

**Updated
Nov 2023**



POC EXPERIENCE TRAINING GUIDE

HUD NSPIRE



HUD NSPIRE POC Experience App

The POC Experience App helps Property POCs review deficiencies and upload mitigation evidence for review by HUD. Property POCs can also submit inspection appeals within this app.

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MANAGE DEFICIENCIES

Section One



Navigate the POC Experience

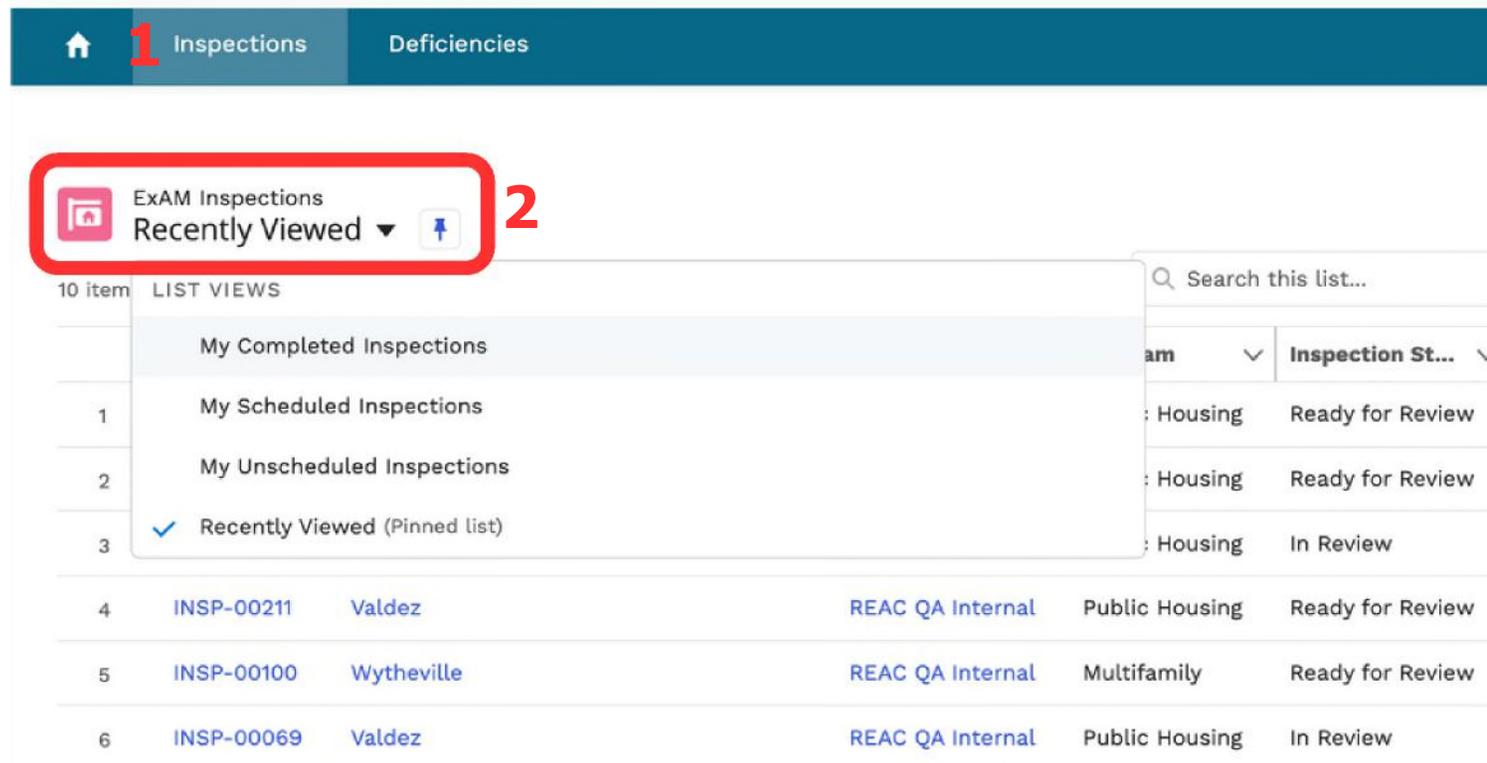
The POC Experience homepage displays two tabs: **Inspections** and **Deficiencies**.



Find an Inspection

1 | **Click the Inspections tab.** Note that you can see your inspections and deficiencies using different list views.

2 | **Click the arrow next to Recently Viewed** to select a list view. Use the pin icon to save the current list view as your default.



