Semper Fi REAC NSPIRE

Pre-Inspection Guide

App version 2.9.184 (build 260) · November 2026

Every screen in this guide is the real app. The company, inspector and properties shown are invented for the guide. An independent pre-inspection prepared for the property owner.

Semper Fi Home Inspections · Temecula, California

app.semperfiservicesolutions.com · Google Play

Contents

1. Getting the app 3
2. Your account 5
3. The home screen 8
4. Company profile, logo and licenses 10
5. Photographs 12
6. REAC NSPIRE pre-inspection module 13
7. The Master Dashboard 24
8. Syncing, working offline, and sending 28
9. Work orders: sending repairs to your crew 29
10. Your inspectors and your team 34
11. Tracking the repairs 38
12. Correction evidence for HUD 41
13. Property templates: build it once 42
14. Sub-offices, and sharing your wording 43
15. Support and links 44

CHAPTER 1

Getting the app

The app runs on Android phones and tablets, and in any web browser on an iPhone, iPad, Mac or PC. It is one account and one set of inspections wherever you open it - start a job on the phone, finish the report on the computer.

Android - install from Google Play

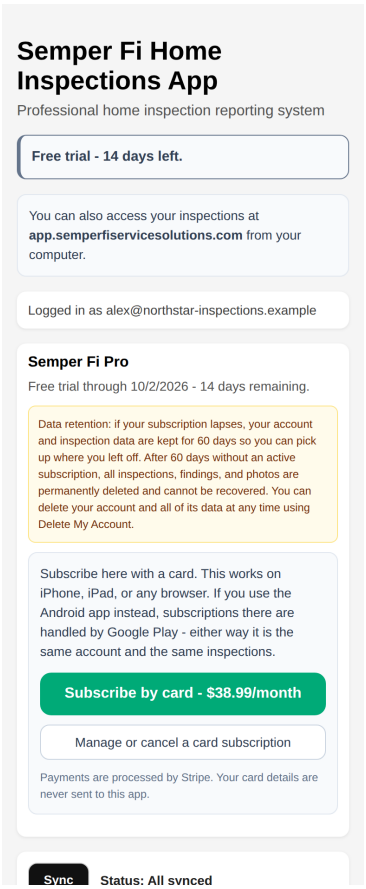
1. Open Google Play on the phone and search for **Semper Fi Home Inspection**, or open the link below.
2. Tap **Install**. The app is about 5 MB.
3. Open it and create your account (next chapter). The Android app is the one to use on site: it works with no signal and keeps a copy of every photograph in your phone's gallery under Pictures / Semper Fi Inspections.

→ Get it on Google Play
https://play.google.com/store/apps/details?id=com.semperfihomeinspection.app

iPhone, iPad, Mac or PC - use it in the browser

Go to **app.semperfiservicesolutions.com**. Nothing to install. On an iPhone or iPad you can add it to the Home Screen so it opens full screen and works offline like the Android app:

1. Open **app.semperfiservicesolutions.com** in Safari.
2. Tap the **Share** button - the square with an arrow pointing up.
3. Scroll down and tap **Add to Home Screen**.
4. Tap **Add**. It now opens from your Home Screen like any other app.



The in-app instructions for adding the app to an iPhone Home Screen (reached from the login screen).

→ Open the app in your browser
https://app.semperfiservicesolutions.com

→ Video: adding the app to an iPhone (English)
https://youtu.be/QxqIdDFskeM

→ Video: adding the app to an iPhone (Spanish)
https://youtu.be/nZOZRo5uUek

→ All walkthrough videos on YouTube
https://www.youtube.com/playlist?list=PLJrRhVC1CiUU

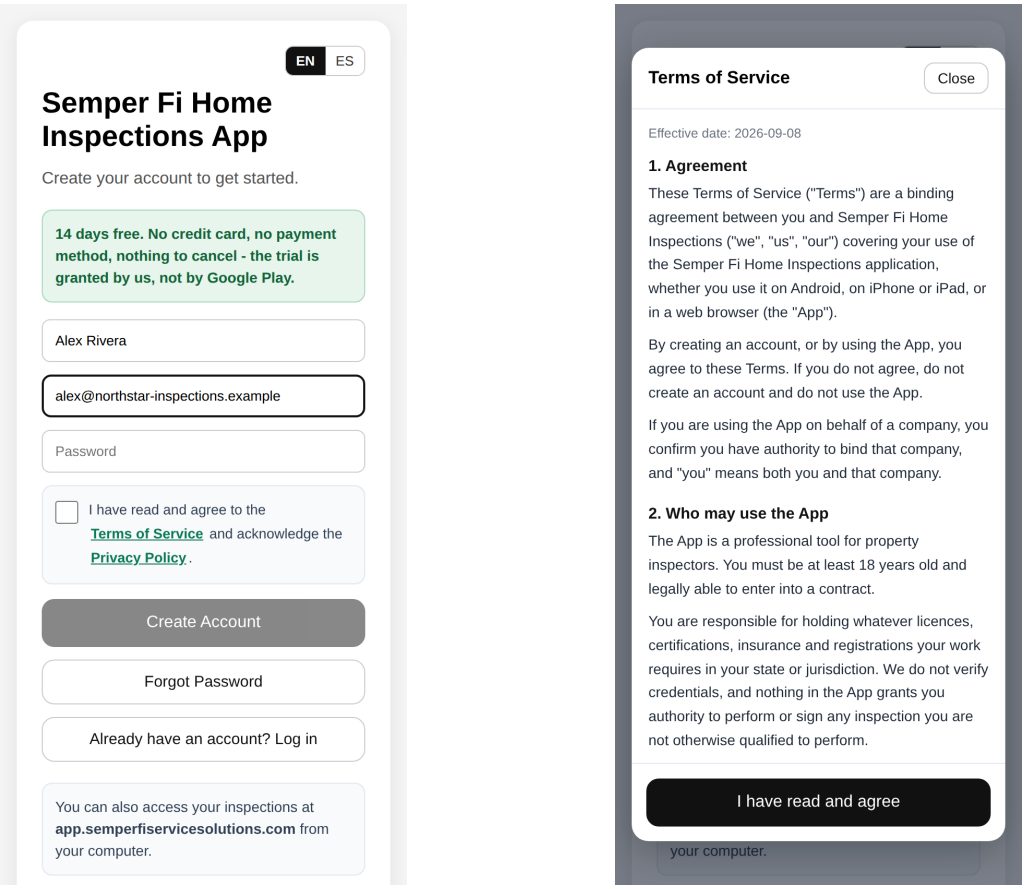
The app is available in English and Spanish. Tap **EN** or **ES** in the header at the top of the screen - it is there on Home, on Your Inspections, on the Master Dashboard, and on the sign-in screen before you have an account. The screen you are on changes language where it stands; it does not send you anywhere else. Home and commercial reports print in either language; the Texas, Florida and REAC forms print in English with a supplemental report in Spanish.

CHAPTER 2

Your account

Creating an account

1. On the login screen tap **Need an account? Sign up**.
2. Enter your full name, the email address you want to log in with, and a password. The email must be one you can receive mail at - it is how you reset a forgotten password.
3. Tap **Terms of Service** to read them inside the app. The button at the end of the text ticks the box for you. **Privacy Policy** opens our website in your browser.
4. Tick the box and tap **Create Account**.

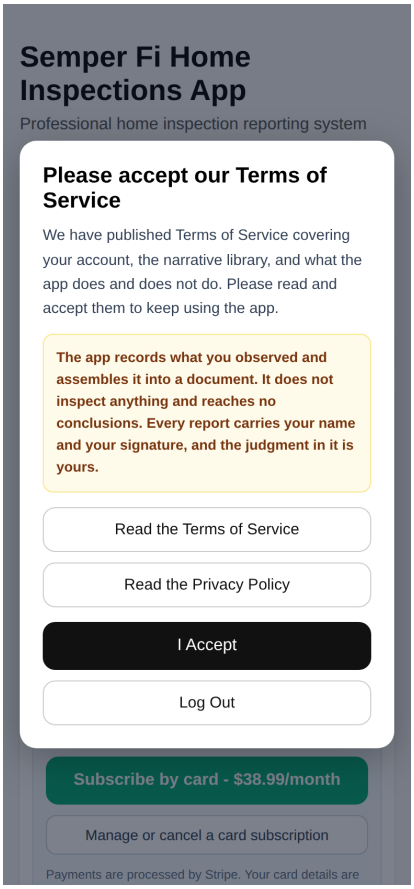


The sign-up form, and the Terms of Service opened from it.

The trial is 14 days, granted by us the moment the account is created. No card, no payment method, nothing to cancel. InterNACHI members get 30 days by entering their member number on the sign-up form (open the InterNACHI offer page first so the field appears).

First login

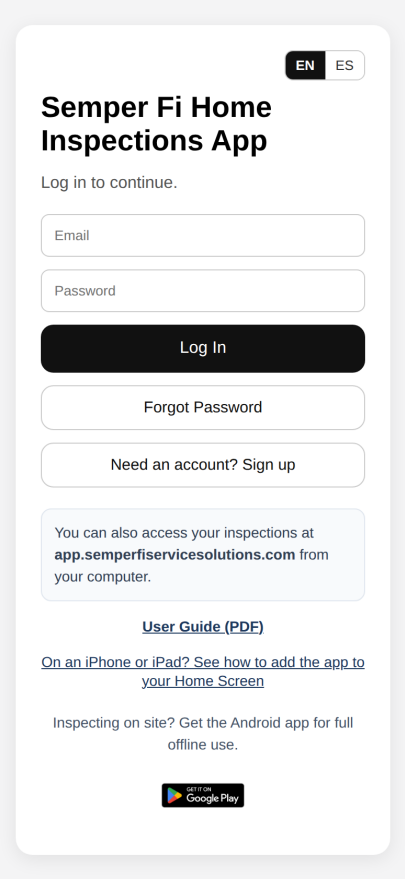
The first time you log in, the full Terms of Service appear over the screen. Read them and tap **IAccept**. This happens once per account (and again only if the terms are revised). The same screen offers **Read the Privacy Policy** and **Log Out**.



The acceptance screen on first login.

Logging in, and a forgotten password

Enter your email and password and tap **Log In**. If you have forgotten the password, tap **ForgotPassword**: a reset link is emailed to the address on the account. The link needs a connection and expires, so open it soon after it arrives.



The login screen. The language switch (EN / ES) is top right; the Google Play badge and the iPhone instructions are at the bottom.

