

# FHA-Approved Single Family Mortgage Lending

Partners' Satisfaction WITH HUD's Performance



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FHA-APPROVED SINGLE FAMILY  
MORTGAGE LENDING PARTNERS'  
SATISFACTION WITH HUD'S PERFORMANCE  
2010 SURVEY DATA BINDER

PREPARED FOR

The U.S. Department of Housing and Urban Development  
Office of Policy Development and Research

BY

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## FOREWORD

Achieving the U.S. Department of Housing and Urban Development's (HUD's) mission to provide quality, affordable homes located in strong, sustainable, inclusive communities requires having a robust and effective partner network. Accordingly, HUD works with various partners such as local governments, public and private agencies, and mortgage and housing providers to deliver housing and community-related services to the American people.

The 2010 partner satisfaction survey reported in this document replicates surveys conducted in 2001 and 2005 for the purposes of evaluating HUD's performance, as assessed by its partners. Spokespersons from the following ten partner groups were surveyed in connection with the programs they operate:

- Community Development Departments
- Mayors/local Chief Elected Officials (CEOs)
- Public Housing Agencies (PHAs)
- Fair Housing Assistance Programs (FHAPs)
- Fair Housing Initiatives Programs (FHIPs)
- FHA-Approved Single Family Mortgage Lenders
- Owners of Sections 202/811 Multifamily Properties
- Owners of HUD-insured Multifamily Properties
- Owners of HUD-assisted Multifamily Properties
- Housing Partnership Network (HPN)-Affiliated Non-Profit Organizations

Overall partner satisfaction with HUD is reasonably high but there are distinct partner-relationship issues and trends that suggest opportunities for improvement. Considering a range of aspects of HUD-partner relationships, there has been:

- a modest decline in satisfaction since 2005 on the part of community development directors and mayors/CEOs;
- a modest improvement in satisfaction on the part of multifamily owners, and
- a more substantial improvement in satisfaction on the part of FHAP agency and PHA directors.

Indeed, the PHA change is noteworthy and reflects a consistent decade-long trend: in 2001, PHAs stood out as being one of the most dissatisfied groups. While housing agencies still tend to be relatively less satisfied than community development, mayoral/CEO and FHAP partners, the gap among partner groups has narrowed over the past decade.

In addition to asking about general levels of satisfaction, the surveys covered partners' views of specific management issues and initiatives – feedback that will help “transform the way HUD does business.” HUD's FY 2010-2015 Strategic Plan pledges that the Department will be “a flexible, reliable problem solver and source of innovation for our partners.” The results of these surveys will undoubtedly energize the Department's thinking about how to strengthen the delivery of our programs and better assist the American public in a timely, caring, and cost-effective manner.



Raphael W. Bostic, Ph.D.  
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**PART 1: BACKGROUND**

The U.S. Department of Housing and Urban Development (HUD) wants its key implementation partners—intermediaries that deliver the Department’s programs to its end customers—to be satisfied with HUD’s performance, operations and programs. Indeed, HUD strives to improve partner satisfaction in order to enhance agency accountability, service delivery, and customer service.<sup>1</sup> When those who deliver HUD’s programs receive quality service from HUD, end-customers in turn receive better service. Inasmuch as HUD’s partners are its link to most of its end customers, the nature and quality of the relationships between HUD and its partners can have considerable consequence for achievement of the Department’s mission.<sup>2</sup>

**Previous HUD partner surveys.** In 2001 and again in 2005 HUD sponsored a series of independent, confidential surveys of eight of its key partner groups, asking partners to assess the Department’s performance from their various vantage points. The survey data were then published by HUD.<sup>3</sup>

**The 2010 partner surveys.** To measure change in partner satisfaction since 2005 as well as to examine partner-relationship issues of current interest, HUD sponsored a third series of surveys in 2010. Change measurement involved replicating the 2005 survey methodology and questionnaire content to ensure comparability. In addition to surveying the same eight partner groups surveyed in 2005, two additional groups were added in 2010: FHIP organizations and single family lenders. The 10 groups are as follows:

- **Directors of Community Development Departments** in cities and urban counties with an entitlement to Community Development Block Grant (CDBG) funds. Community Development Departments are local government agencies that engage in a wide variety of community and economic development activities, often in conjunction with HUD’s CDBG and other programs.
- **Mayors or other Chief Elected Officials (CEOs)** of communities with populations of 50,000 or more persons. CEOs include mayors, town supervisors, council presidents, presidents of the boards of trustees, chairpersons of boards of trustees, chairpersons of boards of selectmen, first selectmen, township commission presidents, etc.

