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REAC Appeals

Rental Inspections

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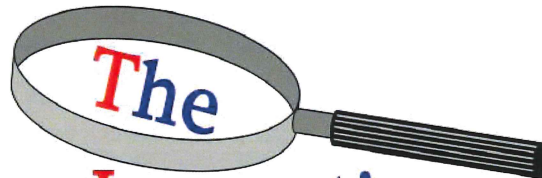
**Energy
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and

**Physical Needs
Assessments**

**Health &
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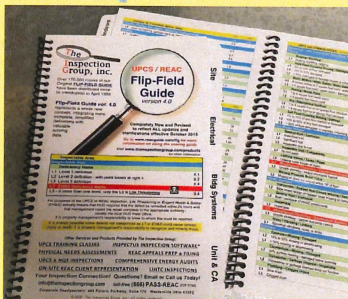
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**The
Inspection
Group, inc.**

**Toll-free (866) PASS-REAC
(727-7732)**



Since 1998:
 > 3 million
 Housing units inspected
 > 14 thousand
 Housing professionals trained
 > 26 hundred
 Housing agencies and
 Management companies served

About Us

The Inspection Group, Inc. (TIG) was founded in 1998, to provide physical condition assessments and analysis (PCA) for the Public and Affordable Housing Industry. This was accomplished by bringing together some of the most skilled and motivated housing inspectors in the industry. TIG inspectors applied the lessons learned from performing thousands of HUD REAC inspections nationwide to serve the needs of public housing authorities (PHA) and affordable housing management (AHM) companies in meeting HUD requirements and expectations. TIG has since extended and diversified its service offerings to a full range of physical condition assessment and consulting services for the multifamily housing industry:

- UPCS / PASS / PHAS Annual Inspections
- UPCS & HQS Inspection Protocol Training
- Pre-REAC Inspection, Scoring, and Analysis
- REAC Report Reviews and Score Appeals
- Municipal Rental Inspections (MRI) Programs
- HQS Inspections and HCV Program Assistance
- Physical/Capital Needs Assessments
- HUD 5-year & Comprehensive Energy Audits
- Integrated UPCS Inspection Systems Solutions
- Condominium Association Capital Budgeting

HUD/REAC Inspections

TIG's REAC inspection experience includes work performed under all three of the HUD REAC programs, the MOBIS (HUD/REAC Pilot Program), National Inspection Contract (NIC), and Baseline Inspection Contract (BIC). Our REAC inspection work has taken us to locations throughout the country, including the large public housing authorities of New York City, Chicago, Los Angeles, and Boston to mention a few. Types of properties include Public Housing, Section-8 project based, home-ownership, HUD/FHA insured and assisted multifamily-elderly sites, Group homes and Section-504 properties. Most of the TIG inspectors have been certified by HUD/REAC.

UPCS and HQS Inspections

Inspections performed to the Uniform Physical Condition Standards (UPCS) and Housing Quality Standards (HQS) have been a large part of The Inspection Group's success in preparing PHAs for PHAS/SEMAP audits and conducting **100% Annual Inspections**. We have worked with more than **2,600** housing agencies and property management companies nationwide to complete their inspection requirements. TIG has successfully completed over **3 million** housing unit inspections starting with UPCS Inspections in 1999 and HQS inspections in 2000.

UPCS Inspection Protocol Training

The Inspection Group's UPCS Training Classes provide a focused 1.5-hour to a 13 hour 2-day class which define, clarify and review defect definitions. Actual housing defect photos, cost effective repair scenarios, REAC inspection tips, and open discussions are encouraged. It is our goal to provide the best learning environment available for performing and improving UPCS & REAC/PHAS scores. At our two-day class, each student receives our TIG UPCS training manual/workbook. Our manual/workbook contains all of the UPCS defect definitions, organized into a convenient and useful format. A UPCS certification test is also available. With more than **14,000** housing professionals trained since 2000, this class is your best opportunity to train your personnel and raise your property scores.