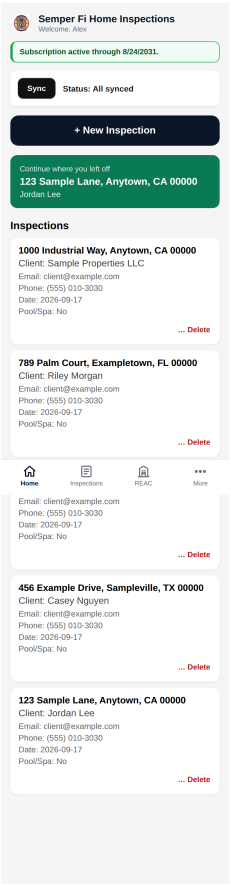
Subscription, trial and what happens after

The home screen shows how many trial days remain. When the trial ends the app asks you to subscribe. The plans, per month: **Home inspection $38.99** (home, commercial, Texas TREC and both Florida forms); **REAC NSPIRE only $199.99**; **Home inspection + REAC NSPIRE $239.99**; **Property management only $149.99**; **Home inspection + property management $188.99**; **REAC NSPIRE + property management $249.99**; and **Everything $288.99**. Separate plans you can add to any of them: **Commercial PCA $59.99** per inspector, **HUD 203(k) Consultant $59.99**, **Wildfire Mitigation $29.99**, and **USDA Rural Development $199.99** ($99.99 added to Everything). On Android the subscription is handled by Google Play; on iPhone, iPad, Mac or PC tap **Subscribe by card** on the home screen and pay through Stripe - your card details never touch this app. Either way it is the same account and the same inspections. Only the home inspection plan has the free trial; the others start the day you subscribe. Work orders (that chapter) are included in every plan.

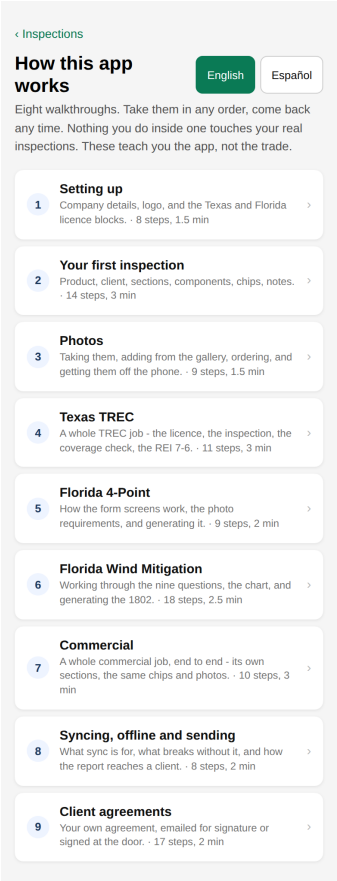
Data retention. If your subscription lapses, your account and inspection data are kept for 60 days so you can pick up where you left off. After 60 days without an active subscription, all inspections, findings and photos are permanently deleted. You can delete your account and all of its data at any time with **Delete My Account** on the home screen - the app asks you to confirm, and warns that it is permanent.

CHAPTER 3

The home screen



The home screen of a new account.



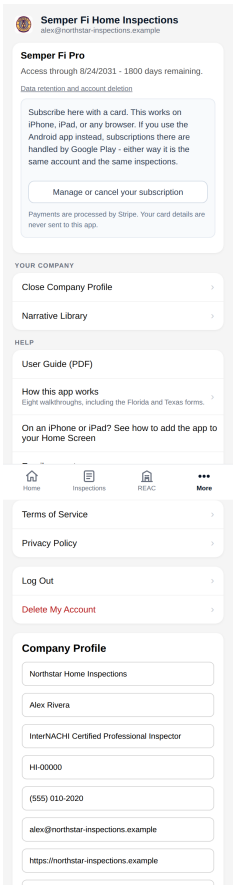
The nine in-app walkthroughs. Nothing you do inside one touches your real inspections.

CHAPTER 4

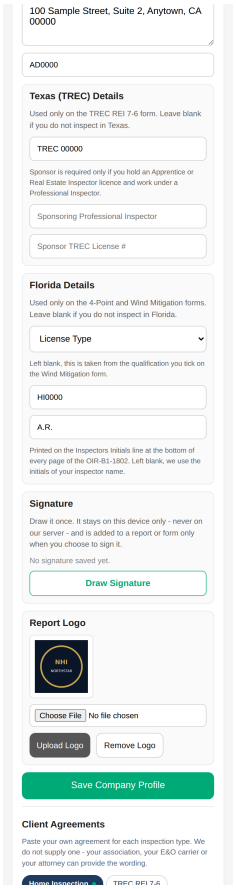
Company profile, logo and licenses

Everything you type here prints at the top of every report you ever send. Fill it in once, before your first job.

1. Tap **More** at the bottom right, then **Company Profile**.
2. **Company Name, Inspector Name, Inspector Certification, License, Phone, Email,Website** - this is the letterhead a client reads before they read a word of the report.
3. **Mailing address** and **REAC inspector ID** print on the REAC report cover only.
4. **Texas (TREC) Details** - your TREC license number, and your sponsor's name and license if you hold an Apprentice or Real Estate Inspector license. Used only on the REI 7-6. Leave blank if you do not inspect in Texas.
5. **Florida Details** - license type, license number and your initials. Used only on the 4-Point and Wind Mitigation forms. Leave blank if you do not inspect in Florida.
6. **Logo** - tap **Choose file**, pick your logo (PNG or JPEG), then tap **Upload Logo**. It prints on the report cover.
7. Tap **Save Company Profile**. The panel closes and Company profile saved appears.



The profile filled in for the invented company used throughout this guide.



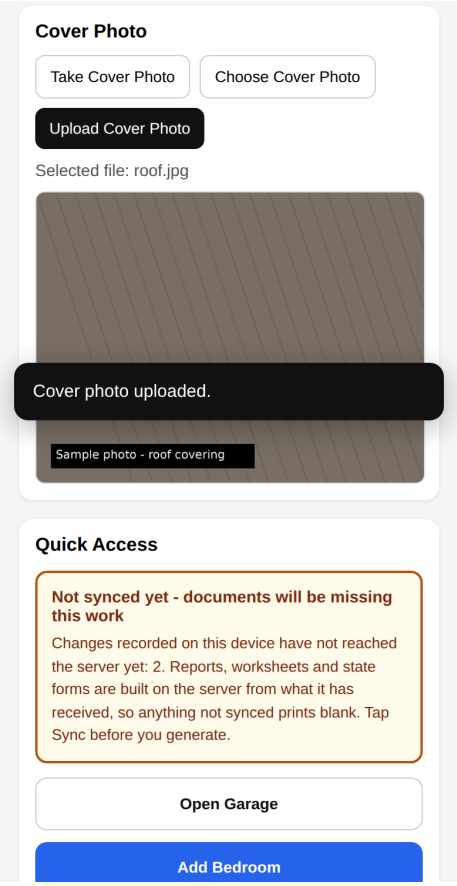
Further down the same panel: the Texas and Florida license blocks.

The Texas and Florida blocks are attestations. The app fills in what you typed; it never decides whether you are qualified to sign a state form.

CHAPTER 5

Photographs

Where they go. Every finding, the cover, each Florida photo set and each REAC deficiency has its own photo controls. A photograph belongs to the thing it was taken under and prints beside it. **Take Photo** opens the camera; **Choose Photo** opens the gallery; on a computer, **UploadPhoto** lets you pick a file. iPhone HEIC files are accepted. **Markup.** After a photo is added, tap it to draw arrows and circles and add a note; the marked-up copy is what prints. **Order.** Photographs print in the order shown under the finding; use the arrows to reorder. **Remove** takes one off the finding. **No signal.** Photographs are stored on the device and go up on the next sync. On Android a copy is also written to the phone gallery under Pictures / Semper Fi Inspections, so nothing is lost if the app is uninstalled. **Storage full.** The app refuses the photo and tells you, rather than deleting anything.



The cover photo block on the inspection screen.

CHAPTER 6

REAC NSPIRE pre-inspection module

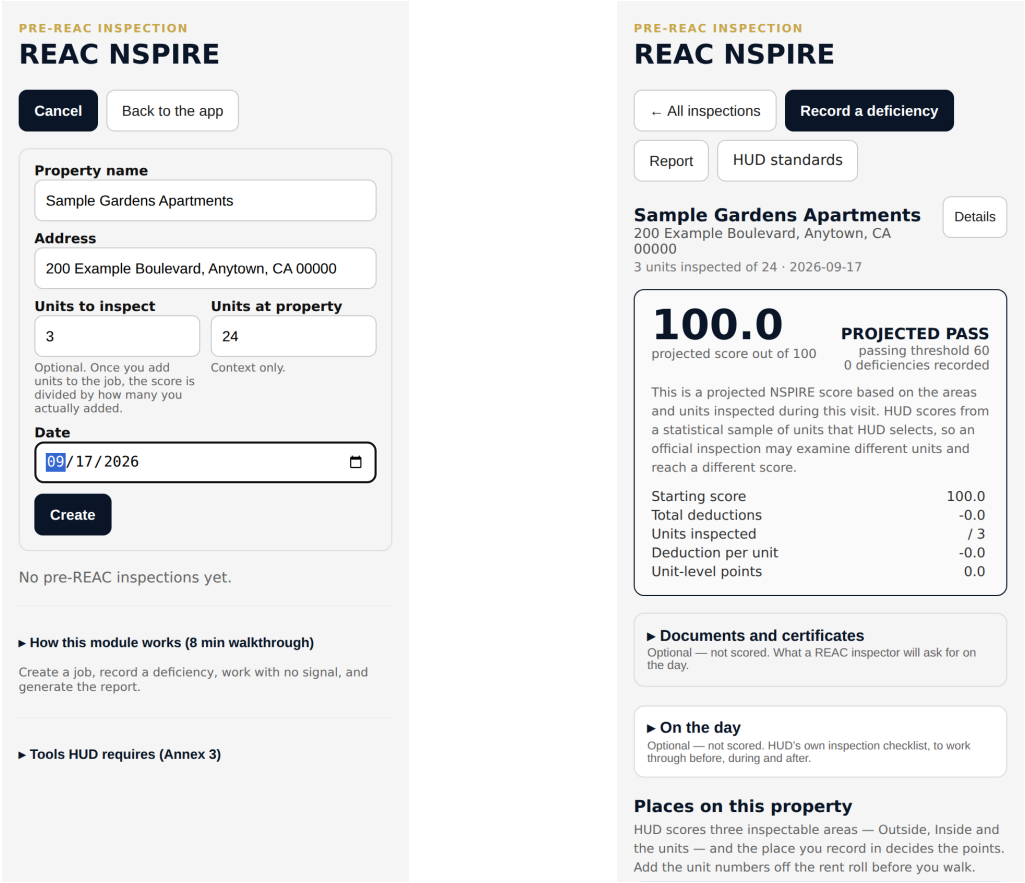
For housing authorities, Section 8 landlords, multifamily owners and the inspectors they hire: walk a property the way HUD will, before HUD does. The module records deficiencies against HUD's NSPIRE standards - all 63 of them, with HUD's own severities, points and correction timeframes - and shows a projected score using HUD's arithmetic. It works with no signal.