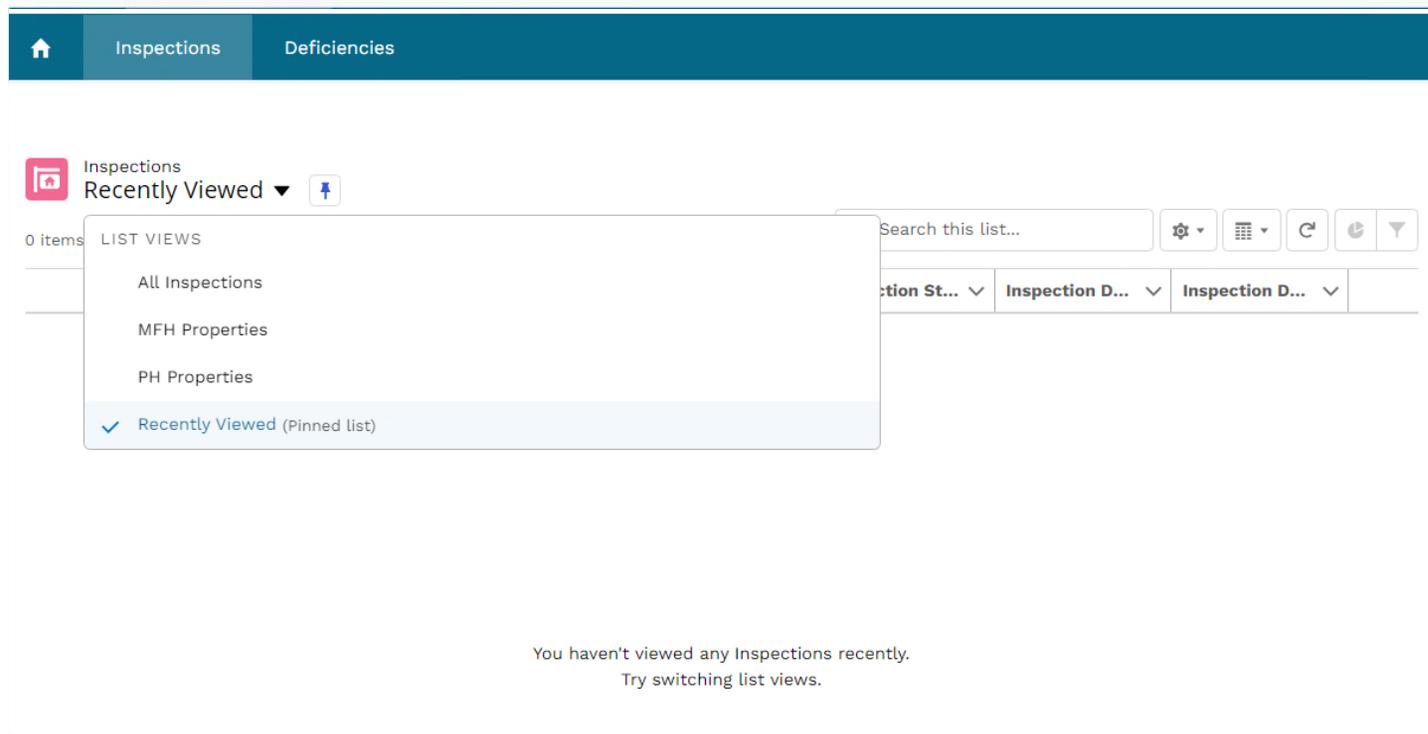
The screenshot shows the 'Inspections' tab selected in a dark teal header. Below the header, a dropdown menu is open for 'ExAM Inspections Recently Viewed'. The dropdown menu lists four options: 'My Completed Inspections', 'My Scheduled Inspections', 'My Unscheduled Inspections', and 'Recently Viewed (Pinned list)'. The 'Recently Viewed' option is selected and has a blue checkmark. A red box highlights the dropdown menu and a red number '2' is next to it. Below the dropdown menu, a table of inspection items is visible. The table has columns for 'Inspection ID', 'Location', 'Inspection Type', and 'Status'. The first three items are: 1. INSP-00211, Valdez, REAC QA Internal, Public Housing, Ready for Review; 2. INSP-00100, Wytheville, REAC QA Internal, Multifamily, Ready for Review; 3. INSP-00069, Valdez, REAC QA Internal, Public Housing, In Review.

Inspection ID	Location	Inspection Type	Property Type	Status	
1	INSP-00211	Valdez	REAC QA Internal	Public Housing	Ready for Review
2	INSP-00100	Wytheville	REAC QA Internal	Multifamily	Ready for Review
3	INSP-00069	Valdez	REAC QA Internal	Public Housing	In Review



Not seeing Inspections?

1 | If you don't see any inspections in the default view, Click the arrow next to the **Recently Viewed** to select the **All Inspections** view (or **MFH Properties** view to see the Multifamily properties or **PH Properties** view to see the Public Housing properties). Use the pin icon to save the view as your default.



The screenshot shows a software interface with a dark teal header bar containing a home icon, 'Inspections', and 'Deficiencies'. Below the header, there is a red icon with a house and the text 'Inspections'. A dropdown menu is open next to 'Recently Viewed', showing a list of views: 'All Inspections', 'MFH Properties', 'PH Properties', and 'Recently Viewed (Pinned list)'. The 'Recently Viewed' option is selected and has a blue checkmark. To the right of the dropdown, there is a search bar labeled 'Search this list...' and several icons: a gear, a list view icon, a refresh icon, a share icon, and a filter icon. Below the search bar, there are three dropdown menus labeled 'Inspection St...', 'Inspection D...', and 'Inspection D...'. At the bottom of the interface, there is a message: 'You haven't viewed any Inspections recently. Try switching list views.'



Find an Inspection

Click a column heading to sort the list of inspections (optional).

