

How to Correct NSPIRE Noncompliance For Scores of 75 and Below

Repair every violation listed in the Deficiency Report, and then submit the following evidence of each repair via CMTS upload¹:

1. For repairs completed by in-house staff: Owner or Property Management may either (A) generate work orders by Building or Unit for all deficiencies found in that area, or (B) generate a separate work order for each deficiency. In both cases, work orders must include all of the following:
 - a. The location of the deficiency, i.e. Bldg. 5 Unit 502 or Site- near outside gate, etc;
 - b. Description of the deficiency, i.e. Damaged Doors, Hardware, locks – Bedroom door won't latch properly. Site-Hazards Other- Broken Glass;
 - c. How the deficiency was repaired. Just a few quick words are sufficient, i.e. "replaced bedroom door latch" or "adjusted bedroom door latch". "Removed broken glass." "Sheetrock repair, taped, floated, and painted". Conversely, words such as "fixed" "done", "complete" are inadequate and are NOT acceptable;
 - d. The date the deficiency was corrected; and
 - e. The signature of the person who either performed the repair or acknowledges that the repair was performed satisfactorily. This is very important. Someone must certify that the correction was acceptably completed.
2. For repairs completed by outside vendors, such as concrete repairs, roofing, etc.: Submit the scope of work and a dated invoice by the vendor.
3. For pest control violations: Submit a pest control invoice by a licensed contractor that includes the treatment date, contractor signature, units treated, and the type of pest treated. The Structural Pest Control Act (Chapter 1951 of the Occupations Code) requires licensing of businesses and individuals that perform structural pest control for hire. Additionally, persons performing pest control at an apartment building must be licensed.
4. Organization of corrections: All work orders and invoices must be organized in the same order that they are listed in the Deficiency Report.
5. Photographs: Not required. If you do submit photographs, please ensure that they are labeled and that they support submitted work orders and or invoices. Photographs, by themselves, are not acceptable documentation of correction.

Before you submit anything to TDHCA, please have a supervisor at your organization double-check your documentation to ensure that it is complete, following all instructions listed above.

Questions: Contact TDHCA as soon as possible.

Extension Requests: The Department may have the ability to extend the corrective action deadline, but only if there is good cause and only if the request is received prior to the end of the corrective action period (CAP). Extensions cannot be considered after the deadline.

Penalties: Noncompliance is ultimately the owner's responsibility even if there is outside property management. Failure to submit complete and/or timely corrections will result in referral to the Department's Enforcement Committee.

¹ Submit via CMTS upload (see <https://www.tdhca.texas.gov/sites/default/files/pmcdocs/CMTSUserGuide-AttachingDocs.pdf>) to the attention of the applicable inspector, and then mail that inspector upon completion to notify TDHCA that the submission is ready for review.