

ABOUT ZEFFERT INSPECTION SERVICES

Zeffert & Associates has supported the affordable housing industry since 1994, providing compliance, inspection, training, and utility analysis services nationwide. Our Inspection Services team supports owners, developers, management companies, syndicators, and housing agencies through practical, compliance-focused property evaluations designed to protect assets, support operational readiness, and maintain safe, quality housing communities.

Our inspectors bring experience in affordable housing operations, maintenance, construction oversight, accessibility compliance, and physical inspections across LIHTC, HUD, RD, and other multifamily housing programs. We provide NSPIRE, UPCS, ADA, Section 504, Capital Needs Assessment, and related inspection services with an emphasis on consistency, communication, quality reporting, and responsive client support.

At Zeffert, we understand that physical compliance is more than an inspection score. Effective inspections help preserve property assets, support long-term operational success, and ensure residents have access to decent, safe, and sanitary housing.

Inspection Services

- NSPIRE Inspections
- UPCS Inspections
- ADA & Section 504 Accessibility Reviews
- Capital Needs Assessments
- Physical Condition & Compliance Evaluations
- Construction & Development Reviews
- Operational Readiness Support
- Quality Assurance Reviews

THE TEAM

Carol Rathman – Director of Compliance Division



Carol Rathman has more than 25 years of experience in the affordable housing industry, with a background that includes leasing, property management, compliance administration, and operational oversight. Over the past eight years with Zeffert, she has served in leadership roles supporting compliance operations, inspections, file reviews, utility allowance services, and regulatory program administration.

Beginning as Assistant Compliance Manager and later advancing to Director of Compliance Division, Carol works closely with clients, site teams, and inspection staff to support compliance-focused operations across multifamily housing portfolios. Her experience in both on-site operations and compliance management provides practical

understanding of pre-inspection preparation, file readiness, and the coordination required to support successful inspections and audits.

Carol supports teams nationwide with expertise in LIHTC, HOME, HUD, RD, and Bond compliance programs, helping maintain operational consistency, regulatory accuracy, and responsive client service.

Core Competencies

- Affordable Housing Compliance
- LIHTC / HOME / HUD / RD / Bond Programs
- Inspection Preparation & Operational Support
- Audit Coordination & Regulatory Reviews
- Utility Allowance Services
- Compliance Reporting & File Reviews
- Multifamily Housing Operations
- Team Leadership & Process Management
- Client Relations & Portfolio Support
- Multifamily Housing Compliance Strategy

Fred Donnell – Manager of Inspection Services



With more than 28 years of experience in operations, sales, field inspections, and team leadership, Fred Donnell leads the Inspection Services Department with a strong focus on strategy, logistics, operational efficiency, and client satisfaction. Known for his solutions-driven mindset and “let’s get it done” approach, Fred plays a critical role in coordinating nationwide inspection operations while maintaining high standards for compliance accuracy, quality control, and project execution.

Fred specializes in NSPIRE, UPCS, accessibility compliance, and Capital Needs Assessments, overseeing department logistics, scheduling, inspector development, and operational planning across multiple service lines. His leadership style emphasizes accountability, mentorship, and continuous improvement, fostering a culture where collaboration and professional growth drive team success — firmly grounded in his belief that “iron sharpens iron.”

Recognized for his ability to solve complex operational challenges and develop effective inspection strategies, Fred is a trusted resource for both clients and inspection teams. His practical leadership and deep industry knowledge support efficient project delivery and consistent service nationwide.

Core Competencies

- Strategic Inspection Planning & Logistics
- NSPIRE & UPCS Inspections
- ADA, Section 504 & Accessibility Reviews
- Capital Needs Assessments
- Inspection Operations Management
- Nationwide Scheduling & Resource Coordination
- Quality Control & Compliance Oversight
- Inspector Development & Mentorship
- Affordable Housing Compliance
- Client Relations & Operational Support

Brian White – East Region, Senior Inspector



Brian has more than 20 years of affordable housing industry experience spanning property management, maintenance supervision, construction oversight, and compliance-focused property operations. As East Regional Senior Inspector, he leads inspection operations throughout the region while supporting compliance-focused property evaluations across multifamily housing portfolios.

