materials include paint, wall-coverings.

This inspectable item can have the following deficiencies:

Bulging/Buckling

Damaged

Damaged/Deteriorated Trim

Peeling/Needs Paint

Water Stains/Water Damage/Mold/Mildew

Bulging/Buckling (Walls)

Deficiency: A wall is bowed, deflected, sagged, or is no longer vertically aligned.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: You see bulging, buckling, sagging, or that the wall is no longer vertically aligned.

Comments

Level 3: If you have any doubt about the severity of the condition, request an inspection by a structural engineer.

Damaged (Walls)

Deficiency: You see punctures in the wall surface that may or may not penetrate completely. Panels or tiles may be missing or damaged.

Note: This does not include small holes created by hanging pictures, etc.

Level of Deficiency:

Level 1: In a wall, you find a hole, missing tile or panel, or other damage that is between 1 inch and 8 ½ inches by 11 inches. The hole does not penetrate the adjoining room; you cannot see through it.

Level 2: In a wall, you find a hole, missing tile or panel, or other damage that is larger than a sheet of paper—8 1/2 inches by 11 inches.

-OR-

You find a crack greater than 1/8 inch wide and at least 11 inches long.

Level 3: You find a hole of any size that penetrates an adjoining room; you can see through the hole.

-OR-

Two or more walls have Level 2 holes.

Damaged/Deteriorated Trim (Walls)

Deficiency: Cove molding, chair rail, base molding, or other decorative trim is damaged or has decayed.

Note: Before the inspection starts, you should be given a list of 504/FH/ADA buildings/units. For the buildings/units on this list, do not record superficial surface/paint damage caused by wheelchairs, walkers, or medical devices as a deficiency.

Level of Deficiency:

- Level 1:** You see small areas of deterioration in the trim surfaces, and you estimate that 5-10% of the wall area is affected.
- Level 2:** You see large areas of deterioration in the trim surfaces, and you estimate that 10-50% of the wall area is affected.
- Level 3:** You see significant areas of deterioration in the wall surfaces, and you estimate that more than 50% of the wall area is affected.

Peeling/Needs Paint (Walls)

Deficiency:

- Paint is peeling, cracking, flaking, or otherwise deteriorated.
- -OR-
- A surface is not painted.

Note: Before the inspection starts, you should be given a list of 504/FH/ADA buildings/units. For the buildings/items on this list, do not record as deficiencies any superficial surface/paint damage caused by wheelchairs, walkers, or medical devices.

Level of Deficiency:

Level 1: The affected area affected is more than 1 square foot but less than 4 square feet.

Level 2: The affected area is more than 4 square feet.

Level 3: N/A

Water Stains/Water Damage/Mold/Mildew (Walls)

Deficiency: Walls are not watertight. You see evidence of water infiltration, mold, or mildew--or damage caused by saturation or surface failure.

Level of Deficiency:

- Level 1:** You see evidence of a leak, mold, or mildew--such as a darkened area--over a small area (more than 1 square foot but less than 4 square feet). You may or may not see water.
- Level 2:** You see evidence of a leak, mold, or mildew--such as a darkened area--over a large area (more than 4 square feet). You probably see water.
- Level 3:** On one or more walls, you estimate that a large portion--50% of the surface--has been substantially saturated or damaged by water, mold, or mildew. You see cracks, moist areas, mold, or flaking. The wall surface may have failed.
-OR-
In any one unit, you estimate that more than 50% of the walls shows Level 1 damage from stains, mold, or mildew.

Comments

- Level 3:** If the condition is a health and safety concern, you must record it manually in "Health and Safety: Air Quality."

Windows (Unit)

Window systems provide light, security, and exclusion of exterior noise, dust, heat, and cold. Frame materials include wood, aluminum, and vinyl.

This inspectable item can have the following deficiencies:

Cracked/Broken/Missing Panes

Damaged Window Sill

Inoperable/Not Lockable

Missing/Deteriorated Caulking/Seals

Peeling/Needs Paint

Security Bars Prevent Egress

Cracked/Broken/Missing Panes (Windows)

Deficiency: A glass pane is cracked, broken, or missing from the window sash.

Level of Deficiency:

Level 1: You see a cracked window pane.

Level 2: N/A

Level 3: You see that a window pane is broken or missing from the window sash.

Damaged Window Sill (Windows)

Deficiency: The sill--the horizontal part of the window that bears the upright portion of the frame--is damaged.

Note: When looking for damage to window sills, do not include scratches and cosmetic deficiencies.

Level of Deficiency:

Level 1: A sill is damaged, but still there. The inside of the surrounding wall is not exposed, and you see no impact on the operation or functioning of the window or on its weather tightness.

Level 2: A sill is missing or damaged enough to expose the inside of the surrounding walls and compromise its weather tightness.