An independent pre-inspection prepared for the property owner. Not a HUD inspection. Not affiliated with HUD, REAC, or any HUD contractor. HUD scores from a statistical sample of units that HUD selects, so an official inspection may examine different units and reach a different score.

1. Open the module and create a job

1. Tap **REAC NSPIRE** on the home screen. The first time, with a signal, wait until the red banner is gone - that is HUD's standards being stored on the device.
2. Tap **New pre-REAC inspection**: property name, address, units to inspect (optional - once you add units the score is divided by how many you actually added), units at the property, date. Tap **Create**. The job is written to the device first and created on the server when it syncs, so it works with no signal.

You can carry out the whole REAC inspection in Spanish - the screen, the spreadsheet and your crew's page all read Spanish. What prints in English is the report itself, because it quotes HUD's standards word for word.

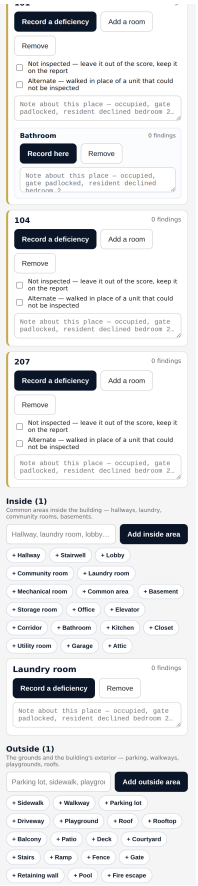


The new-job form, and the job just created: a score card reading 100.0, PROJECTED PASS, and the three inspectable areas below.

2. Units, rooms, inside and outside areas

HUD scores three inspectable areas -**Unit**, **Inside** (common areas inside the building) and **Outside** (grounds and exterior) - and the place you record in decides the points. Add the unit numbers off the rent roll before you walk:

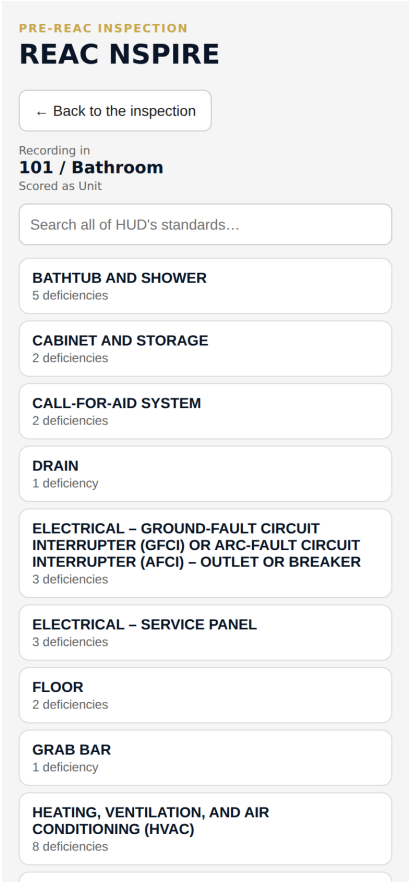
1. **Units** - type one unit number exactly as the rent roll writes it (12A, B-204, PH2) and tap **Add unit**. One at a time, no limit. The number of units in the list is what the score is divided by - counted, never typed.
2. **Add a room** under a unit - Bathroom, Kitchen, Bedroom, and so on. A room is not a fourth area; everything in it is still a Unit finding at Unit points. It changes the report heading ("Unit 101 › Bathroom") and, more importantly, the picker.
3. **Inside** and **Outside** - tap a chip (Hallway, Laundry room, Parking lot, Playground...) or type your own name. The chip names are HUD's own wording.
4. Every unit and area carries its own **note** ("occupied, resident declined bedroom 2", "gate padlocked, perimeter only") that prints under its heading.

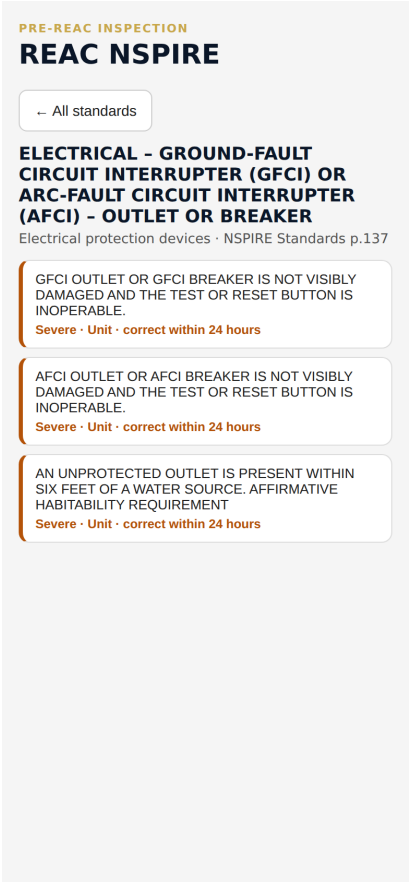


Three units, a bathroom under 101, a laundry room inside and a parking lot outside. "3 units counted as inspected - this is what the score is divided by."

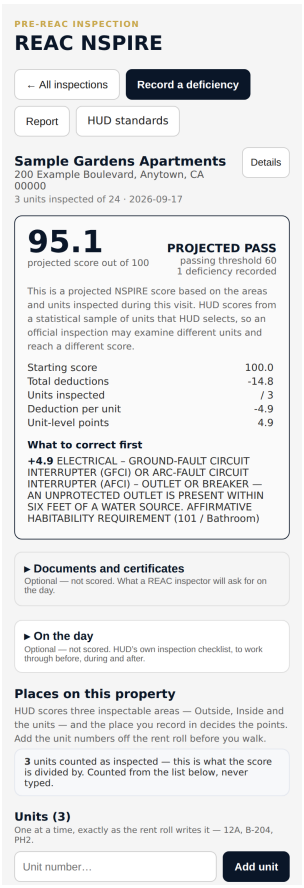
3. Record a deficiency

1. Stand in the place and tap **Record here** on the room (or **Record a deficiency** on the unit or area). The picker opens already knowing the place - "Recording in 101 / Bathroom, scored as Unit" - so the inspectable area is never a choice a tired thumb can get wrong.
2. The list is **short**: only the standards HUD names for that kind of place (a bathroom: 15 standards). Everything else is **folded** behind one button - "101 more that apply anywhere in the Unit - show them" - never hidden. Typing in the search box unfolds them.
3. Tap a standard, then the deficiency. Each shows HUD's severity, the area, and the correction timeframe ("Severe · Unit · correct within 24 hours").
4. Add a note and photographs, then tap **Record this deficiency** (the button counts the photographs you attached). Deficiency photographs are also saved to the phone gallery.





The short list for a bathroom, and the GFCI standard opened with its three deficiencies.



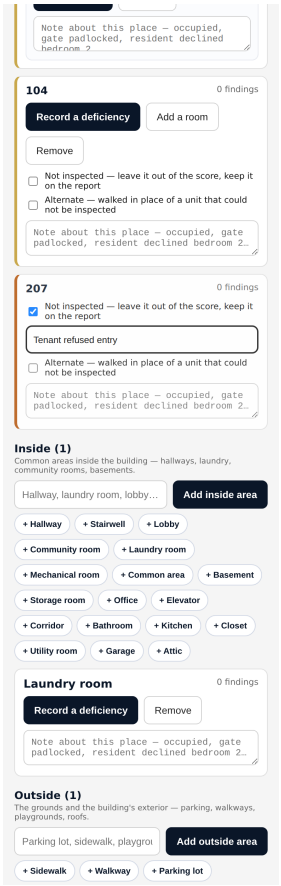
After recording one Severe unit deficiency: 14.8 points divided by 3 units = 4.9 off, projected score 95.1, and "What to correct first".

4. The score

The score card follows HUD's formula: each deficiency's points (Life-Threatening 49.6 / 54.5 /60.0, Severe 12.2 / 13.4 / 14.8, Moderate 4.5 / 5.0 / 5.5, Low 2.0 / 2.2 / 2.4 for Outside / Inside /Unit) are divided by the number of units inspected and taken off 100. The same deficiency recorded twice in the same place is charged once. A unit-level total of 30 points or more after the division is a projected fail regardless of the total, exactly as HUD applies it. The score is computed on the server; with no signal the card shows the last server score marked stale, with the count of deficiencies recorded since.

5. Units that could not be inspected

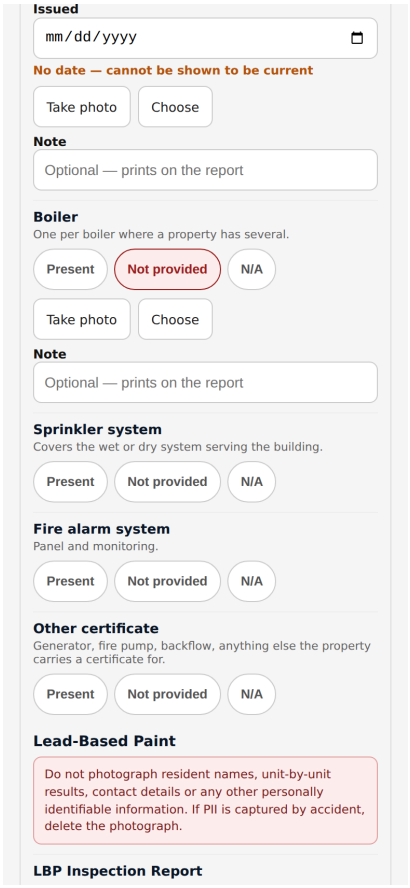
Tick **Not inspected** under a unit and type why ("tenant refused entry"). It stays on the job and prints with its reason, and drops out of the divisor. The unit you walked in its place is added normally and ticked **Alternate**, naming the unit it replaced. **Remove** is only for a unit typed in by mistake - it warns you if findings or photographs would go with it.

