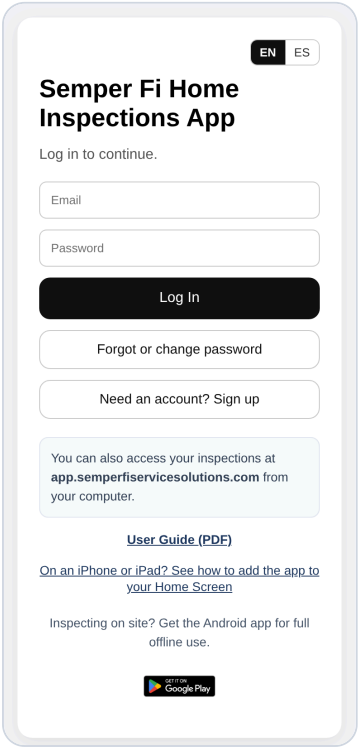
SEMPER FI HOME INSPECTIONS

Property Management

Step-by-step guide - from a new account to tenant requests and the yearly unit walk

This guide walks you through property management in the Semper Fi Home Inspection app on real screens: creating your account, adding a property and its units, certificates, recertification notices, tenant requests by QR code, unit turns and inspections, and the reports. It works the same on a phone, a tablet or a computer.

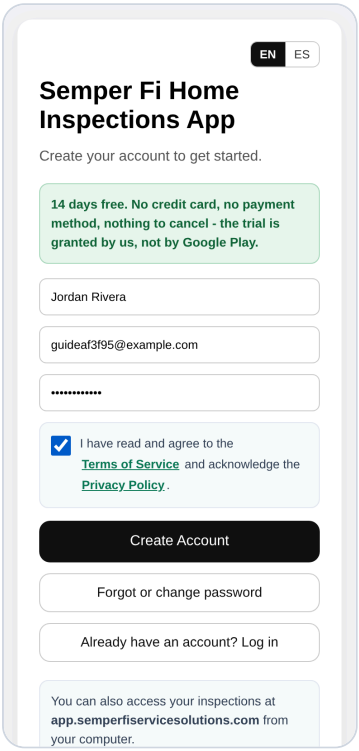
Part 1 - Set up your account



STEP 1

Open the app

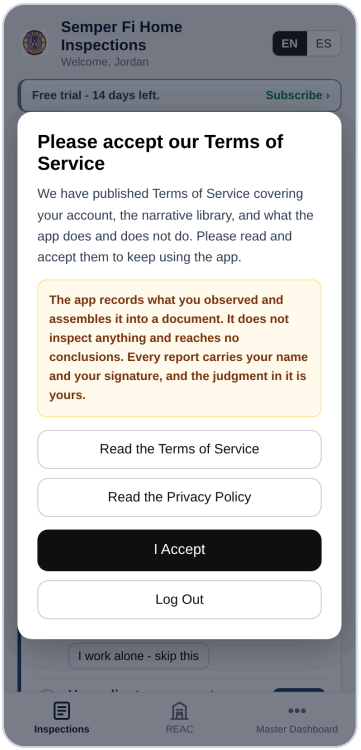
Install Semper Fi Home Inspection from Google Play, or open app.semperfiservicesolutions.com in the browser on any device - phone, tablet or computer. It is the same account and the same inspections either way. Use EN / ES at the top to pick English or Spanish.



STEP 2

Create your account

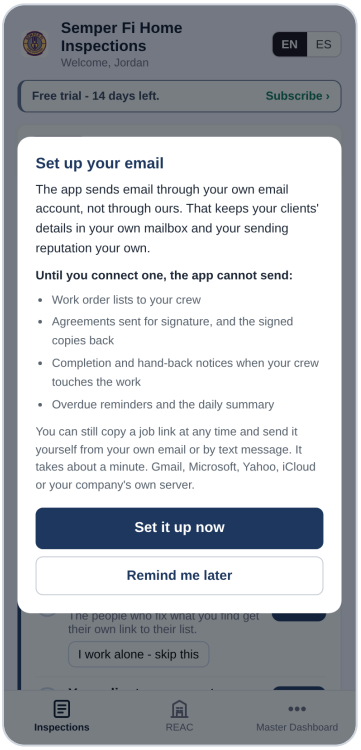
Tap Sign up. Enter your full name, your email and a password, check the box to accept the Terms of Service and Privacy Policy, and tap Create Account. Use an email you read - password resets and notices go there.



STEP 3

Accept the terms

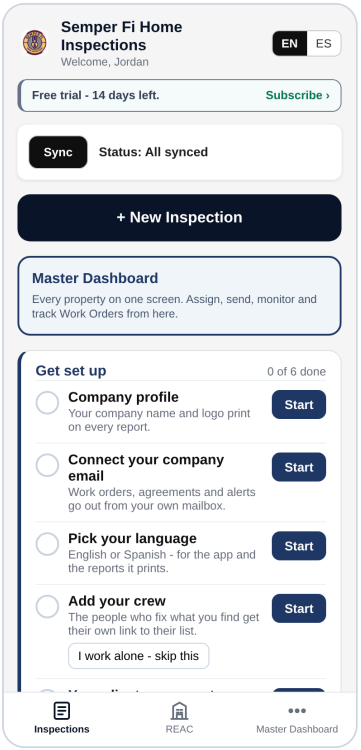
The first time you sign in, the app shows its Terms of Service. Read them and tap I Accept.