Pre-REAC and REAC Consulting

To prepare organizations for upcoming REAC inspections, a **Pre-REAC Screening (PRS)** Inspection is an effective tool for training and directing maintenance personnel to prioritize their time and money to most efficiently improve REAC PASS scores. Also, the presence of a TIG inspector during the actual REAC inspection provides an expert advocate to represent our client's best interest. We call this a **REAC Shadow**. Our familiarity with REAC inspections helps to expedite the whole process while making sure that the REAC inspector receives the proper information and is not over-inspecting. TIG can also review REAC reports and prepare **appeals** to REAC on behalf of our clients. The Inspection Group clients have seen significant REAC score improvements and many have achieved HUD's "High Performer" status due to our help.

Municipal Rental Inspections (MRI)

The 2009 American Housing Survey sponsored by HUD and conducted by the US Census Bureau drew the attention of many municipalities to the need to increase awareness of housing standards among existing and future property owners, managers, and renters. A growing percentage of metropolitan sampling area (MSA) rental housing showed "moderate to severe" physical problems. Some of these did not meet minimum housing standards. Safe and healthy housing is the foundation of safe and healthy neighborhoods and cities. In response, cities around the country began to evaluate the feasibility of adopting a Municipal Residential Rental Property Inspection Program (MRI) and TIG was there to help.

MRIs help improve and maintain the quality of a city's rental housing and benefit all city residents by:

- Preserving neighborhoods and quality of life
- Educating property owners and renters about the MRI standards and encouraging proper maintenance of rental housing
- Ensuring all rental properties meet the same minimum standards through periodic inspections
- Creating clear communication methods between rental property owners and the City in the event of emergencies



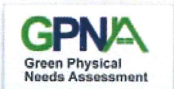
"TIG has been a leader in the development and implementation of MRIs since the early days of these programs. TIG was selected by the **City of Arlington, Texas** in 2010 to design and implement a demonstration program that was launched in early 2012. More recently, TIG was selected by the **City of Detroit** as an Authorized Vendor of third party residential rental inspections for Detroit's new Code Compliance program. Outsourcing MRIs keeps program costs low, quality high, and accountability in the right place."



"MRI – For A Closer Look"

MRIs help municipalities improve compliance with health and safety standards, eliminate urban blight, and preserve the stock of high-quality rental housing. An effective MRI can:

- Enhance overall rental housing quality and safety in a city without placing an undue financial burden on landlords or tenants
- Increase compliance with existing residential rental property standards and helps reduce landlord's risk and insurance rates
- Build a comprehensive rental housing database that can be used by the City in other municipal programs
- Help mitigate municipal budget issues by covering or exceeding the cost of the program with fees paid by owners.



Physical Needs Assessments & Energy Audits

The Inspection Group, Inc. has conducted many projects that have required specialized field data collection, analysis, and reporting. All performed by our knowledgeable building inspection personnel. We have formed industry partnerships with Ameresco, Inc., and the legendary Osborn Engineering Company because of the reliability and quality of our field work. We are proud to partner with these companies because of the responsible business ethics they represent.



Ameresco and TIG for:
*Physical Needs Assessments
Energy Performance Contracting*



Osborn Engineering and TIG for:
*HUD 5-Year Energy Audits and
other building engineering needs*

INTRODUCING...



INSPECTUS™ is a joint development of TIG and [Housing System Solutions, Inc.](#), an HAI Group company. Designed by our inspectors to maximize the speed and accuracy of data collection and reporting using the Uniform Physical Condition Standards (UPCS) protocol. This protocol has become the standard of property inspections for HUD, USDA, IRS Tax Credit and other housing programs throughout the country. **State Housing Agencies, Low Income Housing Tax Credit (LIHTC), Public Housing Authorities, Affordable Housing Management Companies, Municipal Rental Inspection Departments, or anyone** who wants to conduct their own UPCS inspections can license **INSPECTUS™** from www.inspect-us.com secure in the knowledge that the software is supported and maintained by an HAI Group company as part of their complete property management suite.

Industry Involvement and Recognition

The Inspection Group, Inc. is proud to be associated with the following business, professional, and charitable organizations:



**APPROACHING OUR 20th YEAR SERVING
THE PUBLIC AND AFFORDABLE HOUSING INDUSTRY**
866 PASS-REAC (727-7732) info@TheInspectionGroup.com
440 Polaris Pkwy, Suite 170, Westerville, OH 43082

THE UPCS ANNUAL INSPECTION SERVICE - DIFFERENTIATOR

Provided by

The Inspection Group, Inc.