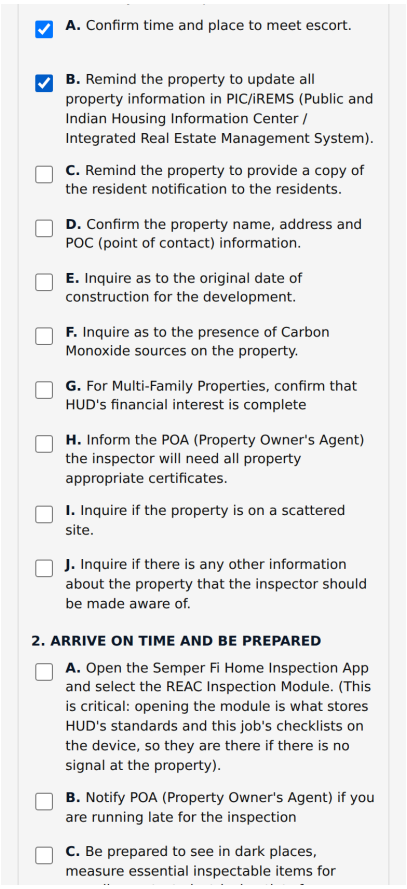


Unit 207 marked not inspected with its reason; the score is now divided by 2.

6. Documents and certificates, and On the day

Two optional, unscored checklists on the job. **Documents and certificates** is what a REAC inspector will ask for on the day - elevator, boiler, fire alarm, lead-based paint and the rest. Mark each **Present**, **Not provided** or **N/A**, add a note and a photograph of the document. Every answer saves the moment you tap it; **Send now** sends what is waiting, and the line at the bottom of the panel tells you what has been sent. **On the day** is HUD's own inspection checklist - before, during and after - as tick boxes you work through over the days before the inspection.

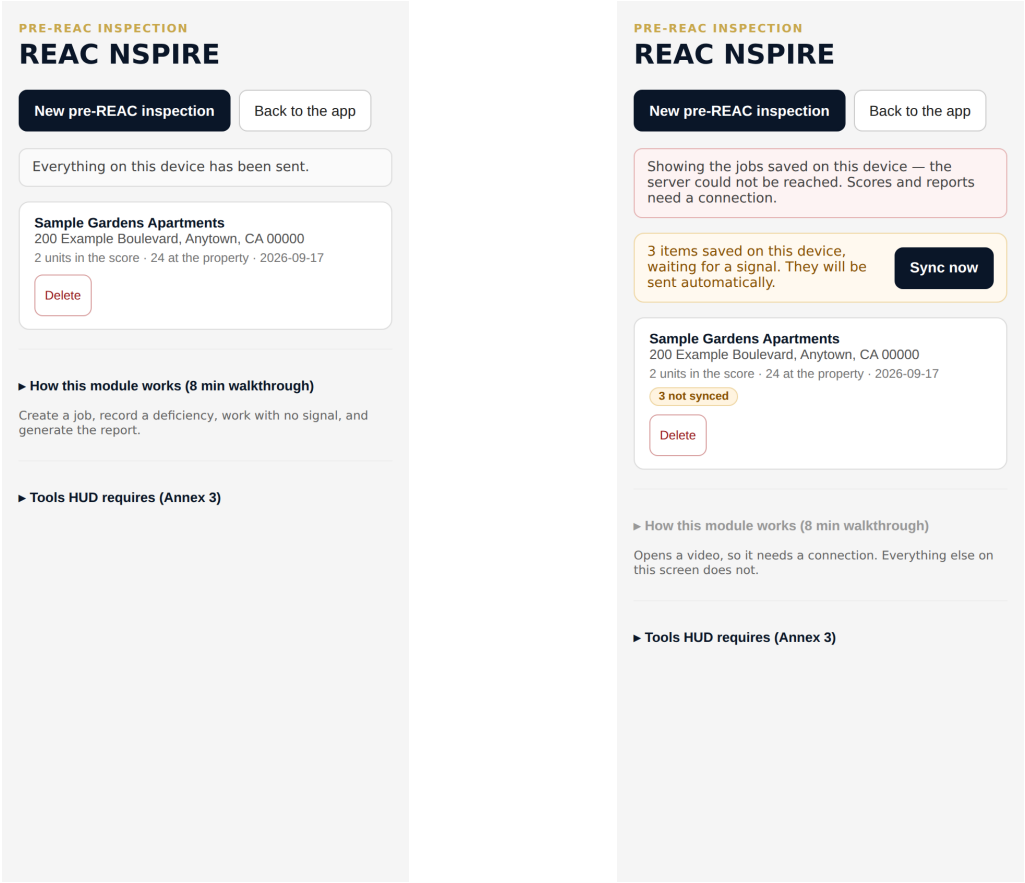




The documents checklist with two answers, and HUD's day-of checklist.

7. No signal

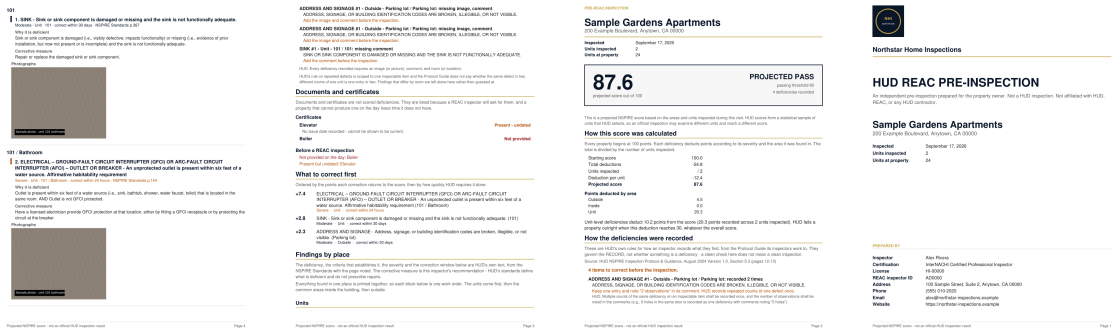
Everything above works in a basement or a boiler room. The job list shows "N items saved on this device, waiting for a signal - they will be sent automatically" and each job shows its unsent count. When the signal returns the module sends them itself; **Sync now** forces it. Scores and reports need a connection.



The job list with 3 items waiting for a signal, and after the signal returned.

8. The report

With a signal, tap **Report**. The PDF is named pre-reac-(property)-(date).pdf. It prints the cover with your letterhead and the HUD line, the projected score with its arithmetic and the units line, then the units first, then Inside, then Outside, each finding under its place with its photographs under it, the not-inspected units with their reasons, the two checklists, and a fix-this-first list.



101

1. SINK - Sink or sink component is damaged or missing and the sink is not functionally adequate.
Moderate · Unit · 101 · correct within 30 days · NSPIRE Standards (p.267
Why it is deficient
Sink or sink component is damaged (i.e., visibly defective; impacts functionality) or missing (i.e., evidence of prior installation, but now not present or is incomplete) and the sink is not functionally adequate.
Corrective measure
Repair or replace the damaged sink or sink component.
Photographs

Sample photo · unit 101 bathroom

101 / Bathroom

2. ELECTRICAL – GROUND-FAULT CIRCUIT INTERRUPTER (GFCI) OR ARC-FAULT CIRCUIT INTERRUPTER (AFCI) – OUTLET OR BREAKER - An unprotected outlet is present within six feet of a water source. Affirmative habitability requirement
Severe · Unit · 101 · Bathroom · correct within 24 hours · NSPIRE Standards p.144
Why it is deficient
Outlet is present within six feet of a water source (i.e., sink, bathtub, shower, water faucet, toilet) that is located in the same room. AND Outlet is not GFCI protected.
Corrective measure
Have a licensed electrician provide GFCI protection at that location, either by fitting a GFCI receptacle or by protecting the circuit at the breaker.
Photographs

Sample photo · unit 101 bathroom

Projected NSPIRE score · not an official HUD inspection result Page 4

ADDRESS AND SIGNAGE #1 - Outside - Parking lot / Parking lot: missing image, comment
ADDRESS, SIGNAGE, OR BUILDING IDENTIFICATION CODES ARE BROKEN, ILLEGIBLE, OR NOT VISIBLE.
Add the image and comment before the inspection.

ADDRESS AND SIGNAGE #1 - Outside - Parking lot / Parking lot: missing image, comment
ADDRESS, SIGNAGE, OR BUILDING IDENTIFICATION CODES ARE BROKEN, ILLEGIBLE, OR NOT VISIBLE.
Add the image and comment before the inspection

SINK #1 - Unit - 101 / 101: missing comment
SINK OR SINK COMPONENT IS DAMAGED OR MISSING AND THE SINK IS NOT FUNCTIONALLY ADEQUATE.
Add the comment before the inspection.

HUD: Every deficiency recorded requires an image (or picture), comment, and room (or location).

HUD's rule on repeated defects is scoped to one inspectable item and the Protocol Guide does not say whether the same defect in two different rooms of one unit is one entry or two. Findings that differ by room are kept distinct.

Documents and certificates

Documents and certificates are not scored deficiencies. They are listed because a REAC inspector will ask for them, and a property that cannot produce one on the day loses time it does not have.

Certificates

Elevator — Present - undated
No issue date recorded - cannot be shown to be current.

Boiler — Not provided

Before a REAC inspection

Not provided on the day: Boiler
Present but undated: Elevator

What to correct first

Ordered by the points each correction returns to the score, then by how quickly HUD requires it done.

+7.4 ELECTRICAL – GROUND-FAULT CIRCUIT INTERRUPTER (GFCI) OR ARC-FAULT CIRCUIT INTERRUPTER (AFCI) – OUTLET OR BREAKER - An unprotected outlet is present within six feet of a water source. Affirmative habitability requirement (101 / Bathroom)
Severe · Unit · correct within 24 hours

+2.8 SINK - Sink or sink component is damaged or missing and the sink is not functionally adequate. (101)
Moderate · Unit · correct within 30 days

+2.3 ADDRESS AND SIGNAGE - Address, signage, or building identification codes are broken, illegible, or not visible. (Parking lot)
Moderate · Outside · correct within 30 days

Findings by place

The deficiency, the criteria that establishes it, the severity and the correction window below are HUD's own text, from the NSPIRE Standards with the page noted. The corrective measure is this inspector's recommendation - HUD's standards define what is deficient and do not prescribe repairs.

Everything found in one place is printed together, so each block below is one work order. The units come first, then the common areas inside the building, then outside.

Units

Projected NSPIRE score · not an official HUD inspection result Page 5

PRE-REAC INSPECTION

Sample Gardens Apartments

200 Example Boulevard, Anytown, CA 00000

Inspected	September 17, 2026
Units inspected	2
Units at property	24

87.6
projected score (out of 100)

PROJECTED PASS
passing threshold 60
4 deficiencies recorded

This is a projected NSPIRE score based on the areas and units inspected during this visit. HUD scores from a statistical sample of units that HUD selects, so an official inspection may examine different units and reach a different score.