STEP 4

Your own email

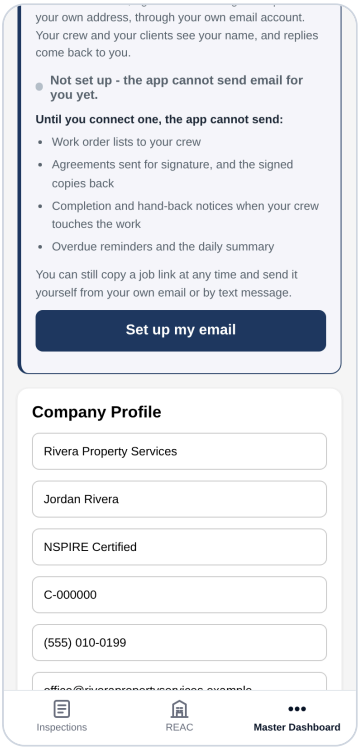
The app sends work orders, agreements and notices from YOUR email account, so your crew and clients see your name. Tap Set it up now, or Remind me later and do it from Company Profile.



STEP 5

Get set up

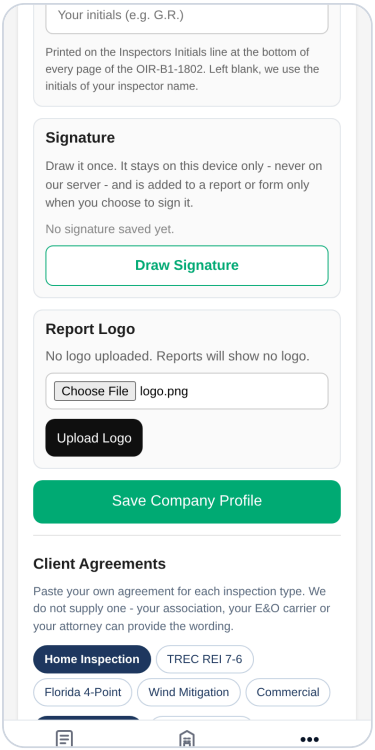
A new account shows a Get set up card with each first step. Tap Start beside any of them - each step checks itself off when it is done.



STEP 6

Company profile

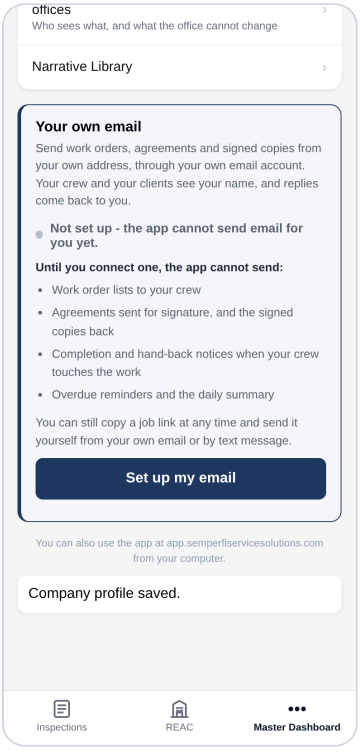
Enter your company name, inspector name, certification, license, phone, email and website. These print at the top of every report you hand an owner.



STEP 7

Your logo

Upload your company logo. It prints on your reports. A square image works best.

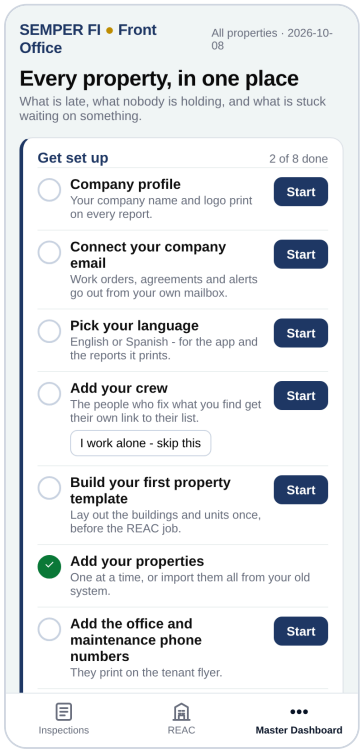


STEP 8

Save

Tap Save. You can come back and change any of this from Master Dashboard > Your company at any time.

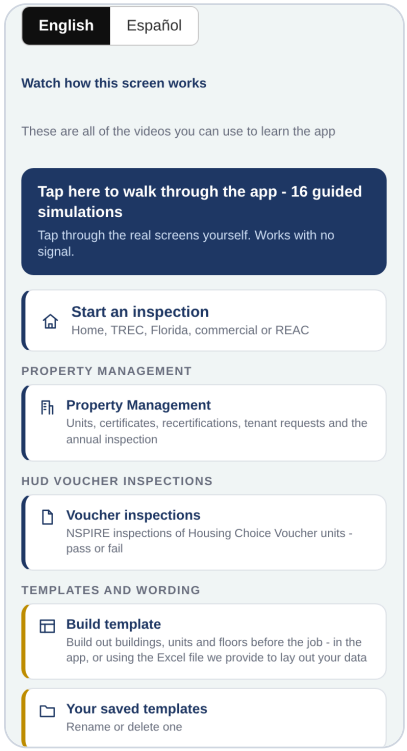
Part 2 - Property management, start to finish



STEP 9

The Master Dashboard

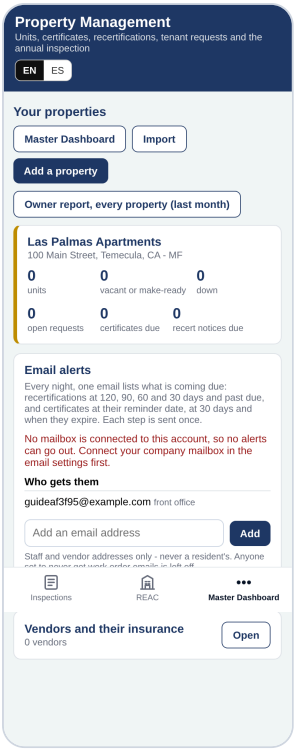
Property management lives on the Master Dashboard. Once you have properties, its charts sit at the top - occupancy, open maintenance requests, days to finish and days lost to vacancy. Tap any box to open the screen behind it.



