

**AGENDA**  
*HOUSING QUALITY STANDARDS INSPECTOR TRAINING*  
*WEB TRAINING*

**DAY ONE**

- |              |   |
|--------------|---|
| <b>8:00</b>  | <b>Registration</b>   |
| <b>8:30</b>  | <b>Welcome and Introductions</b>  |
| <b>8:45</b>  | <b>Course Overview</b>  |
|              | <b>Learning Outcomes</b>  |
|              | <b>Introduction to the Course</b>   |
|              | <ul style="list-style-type: none"><li>▪ What HUD Expects</li></ul>  |
| <b>10:30</b> | <b>Break</b>  |
| <b>10:45</b> | <b>Introduction to the Course (continued)</b>   |
|              | <ul style="list-style-type: none"><li>▪ Developing Local Standards</li><li>▪ Responsibilities of the Inspector</li><li>▪ Overview of New Requirements<ul style="list-style-type: none"><li>• NSPIRE</li><li>• Streamlining Final Rule</li></ul></li></ul> |
|              | <b>HUD's Requirements for Inspections</b>   |
|              | <ul style="list-style-type: none"><li>▪ Electricity and Security</li></ul>  |
| <b>12:00</b> | <b>Lunch (on your own)</b>  |
| <b>1:00</b>  | <b>Windows, Walls, Ceilings, Floors, Interior, Kitchen</b>  |
| <b>2:45</b>  | <b>Break</b>  |
| <b>3:00</b>  | <b>Windows, Walls, Ceilings, Floors, Interior, Kitchen (continued)</b>  |
| <b>5:00</b>  | <b>End of Day One</b>   |

**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 Chart 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 InspectionQ & A
- 12:00 End of Seminar