How this score was calculated

Every property begins at 100 points. Each deficiency deducts points according to its severity and the area it was found in. The total is divided by the number of units inspected.

Starting score	100.0
Total deductions	-94.8
Units inspected	/ 2
Deduction per unit	-12.4
Projected score	**87.6**
Points deducted by area	
Outside	4.6
Inside	5.0
Unit	23.3

Unit-level deficiencies deduct 10.2 points from the score (20.3 points recorded across 2 units inspected). HUD tells a property outright when this deduction reaches 30, whatever the overall score.

How the deficiencies were recorded

These are HUD's own rules for how an inspector records what they find, from the Protocol Guide its inspectors work to. They govern the RECORD, not whether something is a deficiency - a clean check here does not mean a clean inspection.

Source: HUD NSPIRE Inspection Protocol & Guidance, August 2024 Version 1.0, Section 5.3 (pages 19-13)

4 items to correct before the inspection.

ADDRESS AND SIGNAGE #1 - Outside - Parking lot / Parking lot: recorded 2 times
ADDRESS, SIGNAGE, OR BUILDING IDENTIFICATION CODES ARE BROKEN, ILLEGIBLE, OR NOT VISIBLE.
Keep one entry and note "2 observations" in its comment. HUD records repeated counts of one defect once.
HUD: Multiple counts of the same deficiency on an inspectable item shall be recorded once, and the number of observations shall be noted in the comments (e.g., 5 holes in the same door is recorded as one deficiency with comments noting "5 holes").

Projected NSPIRE score · not an official HUD inspection result Page 2

Northstar Home Inspections

HUD REAC PRE-INSPECTION

An independent pre-inspection prepared for the property owner. Not a HUD inspection. Not affiliated with HUD, REAC, or any HUD contractor.

Sample Gardens Apartments

200 Example Boulevard, Anytown, CA 00000

Inspected	September 17, 2026
Units inspected	2
Units at property	24

PREPARED BY

Inspector	Alex Rivera
Certification	InterNACHI Certified Professional Inspector
License	HI-00600
REAC inspector ID	AX0000
Address	100 Sample Street, Suite 2, Anytown, CA 00000
Phone	(555) 010-2020
Email	alex@northstar-inspections.example
Website	https://northstar-inspections.example

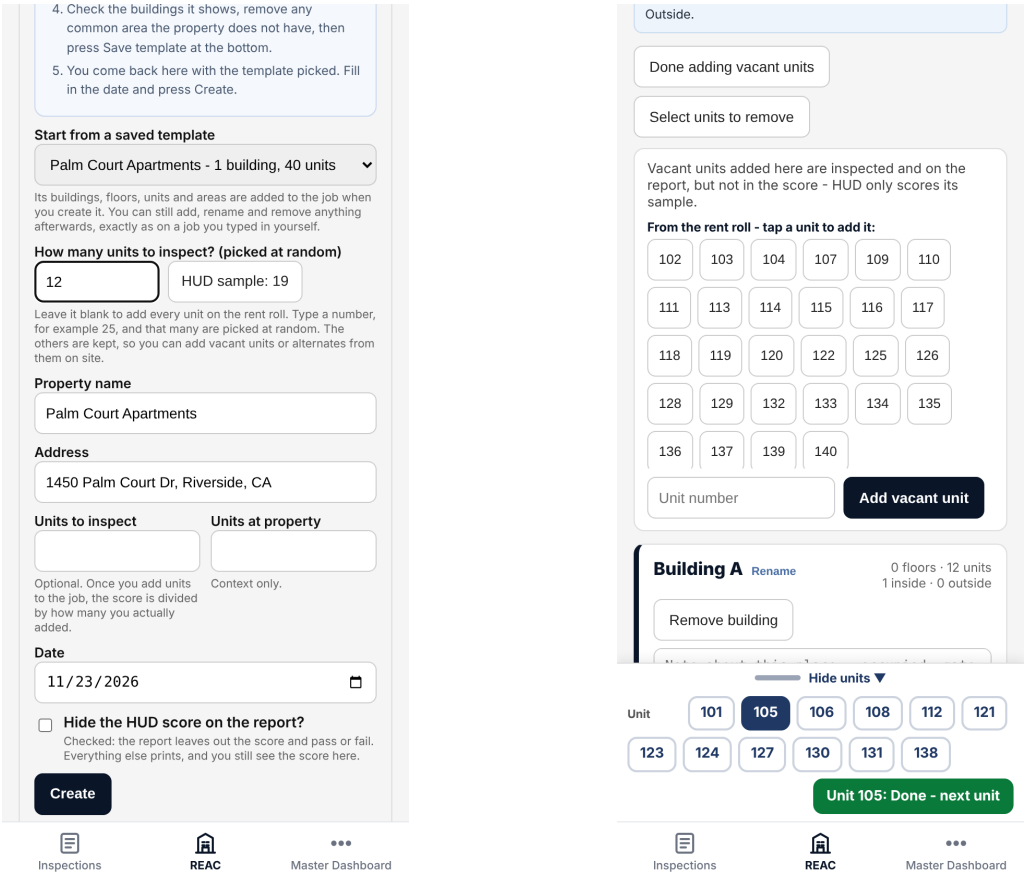
Projected NSPIRE score · not an official HUD inspection result Page 1

The REAC pre-inspection report: cover and score page. Findings by unit, inside and outside, with photographs under each.

9. Pick the units at random from the rent roll

1. On **New pre-REAC inspection**, choose the property under **Start from a saved template** (Chapter 13 builds one from the rent roll).
2. In **How many units to inspect? (picked at random)** type a number, for example 25, or press **HUD sample** to use HUD's sample size for the property. Leave it blank to add every unit.
3. Press **Create**. The app picks that many units at random. Each picked unit keeps its rooms, and the buildings and common areas are always kept. It works the same on a job you assign to another inspector.

Walked fewer units than HUD's sample? The score card estimates the score on HUD's full sample from what you found in the units you walked, and shows a low, likely and high score on the card and in the report. If you know HUD's sample size, type it in and recalculate.



How many units to inspect, with HUD's sample size beside it (left), and adding vacant units from the rest of the rent roll (right).

10. Vacant units and extra units

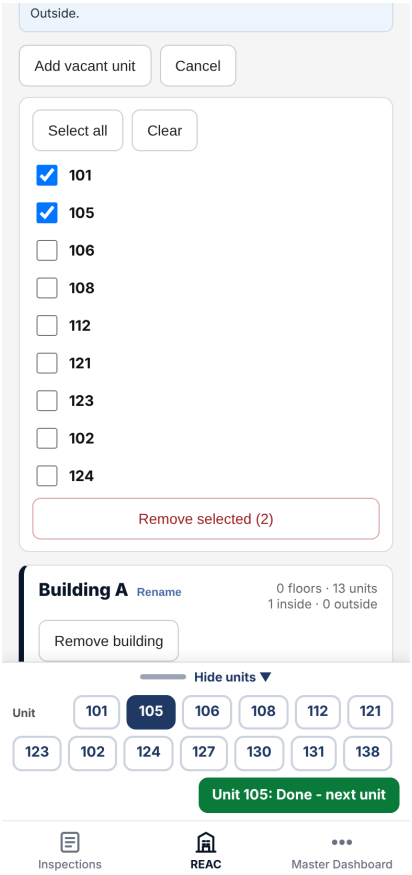
Every unit card has a **Vacant** checkbox. To inspect a vacant unit on top of the sample, press **Add vacant unit**, then tap a unit from the rest of the rent roll or type its number, and press **Done adding vacant units**. Extra units are inspected and printed on the report as vacant extra units. They are **not** counted in the score, the units-inspected figure or the sample.

11. Remove several units at once

Press **Select units to remove**, tick the units (or **Select all**), press **Remove selected** and confirm. Everything recorded in those units is removed with them.

12. Hide the HUD score on the report

Tick **Hide the HUD score on the report?** on the New inspection form, or inside the job at any time. The report leaves out the score and pass or fail; every deficiency, photo and correction date still prints. The app still calculates the score and you still see it on screen. Untick it and the score prints again. Property management reports have the same choice under **HUD score on this report**: As set on each inspection, Show the score, or Hide the score.



Two units ticked under Select units to remove.

CHAPTER 7

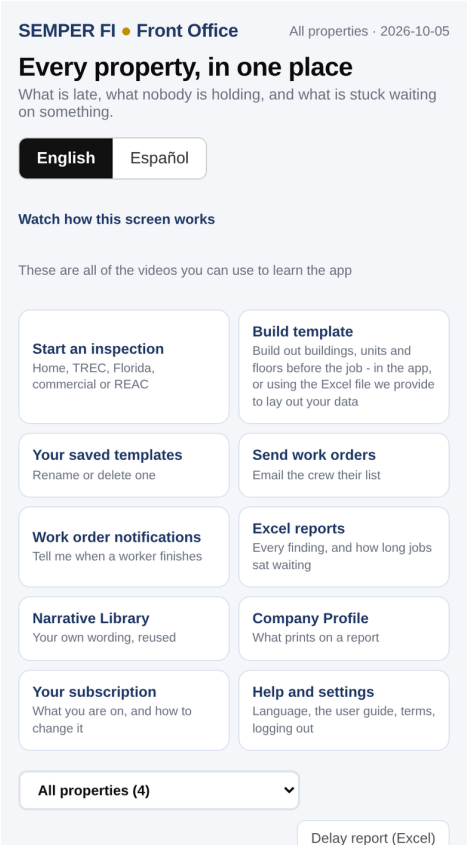
The Master Dashboard

The **Master Dashboard** is the fourth tab in the app, and the same screen in the browser. It is one screen for the whole operation: every property you have inspected, everything still open on them, the charts that say where it is heading, and a tile for every tool in the app.

The tiles

Each tile opens a page with only that one thing on it, and a way straight back to the dashboard. Nothing is buried under a menu.