	Inspection Name ▾	Development Name ▾	Inspection Vendor ▾
1	INSP-00049	Cordova	REAC QA Internal
2	INSP-00253	ASHLEY COLLEGETOWN I/Harris Homes V	REAC QA Internal
3	INSP-00097	JUNEAU	REAC QA Internal
4	INSP-00211	Valdez	REAC QA Internal
5	INSP-00100	Wytheville	REAC QA Internal

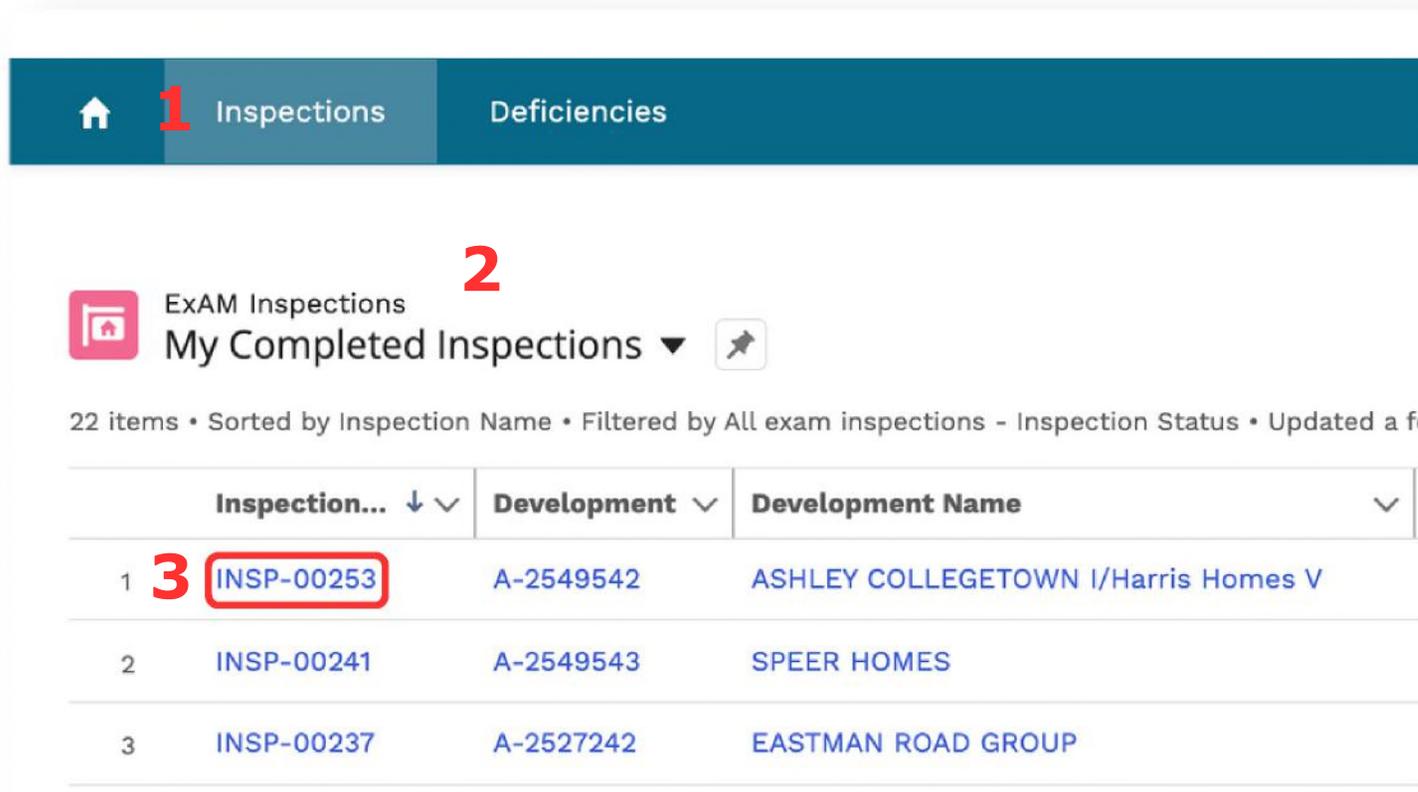


Access an Inspection

1 | Click the **Inspections tab**.

2 | Use the list views and column headings to **locate an inspection**.

3 | Click an **Inspection Name**.



The screenshot shows the 'Inspections' tab selected in the top navigation bar. Below the navigation bar, the page title is 'ExAM Inspections My Completed Inspections'. A red '2' is placed above the page title. Below the page title, there is a table with 22 items, sorted by Inspection Name. The table has three columns: 'Inspection...', 'Development', and 'Development Name'. The first row is highlighted, and the inspection ID 'INSP-00253' is circled in red, with a red '3' next to it. The second and third rows are also visible.

	Inspection... ↓	Development ↓	Development Name ↓
1	INSP-00253	A-2549542	ASHLEY COLLEGETOWN I/Harris Homes V
2	INSP-00241	A-2549543	SPEER HOMES
3	INSP-00237	A-2527242	EASTMAN ROAD GROUP



View Inspection Details



View development, vendor, and inspector information

Submit an inspection appeal

Inspection Name
INSP-00253

Inspection ID
GA006000930ND03

Development
[A-2549542](#)

Development Id
GA006000930

Development Name
[ASHLEY COLLEGETOWN I/Harris Homes V](#)

Inspection Unsuccessful Reason ⓘ
N/A

Occupancy Percentage

Appeal Reviewed/Rescore

Inspect No Earlier Than

Owner
[Amber Shimkus](#)

Inspection Vendor
[REAC QA Internal](#)

Number of Sample Buildings
1

Total Number of Buildings
1

Min Num of Buildings Required to Inspect
1

Total Num of Sample Buildings Inspected
1

Number of Sample Units
13

Total Number of Units
19

Min Number of Units Required to Inspect
13

Submit Appeal

NSPIRE Inspection Report

Generate Inspection Report

ExAM Deficiencies (6+)

Deficien...	Correctiv...	Status	Appeal?
QR-18454	N/A	Acknowle...	<input checked="" type="checkbox"/>
QR-18493	30 days	Acknowle...	<input checked="" type="checkbox"/>
QR-18622	24 hours	Acknowle...	<input checked="" type="checkbox"/>
QR-18496	24 hours	Acknowle...	<input checked="" type="checkbox"/>
QR-18500	30 days	Acknowle...	<input checked="" type="checkbox"/>
QR-18526	30 days	Acknowle...	<input checked="" type="checkbox"/>

[View All](#)

Review inspection data

Access related deficiencies



Access a Deficiency

1 | Click the **Deficiencies tab**.

