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OFFICE OF PUBLIC AND INDIAN HOUSING  
REAL ESTATE ASSESSMENT CENTER

**To:** All HUD Inspectors Certified in the use of the Uniform Physical Condition Standards (UPCS) Inspection Protocol

**FROM:** Robert L. Garrett  
Inspector Administration

**SUBJECT:** Call For Aid Policy and Guidance (Inspector Notice No. 2005-01)

**EFFECTIVE DATE:** August 31, 2005

Please be advised that HUD PIH-REAC continues to conduct a checklist analysis of all UPCS inspections. HUD has noticed an issue with inspectors recording a Call-for-Aid deficiency during an inspection. The purpose of this notice is to review the policy and identify procedures for recording a Call-For-Aid deficiency.

**1. Background Information:** Page 18 of the Compilation Bulletin first provided clarification on the Call-for-Aid deficiency recording by stating the following:

**Call-For-Aid** - If a call-for-aid system is designed to have a pull string from the call switch, the string must be present **and fully extended** or an Inoperable, Level 3 deficiency must be recorded.

Soon after the issuance of the REAC Compilation Bulletin, dated August 26, 2002, we began to realize that inspectors were often confused with the definition of "fully extended". As to what constitute fully extended, most inspectors have attempted to provide a distance from the floor as a criteria for determining the deficiency. Additionally, we also recognize that a call-for-aid that's not fully extended does not always mean the system is inoperable.

Accordingly on January 31, 2003, we issued a clarification notice (Inspector Notice 2003-02) removing the phrase "fully extended" and instead, requested that inspectors must assess the system functionality (see below).

**Call-For-Aid** - The following bullet will replace the bullet on Page 18 of the Compilation Bulletin:

- Call-for-aid as installed must serve its intended function.

**2. Issues:** Despite the issuance of Inspector Notice 2003-02 on January 2003, we continue to see quite a number of inspectors providing comments such as coiled-up, not fully extended, more than "x" distance from the floor, tape to the wall, etc. as justification for the recording of the Level 3 Inoperable call-for-aid deficiency. However, comments such as those noted above does not meet the Inspector Notice 2003-02 requirements

and failed to address the functionality of the call-for-aid system.

All certified contract inspectors and certified independent inspectors are required to comply with the provisions of Inspector Notice 2003-02. When recording a “call for aid,” inoperable, level 3 deficiency and providing comments such as coiled-up, not fully extended, more than "x" distance from the floor, tape to the wall, etc., **you are also required to address the system functionality as supporting justification.** Failure to provide the appropriate comments will result in the uploaded inspection being challenged by PASS engineers.