440 Polaris Parkway - Suite 170

Westerville OH 43082

Toll-free (866) 727-7732 Fax (614) 891-4626

email: info@TheInspectionGroup.com

www.TheInspectionGroup.com

| THE UPCS ANNUAL INSPECTION SERVICE - DIFFERENTIATOR Provided by The Inspection Group, Inc. 440 Polaris Parkway - Suite 170 Westerville OH 43082 Toll-free (866) 727-7732 Fax (614) 891-4626 email: info@TheInspectionGroup.com www.TheInspectionGroup.com | The Inspection Group | Company "B" | Company "C" |
|--|-------------------------------------|------------------------|------------------------|
| Year in which business established UPCS inspection services – | 1998 | | |
| Has the company inspected at least 2,000,000 housing units ? | YES | | |
| Can company provide at least 2,000 multifamily/PHA references ? | YES | | |
| Does the company provide continuing UPCS Protocol training ? | YES | | |
| Have the company's inspectors been certified by HUD/REAC/TIG ? | YES | | |
| Have the company's inspector completed at least 5,000 properties? | YES | | |
| Can the UPCS inspection contractor provide the names and qualifications of the inspectors that will be assigned to the project, during the RFP or Bidding process ? Some contractors bid projects at low prices and then recruit sub-contract inspectors at a low-ball pricing and recruiting auction scheme. | YES | | |
| Does the company pay their inspectors a salary or a daily-rate ? Some inspection contractors pay their UPCS inspectors a "per-unit" fee, which encourages the inspectors to hurry and rush the inspection process. | YES | | |
| Does the company have a "Unit Inspection has been completed notification process" or other notification system ? Saves escort's time filling-in (leave-behind) visit notices or the site manager's time answering the question, "Have they been here, yet?" | YES | | |
| Do they Provide Six Separate Reports per property ? Certified UPCS inspection report, detailed list of deficiencies report, Exigent Health and Safety report. Plus 2 simulated REAC scored reports that help you prioritize repairs so that you can maximize your maintenance dollar. After all, it's not just about inspections; it's about saving money too! | YES | | |
| Can they make optional notations of housekeeping issues or collect capital asset data? The inspection company should be an extra set of eyes that can help your managers be better informed of unit conditions. | YES | | |
| Does the inspection company include PASS/REAC Summary Appeal Reviews, as part of its inspection services? Will they file any appeals on your behalf, if requested, based on questionable REAC defects? | YES | | |
| Does the inspection company carry Commercial Liability Insurance with a general aggregate limit of 2 million dollars? Do they have \$1M of hired & non-owned auto insurance coverage? | YES | | |
| Is an "Exit Interview" conducted upon the completion of all inspections, by a principal of the UPCS inspection company? What good is the whole process, unless the results of the data collected is explained and any questions are answered, in a timely manner. | YES | | |
| Does the inspection company supply the UPCS reports on-site? What good is the whole process, unless the results of the data collected is available immediately for review and explanation. | YES | | |
| Does the company provide the final UPCS reports on a USB module? Handy, for making future copies of individual unit inspections for tenant files or making copies for additional staff use or outside contractors. | YES | | |
| Does the company have the ability to "Split Inspection Time"? For larger agencies, this will help with work-order loading. Splitting the inspection process over a fiscal quarter. Allowing at least 3-5 weeks between scheduled visits, will lessen the impact to your PHAS/MASS scores, for the effective 28 day work order completion requirement. | YES | | |
| Can they provide Blocked Egress Warning labels ? Help eliminate another resident controlled health and safety defect. Save more maintenance time and get higher PHAS/PASS/REAC/IRS/USDA scores. | YES | | |
| Are the company's inspectors qualified UPCS instructors ? To be able to help escorts and other PHA staff with any questions they might have through-out the contract inspection process... | YES | | |

Combine the inspection process field time with data collection for an Energy Audit and/or Physical Needs Assessment and SAVE BIG \$\$\$ MONEY... ask us how!