2 | Use the **list views, column headings, or search bar** to locate a deficiency.

3 | Click a Deficiency **Name**.

Deficiencies can be accessed from an inspection record or the Deficiencies tab.

1 item • Updated a few seconds ago

	<input type="checkbox"/> Deficiency Name	Development	Building Address	D...	Locati...	Room/Location	S
1	<input type="checkbox"/> QR-18493	A-2549542	NA - 385 Legacy Drive Atlanta GA NA		Inside	Kitchen	A



View Deficiency Details

View deficiency details, location, comments, history, and status

ExAM Deficiency
QR-18493

Deficiency Information

Deficiency Name

QR-18493

NSPIRE Health & Safety

Moderate

Deficiency Details

Cabinet components are damaged or missing.

Development

[A-2549542](#)

Development Id

GA006000930

Development Name

[ASHLEY COLLEGETOWN I/Harris Homes V](#)

Deficiency Location

[A-2550888](#)

Deficiency Location Address

385 Legacy Drive

Room/Location

Kitchen

HUD Appeal Rejection Reason

Mitigation

Date/Time Mitigated

Date/Time Mitigation Submitted

Deficiency Mitigation Reported By

Mitigation Details

Appeal Information

Appeal?

Appeal Date

5/4/2023

Appeal Status

Appeal Rejected

Status

Acknowledged/Unmitigated

Corrective Timeframe

30 days

Deficiency Comments

Missing hinge on kitchen cabinets

Building Address

NA - 385 Legacy Drive Atlanta GA NA

Location (Unit/Inside/Outside)

Inside

View deficiency images and mitigation evidence

Review mitigation and appeal details

Property Appeal Reason

Factors not reflected in score

Property Appeal Comments

Cabinets for all units are being replaced on 5/8

HUD Appeal Comments

Please provide the order or invoice as evidence

+ Follow

Edit

Submit Evidence of Mitigation

ExAM Deficiency History (6+)

Date	Field	User	Original V...	New Value
5/4/202...	Appeal St...	Calliope ...	Appeal in...	Appeal R... <input type="text"/>
5/4/202...	HUD App...	Calliope ...		Please pr... <input type="text"/>
5/4/202...	Appeal St...	Leila Swe...	Not Appe...	Appeal in... <input type="text"/>
5/4/202...	Appeal D...	Leila Swe...		2023-05-... <input type="text"/>
5/4/202...	Appeal?	Leila Swe...	<input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="text"/>
5/4/202...	Property ...	Leila Swe...		Cabinets ... <input type="text"/>

[View All](#)

Approval History (0)

Notes & Attachments (1)

[Upload Files](#)

Mobile App Image - 89-...
May 4, 2023 • Attachment

[View All](#)

Below you will find the Chatter widget. This widget is used to facilitate communication between the property and Field Office representative. Click on the "Share an Update" box to begin typing your message, and make sure you tag your representative by typing @ followed by their name! You can even include attachments in your message. You will receive an email when they reply!

Post

Share an update...

[Share](#)

Sort by:

Most Recent Activity

Search this feed...