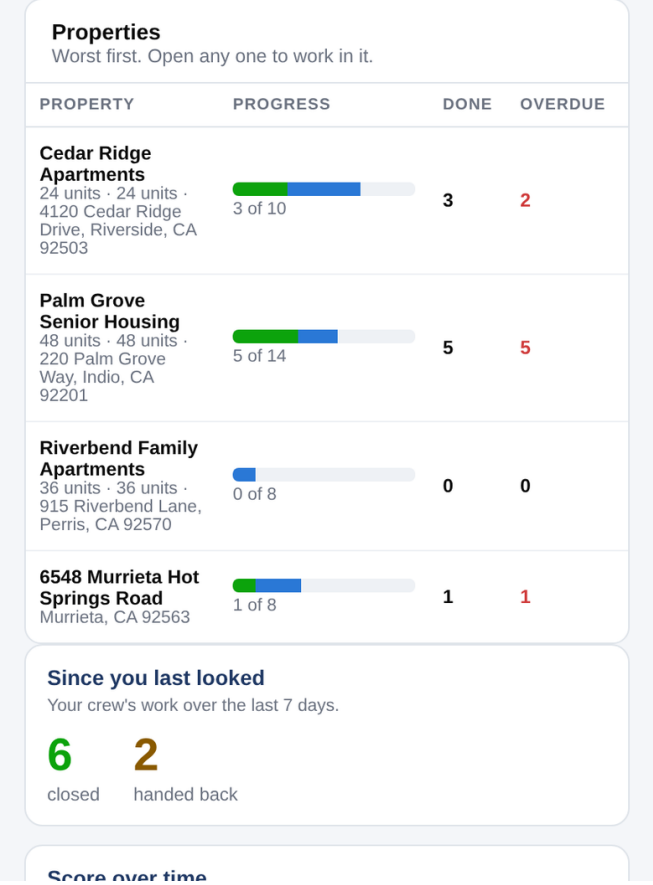
1. **Start an inspection** - the inspection types your plan covers, and only those. If your plan includes the REAC NSPIRE module, Pre-REAC NSPIRE is there as well.
2. **Prepare a property** - build the buildings, floors and units before the job. See the next chapter.
3. **Work orders**, **Work order notifications** and **Excel reports** - sending repairs to the crew, being told when one is finished, and every finding as a spreadsheet.
4. **Your company** - the profile that prints on a report, your narrative library, your inspectors and your email settings.
5. **Your subscription** and **Help and settings** - what you are on, the language switch, this guide and the Terms of Service.



The Master Dashboard as it opens: the job you last touched, the language switch, and a tile for every tool in the app.

The property list

Below the tiles is every property you can see, worst first. Each row says how much is open, how much is past HUD's correction window, how much nobody has picked up, and how much is stuck waiting on parts, access or an approval. Open any row to work inside that property.



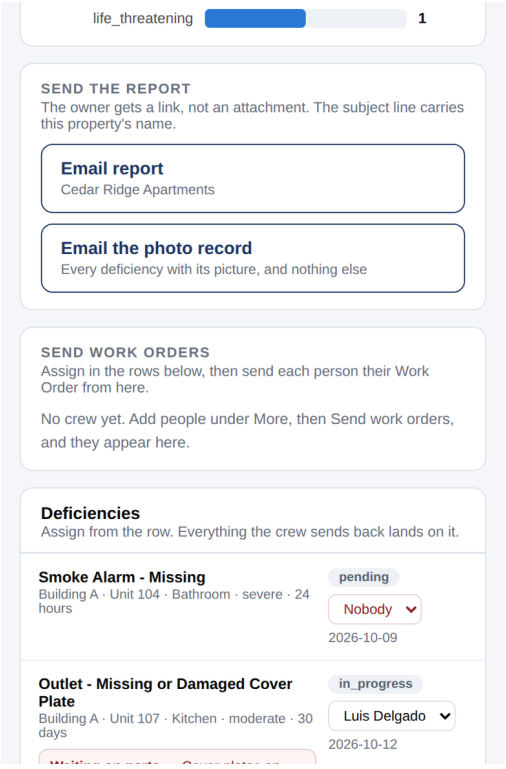
Every property you can see, worst first. The figures in red are past HUD's correction window.

Working from a property

Open a property row and the dashboard does what you used to open the job to do. **Email report** sends the finished document to one address or several - it goes as a link rather than an attachment, so it cannot bounce for size, and the subject line carries the property address, which is what an owner with six buildings needs to tell one from another. The link expires; sending it again makes a new one. On a REAC NSPIRE property there is a second button, **Email the photo record**, for the picture document. A home inspection does not have one, and that is not an omission: its photographs print inside the report itself, so there is no separate document to send.

Five more things on this screen

1. **Carry on with your last inspection** - the job you touched most recently, one tap. It is the most common reason anybody opens the app, and it used to mean going back to Your Inspections and finding it.
2. **Work still on this device** - a warning when something you recorded has not reached the server yet. It is the one state that actually loses a day, and it is why a report can come out short: the document is built on the server from what has reached it. It appears only when there is something to say, never as a standing “0 unsent”.
3. **Your plan** - shown only inside the last fourteen days before it ends. A subscription that lapses while you are in a crawlspace is the worst possible moment to find out, and a permanent billing banner on the screen you work from every morning is an advertisement.
4. **Find a property** - a search box, once you have more than eight. It filters as you type and never leaves the device.
5. **Since you last looked** - what your crew finished and what they handed back in the last seven days. Dated from when the server heard, not from the date somebody typed on the job, because “since I last looked” is a question about when the system knew.

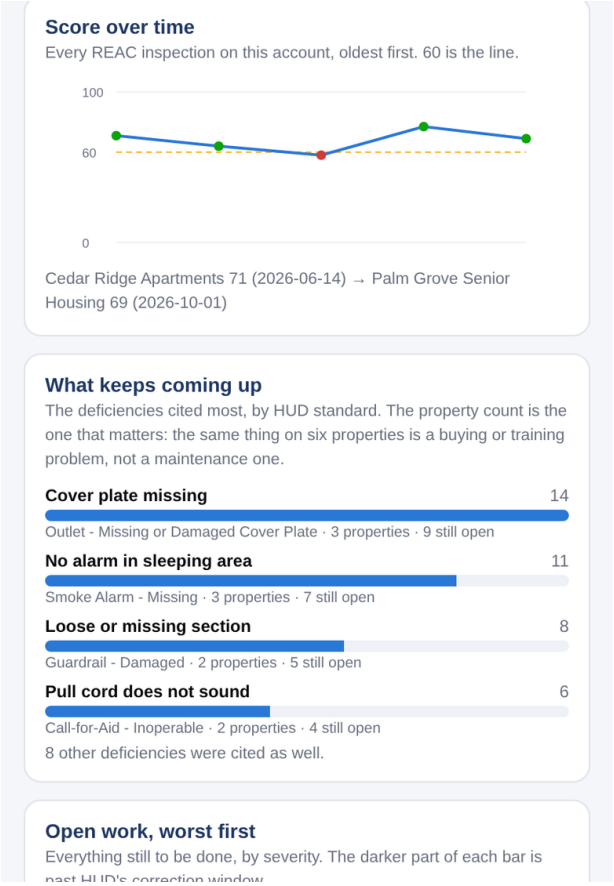


Open a property and the report goes out from here. On a REAC NSPIRE job there is a second button for the photo record.

The four charts

The charts sit below the property list. The list is what somebody opens this screen for every morning; the charts are what they read once a week, and four of them above the fold pushed the morning's work off the bottom of a phone. **Score over time** plots one point for every REAC NSPIRE inspection on the account, oldest to newest, with 60 drawn across it because that is the line between passing and failing. It is the same number the report prints. **What keeps coming up** lists the ten deficiencies cited most, by HUD standard, with how many separate properties each one turned up on. That property count is the point: the same defect forty times on one property is a maintenance problem, while the same defect once each on six properties is a purchasing or a training problem. **Open work, worst first** shows everything still to be done by severity, with the part already past its correction window marked inside the same bar. **How long it has been sitting** counts from the day the inspection found the deficiency, not from the day somebody typed it in, so late data entry cannot flatter the figure. A brand-new account sees no charts at all rather than empty ones. They appear as soon as there is something to draw.

→ Video: the Master Dashboard, start to finish
https://youtu.be/vtwFQXchCA8

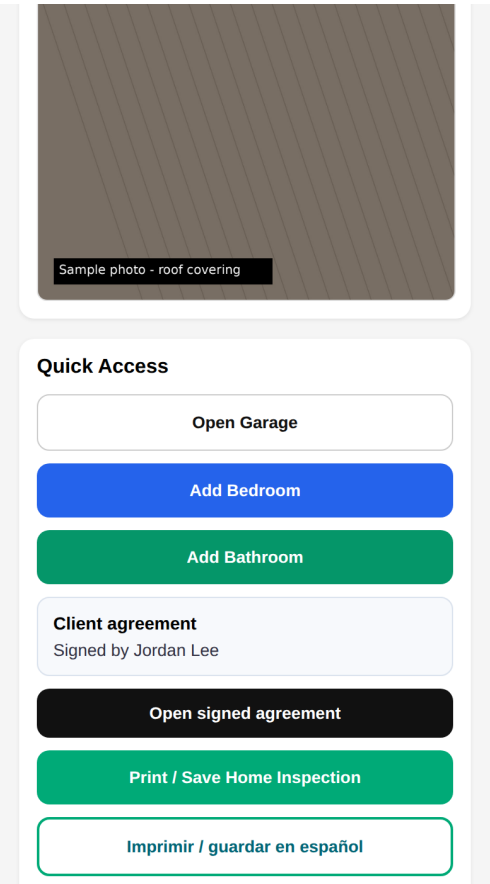


The charts sit below the list: the score over time, what keeps coming up, open work by severity, and how long it has been sitting.

CHAPTER 8

Syncing, working offline, and sending

Everything you record lives on the device first. Creating a job, marking a status, writing a note, taking a photograph - none of it needs a signal. **Sync** on the home screen sends it all to the server and pulls down anything changed on another device. Status: All synced means nothing is waiting. The inspection screen shows a yellow "Not synced yet" line, with the count, until it is. **Documents are built on the server.** Reports, worksheets and state forms print from what the server has. Sync before you generate; if you tap Generate with work still waiting, the app says so and asks before going ahead. **Sending.** The generated PDF downloads to the device; share it from there by email or any app. Client agreements are emailed by the app itself once signed. **Two devices.** Sync on the phone, then open the same account on the computer and sync again: the job, its findings and photographs are there.



The inspection screen's warning while work is still on the device.

CHAPTER 9

Work orders: sending repairs to your crew

Finding the defect is half the job. This chapter is the other half: handing each deficiency to the person who will fix it, watching it close, and being able to prove afterwards that it was. It works the same way on home, commercial and REAC NSPIRE inspections.

What your crew needs

Nothing. No account, no app, no password, no download. Each worker receives a single link that opens in whatever browser is already on their phone.

Adding your crew

1. Open any inspection and choose **Send work orders**.
2. Under **Crew**, add each worker's name and email address.
3. Tap **Add**.

You do this once for your company, not once for each property. Everyone you add is available on every job from then on.