STEP 10

Open Property Management

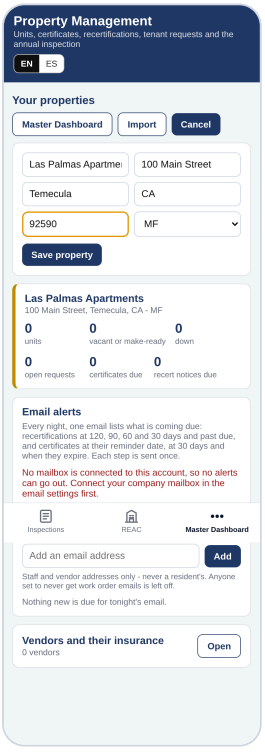
Tap the Property Management tile.



STEP 11

Your properties

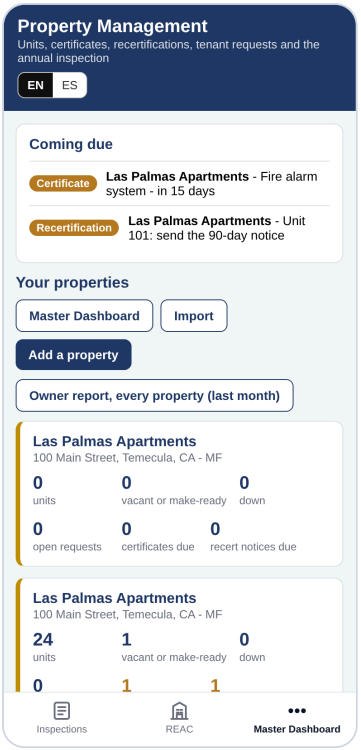
The first time, the list is empty. Add a property by hand, or tap Import to bring in a spreadsheet from your old system.



STEP 12

Add a property

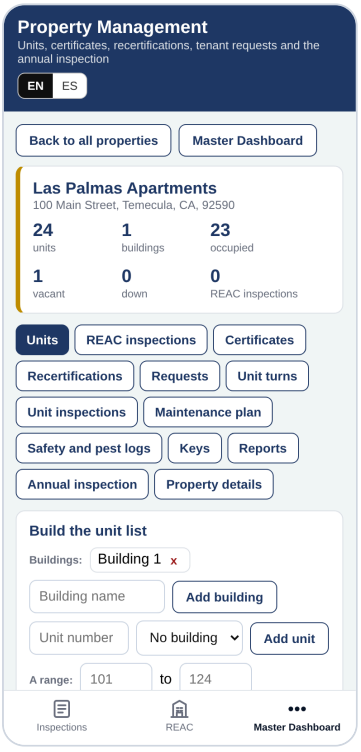
Tap Add a property. Enter the property name, street, city, state and ZIP, and the program if you want it on reports (public housing, multifamily, LIHTC, HOME or other). Tap Save property.



STEP 13

The property list

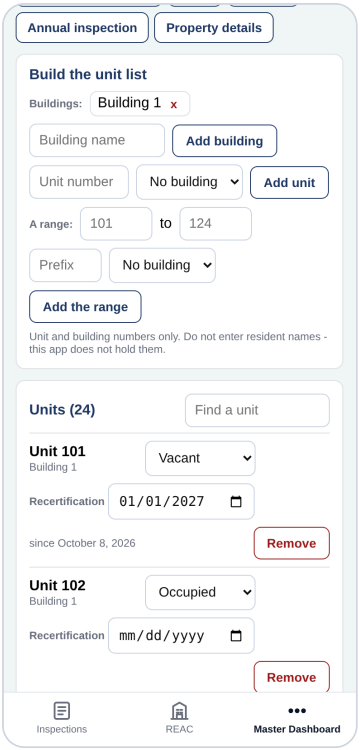
Each property gets a card with its units, vacant or make-ready units, units down, open requests, certificates due and recertification notices due. Tap a property to open it.



STEP 14

Inside a property

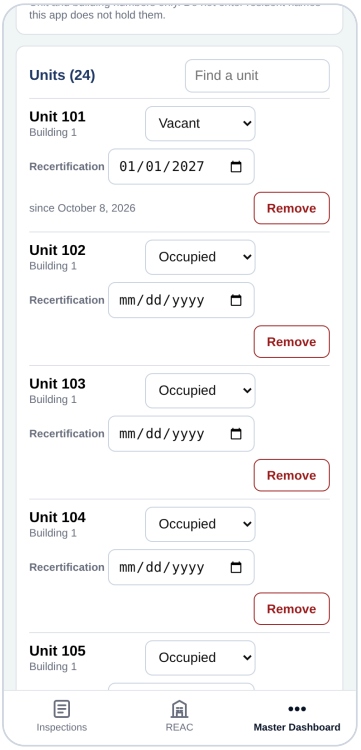
The top shows the counts. The buttons below are the property's tabs: Units, REAC inspections, Certificates, Recertifications, Requests, Unit turns, Unit inspections, Maintenance plan, Safety and pest logs, Keys, Reports, Annual inspection and Property details.



