



UPCS ENGINEERING SERVICE

*.. The Affordable Solution*

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## **UPCS Service Statement**

### **Leaving speculation behind; this Solution Works**

UPCS Services is a company that was a long time in the making. Our true goal is to help Public Housing Agencies combating the onslaught of fluctuating REAC assessments caused by the inconsistency of interpreting UPCS protocol from year to year, inspector to inspector. On average Agencies will receive a 7 to 9 point variance from year to year leaving the housing authority confused about what is deficient and what is not..

UPCS Services sub-contracted these inspections for several years under REAC/UPCS contracts and came to realize a need for a more hands on approach, in order to truly help housing agencies. All inspection firms use the same basic format for their inspections, in which the inspector completes their inspection and then leaves, sending the final reports days later to the PHA. The problem with this format is that the one person that could or should have helped by explaining or reviewing the said defects is long gone, leaving the Agency to speculate the inspectors original intent of what needs to be done in order to satisfy HUD's wavering protocol. The UPCS protocol should, and is meant to be clear and easy to understand, the truth however, it's not as clear as HUD proclaims.

Every inspector looks for different defects and interprets the protocol differently. This is an ongoing problem with no end in sight. REAC offers training to try to combat this dilemma, but the problem remains evident.

UPCS Services is going about this problem with a different solution. We believe in order to combat this, a complete review of the UPCS inspection must be completed by the one who discovered the defect, and this is how UPCS Services came to be. Once the property has been inspected it is promptly scored and evaluated. Before the inspector leaves the reports are reviewed line by line, opening the door to dialog concerning what should be done to raise the assessment scores, all of the reports are given, reviewed, and explained in detail in this manner.

UPCS Services require that all their inspectors have a minimum of 25,000 inspection experience, and pass a rigorous training, along with scheduled update training, not only in protocol but more importantly Adaptive Interpretation, knowing what REAC may or may not gig on. UPCS Services is a new solution to an old problem, adding satisfied housing authorities to our family every day.