

# Industry Standard Repair

(Effective July 5, 2016)

(1) All repairs shall be made in a good and workmanlike manner with materials that are suitable for the purpose and free from defects. The phrase “good and workmanlike manner” includes:

- (a) Ensuring that the component, as repaired, performs its intended function/purpose; and
- (b) Finishing the repair in a manner reasonably compatible in design and quality with the original and adjoining decorative finishing materials.

Each repair shall be made in accordance with the industry standard for that particular inspectable item. (e.g. a hole in the drywall will be repaired using the same or equivalent materials, have the same texture, and shall have minimal deviation from and/or have an indistinguishable difference from the original esthetics/appearance.)

A defect will be recorded for each sub-standard repair observed based on the size of the area affected and/or the item inspected.

For example, inspectors will examine a piece of plywood covering a hole in the drywall to see, among other things, if it is larger than 8 ½” x 11”. This means that:

- 1) A 6” x 6” piece of plywood will be recorded as a L1 defect;
- 2) A 2’ x 2’ piece of plywood will be recorded as a L2 defect; but
- 3) A piece of plywood, regardless of size, that covers up a hole that completely penetrates the wall will be recorded as a L3 defect.

Here is a **partial** list of typical inspectable items that are often incorrectly repaired or corrected:

- 1) Cracks in brick wall – caulking not appropriate – should be tuck-pointed using mortar
- 2) Drywall repair – not simply covering hole or damage with plywood, laminate, etc. – should be sheetrock with mud and/or tape
- 3) Door repair – wood or wood veneer, not sheetrock mud, plywood, etc.
- 4) Downspouts – same materials, shape and design – not plastic or pvc piping
- 5) Erosion – fix the root cause of the problem – don’t simply hide it.
- 6) Electrical Panels – caulking or expandable spray foam used to fill gaps/cracks in lieu of installing correct panel cover or using manufactured blanks.
- 7) Refrigerator gasket – replace the gasket in lieu of using white electrical tape, fingernail polish, white out, etc.
- 8) Stick to hold up a window – fix the original lock or provide an aftermarket manufactured lock - a stick is no longer acceptable as the primary means of securing a window or sliding door.

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It has become apparent that some HUD subsidized properties are embracing the idea of minimal repairs in order to pass the REAC inspection. This has led to an environment of substandard repairs that do not meet the “Industry Standard” for being a reasonable and/or an appropriate repair (e.g. plywood covering a hole in the drywall). Inspectors will record a deficiency for inspectable items in which non-industry standard repairs are observed.

Property representatives may use the TR/DBA process to appeal deficiencies cited in which non-industry standard repairs were made if the property’s management believes a deficiency should not have been recorded. The appeal process is the same as appealing any other item and requires that a property representative present appropriate documentation that supports, without question, that the repair meets industry standards. Such technical review documentation/information must contain both the supporting industry standard documentation, as well as a written justification by a third-party subject matter expert for the particular deficiency type being appealed.