Entry Form
2017 Annual Awards for Program Excellence
Entry Deadline: Thursday, June 15, 2017, Midnight ET

Each entry must include a completed entry form. Please complete a form for each entry your HFA is submitting. The completed entry form will become the first page of your entry.

This form is a fillable PDF. Type your information into the entry form and save it as a PDF. Please do not write on or scan the entry form. **Questions: Call 202-624-7710 or email awards@ncsha.org.**

Entry Title: Enter your entry's title exactly as you wish it to be published on the NCSHA website and in the awards program.

Category:

Subcategory:

Entry Summary: A 15-word (max) summary of the program, project, or practice you are entering.

HFA:

HFA Staff Contact:

Phone:

Email:

Visual Aids:
Are you mailing to NCSHA 10 copies of any visual aids that cannot be included in your entry PDF?   Yes   No

Payment:
My HFA is mailing a check to NCSHA.

My HFA is emailing the credit card authorization form to awards@ncsha.org.

Overview

Kentucky Housing Corporation (KHC) created a complete inspection system application designed to manage every step of the inspection process and fulfill the U.S. Department of Housing and Urban Development (HUD) Uniform Physical Condition Standards (UPCS) inspection requirements. The software runs on the Microsoft Surface a hand-held device. It allows the inspector to easily document and report on property, building and unit deficiencies based on the latest UPCS Standards and contains the same defect definitions that are used in the HUD REAC (Real Estate Assessment Center) inspection. This is the accepted standard for multifamily and tax credit properties.

The Need

The InspectPro 360 - UPCS software is designed to allow the inspector to capture inspection data in accordance with the UPCS Inspection Protocol, all with a tablet-based design. The system allows for us to configure additional questions that are specific to our agency.

Response to the Need

The software provides consistency among a wide array of inspection staff. Inspection requirements are built into the software - with the click of a button, the inspector can verify the specific definitions tied to an inspectable area. This lessens the amount of independent judgment call that is needed while on site. The software also provides the ability to move from an inspection in Excel format to one that is tablet based – the inspector is able to check boxes instead of type noted deficiencies.

Innovative

The software is like no other we were able to find when searching for new inspection software. Key features include: tablet-based design; works with multiple inspectors on a property; picture/photo enabled; customized inspection configuration; ability to capture signatures; PDF reporting capability; and the ability to interface with other data systems.

Replicable

The software was designed to be shared with other housing finance agencies. The ability to customize the inspection configuration and integrate with other data systems are areas that make the software moldable to meet each housing finance agencies unique needs.

Results

The software is in the early phase of implementation, but there is no doubt that results will show the ability to speed up the onsite inspection process, therefore equating to more inspections per staff.

Benefits Outweigh Costs

The greatest qualitative benefit we have seen is the staff acceptance and willingness to utilize the software. As we build our depository of inspection data that will aid in analyzing issues across our portfolio.

Effectively Use Resources

The software has been developed to allow for connection to external project management systems. This provides the ability to connect the property project management software to the inspection software. The result is data can be exchanged between the two systems, which increased efficiency by reducing data entry with preparing reports prior to and after the inspection.

Achieve Strategic Objectives

One of KHC's overarching strategies for Fiscal Year 2016 was to "Implement technology and analytics to improve workflow, collaboration, and service." The InspectPro 360 – UPCS Software sought technology solutions to achieve efficiencies, which resulted in process improvement and was easily accepted by staff.

Supporting Documentation

Inspection Screen Screenshot
Inspection Component Screenshot
Select Component Screenshot
Inspection Review Screenshot