Correcting a name later moves their work with it. Every deficiency assigned under the old name moves to the new one automatically, across both home and REAC findings. It does not detach them from work they were already holding.

Removing somebody revokes their links. Every live link they hold stops working that moment. Their name stays on the work they already completed - removing somebody is not the same as erasing what they did.

Assigning the repairs

Against each deficiency, choose who is doing it.

A worker with nothing assigned cannot be sent a list. The send button shows the count beside their name and switches off at zero. This is deliberate: a link that opens to “Nothing is assigned to you on this job yet” wastes a trip, and a link already on somebody's phone cannot be recalled.

Sending

One link per worker. Sent by email or text from your own address, so it arrives from you and replies come back to you. It shows only that worker's items, on that one property, with your photographs and the location line.

One link for the whole job. For a supervisor who needs to see everything. Copy it and paste it wherever you like - this one emails nobody.

Sending the same list again extends the link they already have. You never end up with two live links for one person on one job. If you set a later expiry date, the existing link takes the new date.

What the worker sees

Their own list, in order, with your photographs. Each item has **Start** and **Done**.

Their page shows **Spanish with the English beside it**, not instead of it. A worker reads his own list in Spanish and can still read the unit number and the component back to a supervisor who does not speak Spanish.

What you see

Every tap reaches you within seconds. On each deficiency, a status chip: **Pending**, **In progress**, **Completed**. On your job list, how far along each property is - and **how much of it has nobody's name on it**.

That second number matters more than it looks. Without it, a property whose crew walked off reads exactly like one being actively worked: the same total, the same number done. The unassigned count is the only thing that tells them apart.

When work is handed back

A worker who cannot do an item hands it back, and the app asks why: not my trade, could not get access, needs parts, or other.

Any of these can carry their own words. “Needs parts” tells you to raise an order. “Needs a 40 gallon water heater” *is* the order. The note is stored separately from the category, so you can still count and filter by category while keeping the detail. “Other” will not send on its own - it requires the words, because an email reading “Reason given: Other” tells you exactly as much as no reason at all.

The repair returns to **Pending** - completed work is left alone, because a repair does not become unfinished when the person who did it takes their name off. You are emailed immediately with the reason **in the subject line**. The reason and note are stored so you can act on them on Tuesday, and both are cleared the moment anybody claims the work again.

Work past its correction window

Every REAC deficiency carries HUD's correction window, and the app knows the deadline.

Your office gets one email listing everything overdue - not one per deficiency. **The worker holding it** gets his own, with his items and his link attached. Both go out **two days before the deadline as well as after**, because the shortest window HUD prices is 24 hours and a warning that arrives afterwards is a reproach. Nothing without a deadline is ever called late.

Choosing what reaches you

Under **Notifications** in the send panel: **Every repair** sends an email per completed repair, naming the deficiency and the unit. **Urgent only** sends Life-Threatening and Severe as they happen. **A daily summary** sends one email listing the day's finished and unassigned work. **Never** sends nothing - the app and the spreadsheet still show everything.

This is set **once for the account**, not per job. A property with sixty deficiencies should not send sixty emails on the same morning. Overdue notices are not silenced by “A daily summary”: the summary says what got done, and an overdue notice says what did not.

The spreadsheet

Export findings produces an Excel workbook, in English or Spanish, with every finding on one sheet: a **Status** dropdown, **Assigned to**, **Completion date**, correction due dates, and a dashboard counting what is overdue.

Those three columns are unlocked and the rest of the sheet is protected, so nobody breaks the file by typing in the wrong place. Columns are found by heading rather than by position, so inserting one does not silently break the counts.

Two things worth knowing about this file. Your crew's taps reach the office immediately and appear in the next export, with the name and the date - nothing has to be collected from anybody. And **the file is a snapshot of the moment you exported it**: typing in your copy reaches nobody, not the crew, not the app, not another copy, and saving it changes nothing outside it.

An office ticking rows off in Excel all afternoon believes it is driving the system, and the crew never hears a word. The About sheet inside the workbook says so as well.

Which plans include this

All three. Inspector, REAC NSPIRE and Complete.

CHAPTER 10

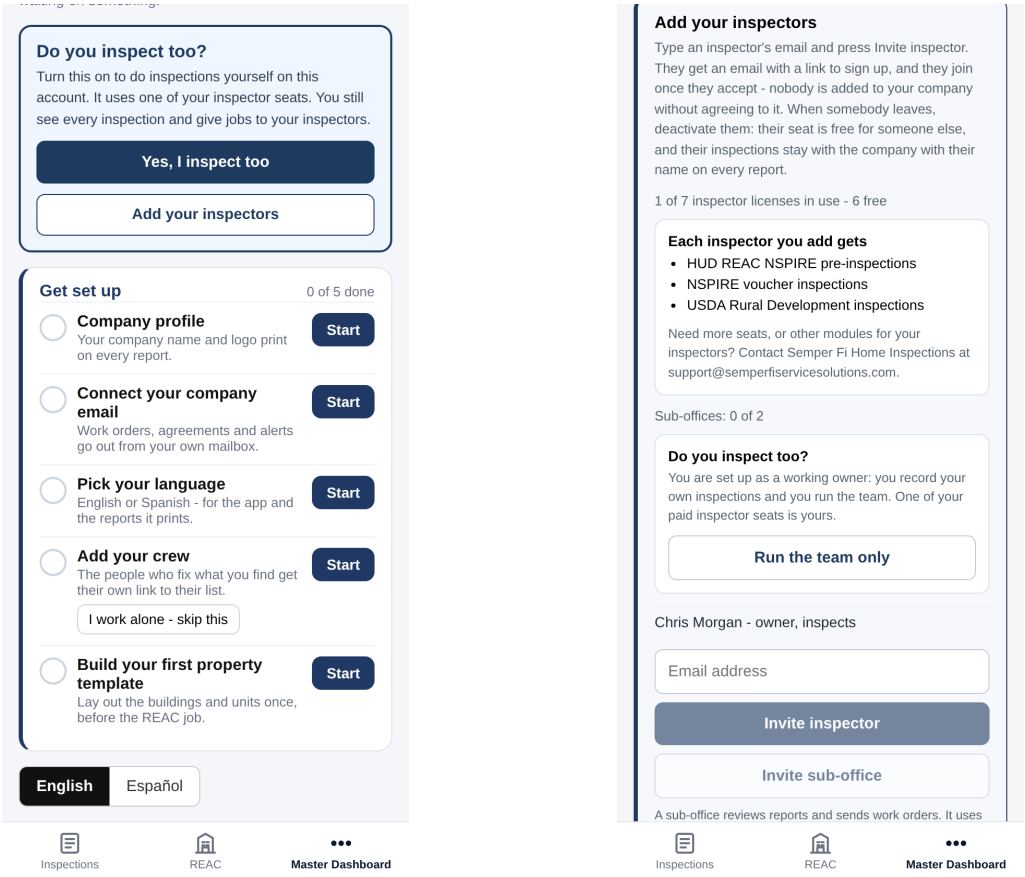
Your inspectors and your team

A company account has a number of **inspector licenses** and one front office login. The front office sees everything the company records and sends the work out; an inspector records inspections and sees their own. The front office is included and uses no license.

Everyone on the team shares one renewal date. The licenses and the modules your inspectors get are set on your company account; to add licenses or modules, contact support@semperfiservicesolutions.com.

Open Add your inspectors

1. On the **Master Dashboard**, under **Do you inspect too?**, press **Add your inspectors**.
2. The page shows your licenses, for example "1 of 7 inspector licenses in use - 6 free", what each inspector you add gets, your team, and any invitation still waiting.

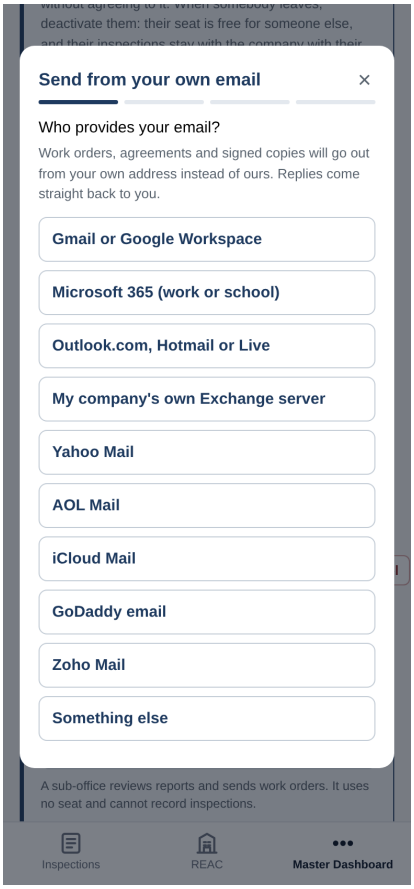


The Master Dashboard with Add your inspectors (left), and the page it opens (right).

Connect your email first (one time)

This is separate from the email you sign in with. It tells the app which email account to send from, so reports, agreements, job links and invitations go out from your own address and replies come back to you. You can use the same address you sign in with.

1. On the **Master Dashboard**, open **Your company**, then **Your own email**, and press **Set up my email**. (On a company account it is also on the Add your inspectors page.)
2. Choose your provider: Gmail or Google Workspace, Microsoft 365, Outlook.com, your company's own Exchange server, Yahoo Mail, AOL Mail, iCloud Mail, GoDaddy, Zoho, or **Something else**.
3. Follow the steps on the screen. Most providers need an app password, and the screen has a button that takes you to the page that makes one.
4. Press **Save and send a test**. When the test email arrives, you are done.



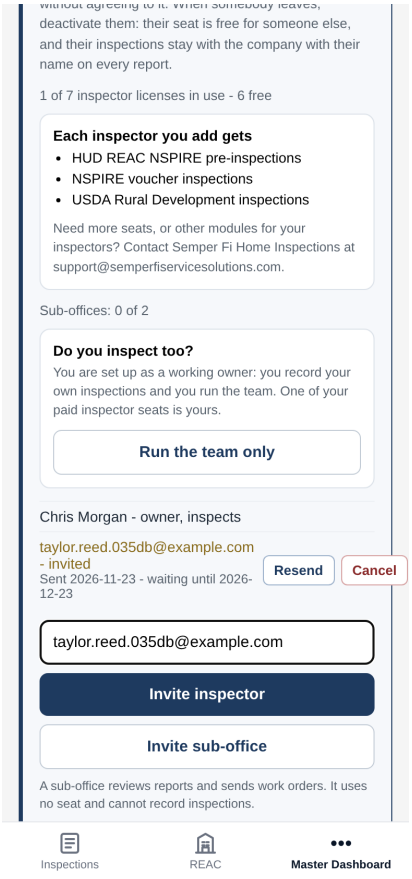
Choosing the provider. AOL Mail and the others each have their own steps.

