

TIG Summary of REAC Protocol Changes:**Please note:**

This document is a simple compilation of changes released for immediate implementation on 8/26/02 by HUD REAC. We still have questions on a number of things in this document and hopefully someday will get REAC to answer them (but don't hold your breath). It will be updated as we get new answers – so check the date version frequently for updates. Yellow highlighting has been added for emphasis to point out major changes.

So here comes the disclaimer: THIS IS NOT A HUD REAC CREATED, APPROVED, AUTHORIZED, BLESSED OR ANY OTHER WAY EVEN ACKNOWLEDGED DOCUMENT. THIS IS A DOCUMENT THAT THE INSPECTION GROUP HAS CREATED FOR THE USE OF OUR CLIENTS, FRIENDS, AND THOSE THAT ARE BOTH. THE INSPECTION GROUP ASSUMES NO, NOR WILL ACCEPT ANY, LIABILITY FOR ANY INFORMATION WRITTEN IN THIS DOCUMENT, SO USE AT YOUR OWN RISK. IN ADDITION, WE WILL NOT TOLERATE ANY SLANDER OR CHARGES THAT OUR WORDING HAS CAUSED ANY DAMAGE TO ANYONE ELSE THAT IS TRYING TO TAKE ADVANTAGE OF THE HELPFUL SPIRIT WE EXPRESS IN EVEN PROVIDING THIS DOCUMENT TO THE PUBLIC. BY OPENING AND READING THIS DOCUMENT YOU READILY ACCEPT THESE TERMS. So there. Enjoy and we hope you learn something. If you have questions/concerns/confusion (why should you be any different?), feel free to contact us.

Professional Common Sense: “A common sense approach that requires inspectors to exercise sound, practical, and prudent judgment based on their physical inspection training and experience. Professional common sense should be applied in conjunction with REAC guidance.”

Participant information: Must have three persons listed. For PIH, one must be “Owner/PHA”. For Multifamily properties, two must be “Owner” and “Management Agent”.

Weather: **No more snow rule**, anything unobserved due to snow coverage is to be entered as NOD.

Property Verification: Must verify property, participant, **certificates**, and area measurements prior to generating sample, including boiler & elevator certificates.

Scattered Site (SS) verification: If any one SS buildings contain more than 4 units, it must be verified prior to generating the inspection sample, otherwise, they don't need verified prior to generating inspection sample. However, all SS buildings must be verified during the inspection.

Buildings:

Defined: “An individual building is any structure that has a contiguous roofline, a permanent foundation, enclosed on all sides” (an overhead garage door is considered the fourth wall) and have one utility servicing it. “For the purpose of clarification, a contiguous roof does not necessarily have the same roofline elevation.

- Attached storage shed/garage/carport is designated for specific units, inspect it and enter defects with building and **unit**;
- Attached storage shed/garage/carport not designated for specific units, inspect as common area for building;
- Detached storage shed/garage/carport is designated for specific units, inspect it and enter defects with building and **unit**;
- Detached storage shed/garage/carport not designated for specific units, inspect as a common building.

Permanently off line buildings: Vacant building to be demolished, to be entered as un-inspectable and are not to be inspected.

Temporarily off line buildings: Vacant building that is being renovated. If complete building is vacant, enter bldg as un-inspectable and go to next alternate building.

Sample unit list: REAC Inspectors are not to give the list of units in sample to the property staff unless the property has individual unit keys.

Non-Revenue Units: manager or caretaker units are to be included in the total number of units and may be included in the sample.

Altered Units: permanently off line units. Units converted into offices, storage rooms, etc... are not to be included in list of units, and are to be inspected as common areas.

Sample generation: Has not changed since 9/21 software update. Unless the inspector changes the property profile in any way, the same samples will be generated at properties inspected after 9/21.

Work in progress: Work being performed during the inspection is to be entered as a defect. Ask the inspector to note that a contractor was on site during the inspection performing work. Property must appeal defects for point adjustment.

Component operation: any device that requires manipulation from inspector, that he is not familiar with (doors/windows/etc...), inspector must allow escort to assist in showing how component operates and make proper entry accordingly.

Site:

Scattered Sites: All sites must be inspected for Site defects, including parking lots & sidewalks.

Fences: Perimeter fences around property utilized as a security fence are to be inspected even if property doesn't own them. Property needs to appeal for score adjustments.

Grounds: Unintended vegetation must be causing adverse effect on property or impact use of property - meaning no level 2 defect anymore for penetrating vegetation. But vegetation that impedes the use of a sidewalk, etc... can be a level 2 or 3 defect, as applicable.

Play Areas: Park benches located only in play areas are to be included in defect calculation.

Walkway/Steps: Defects on unit concrete slab porches or entry stoops are to be entered here. Measurements should also be added to sidewalk measurements.