Brian is a lead resource for ADA and accessibility inspections, bringing extensive practical knowledge of fair housing requirements, physical site evaluations, and operational compliance standards. In addition to conducting inspections, he supports

inspector training and mentorship, helping maintain consistency, quality, and reporting accuracy across inspection teams.

His background in property operations, maintenance oversight, and construction coordination provides valuable insight into identifying deficiencies, evaluating corrective actions, and supporting long-term asset preservation strategies for clients nationwide.

Core Competencies

- ADA & Accessibility Inspections
- UPCS Inspections
- Fair Housing Compliance
- Property Operations & Maintenance Oversight
- Construction Oversight
- Multifamily Housing Evaluations
- Inspector Training & Mentorship
- Deficiency Identification & Corrective Guidance
- Compliance-Focused Field Inspections
- Regional Inspection Operations

Dan Jenkins – Midwest Regional Inspector



Dan Jenkins brings more than two decades of hands-on affordable housing experience, combining extensive knowledge of HUD, LIHTC, NSPIRE, and accessibility standards with a strong background in construction, maintenance, and compliance inspections. For the past eight years, Dan has been a key member of the Zeffert & Associates inspection team, supporting clients nationwide across multiple inspection and compliance service lines.

Recognized as a subject matter expert in NSPIRE inspections and compliance protocols, Dan provides comprehensive field evaluations, deficiency identification, and practical corrective guidance for multifamily housing portfolios. His broad operational knowledge

and real-world maintenance experience allow him to identify issues efficiently while helping clients understand cost-effective solutions and long-term asset preservation strategies.

Dan supports a wide range of inspection services, including physical inspections, accessibility reviews, compliance-focused evaluations, and operational assessments. His experience, consistency, and technical knowledge make him a trusted resource for both clients and inspection teams.

Core Competencies

- NSPIRE Inspections & Compliance
- HUD & LIHTC Compliance
- ADA & Accessibility Standards
- Physical Inspections & Deficiency Identification
- Construction & Maintenance Operations
- Multifamily Housing Compliance
- Corrective Action & Asset Preservation
- Operational Assessments & Field Reporting
- Quality Inspection & Regulatory Support
- Client & Team Collaboration

Dawn Burnett – Inspector



Dawn brings nearly a decade of experience in property inspections, catastrophe response, risk evaluations, and claims operations within the insurance and property assessment industries. Having trained under industry experts, she brings a keen eye for detail and a strong commitment to accuracy, consistency, and quality field execution.

Dawn conducts UPCS inspections as well as ADA and Section 504 accommodation inspections, supporting compliance-focused evaluations across residential housing portfolios. She also assists with quality assurance reviews to help maintain reporting accuracy and operational consistency throughout inspection processes. Her background in claims evaluations, documentation, and field reporting supports efficient inspections and responsive client service.

Core Competencies

- UPCS Inspections
- ADA & Section 504 Accommodation Inspections
- Property Inspections & Field Evaluations
- Risk Assessments
- Catastrophe Response Support
- Quality Assurance Support
- Inspection Documentation & Reporting
- Residential & Commercial Property Reporting
- Client Support & Field Coordination

Russell Crowley – Inspector



Russell Crowley brings over seven years of operational, maintenance, and field-based experience developed through service in the United States Air Force, along with prior maintenance and manufacturing roles. He has trained under senior industry experts while supporting multifamily housing inspection operations and compliance-focused field services.

Russell conducts UPCS inspections as well as ADA and Section 504 accommodation inspections, supporting accurate reporting, quality control, and consistent field execution across residential housing portfolios. His background in operational environments, combined with strong communication and coordination skills, supports efficient inspection processes and dependable client service.

Core Competencies

- UPCS Inspections
- ADA & Section 504 Accommodation Inspections
- Field Operations & Inspection Support
- Operational Coordination
- Quality Control & Reporting
- Team Collaboration & Communication
- Leadership & Organizational Support
- Maintenance & Manufacturing Experience