



## Company Overview and Statement of Qualifications

Founded in 1998 to provide UPCS Annual Inspections, UPCS Training and REAC preparation for Public Housing Authorities (PHA) and Affordable Housing Management (AHM) Companies, **The Inspection Group, Inc. (TIG)** has expanded to include all aspects of field data collection, analysis, and reporting for Public and Affordable Housing Inspections. **TIG** is a highly experienced full-service inspection firm. Together with our experienced management team and Subject Matter Experts (SME) we provide:

- Strong management to support delivery of superior quality Inspection Services
- Highly trained and qualified physical asset inspectors/specialty field data personnel
- Rapid response to landlord and tenant questions and complaints
- Advanced technological innovations, such as our proprietary *INSPECTUS™* Inspection Software to ensure continuous improvement in the quality of our Inspection Services.

**The Inspection Group, Inc. is dedicated to helping our customers maximize the impact of maintenance expenditures and improve program efficiency by providing concise high quality information to management decision makers. Our list of services has grown to include:**

### Uniform Physical Condition Standards (UPCS)

- Inspections for: PHA; LIHTC; HOME; USDA-RD; DOI; DOD
- Pre-REAC Screening Audits
- REAC/PHAS/PASS Consulting
- REAC Shadowing/Escorting
- REAC Appeals and Processing
- UPCS Training (*live & online*)

### Housing Quality Standards (HQS)

- Inspections (all HCV Programs)
- UPCS-V Inspection Training (*beta*)
- *Inspection Department Efficiency Analysis services ( TIG IDEA™ )*

### Specialized Field Data Collection Services

- Green Physical Needs Assessments (GPNA)
- Energy/Sustainability Audits
- Physical Needs Assessments (PNA/CNA/PCA)
- Reserve Studies
- Customized Goal-Oriented Inspection Programs
- Utility Allowance & 504 Accessibility Studies
- Municipal Rental Inspections Programs
- Value-Added Inspection Products
- Expert Witness Availability

## Management

Our management team benefits from the combined experience of more than 125 years of construction and inspection management experience in the Affordable Housing Industry. To date, TIG has inspected more than 3.0 million affordable housing units using all Federal and most State Housing protocols. We have trained more than 14,000 housing professionals in UPCS and HQS inspection protocols and filed in excess of 13,000 REAC/PASS appeals on behalf of clients with a 92% success rate. TIG created the often imitated UPCS Flip-Field Guide<sup>®</sup>. To date, TIG has sold or distributed more than 175,000 copies of The Inspection Group's UPCS Flip-Field Guide<sup>®</sup>.

**We provide a complete range of inspection services in collaboration with Our Professional Subject Matter Experts. These strategic partners include:**

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| <b>Ameresco, Inc.</b>                     | <i>Physical Needs Assessments / GPNA / Reserve Studies</i>          |
| <b>CPMM Services</b>                      | <i>Product Fulfillment / Mailing Services (Mail House services)</i> |
| <b>Housing Academy</b>                    | <i>www.UPCSonline.com<sup>™</sup> and industry related webinars</i> |
| <b>Inktel Direct Corporation</b>          | <i>Customer Relations Management (Call Center Services)</i>         |
| <b>MAC Computer Consulting</b>            | <i>HQS/UPCS/MIS Software Integration and Consulting</i>             |
| <b>Osborn Engineering Company</b>         | <i>Energy Audits/ Structural, Mechanical, Civil Engineering</i>     |
| <b>HAI Group (Software Solutions)</b>     | <i>INSPECTUS<sup>™</sup> UPCS inspection software by TIG/HAIG</i>   |
| <b>Quadel Consulting Corp.</b>            | <i>Outsourced HCV Management Programs and Consulting</i>            |
| <b>REAC Solutions (a Division of TIG)</b> | <i>REAC Inspection Prep/Consulting/Appeal Services</i>              |
| <b>Zeffert &amp; Associates, Inc.</b>     | <i>Utility Allowance Calculations / 504 Accessibility Studies</i>   |

## Our Field Team

Recruiting, training, and supporting our highly-qualified field inspectors is the essence of our business. Our inspectors represent your organization as well as ours. Our corporate resources, our time, and our talent are directed daily toward ensuring that all of our inspectors are the best at what they do. We are proud of our rigorous recruiting and training practices and we strive continually to improve them. The result is the dedication and years of service of our Field Team.

Most of our inspector-candidates are recommended by a member of our Field Team. We also recruit, when necessary, through professional trade associations such as the American Society of Home Inspectors (ASHI) and the National Association of Home Inspectors (NAHI). During recruitment, each inspector candidate must undergo drug screening and a criminal background check. Upon basic clearance, the inspector candidate must then score at least 20 on the Wonderlic<sup>®</sup> test. Successful candidates are invited to attend classroom training followed by a written exam. Candidates scoring highest on the written exam are then trained in the field and on computers to properly conduct and document inspections. A senior inspector must approve each inspector before they are allowed to inspect on their own. All inspectors are carefully monitored to assure quality performance.

TIG also conducts mandatory "In Service" training days at least twice per year, to continue inspector and specialty field data collection education and consistency. We back up these procedures by reviewing all inspection reports daily to identify errors in inspector input and to ensure that failed items are properly described and documented.