STEP 15

Build the unit list

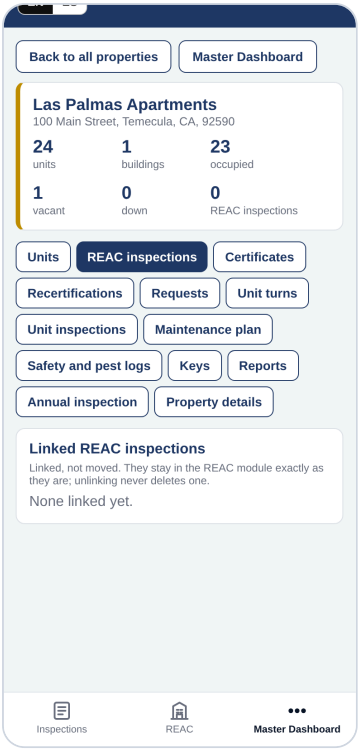
On Units, add a building by name, then add units one at a time or as a range - 101 to 124 in Building 1, with an optional prefix. You can also copy the units from a REAC inspection or a saved template. Unit and building numbers only - never resident names.



STEP 16

Each unit's status and dates

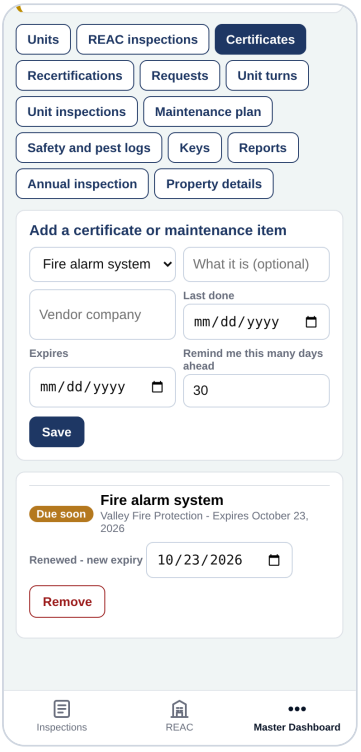
Every unit has a status - occupied, vacant, down or make-ready - and a recertification date. Change them right on the list; the counts at the top follow.



STEP 17

REAC inspections

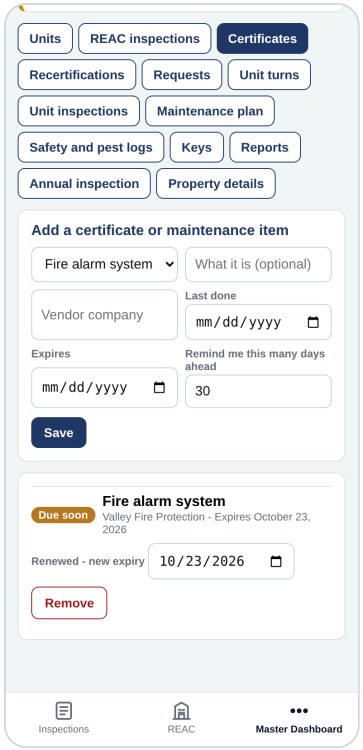
If you also have REAC NSPIRE, link the property's REAC inspections here. They are linked, not moved - they stay in the REAC module and unlinking never deletes one. The property counts down to the next expected HUD inspection.



STEP 18

Add a certificate

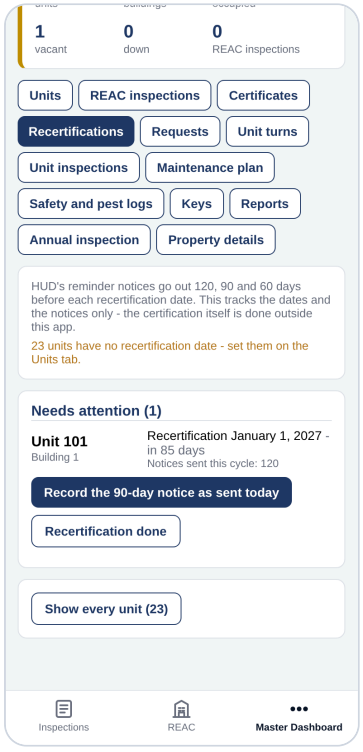
On Certificates, pick what it is (fire alarm, sprinklers, extinguishers, elevator, boiler, backflow, smoke and CO alarms, pool, generator, pest control or other), the vendor, when it was last done, when it expires, and how many days ahead to remind you. Tap Save.



STEP 19

Current, due soon, expired

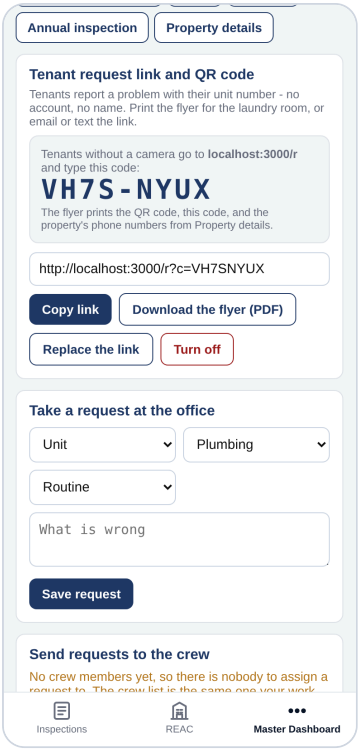
Each certificate shows whether it is current, due soon or expired. When it is renewed, enter the new expiry date.