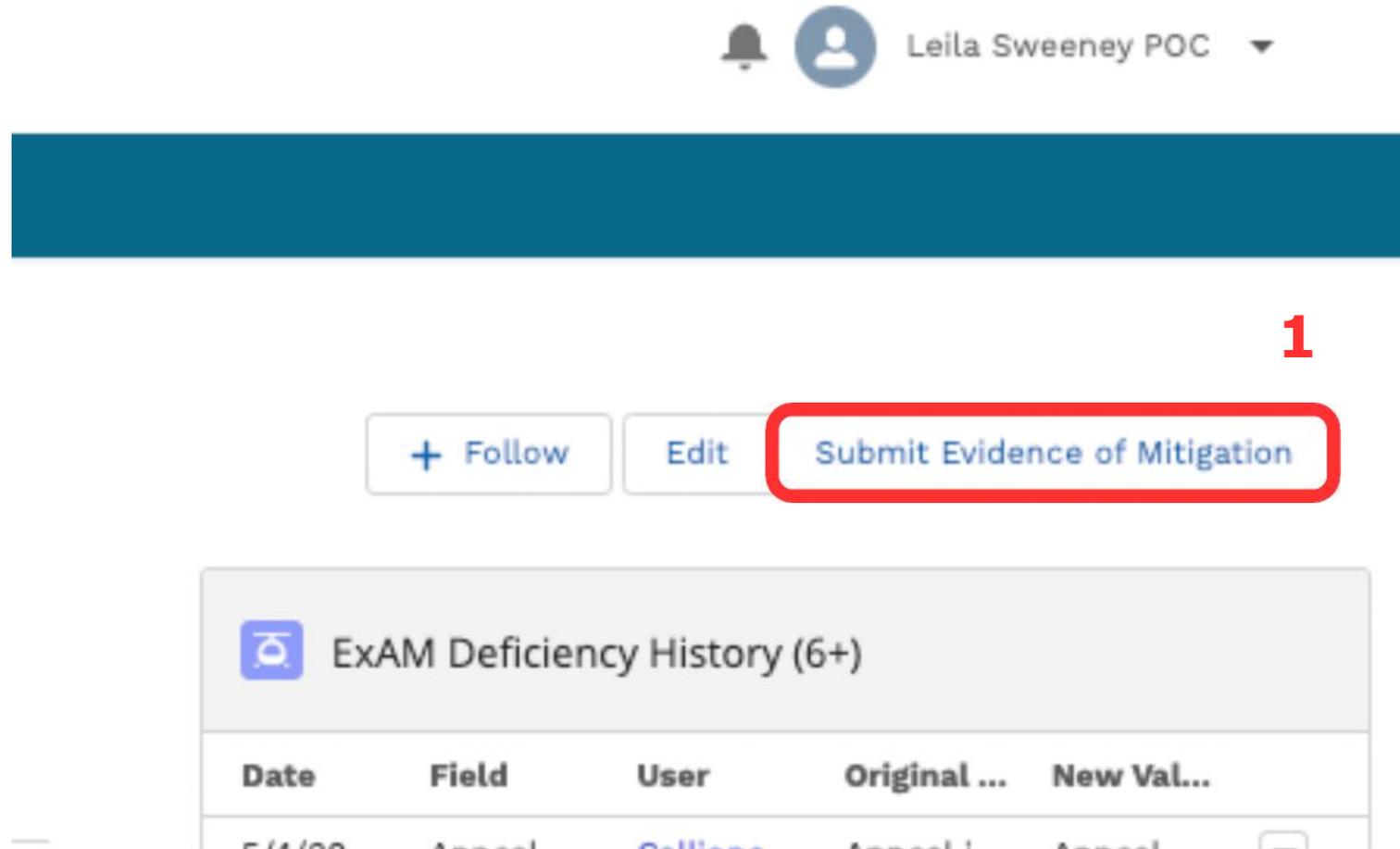


SUBMIT EVIDENCE OF MITIGATION



Submit Evidence of Mitigation

1 | Click **Submit Evidence of Mitigation** on a deficiency record.



The screenshot shows a user interface for a deficiency record. At the top right, there is a notification bell icon, a user profile icon, and the name "Leila Sweeney POC" with a dropdown arrow. Below this is a large teal rectangular area. Underneath the teal area, there are three buttons: "+ Follow", "Edit", and "Submit Evidence of Mitigation". The "Submit Evidence of Mitigation" button is highlighted with a red rounded rectangle, and a red number "1" is positioned above it. Below the buttons is a section titled "ExAM Deficiency History (6+)" with a blue icon. Underneath this title is a table with the following columns: "Date", "Field", "User", "Original ...", and "New Val...". The first row of the table shows the date "5/4/20", the field "Appeal", and the user "Collins".

Date	Field	User	Original ...	New Val...
5/4/20	Appeal	Collins	Appeal:	Appeal



Submit Evidence of Mitigation

2 | Add the following information in the pop-up window:

a | Date/Time Mitigated.

Click the calendar and clock icons to adjust the date and time.

b | Mitigation Details.

Add comments in the text field.

c | Evidence of Mitigation.

Click Upload Files, or drag and drop files from your device.

The screenshot shows a web form titled "Submit Evidence of Mitigation". It contains three main sections:

- *Date/Time Mitigated:** A date field showing "May 10, 2023" with a calendar icon, and a time field showing "9:30 AM" with a clock icon. A red letter "a" is placed to the right of the time field.
- *Mitigation Details:** A text area containing the text: "We replaced the cabinet hinges the day after the inspection. Please see the invoice and photos attached." A red letter "b" is placed to the right of the text area.
- Evidence of Mitigation (REQUIRED):** A dashed box containing an "Upload Files" button with an upward arrow icon and the text "Or drop files". A red letter "c" is placed to the right of this section.

A blue "Next" button is located at the bottom right of the form.



Submit Evidence of Mitigation

3 | Click **Next**.

Uploaded files and images will appear under **Notes and Attachments**.

Submit Evidence of Mitigation

*Date/Time Mitigated
May 10, 2023 9:30 AM

*Mitigation Details
We replaced the cabinet hinges the day after the inspection. Please see the invoice and photos attached.

Evidence of Mitigation (REQUIRED)

[Upload Files](#) Or drop files

3 [Next](#)

Notes & Attachments (2) [Upload Files](#)

Door Hinge Invoice for... May 8, 2023 • 804B • pdf	Mobile App Image - 8... May 4, 2023 • Attachment
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[View All](#)





MANAGE INSPECTION APPEALS

Section Two

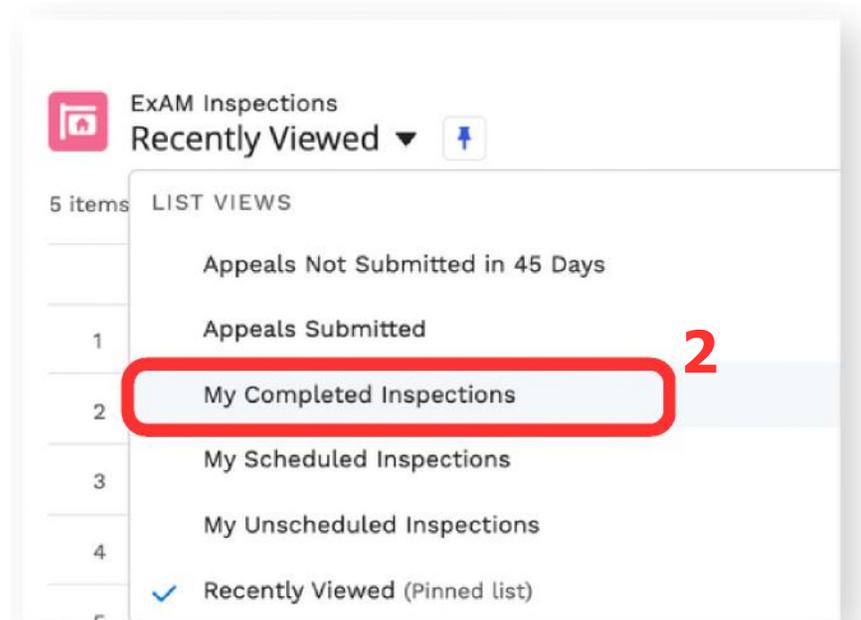


Submit an Appeal

1 | Click the **Inspections** tab.