Level 3: N/A

Inoperable/Not Lockable (Windows)

Deficiency: A window cannot be opened or closed because of damage to the frame, faulty hardware, or another cause.

Note:

1. If a window is not designed to lock, do not record this as a deficiency.
2. Windows that are accessible from the outside--a ground level window, for example--must be lockable.

Level of Deficiency:

Level 1: A window is not functioning, but can be secured. Other windows in the immediate area are functioning

Level 2: N/A

Level 3: A window is not functioning, but cannot be secured. In the immediate area, there are no other windows that are functioning properly.

Missing/Deteriorated Caulking/Seals (Windows)

Deficiency: The caulking or seals that resists weather is missing or deteriorated.

Note:

1. This includes Thermopane and insulated windows that have failed.
2. Caulk and seals are considered to be deteriorated when two or more seals for any window have lost their elasticity. (If the seals crumble and flake when touched, they have lost their elasticity.)

Level of Deficiency:

Level 1: N/A

Level 2: Most of the window shows missing or deteriorated caulk, but there is no evidence of damage to the window or surrounding structure.

Level 3: There are missing or deteriorated caulk or seals--with evidence of leaks or damage to the window or surrounding structure.

Peeling/Needs Paint (Windows)

Deficiency: Paint covering the window assembly or trim is cracking, flaking, or otherwise failing.

Level of Deficiency:

Level 1: You see peeling paint or a window that needs paint.

Level 2: N/A

Level 3: N/A

Security Bars Prevent Egress (Windows)

Deficiency: Exiting by window is severely limited or impossible because security bars are damaged or improperly constructed or installed.

Note: This does not include windows that were not designed for exiting.

Level of Deficiency:

Level 1: N/A

Level 2: N/A

Level 3: Security bars are not functioning as they should, limiting the ability to exit through the window and posing safety risks.

Health and Safety Inspectable Items

Items to inspect for “Health and Safety” are as follows:

[Air Quality](#)

[Electrical Hazards](#)

[Elevator](#)

[Emergency/Fire Exits](#)

[Flammable Materials](#)

[Garbage and Debris](#)

[Hazards](#)

[Infestation](#)

Air Quality (Health and Safety)

Indoor/Outdoor spaces must be free from high levels of sewer gas, fuel gas, mold, mildew, or other harmful pollutants. Indoors must have adequate ventilation.

The following deficiencies can be noted:

Mold and/or Mildew Observed

Propane/Natural Gas/Methane Gas Detected

Sewer Odor Detected

Mold and/or Mildew Observed (Air Quality)

Deficiency: You see evidence of mold or mildew, especially in bathrooms and air outlets.

Propane/Natural Gas/Methane Gas Detected (Air Quality)

Deficiency: You detect strong propane, natural gas, or methane gas odors that could:

- pose a risk of explosion/fire
- pose a health risk if inhaled

Sewer Odor Detected (Air Quality)

Deficiency: You detect sewer odors that could pose a health risk if inhaled for prolonged periods.

Electrical Hazards (Health and Safety)

Any hazard that poses a risk of electrical fires, electrocution, or spark/explosion.

The following deficiencies can be noted:

Exposed Wires/Open Panels

Water Leaks On or Near Electrical Equipment

Exposed Wires/Open Panels (Electrical Hazards)

Deficiency: You see exposed bare wires or openings in electrical panels.

Note: If the accompanying authority has identified abandoned wiring, capped wires do not pose a risk and should not be recorded as a deficiency.

Water Leaks On or Near Electrical Equipment (Electrical Hazards)

Deficiency: You see water leaking, puddling, or ponding on or immediately near any electrical apparatus. This could pose a risk of fire, electrocution, or explosion.

Elevator (Health and Safety)

Vertical conveyance system for moving personnel, equipment, materials, household goods, etc.

The following deficiency can be noted:

Tripping

Tripping (Elevator)

Deficiency: An elevator is misaligned with the floor by more than $\frac{3}{4}$ inch. The elevator does not level as it should, which causes a tripping hazard.

Emergency/Fire Exits (Health and Safety)

All buildings must have acceptable fire exits that are also properly marked and operational. (This would include fire towers, stairway access doors, & external exits.) These can include operable windows on the lower floors with easy access to the ground or a back door opening onto a porch with a stairway leading to the ground.

Note: This does not apply to individual units.

The following deficiencies can be noted:

[Blocked/Unusable](#)

[Missing Exit Signs](#)

Blocked/Unusable (Emergency/Fire Exits)

Deficiency: The exit cannot be used or exit is limited because a door or window is nailed shut, a lock is broken, panic hardware is chained, debris, storage, or other conditions.

Missing Exit Signs (Emergency/Fire Exits)

Deficiency:

- Exit signs that clearly identify all emergency exits are missing.
- -OR-
- There is no illumination in the area of the sign.

Flammable Materials (Health and Safety)

Any substance that is either known to be combustible or flammable or is stored in a container identifying it as such.