STEP 20

Recertification notices

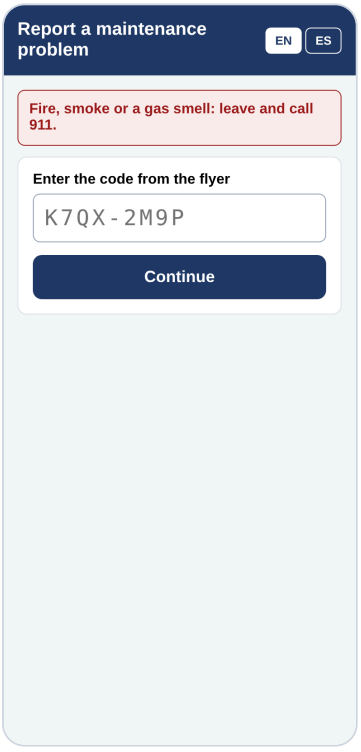
HUD's reminder notices go out 120, 90 and 60 days before each recertification date. This tab lists what needs attention; record each notice as sent today. The certification itself is done outside the app.



STEP 21

Turn on tenant requests

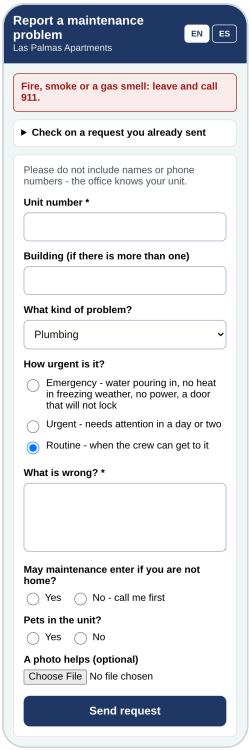
On Requests, tap Turn on tenant requests. You get a link, a short code and a flyer with a QR code. Download the flyer and post it in the laundry room or mail room, or copy the link and text it.



STEP 22

What the tenant sees

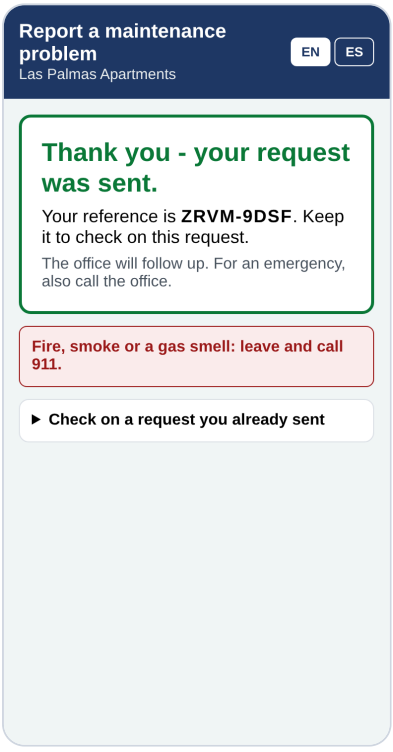
A tenant scans the QR code, or goes to the address on the flyer and types the code. No account and no app.



STEP 23

The request form

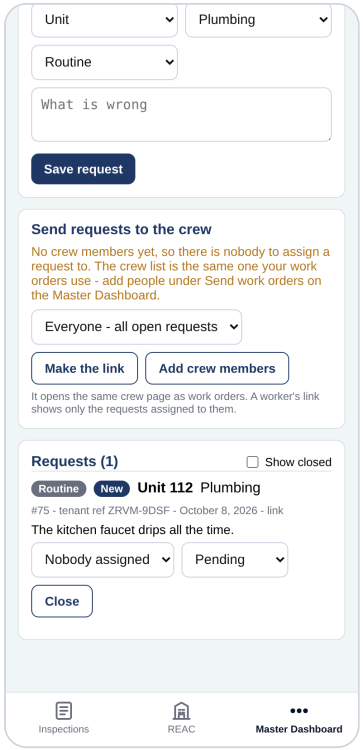
They give the unit number, what kind of problem, how urgent it is, whether maintenance may enter, pets, a description and a photo if they have one. They are asked not to give names or phone numbers - the office knows the unit.



STEP 24

They get a reference

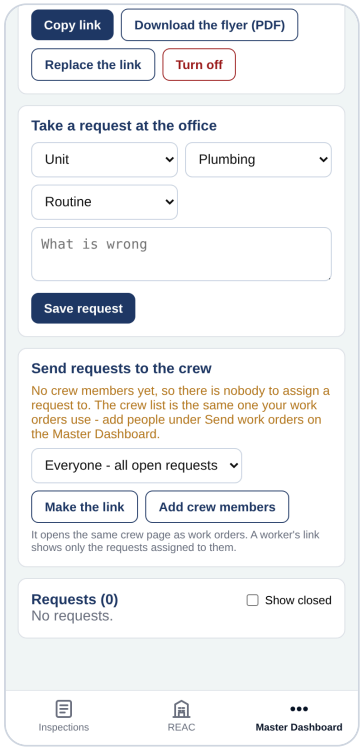
When they send it, they get a reference code to check on the request later.