Building Exterior:

Doors:

- For any sample building without sample units, that has unit entry doors on the exterior of the building, defects are to be entered under building exterior.
- Two types of entry doors:
 - exterior to interior common areas;
 - exterior to interior of units.
- In a single family home, entry door defects are entered under Units and Doors on Building Exterior are entered as N/A.
- Disregard note in defect definition that states 'This does not include units doors'.

Foundations: Cracks/Gaps applies to both foundation walls and (structural slab) floors.

Lighting: When switched from within unit, fixtures are not to be inspected for building exterior.

Windows: In sample buildings that have sample units all window defects are to be entered under applicable common areas & units (except window screens). In sample without any sample units, all window defects are only to be entered on Building Exterior.

GFI: Inoperable GFIs are to be entered under Building Exterior, H&S/Hazards, Other. This is not a scored defect.

Building Systems:

Electrical system:

- Exterior: All exterior components on the property side of the meter are to be inspected. All electrical boxes with openable doors are to be opened during the inspection. The inspector may use his professional judgment and actually only open a representative sample of box covers. Locked box covers are not a defect if the escort can quickly provide access. Plastic tie wraps are not considered locked. All other boxes, such as timer and disconnect boxes are not to be inspected if special tools are required, and no defects are to be entered. If boxes are designed to not have interior covers over electrical connections, no defect is to be entered for exposed connections.
- Interior: All interior panel doors are to be opened and inspected. If property staff can quickly provide access, no defect is to be entered. All boxes, including timer and disconnect boxes, are to be inspected. If boxes are designed not to have interior covers over electrical connections, no defect is to be entered for exposed connections.
- The main electrical panel that services the entire building should be recorded under Building System. All other sub-panels or electrical panels are to be recorded under the appropriate common area or unit location.

Fire extinguishers:

- Only persons authorized by local fire authorities may certify fire extinguisher tags. If property staff can't provide some kind of documentation of authorization to REAC inspector, then all extinguishers are to be entered as defective accordingly.
- Units are not required to have a fire extinguisher on each level.
- If building is not required to have extinguishers and there is no evidence they are supposed to be present (i.e. no empty brackets) it is not a defect.
- All present extinguishers, including resident owned extinguishers, are to be inspected.
- Inspector needs to keep track of number of extinguishers to calculate % defective. % defective will be calculated from all present total extinguishers present in common areas and sample units. Property does not need to offer to inspector, but should know how many extinguishers are present in common areas and units to assist inspector on the correct defect level.
- Defect definition has changed, as in bolded text below.

was:

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.

is now:

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 individual buildings, regardless of the number of fire control systems**, 5-10% of the fire extinguishers are missing, damaged, or expired.

Level 3: **For all individual buildings, regardless of the number of fire control systems**, 10% of the fire extinguishers are missing, damaged, or expired.

-OR-

For all individual buildings, regardless of the number of fire control systems where extinguishers are installed in common areas on each floor, there is not an operable/non-expired fire extinguisher on each floor. **Only if there is a evidence they are supposed to be present**

Fire hoses:

- Inspector is to change definition wording to replace the % of 'extinguishers' with 'fire hoses' for determining defect level.
- Do not require inspection tags.

Elevator: All covers must be installed on elevator control systems if they were designed to have covers.

Units:

Access: all closets, rooms, patios, balconies are to be accessed during inspection. Property staff must move components blocking access for inspector or inspector is to determine unit as uninspectable and select an alternate unit (no bedroom doors key locked!)

Utilities turned off: If the local utility company turns off any utility system in a sample unit, inspector is to enter the unit as uninspectable by selecting 'Other Hazard', note in that unit's comment area which utility is turned off, and select an alternate unit. Exception: in non-PHA properties the unit is still inspected and proper defects entered if property has greater than 15% vacancy rate.

Exterior storage rooms: Exterior storage rooms are to be inspected and interior defects are to be entered under appropriate Unit.

Bath & kitchen exhaust fans: If building is serviced by a building ventilation system, and building roof fans have failed, they are a Building System, Exhaust System, Roof Exhaust Fans Inoperable defect, and not for each affected unit individually.

Call for aid: String must be present, fully extended, and not blocked. As a rule of thumb, most inspectors are using 18" from floor as the required length. However, if all strings are consistently less than 18" from floor, the inspector should use 'professional common sense'.

Ceilings & walls: Smoke, grease, or dirt that can be washed off, is not to be considered 'deteriorated paint'. However, ghosting is still to be considered a defect. Consider having a rag with cleanser to show inspector that it can be washed off.