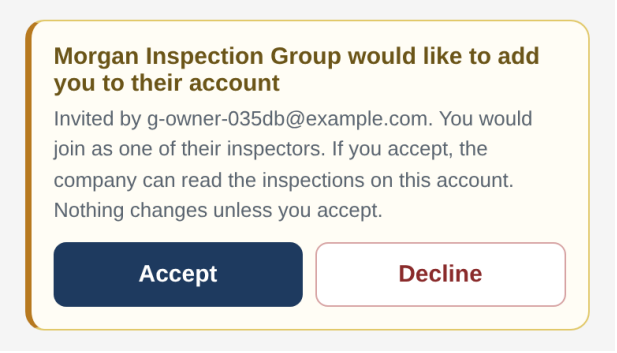
Invite an inspector

1. Type the inspector's email address and press **Invite inspector**. They do not need an account yet.
2. The app emails them an invitation from your address. They sign up with that same email, or sign in if they already have an account, and press **Accept**.
3. You get an email when they join, and their name shows on your page. From then on every inspection they do shows up in your account.

Each waiting invitation shows the date it was sent and the date it expires (30 days). **Resend** sends it again with a fresh 30 days. **Cancel** takes it back.

Your inspector buys nothing and enters no card. An account that already has its own paid subscription cannot join a company until it is canceled, so nobody is charged twice.





A waiting invitation with Resend and Cancel (left), and the invitation as the inspector sees it (right).

If you inspect as well as run the team

Press **Yes, I inspect too** on the Master Dashboard (or **I inspect too** on the Add your inspectors page). You can then record inspections yourself and still see the whole company's work. It uses one of your licenses. **Run the team only** switches you back.

Extra office logins - free, and up to two

A second location, a scheduler or a partner can have an office login of their own. Press **Invite sub-office** on the same page. A sub-office uses no inspector license and costs nothing. It reviews reports and sends work orders; it cannot record an inspection or change what an inspector found.

When somebody leaves

1. Press **Deactivate** next to their name. Their license is free for someone new and they are signed out everywhere.
2. Reassign their open work orders on the work-order screen. Deactivating somebody does not reassign their repairs.

Everything they recorded stays with the company, with their name and license on every report. Anything still unsynced on their device never reaches you, so if they were out on a job that day, have them open the app with a signal first.

CHAPTER 11

Tracking the repairs

Work orders tell your crew what to fix. This chapter is about what comes back: why a job has not moved, how long it sat, and the proof that it was done.

Why a job is still open

When a worker marks an item in progress he taps a reason: parts on order, waiting on a part, waiting for access, waiting for approval, or working on it now. It shows on the item in your work-order screen alongside anything he typed.

Four of those five mean **nobody is working on it**, and the screen flags them as such. That was the gap this closes: “in progress” read exactly the same whether a man was on a ladder or a water heater had not shipped in three weeks, and only one of those needs somebody to raise a purchase order.

The reason is cleared the moment it stops being true - when the work is finished, handed back, or nobody holds it. A completed repair still reading “waiting on a part” is worse than one reading nothing, because it is the point at which the office stops believing the column.

The delay report

Every one of those reasons is written down each time it changes, so the history survives the column being cleared. **More**, then **Delay report (Excel)**.

Three sheets. The first says where the time went: days lost with nobody able to work, split by reason, with the longest single wait and how many items are still waiting right now. The second names the properties that lost the most. The third is every delay, one row each, longest first - property, item, reason, who, when it started, when it ended and how many days it ran.

The figure worth looking at first is the parts total: the days lost to ordering per job. That is the number to weigh against keeping the common parts on a shelf. Nothing in the app knows what a part costs, so it gives you the days and leaves the arithmetic to you.

It can only report what it has recorded, so it begins the day the feature arrives and becomes more useful every month. Times are written in your own time zone and the sheet says which zone it drew.

Your crew's photographs of their own work

A worker opens his link on any phone - no account, no app, no password - and each item carries a camera button. He photographs the finished repair and it lands on that deficiency, tagged with his name, the date, and whether the item was pending or complete when he took it.

He can also leave a note about the work itself: “replaced the heater, but the shutoff valve is seized too.” That reaches you whatever the status, including on work he has already finished.

Repair photographs in the spreadsheet

The Excel export carries a **Repair photos** column immediately beside the existing one. The defect photograph is on the left and the repair photograph on the right, so a reader can tell what was wrong from what was done about it without opening anything.

They are links rather than embedded pictures, which keeps the file small enough to email.

CHAPTER 12

Correction evidence for HUD

On a REAC NSPIRE job there is a document called **Correction evidence**. It is the one a housing authority uploads to HUD.

It lists **only what has been corrected** - not the whole defect list - and for each item it carries the inspector's photograph of the defect beside your crew's photograph of the repair, the correction deadline HUD set, the date the work was actually done, and whether that was inside the deadline or after it. The last page totals how many were corrected and how many are still outstanding.

How it is meant to be used

HUD's correction windows are not all the same: some items are due within 24 hours and others within 30 days. So pull the document as often as you need it rather than once at the end.

1. Fix the 24-hour items and pull the evidence. It contains those items and says they were done in time.
2. Submit that to HUD.
3. Fix the 30-day items as they come, and pull it again. Every item carries its own correction date, so you can see what is new since the last one you sent.

Items nobody has corrected yet are not listed as corrected - they are counted as outstanding at the end, so the document never implies work that has not happened.

CHAPTER 13

Property templates: build it once

If you inspect the same property more than once, you should only have to lay it out once. A **property template** is its buildings, floors and units saved under a name. Pick it on the next job and every place is already there. On the Master Dashboard, **Prepare a property** builds one and **Your saved templates** renames or deletes the ones you have.

Three ways to build one

1. **Type the numbers.** Twelve buildings, four floors each, twenty-four units a floor is 528 places, laid out in seconds, with unit 201 on the second floor where it belongs.
2. **Build one building and copy it.** If every building has the same layout, build the first and the app offers to create the rest as copies. Give it the next building number and keep going. The property name and address come across with them.
3. **Use the spreadsheet.** Download it, fill in your own numbers, save it and upload it.

The spreadsheet

It has three tabs. The first explains how to fill it in. The second is a worked example with data already in it. The third is yours, and it has three columns: **building**, **floor**, **unit**. Nothing else is needed. The file is read on your own device. It is never uploaded anywhere. If you open a tab other than the property tab the app says so rather than reading the wrong sheet, and a file it cannot read at all tells you why instead of failing silently.

CHAPTER 14

Sub-offices, and sharing your wording

What a sub-office is

A **sub-office** is a second location on the company account - a regional manager, a property manager, a maintenance supervisor. They see reports and send work orders, and they do not record inspections. A sub-office takes no inspector seat. Sub-office accounts become available once the company holds enough inspector seats. Add one from **Your company** on the Master Dashboard, the same way you add an inspector.

What the front office cannot do

The front office can see every inspector's work, assign it and send it out. It cannot change what an inspector found - not the status, not the severity, not the notes. That report carries the inspector's name and the inspector's license. Correcting a misspelled street or a client's telephone number is paperwork and stays allowed; those edits are recorded.

Sharing a narrative with your inspectors

Your narrative library is your own wording, reused. If you are the account that manages the inspectors, you can now hand a narrative to all of them.

1. Open **Narrative Library** from the Master Dashboard and tap the narrative you wrote.
2. Tap **Share with my inspectors**. The panel above the button says which way it currently is, so you can always tell at a glance.
3. When you write a new one, tick **Also give this to my inspectors** on the add screen and it is shared the moment it is saved.

It appears in every inspector's library on their next sync, marked **FROM YOUR OFFICE**. Any of them can reword it or hide it for themselves - that gives them their own copy and leaves yours untouched. **Stop sharing it** takes it back from everybody who has not made their own version. An inspector cannot share wording with their colleagues; only the account that manages them can. An account with no inspectors is told so rather than shown a button that cannot work.

CHAPTER 15

Support and links

Questions, problems, or a feature you need: email **support@semperfiservicesolutions.com**. Include your login email and, for a report problem, the property address.

→ **Email support**
support@semperfiservicesolutions.com

→ **The app in your browser - app.semperfiservicesolutions.com**
https://app.semperfiservicesolutions.com

→ **Google Play listing**
https://play.google.com/store/apps/details?id=com.semperfihomeinspection.app

→ **Software page, pricing and videos**
https://www.californiabuildinginspections.com/inspection-software

→ **Walkthrough videos playlist**
https://www.youtube.com/playlist?list=PLJrRhVC1CiUU

→ **Privacy policy**
https://www.semperfiservicesolutions.com/privacypolicy

→ **Guide: NSPIRE voucher inspections (PDF)**
https://www.californiabuildinginspections.com/files/7ccf37_54f05ce972e547db91d01d8827de5841.pdf

→ **Guide: property management (PDF)**
https://www.californiabuildinginspections.com/files/7ccf37_cf00e9cd56cc449196aaf86ae2d96c9c.pdf

→ **Guide: Commercial PCA (PDF)**
https://www.californiabuildinginspections.com/files/7ccf37_d671aac11b7745ee84cd7ed790ad39e9.pdf

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If a screen will not draw

If something goes wrong the app says so in plain words instead of going blank: **This screencould not be drawn**, with **Try again** and **Back to the app**. Nothing you recorded is lost -inspections, photographs and findings are saved on the device and sync when there is a signal. At the bottom of that screen is a short **Reference** code. Send it with your message: it is the one thing that makes a fault from the field findable, and “it crashed” is not.

Watch the walkthroughs

Every walkthrough video is on our YouTube channel, with captions. They are the fastest way to learn a screen you have not used before.

→ **Semper Fi Home Inspections on YouTube**
https://www.youtube.com/@SemperFiHomeInspections

→ **All walkthrough videos (playlist)**
https://www.youtube.com/playlist?list=PLJrRhVC1CiUU

→ **Video: Pre-REAC NSPIRE, start to finish**
https://youtu.be/oxLc9bK90BE

→ **Video: the Master Dashboard**
https://youtu.be/vtwFQXchCA8

→ **Video: property templates - build a 528-unit property in seconds**
https://youtu.be/9bLQj4m3Lfw

→ **Video: work orders - sending repairs to your crew**
https://youtu.be/OOC6RXTnm0I

→ **Video: the front office, inspectors and sub-offices**
https://youtu.be/Em9dY7hmCx4