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



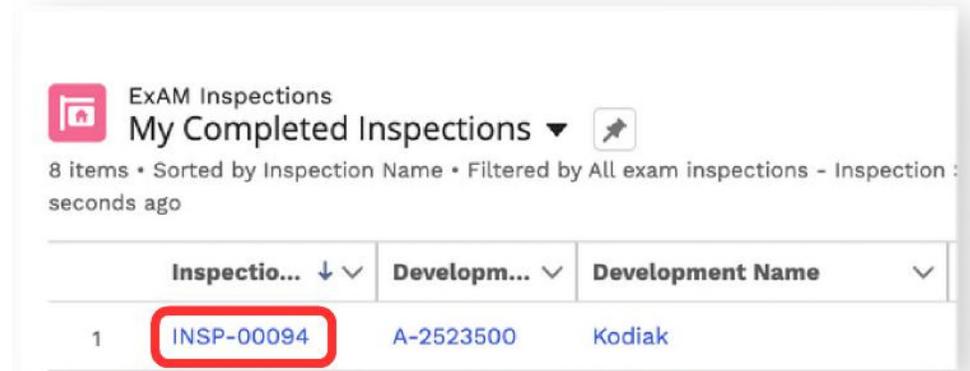
NOTE: This list view shows all inspections with an Inspection Stage of **PI Completed, Ready for Review, or In Review.**

An inspection must have an Inspection Stage of **Ready for Review** to be eligible for appeal.



Submit an Appeal

3 | Click an **Inspection Name** to access the inspection record.



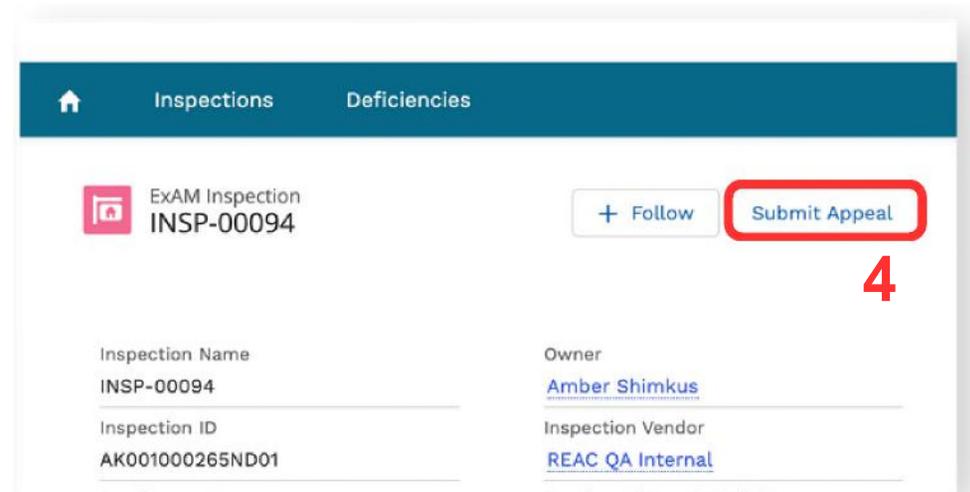
ExAM Inspections
My Completed Inspections ▾

8 items • Sorted by Inspection Name • Filtered by All exam inspections - Inspection : seconds ago

	Inspectio... ▾	Developm... ▾	Development Name ▾
1	INSP-00094	A-2523500	Kodiak

3

4 | Click **Submit Appeal** on the inspection record.



ExAM Inspection
INSP-00094

+ Follow **Submit Appeal**

Inspection Name	Owner
INSP-00094	Amber Shimkus
Inspection ID	Inspection Vendor
AK001000265ND01	REAC QA Internal

4



Submit an Appeal

5 | **Select all the deficiencies** you wish to appeal.
6 | **Click Next.**

Submit Appeal

Please select the deficiencies that you would like to review, then click **Next**. You will be able to add or delete the selected deficiencies on the next screen.

<input type="checkbox"/> Deficiency...	Appeal?	Appeal Status	Property Appeal Re...	Pro
<input checked="" type="checkbox"/> QR-7903		Not Appealed		
<input checked="" type="checkbox"/> QR-7907		Not Appealed		
<input checked="" type="checkbox"/> QR-7910		Not Appealed		
<input type="checkbox"/> QR-7913		Not Appealed		

6

Total Number of Units



Submit an Appeal

7 | Check the box next to **Appeal?**

8 | Select an **Appeal Reason** from the picklist.

9 | Enter **Property Appeal Comments**.

NOTE: This text box has a 255 character limit.

Submit Appeal

Please enter an Appeal Reason and comments for the following deficiency. If you would like to remove the deficiency, uncheck the Appeal Checkbox and click Next.

Deficiency Name: QR-7907
Deficiency Details: Auxiliary lighting fails to illuminate when tested.