STEP 25

It arrives at the office

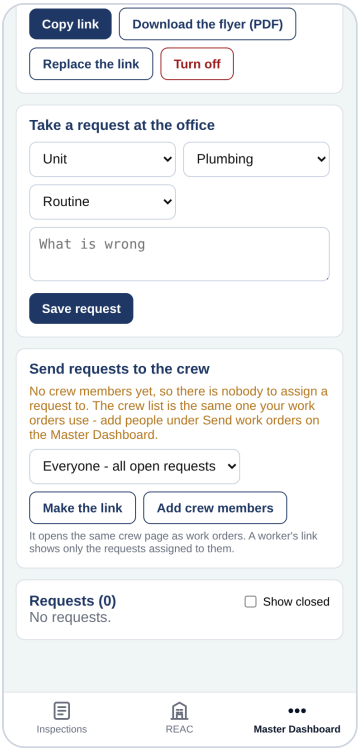
The request appears on the property's Requests tab. Assign it to a crew member; it goes to the same crew page as your work orders, and their note and photo come back here.



STEP 26

Take a request at the office

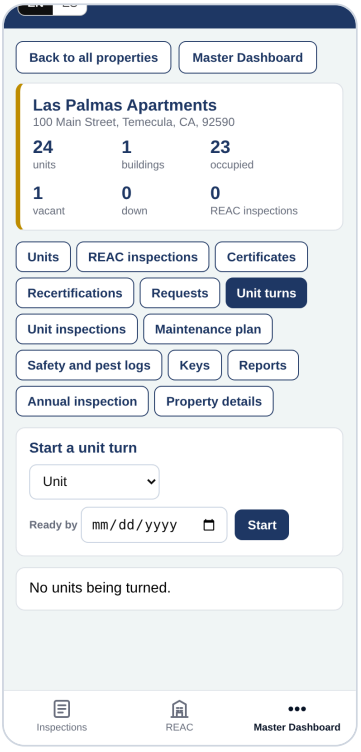
For a call or a walk-in, enter the unit, category, urgency and what is wrong, and tap Save request.



STEP 27

Send requests to the crew

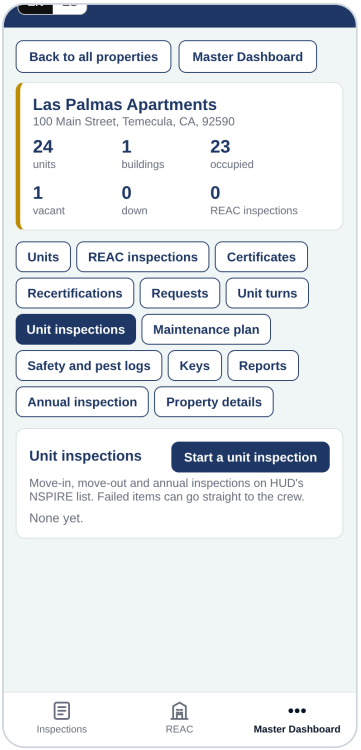
Make a link for everyone or for one worker. The crew list is the same one your work orders use - add people under Send work orders on the Master Dashboard.



STEP 28

Unit turns

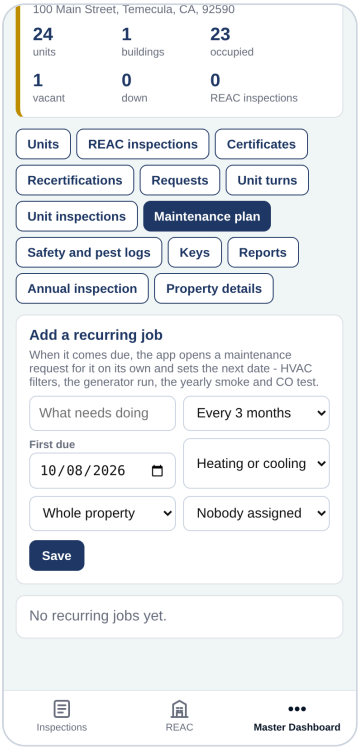
When a unit is vacated, start a unit turn with a ready-by date and track inspect, repairs, paint, clean, flooring, appliances and the final check.



STEP 29

Move-in, move-out and annual inspections

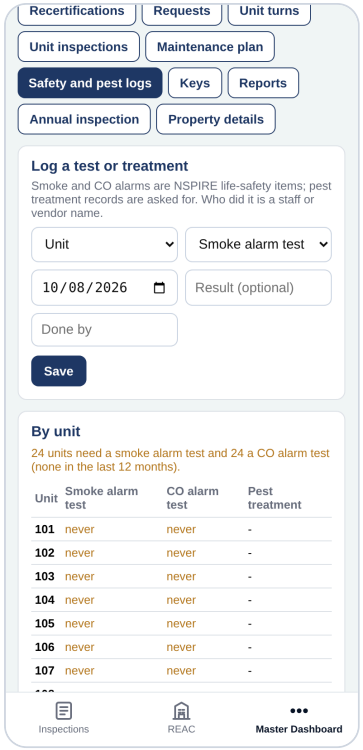
Start a unit inspection on HUD's NSPIRE list. It works with no signal, passes or fails, and failed items become maintenance requests on that unit with one tap.



