

- As a best practice, schedule routine visits to know what's happening on your property.
- Be proactive in repairing deficiencies as they occur but especially before an inspection.
- Focus on all areas the resident will access, including in the unit, common areas (inside), and outside.
- Look for any health and safety concerns, including Life-Threatening deficiencies.
- Involve residents in the process:
 - Listen to resident concerns
 - Respond promptly to maintenance requests
- Check with the public housing authority (PHA) for approved variations in matters that relate to local code.
- ▶ Become familiar with <u>NSPIRE standards</u>, the types of deficiencies, and the timelines for correcting each type: Life-Threatening, Severe, Moderate, and Low



Scan to see the NSPIRE standards