Appeal? **7**

* Appeal Reason **8**
Non-existent deficiency

* Property Appeal Comments **9**
We tested this later that same day and it was working fine. Please take this off the

Attachment **9**
 Or drop files



Submit an Appeal

10 | Upload at least one **supporting document** for each appealed deficiency.

One file can be uploaded at a time.

NOTE: You can upload a maximum attachment size of 2 gigabits.

Acceptable file types include docx., pdf., ppt., pptx., xls., xlsx., gif, jpg, and png.

Submit Appeal

Please enter an Appeal Reason and comments for the following deficiency. If you would like to remove the deficiency, uncheck the Appeal Checkbox and click Next.

Deficiency Name: QR-7907
Deficiency Details: Auxiliary lighting fails to illuminate when tested.

Appeal?

* Appeal Reason
Non-existent deficiency

* Property Appeal Comments
We tested this later that same day and it was working fine. Please take this off the

Attachment
 Or drop files **10**



Submit an Appeal

11 | Click **Next**.

12 | **Repeat steps 7-11** to add appeal information for each selected deficiency.

Submit Appeal

Please enter an Appeal Reason and comments for the following deficiency. If you would like to remove the deficiency, uncheck the Appeal Checkbox and click Next.

Deficiency Name: QR-7907
Deficiency Details: Auxiliary lighting fails to illuminate when tested.

Appeal?

* Appeal Reason
Non-existent deficiency

* Property Appeal Comments
We tested this later that same day and it was working fine. Please take this off the

Attachment
 Or drop files

11



Submit an Appeal

13 | When you are finished adding appeal information, click **Save** (recommended).

The system confirms your submission and calculates the last possible appeal date for the inspection.

IMPORTANT: Only click **Submit to HUD** when you have added and reviewed *all* deficiencies that you wish to appeal.

You cannot edit your appeal once it has been submitted.

Submit Appeal

Would you like to save or submit the appeal to HUD?

NOTE: Once you submit, you will no longer be able to modify the appeal.

13

Submit Appeal

Your appeal has been saved. Reminder, you need to submit the appeal by April 29, 2023.



Submit an Appeal

The Inspection Appeal Stage changes from **Not Appealed (default)** to **Appeal in Progress - Not Submitted** if appeal information has been entered and saved for at least one deficiency.

When an appeal is submitted to HUD, the Inspection Appeal Stage changes to **Appeal Submitted**.

▼ Appeal Information

Inspection Appeal Stage

Appeal in Progress - Not Submitted

▼ Appeal Information

Inspection Appeal Stage

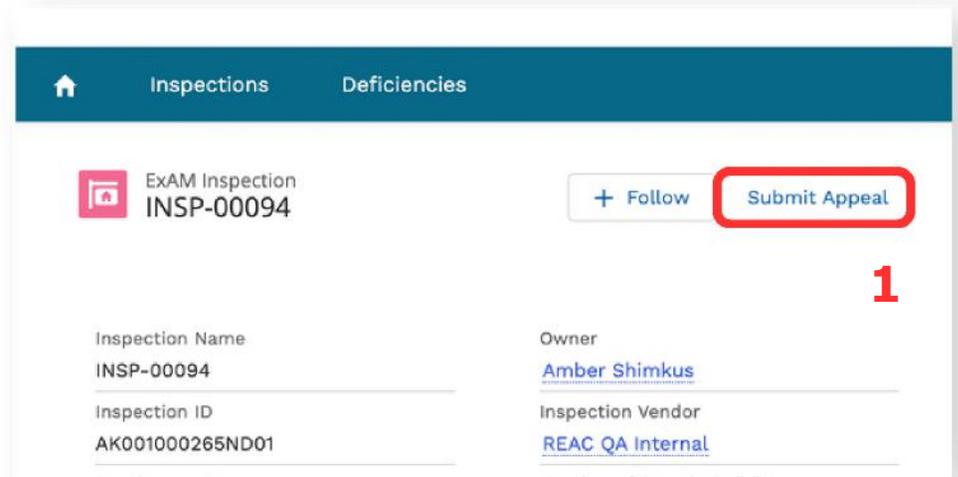
Appeal Submitted



Edit Appeals

If you have saved at least one appealed deficiency, click Submit Appeal to **add** more deficiencies; **review and modify** existing deficiencies; and/or **delete** deficiencies from the appeal.

1 | Click **Submit Appeal**.



The screenshot displays a web application interface for managing inspections. At the top, there is a navigation bar with a home icon and two tabs: 'Inspections' and 'Deficiencies'. Below the navigation bar, the main content area shows an inspection card for 'ExAM Inspection INSP-00094'. To the right of the inspection name, there are two buttons: '+ Follow' and 'Submit Appeal'. The 'Submit Appeal' button is highlighted with a red rectangular border, and a large red number '1' is positioned to its right. Below the inspection name, there is a table with two columns: 'Inspection Name' and 'Owner'. The 'Inspection Name' column contains 'INSP-00094' and 'Inspection ID' with the value 'AK001000265ND01'. The 'Owner' column contains 'Amber Shimkus' and 'Inspection Vendor' with the value 'REAC QA Internal'. The table rows are separated by horizontal lines.

Inspection Name	Owner
INSP-00094	Amber Shimkus
Inspection ID AK001000265ND01	Inspection Vendor REAC QA Internal



Edit Appeals

2 | **Select each deficiency** you would like to review or add. 3 | **Click Next.**

Submit Appeal

Please select the deficiencies that you would like to review, then click Next. You will be able to add or delete the selected deficiencies on the next screen.