The following deficiency can be noted:

Improperly Stored

Improperly Stored (Flammable Materials)

Deficiency: Flammable materials are improperly stored, causing the potential risk of fire or explosion.

Garbage and Debris (Health and Safety)

Accumulation of garbage and debris exceeding the capacity of the storage area or not stored in an area sanctioned for such use.

The following deficiencies can be noted:

Indoors

Outdoors

Indoors (Garbage and Debris)

Deficiency:

- Too much garbage has gathered, more than the planned storage capacity.
- -OR-
- Garbage has gathered in an area that is not sanctioned for staging or storing garbage or debris.

Note: This does not include garbage and debris improperly stored outside. For this deficiency, see [Garbage and Debris - Outdoors](#).

Outdoors (Garbage and Debris)

Deficiency:

- Too much garbage has gathered—more than the planned storage capacity.
- -OR-
- Garbage has gathered in an area not sanctioned for staging or storing garbage or debris.

Note: This does not include garbage improperly stored indoors. For this deficiency, see [Garbage and Debris - Indoors](#).

Hazards (Health and Safety)

Physical hazards that pose risk of bodily injury.

The following deficiencies can be noted:

Other

Sharp Edges

Tripping

Other (Hazards)

Deficiency: If you see any general defects or hazards that pose risk of bodily injury, you must note them.

Note: This includes hazards that are not specifically defined elsewhere.

Sharp Edges (Hazards)

Deficiency: You see any physical defect that could cause cutting or breaking human skin or other bodily harm--generally in commonly used or traveled areas.

Tripping (Hazards)

Deficiency: You see any physical defect that poses a tripping risk, generally in walkways or other traveled areas.

Note: This does not include tripping hazards from elevators that do not level properly. For this deficiency, see [Elevator - Tripping](#) under Health and Safety.

Infestation (Health and Safety)

Presence of rats, or severe infestation by mice or insects such as roaches or termites.

The following deficiencies can be noted:

Insects

Rats/Mice/Vermin

Insects (Infestation)

Deficiency: You see evidence of infestation of insects--including roaches and ants--throughout a unit or room, especially in food preparation and storage areas.

Note:

1. This does not include infestation from rats/mice. For this deficiency, see Infestation - [Rats/Mice/Vermin](#) under Health and Safety.
2. If you see baits, traps, and sticky boards that show no presence of insects, do not record this as a deficiency.

Rats/Mice/Vermin (Infestation)

Deficiency: You see evidence of rats or mice--sightings, rat or mouse holes, or droppings.

Note:

1. This does not include infestation from insects. For this deficiency, see Infestation - [Insects](#) under Health and Safety.
2. If you see baits, traps, or sticky boards that show no presence of vermin, do not record this as a deficiency.

TOP 20 DEFICIENCIES (EXAMPLES)

The following are examples of maintenance items that, if repaired prior to the physical inspection, could make a significant difference in the overall inspection score. Be sure that ...

1. **Water Heater** - the pressure relief valve discharge tube extends to within 18 inches of the floor.
2. **Misaligned Chimney** - the vent stack on gas operated water heaters or furnaces are properly aligned.
3. **Missing HVAC Covers** - there are covers on all baseboard heaters.
4. **Access to the Electrical Panel** - access to the electrical panels is not blocked by furniture or other items not easily removed.
5. **Missing Covers** - electrical panels that have interior covers (aside from the panel lid box itself) to prevent exposure from the wire connections are in place.
6. **Open Breaker/Fuse Ports** - open breaker/fuse ports are covered.
7. **Doors Damaged Seals** - the factory-installed seals on exterior doors, such as building or unit doors, are in place and undamaged.
8. **Doors Damaged Hardware** - exterior door hardware locks or latches properly and fire doors function as designed.
9. **Security Doors** - security doors **do not** have dual-side key locks.
10. **Kitchen** - stove burners are working.
11. **Plumbing** - pipes and faucets are not leaking, and areas around any leaks are cleaned up and repaired.
12. **Damaged Sinks/showers** - any hardware problems are repaired, diverters are working, drains have stoppers, hot and cold water handles are in place and working.
13. **Clothes Dryers** - are properly vented to the outside from units or laundry rooms.
14. **Storm Water Sewers** - are not clogged with trash or leaves.
15. **Sanitary Sewer Damaged Covers** - caps located in the grass on the exterior of the building that have been damaged by a lawn mower are cleaned out and repaired.
16. **Trash Chutes** - hardware is in place and the chute door closes properly.
17. **Trash Receptacles** - are not overflowing and are adequate in size for the property.
18. **Auxiliary Lighting** - the back up lighting works even when the test light does not work.
19. **Leaking Domestic Water** - there are no leaks in the domestic water supply, including the hose bibs located on the exterior of the building.
20. **Outlet and Switch Plate Covers** - are not cracked or broken.