Visit our website: www.theinspectiongroup.com or call us toll-free at (866) 727-7732 for all your inspection needs!



Always have a couple handy, when the lock needs to be cut & removed.

The Inspection Group has a solution for you !

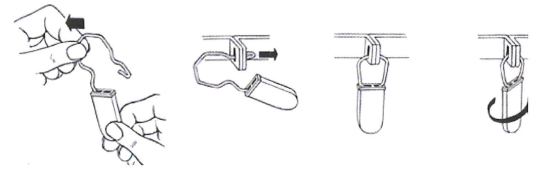
This little 25¢ item could save you as much as 20 points on your next REAC inspection. Don't let pennies stand between you and "High Performer"

Only \$25 per 100 pad-lock seals!

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to access our Product Order page!



We have another BIG solution for you!

The DO-NOT-BLOCK Label

Apply our sticker on or near at least one window of each housing unit room on the third floor or below.

Two means of egress (exit) are needed from every living area, the door being one.

Apply on the front of all electrical panels, too.

Roll of 250 labels \$35 each



Emergency Pet Rescue and Alert Label

Help those who cannot help themselves! Plus, you can now know what else is living in your housing units!

Your maintenance personnel will appreciate this!

Let police officers, firefighters and helpful neighbors

know that there are pets inside that need to be

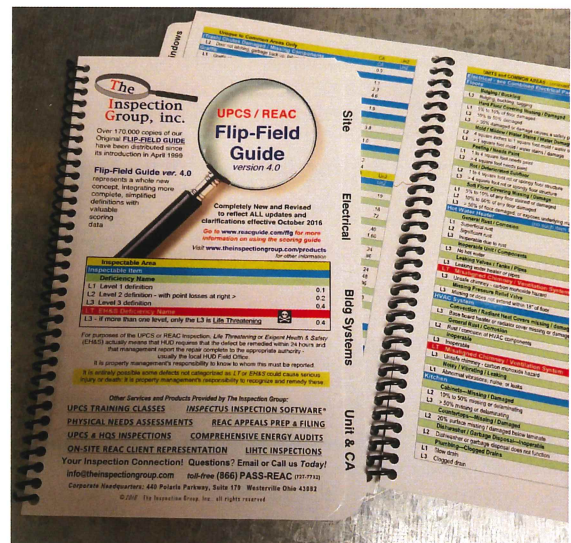
rescued! ... No more surprises for your staff!

Now know if there's a pet deposit in place!

Packs of 100 for only \$10 + Shipping

UPCS Flip-Field Guide®

The Inspection Group's famous guide for the UPCS inspection protocol. This guide outlines defects in an easy to use manner which will help you and your staff prioritize repairs to prepare for your next inspection.



Priced as low as \$9 each in quantity



Company Overview and Statement of Qualifications

Founded in 1998 to provide UPCS Annual Inspections, UPCS Training and REAC preparation for Public Housing Authorities (PHA) and Affordable Housing Management (AHM) Companies, **The Inspection Group, Inc. (TIG)** has expanded to include all aspects of field data collection, analysis, and reporting for Public and Affordable Housing Inspections. **TIG** is a highly experienced full-service inspection firm. Together with our experienced management team and Subject Matter Experts (SME) we provide:

- Strong management to support delivery of superior quality Inspection Services
- Highly trained and qualified physical asset inspectors/specialty field data personnel
- Rapid response to landlord and tenant questions and complaints
- Advanced technological innovations, such as our proprietary *INSPECTUS*™ Inspection Software to ensure continuous improvement in the quality of our Inspection Services.