Deficiency...	Appeal?	Appeal Status	Property Appeal Reas...
<input checked="" type="checkbox"/> QR-10662	✓	Appeal in Progress	Factors not reflected in score
<input checked="" type="checkbox"/> QR-10688	✓	Appeal in Progress	Modernization/rehab wor in progress
<input type="checkbox"/> QR-10722		Not Appealed	
<input type="checkbox"/> QR-10775		Not Appealed	

Next

2

3



Edit Appeals

4 | Change the Appeal Reason and Appeal Comments as desired, and/or upload additional documents.

5 | Click **Next** to continue editing the selected deficiencies.

6 | Click **Save**, or Submit to HUD if you are done making changes to all of your appealed deficiencies.

The image shows two screenshots of a web form titled "Submit Appeal".

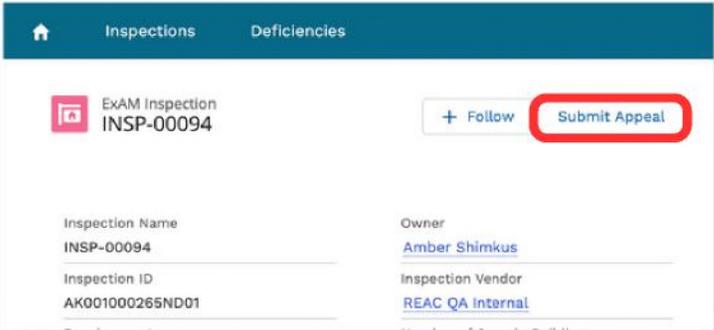
The top screenshot shows the form with a red box highlighting the "Appeal Reason" dropdown menu (containing "Adverse conditions beyond control" and a red "4") and the "Property Appeal Comments" text area (containing "We have a company coming out to pump this water tomorrow"). Below the text area is an "Attachment" section with an "Upload Files" button and "Or drop files" text. At the bottom right, the "Next" button is highlighted with a red box and a red "5".

The bottom screenshot shows the same form with a different question: "Would you like to save or submit the appeal to HUD?". Below this is a note: "NOTE: Once you submit, you will no longer be able to modify the appeal." At the bottom right, the "Save" button is highlighted with a red box and a red "6".



Delete Appeals

1 | Click **Submit Appeal**.

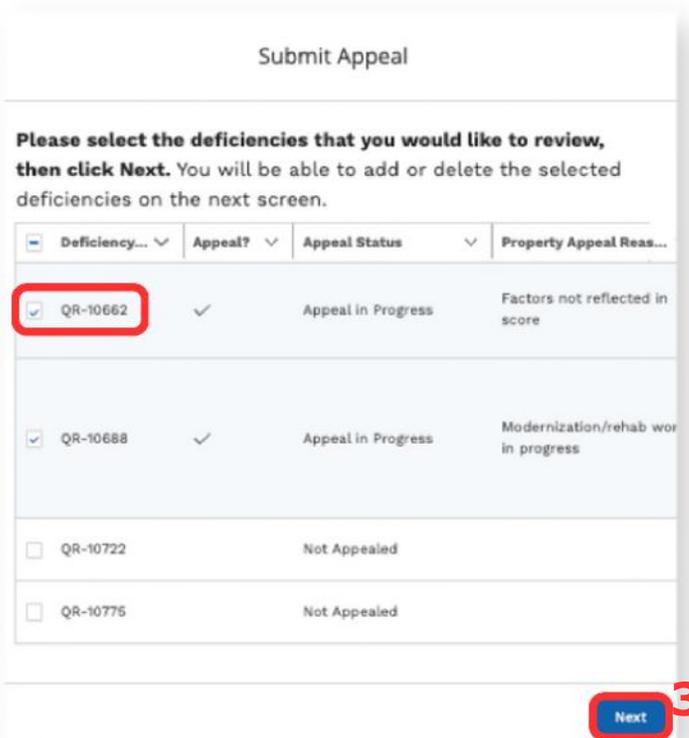


ExAM Inspection
INSP-00094

+ Follow Submit Appeal

Inspection Name: INSP-00094
Owner: Amber Shimkus
Inspection ID: AK001000265ND01
Inspection Vendor: REAC QA Internal

2 | **Select each deficiency** you wish to delete.



Submit Appeal

Please select the deficiencies that you would like to review, then click Next. You will be able to add or delete the selected deficiencies on the next screen.

Deficiency...	Appeal?	Appeal Status	Property Appeal Reas...
<input checked="" type="checkbox"/> QR-10662	✓	Appeal in Progress	Factors not reflected in score
<input checked="" type="checkbox"/> QR-10688	✓	Appeal in Progress	Modernization/rehab wor in progress
<input type="checkbox"/> QR-10722		Not Appealed	
<input type="checkbox"/> QR-10775		Not Appealed	

Next

3 | Click **Next**.



Delete Appeals

5 | Uncheck the **Appeal?** checkbox.

6 | Click **Next**.

7 | Click **Save**, or **Submit to HUD** if you are done making changes to all of your appealed deficiencies.

Please enter an Appeal Reason and comments for the following deficiency. If you would like to remove the deficiency, uncheck the Appeal Checkbox and click Next.

Deficiency Name: QR-8026

Deficiency Details: Obstructed egress on a building 3 stories or less.

Appeal? **5**

* Appeal Reason

Factors not reflected in score

* Property Appeal Comments

Tenant was going on vacation and had their suitcases stacked against the door.

Attachment

[Upload Files](#) Or drop files **6**

Previous

Next

Submit Appeal

Would you like to save or submit the appeal to HUD?

NOTE: Once you submit, you will no longer be able to modify the appeal.

Save

Submit to HUD **7**

