

# PHASE II PROTOCOL

## Structure

1. Phase II is a three day UPCS field training conducted for three days in a row in one week. The first two days are “field” training and the third day is a “field” exam. The two days of field training may consist of either one or two property inspections, at the discretion of PASS QA Scheduling. The third day, which is the exam, will be a separate inspection.

- Day 1 Field Training. A PASS QA inspector will provide field training while the conditionally certified UPCS inspector conducts the inspection. Every effort will be made to train the inspector candidate on all aspects of a UPCS inspection, including, but not limited to, profile verification, sample generation, inspection of all five inspectable areas, and completion of the EH&S certificate, if applicable.
- Day 2 Field Training. A PASS QA inspector will continue to provide field training while the conditionally certified UPCS inspector conducts the inspection. Again, every effort will be made to train the inspector candidate on all aspects of a UPCS inspection, including, but not limited to, profile verification, sample generation, inspection of all five inspectable areas, and completion of the EH&S certificate, if applicable.
- Day 3 Field Exam. A PASS QA inspector will conduct a final exam evaluating the conditionally certified UPCS inspector candidate’s ability to conduct a REAC inspection independently and without QA assistance. No training is provided. The inspector candidate will be evaluated on all aspects of conducting an inspection in accordance with the UPCS inspection protocol, which includes, but is not limited to, profile verification, sample generation, inspection of all five inspectable areas, and completion of the EH&S certificate if applicable. Inspector candidates will be rated as “Within Standard” or “Outside Standard” based on the PASS QA CQA review procedures.

2. All Phase II UPCS inspections must be conducted in the presence of a PASS QA inspector. Any inspection that is not conducted in the presence of a PASS QA inspector will be rejected and the Phase II candidate will automatically fail Phase II.

3. PASS QA staff must approve the properties that will be inspected in Phase II and the order in which inspections will be conducted. This is the official schedule and must be followed. Any modification to the schedule after it is sent to the inspector candidate by PASS QA must be approved by PASS QA. If a PASS QA Phase II trainer notices any deviation in the schedule on site or from reviewing the REAC Scheduler, the QA Phase II trainer will contact PASS QA management prior to permitting the inspector candidate to start an inspection.

4. The Phase II field exam rating is not appealable.

## Process

1. To begin Phase II, you must immediately identify a minimum of five possible properties for your Phase II inspections. Each of the properties you propose for Phase II must meet all criteria described in Phase I training, including being of the size for you to be trained and tested on all five inspectable areas (i.e., site, building exterior, common areas, building systems and dwelling units) and to permit you to complete each inspection in one inspection day.

2. After identifying the proposed properties, immediately contact the PASS QA Scheduler, Michele Schmidt, via email, and provide her with all of the following information.

- A. Your name
  - B. Your phone numbers and the email address where you can be reached by PASS QA staff
  - C. Your M number (Inspector ID #)
  - D. The inspection ID numbers
  - E. The names and ID numbers of the properties
  - F. The property addresses
  - G. The number of buildings and number of units at each property
3. Send this email to: **Michele.P.Schmidt@hud.gov** AND **William.C.Wong@hud.gov**
4. The title (subject) of the email must read: *1st Inspection – Your name, Your M ID number – Phase II request.*
5. Copy PASS Training division on the email at: **REAC\_PASS\_Regstr@hud.gov**
6. Inspections are not to be scheduled with any property until PASS QA Scheduling confirms the properties with you in writing. At that time, you must follow the PASS QA Scheduler's instructions when making contact with the properties.
7. For all inspections, the time and date MUST be *mutually* agreed upon with PASS QA and the property. It is against UPCS protocol to dictate the day and time of an inspection to a public housing agency or to a property representative.
8. You are responsible for downloading the proper version of the inspection software – the Production version – in order to conduct the inspections. You may do this by going to the following web page. This link can be copied and pasted into your browser.
- [http://www.hud.gov/offices/reac/products/pass/trnpage23\\_after\\_class.cfm](http://www.hud.gov/offices/reac/products/pass/trnpage23_after_class.cfm)
9. You also are responsible for entering the correct information about the inspection accurately in the REAC Scheduler in HUD Secured Systems (i.e., your M ID, the correct date and time). The onus is on YOU, the inspector, NOT the contractor or servicing mortgagee for whom you may be conducting the inspection!
10. Your Phase II inspections must be downloaded at least two weeks prior to your scheduled Phase II training to ensure sufficient time to rectify any issues that may arise. If not, your scheduled Phase II training may be compromised. Call the REAC TAC at 1-888-245-4860 *immediately* if you have any problems with the download or your password. Remember, your password to access HUD Secured Systems is not the same password that accesses the inspection software on your DCD.
11. Should any issue arise regarding your Phase II inspections, immediately contact the PASS QA Scheduler, the PASS Training staff and the REAC TAC. It is critical that everyone is aware of any issues so that you may successfully complete the Phase II training.

**Changes to any of the processes, procedures and requirements set forth above are in the sole discretion of PASS QA. Failure to comply with all of the above processes, procedures and requirements will result in failing Phase II.**

**Successful completion of Phase II**

NOTICE: Those individuals who successfully complete Phase II will be fully certified UPCS inspectors and must comply with Inspector Notice No. 2009-01, UPCS Inspection Protocol General Liability Insurance Requirements, dated March 16, 2009, prior to conducting UPCS inspections. This Notice provides that in order to conduct UPCS inspections all fully certified inspectors must purchase, at their own expense, and carry General All Risk Liability insurance with limits not less than a Combined Single Limit of \$1,000,000 per occurrence and \$2,000,000 aggregate. In addition:

- The term of the initial policy is to be from the date of issuance through December 31, 2009, and the policy must be renewed annually.
- HUD must be named as the Certificate Holder of the policy
- The inspectors user ID number (the 5 character "M" number) must be on the face of the insurance certificate with the information naming the "Insured" party.
- The inspector must submit a copy of the Certificate of Liability Insurance to HUD within five (5) days after successfully completing Phase II by emailing it to: **Inspector\_Insurance@hud.gov** or sending it to:

U.S. Department of Housing and Urban Development  
 Office of Public and Indian Housing  
 Real Estate Assessment Center  
 550 12<sup>th</sup> Street, SW, Suite 100  
 Washington, DC 20410  
 Attn: Physical Inspection Training/Insurance Division

UPCS certified inspectors are responsible for reading the entire Notice and complying with all of the requirements set forth.

**CERTIFICATION OF RECEIPT OF PHASE II PROTOCOL**

PLEASE SIGN BELOW. YOUR SIGNATURE CERTIFIES THAT YOU RECEIVED AND HAVE READ AND UNDERSTAND THE ATTACHED PHASE II PROTOCOL.

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Inspector Name  
 (Please Print)

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Date

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Signature

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Date