STEP 30

Maintenance plan

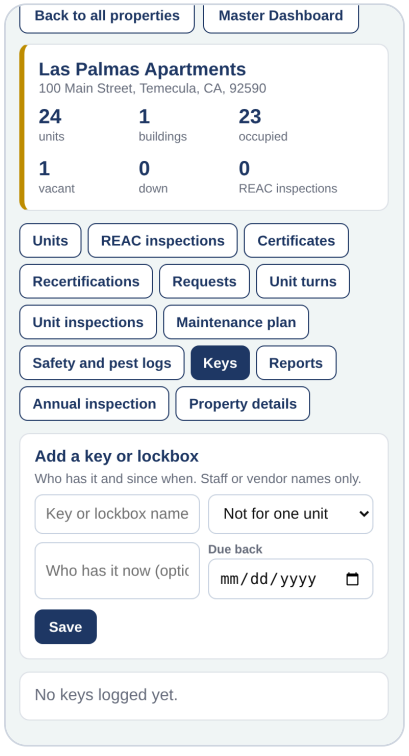
Set up preventive maintenance that repeats - filters, gutters, fire extinguisher checks - and it turns into a request when it comes due.



STEP 31

Safety and pest logs

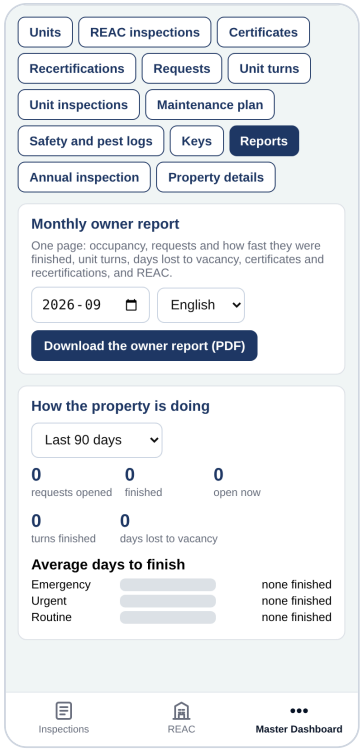
Record smoke and CO alarm checks and pest treatments by unit, so the record is there when someone asks.



STEP 32

Keys

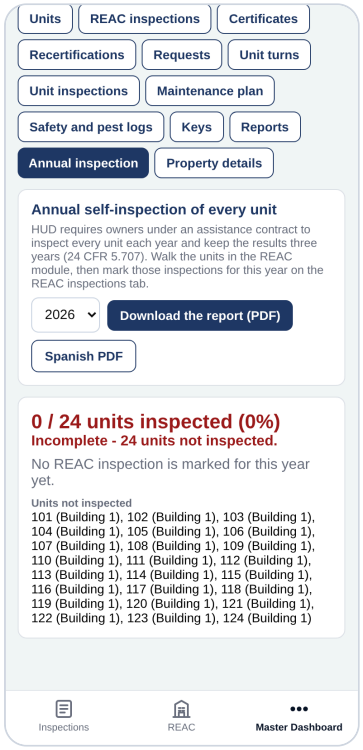
Track which keys exist for each unit and who has them.



STEP 33

The monthly owner report

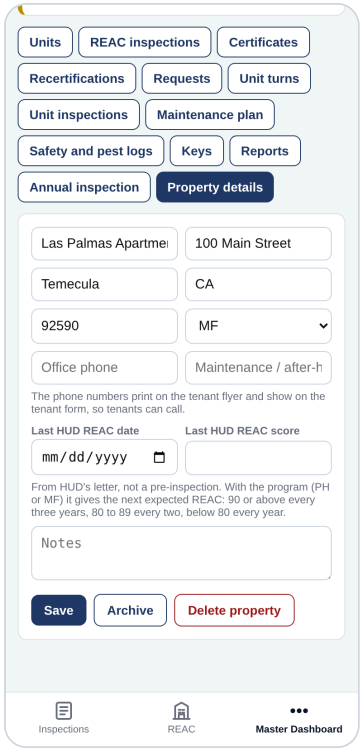
One page for the owner: occupancy, requests and how fast they were finished, unit turns, days lost to vacancy, certificates, recertifications and REAC.



STEP 34

Every unit, every year

HUD requires owners under an assistance contract to annually self-inspect their properties, including all units, and keep the results three years (24 CFR 5.707). This tab shows which units were walked and which were not, and prints the report for your file.

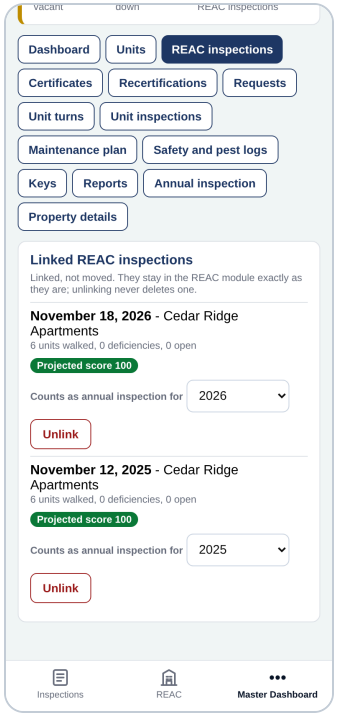


STEP 35

Property details

Change the name or address, and add the office and maintenance phone numbers that print on the tenant flyer.

