

AGENDA
HOUSING QUALITY STANDARDS INSPECTOR TRAINING
WEB TRAINING

DAY ONE

- 8:00 **Registration**
- 8:30 **Welcome and Introductions**
- 8:45 **Course Overview**
 - Learning Outcomes**
 - Introduction to the Course**
 - What HUD Expects
- 10:30 **Break**
- 10:45 **Introduction to the Course (continued)**
 - Developing Local Standards
 - Responsibilities of the Inspector
 - Overview of New Requirements
 - NSPIRE
 - Streamlining Final Rule
- HUD's Requirements for Inspections**
 - Electricity and Security
- 12:00 **Lunch (on your own)**
- 1:00 **Windows, Walls, Ceilings, Floors, Interior, Kitchen**
- 2:45 **Break**
- 3:00 **Windows, Walls, Ceilings, Floors, Interior, Kitchen (continued)**
- 5:00 **End of Day One**

AGENDA
HOUSING QUALITY STANDARDS INSPECTOR TRAINING
WEB TRAINING

DAY TWO

- 8:00 **Bathrooms**
 Building Exterior
- 10:30 **Break**
- 10:45 **Heating and Plumbing Part I and Part II**
- 12:00 **Lunch (on your own)**
- 1:00 **Heating and Plumbing (continued)**
- 2:30 **General Health & Safety**
 Lead Based Paint Regulations
- 3:30 **Break**
- 3:45 **SEMAP Performance Indicators for HQS**
- 5:00 **End of Day Two**

DAY THREE

- 8:00 **Overview of HQS Flip Char Guide/Inspection Checklist**
- HUD 52580 (Short Form)
 - HUD 52580-a (Long Form)
- Simulated HQS Inspection**
- Identify, Rate, and Record the Deficiencies
- 10:00 **Break**
- 10:15 **Customer Service**
- Properly Greeting Clients
 - Asking Qualifying Questions
 - Properly Closing Out the Inspection
- Q & A**
- 12:00 **End of Seminar**