Doors:

- Closed: Only property staff or residents are to open closed doors within units.
- Seals:
 - Doors with factory-installed seals are only to be inspected. If resident or property staff has installed after market seals, they are not to be inspected.
 - If light is observed around an entry door and seal is in good condition, it is not a seal defect, but a defect for frame or hardware because the door is not closing properly to close on the seal.
- Surfaces: if a majority of doors within a unit are painted/varnished, then any unpainted/unvarnished door is a level 3 defect.
- Hardware:
 - Locks are not required on interior unit doors, but if present... Exceptions: 504 units are allowed to have missing locks; & PHAs are allowed to have missing or damaged bedroom locks (not knobs, not baths). However, property must be consistent - meaning all bath/bedrooms must have the same passage/privacy locks through the property.
 - Double cylinder deadbolts (deadbolts that need a key to lock/unlock deadbolt from inside and outside of unit) are a H&S, Emergency/Fire Exits, Blocked/Unusable defect on third or lower floors, even if key is in deadbolt.
 - Door closers and spring-loaded hinges on any door must close and latch completely.
 - Sliding doors to patios/balconies are considered unit entry doors. However, a stick is an acceptable door lock only for sliding doors. If the stick is not installed, it must be in visible proximity and installed by inspector to ensure it can be secured.
- Missing:
 - Applies if any door is not installed, even if door is in immediate area.
 - Double doors that serve one door entrance are considered to be only one door missing if either one or both doors are missing.

GFI: GFI breakers inside electrical panels are to be tested using the test/reset function on the GFI breaker.

Floor covering damage: Stains only apply to level 1.

Water heater extension tubes: Now must be within 18" of floor.

Kitchen

- Countertops: Surface chips are not a defect.
- Exhaust fans: If building vent in kitchen is intentionally blocked, a level 3 defect is to be entered, unless there is a window in the kitchen (not applicable to baths).
- Gas stoves: If a burner is not functioning, the escort should be given opportunity to re-light pilot. If all burners are operable after re-lighting pilot, a level 1 defect applies. If the burner still does not function, or escort opts not to try to re-light pilot, a level 2 or 3 is to be entered as applicable.

- Ovens: Oven seal must be in good shape, and all knobs should be present.

Laundry tub faucets: Leaking faucets are not a defect.

Dryer vent: If a dryer filter box is properly installed on an electric dryer, it is not a defect.

Lights: Each room must have a working light. If a ceiling/wall fixture bulb is burned out or missing; or a tabletop lamp is not plugged in the switched outlet, is missing a bulb, or has a burned out bulb, the escort must install working bulb to avoid defect entry.

Porch/balcony: Unit defects apply to porch/balcony ceilings, walls, etc...

Smoke detectors: Must be working on each living level. Living level is defined as areas where residents spend the majority of their time.

Walls, Trim:

- Defect applies to one wall surface (same in common areas).
- Applies to missing trim, not just damaged or deteriorated.
- Applies to door casing.

Windows:

- All windows must be tested escort must make blocked windows accessible for inspector. Otherwise, unit is uninspectable and an alternate is to be selected (same in common areas).
- A stick is an acceptable lock. If the stick is not installed, it must be in visible proximity and installed by inspector to ensure it can be secured.
- Operation: if the window does not operate/lock and has other operable/lockable windows in area, level 1 defect. If not, and this windows is the second egress route from room it is level 3 and H&S, Emergency/Fire Exits, blocked/unusable defect - only on 3rd floor or lower. If above 3rd floor, only a level 3 defect applies. All ground level or exterior accessible windows must have operating locks. Otherwise, windows designed without locks are not required to have locks.

Common Areas:

Doors:

- For any sample building without sample units, that has unit entry doors in a hallway area, defects are to be entered under common area, halls/corridor/stairs, doors. (And on unit doors, defects will be a level 3!)
- For doors leading from one common area to another are not entry doors.
- Porch/patio/balcony sliding doors are considered entry doors.

Smoke detectors: Although they are not required in common areas, but if it is there it must work, unless 2 or more smoke detectors are on the same level in visible proximity at least one of the smoke detectors must function.

FHEO - 36" wide hallways: Only applies to buildings with elevator(s), otherwise n/a, still not scored.

Lighting: If escort shows inspector that fixture works, it is not to be included in defect % calculation. Inoperable bulbs are still not a defect.

Trash Collection Areas:

- Any failed trash chute component is a Level 3 (was level 2).
- If chute is inside a separate room, damage to door/wall/floor/etc... are to be recorded in common area, halls/corridor/stairs, doors.

Health and Safety:Blocked/Unusable exits:

- Only applies to third floor or lower.
- Window a/c units, furniture, etc... blocking second route of egress from room, on third floor or lower, is a defect. However, inspector can use professional common sense to judge if resident can climb over or move items blocking route by taking into account resident population of property/unit.
- Disregard wording in definition: 'does not apply to units'.

Flammable Materials:

- Oil stored in elevator rooms is a deficiency.
- Gasoline powered equipment, with gasoline in fuel tank, stored in a building's basement is still a deficiency.