The Inspection Group, Inc. is dedicated to helping our customers maximize the impact of maintenance expenditures and improve program efficiency by providing concise high quality information to management decision makers. Our list of services has grown to include:

Uniform Physical Condition Standards (UPCS)

- Inspections for: PHA; LIHTC; HOME; USDA-RD; DOI; DOD
- Pre-REAC Screening Audits
- REAC/PHAS/PASS Consulting
- REAC Shadowing/Escorting
- REAC Appeals and Processing
- UPCS Training (*live & online*)

Housing Quality Standards (HQS)

- Inspections (all HCV Programs)
- *UPCS-V* Inspection Training (*beta*)
- **Inspection Department Efficiency Analysis services (TIG IDEA™)**

Specialized Field Data Collection Services

- Green Physical Needs Assessments (GPNA)
- Energy/Sustainability Audits
- Physical Needs Assessments (PNA/CNA/PCA)
- Reserve Studies
- Customized Goal-Oriented Inspection Programs
- Utility Allowance & 504 Accessibility Studies
- Municipal Rental Inspections Programs
- Value-Added Inspection Products
- Expert Witness Availability

Management

Our management team benefits from the combined experience of more than 125 years of construction and inspection management experience in the Affordable Housing Industry. To date, TIG has inspected more than 3.0 million affordable housing units using all Federal and most State Housing protocols. We have trained more than 14,000 housing professionals in UPCS and HQS inspection protocols and filed in excess of 13,000 REAC/PASS appeals on behalf of clients with a 92% success rate. TIG created the often imitated UPCS Flip-Field Guide®. To date, TIG has sold or distributed more than 175,000 copies of The Inspection Group's UPCS Flip-Field Guide®.

**We provide a complete range of inspection services in collaboration with
Our Professional Subject Matter Experts. These strategic partners include:**

| | |
|---|---|
| Ameresco, Inc. | <i>Physical Needs Assessments / GPNA / Reserve Studies</i> |
| CPMM Services | <i>Product Fulfillment / Mailing Services (Mail House services)</i> |
| Housing Academy | <i>www.UPCSonline.com™ and industry related webinars</i> |
| Inktel Direct Corporation | <i>Customer Relations Management (Call Center Services)</i> |
| MAC Computer Consulting | <i>HQS/UPCS/MIS Software Integration and Consulting</i> |
| Osborn Engineering Company | <i>Energy Audits/ Structural, Mechanical, Civil Engineering</i> |
| HAI Group (Software Solutions) | <i>INSPECTUS™ UPCS inspection software by TIG/HAIG</i> |
| Quadel Consulting Corp. | <i>Outsourced HCV Management Programs and Consulting</i> |
| REAC Solutions (a Division of TIG) | <i>REAC Inspection Prep/Consulting/Appeal Services</i> |
| Zeffert & Associates, Inc. | <i>Utility Allowance Calculations / 504 Accessibility Studies</i> |

Our Field Team

Recruiting, training, and supporting our highly-qualified field inspectors is the essence of our business. Our inspectors represent your organization as well as ours. Our corporate resources, our time, and our talent are directed daily toward ensuring that all of our inspectors are the best at what they do. We are proud of our rigorous recruiting and training practices and we strive continually to improve them. The result is the dedication and years of service of our Field Team.

Most of our inspector-candidates are recommended by a member of our Field Team. We also recruit, when necessary, through professional trade associations such as the American Society of Home Inspectors (ASHI) and the National Association of Home Inspectors (NAHI). During recruitment, each inspector candidate must undergo drug screening and a criminal background check. Upon basic clearance, the inspector candidate must then score at least 20 on the Wonderlic® test. Successful candidates are invited to attend classroom training followed by a written exam. Candidates scoring highest on the written exam are then trained in the field and on computers to properly conduct and document inspections. A senior inspector must approve each inspector before they are allowed to inspect on their own. All inspectors are carefully monitored to assure quality performance.

TIG also conducts mandatory "In Service" training days at least twice per year, to continue inspector and specialty field data collection education and consistency. We back up these procedures by reviewing all inspection reports daily to identify errors in inspector input and to ensure that failed items are properly described and documented.

INSPECTUS

Inspection Software for Housing®


The
Inspection
Group, inc.



HUD REAC Scoring

Every inspection receives an overall property score based on the HUD REAC inspection scoring logic



Cloud-Based and Mobile Friendly

Inspection software is designed for tablets and you can upload inspections to the cloud.



UPCS Inspection Standards

Inspections use the REAC UPCS standards for inspectable items and deficiencies

For more information,
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The Inspection Group

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- UPCS and REAC Inspections
- Affordable Compliance
- Property Management Software
- Softskills (Spring 2017)

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