Part 3 - How property management works with your inspections



STEP 36

REAC NSPIRE inspections

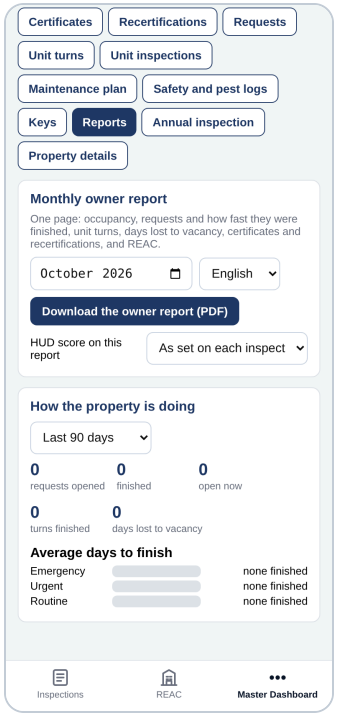
If you also have REAC NSPIRE, open the property's **REAC inspections** tab and link its REAC inspections. They are linked, not moved: they stay in the REAC module exactly as they are, and **Unlink** never deletes one. Each linked inspection shows its date, units walked, deficiencies still open and the projected score, and **Counts as annual inspection for** sets the year it covers. On the **Units** tab you can copy the units from a REAC inspection instead of typing them.

STEP 37

Unit inspections: move-in, move-out, annual

The **Unit inspections** tab inspects one unit on HUD's NSPIRE list - the same standard and the same pass-or-fail rule as a voucher inspection: Life-Threatening fails with 24 hours to correct, Severe and Moderate fail with 30 days, Low passes. Smoke and carbon monoxide alarms are answered on every unit. **Send to the crew** turns each failed item into a maintenance request on that unit, and a re-inspection carries every failed item forward to be marked corrected or not. It works with no signal.

Part 3 - How property management works with your inspections



STEP 38

The reports and the HUD score

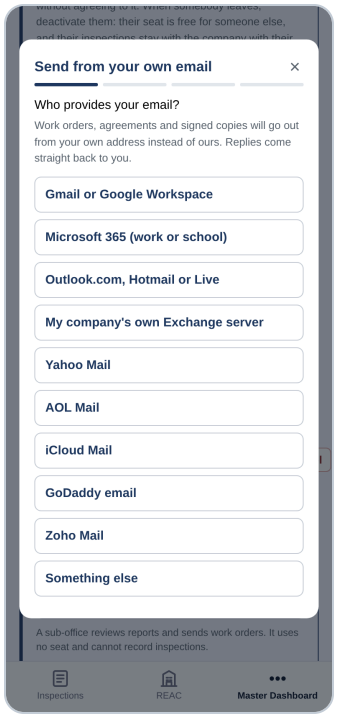
The **Monthly owner report** and the every-unit **Annual inspection** report include the linked REAC inspections. **HUD score on this report** decides whether the score prints: **As set on each inspection** follows the inspector's own Hide the HUD score box on each REAC inspection, while **Show the score** and **Hide the score** override it for that download only. Hiding never changes or removes the score.

STEP 39

Voucher, USDA, Wildfire and 203(k)

NSPIRE voucher inspections are for housing authorities inspecting Housing Choice Voucher units. They come with REAC NSPIRE, live in their own module and are not tied to a property here - use **Unit inspections** for your own units. **USDA Rural Development**, **Wildfire Mitigation** and **HUD 203(k)** are separate modules with their own guides and do not link to property management.

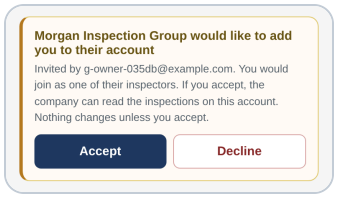
Part 4 - Your email and your team



STEP 40

Connect your email (one time)

Reports, letters, work orders and invitations go out from your own email address, so replies come back to you. This is separate from the email you sign in with, and you can use the same address. On the **Master Dashboard**, open **Your company**, then **Your own email**, and press **Set up my email**. Choose your provider - Gmail or Google Workspace, Microsoft 365, Outlook.com, Exchange, Yahoo Mail, AOL Mail, iCloud Mail, GoDaddy, Zoho or Something else - and follow the steps on the screen. Most providers need an app password; the screen has a button that opens the page that makes one. Press **Save and send a test**; when the test email arrives, you are done.



STEP 41

A company account: adding your inspectors

The person who runs a company account adds the inspectors, from the app in a web browser on a computer, tablet or phone: sign in with the company account and press **Add your inspectors** on the Master Dashboard. Connect your email first - invitations go out from it. Type the inspector's email and press **Invite inspector**; they do not need an account yet. Each waiting invitation shows when it was sent and when it expires (30 days), with **Resend** and **Cancel**. The inspector signs up with that same email, or signs in, and presses **Accept**, and you get an email when they join. From then on their inspections show up in the company account, with their name and license on every report.

Good to know

Your plan

Property management is its own plan, or comes with REAC NSPIRE. Already paying for something else? Open Your subscription on the Master Dashboard and use Add to your plan.

Office work needs a connection

The property management screens are online. Unit inspections work with no signal.

Certifications

The app tracks recertification dates and notices only. The HUD-50059, TRACS and voucher billing stay with your compliance service, certification software or contract administrator.

What the app does not collect

No Social Security numbers, no income, no resident names - an address, a building number and a unit number.

Questions? support@semperfiservicesolutions.com - 650-489-2592. Semper Fi Home Inspections is not affiliated with or endorsed by HUD.