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<sup>1</sup> *Annual Performance Plan: Fiscal Year 2009*, U.S. Department of Housing and Urban Development, February 2008, pp.103-104.

<sup>2</sup> HUD’s mission is to create strong, sustainable, inclusive communities and quality, affordable homes for all. *HUD Strategic Plan: FY 2010-2015*, U.S. Department of Housing and Urban Development, May 2010.

<sup>3</sup> Martin D. Abravanel, Harry P. Hatry and Christopher Hayes, *How’s HUD Doing? Agency Performance as Judged By Its Partners*, U.S. Department of Housing and Urban Development, Office of Policy Development and

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Research, December 2001; and Martin D. Abravanel and Bohne G. Silber, *Partner Satisfaction with HUD’s Performance: 2005 Survey Results and Trends Since 2001*, U. S. Department of Housing and Urban Development, Office of Policy Development and Research, March 2006. See also <http://www.huduser.org/portal/publications/polleg/partnersatis.html>.

- **Directors of Public Housing Agencies (PHAs)** that own/manage 100 or more units of conventional public housing.

PHAs are local public entities created through state-enabling legislation to administer HUD's public housing and Section 8 programs.

- **Directors of Fair Housing Assistance Program (FHAP) agencies.**

FHAPs are state and local government agencies that administer laws and ordinances consistent with federal fair housing laws.

- **Directors of Fair Housing Initiatives Program (FHIP) organizations.**

FHIPs are fair housing and other non-profit organizations that receive funding from HUD to assist persons believing they have been victims of housing discrimination; they process housing discrimination complaints, conduct preliminary investigations of such complaints, and engage in education and outreach activities related to housing discrimination.

- **Directors of non-profit housing organizations affiliated with the Housing Partnerships Network (HPN).**

Previously the National Association of Housing Partnerships (NAHP), the HPN consists of independent non-profit organizations located across the nation that engage in a wide variety of housing-related activities such as development, lending, and housing provision.

- **Owners of Sections 202 and 811 multifamily housing properties.**

Section 202 provides housing with supportive services for elderly persons; Section 811 provides housing with supportive services for persons with disabilities.

- **Owners of HUD-insured (unsubsidized) multifamily housing properties.**

These properties have mortgages insured by HUD/FHA that have neither rental assistance nor mortgage interest subsidies. Owners represent a range of entities including: public agencies; non-profit, limited dividend, or cooperative organizations; and private developers and profit-motivated businesses.

- **Owners of HUD-assisted (subsidized) multifamily housing properties.**

These properties are either insured under a HUD/FHA mortgage insurance program that includes a mortgage interest subsidy or provided with some form of HUD rental assistance. Owners may be for-profit businesses or non-profit organizations.

- **Officials of FHA-approved single family mortgage lending institutions.**

FHA-approved lenders (such as mortgage companies, banks, savings banks, savings and loan associations, credit unions, state or local government agencies, or public or state housing agencies) are authorized, based on their approval type, to originate, underwrite, hold and/or service forward or reverse mortgages, manufactured homes, or property improvement loans for which FHA insurance is provided.

How these partners believe HUD is doing in its quest for management excellence and whether there has been change over time are the primary issues addressed by the 2010 surveys. The complete results and description of the methodology are presented for all partner groups in a separate document, *Partner Satisfaction with HUD's Performance: 2010 Survey Results and Trends Since 2005* (U.S. Department of Housing and Urban Development, May 2011).

This document includes a detailed presentation of survey results for one partner group: FHA-approved single family mortgage lenders.

**The 2010 single family mortgage lenders' sample.**

Survey questionnaires were mailed to a random sample of FHA-approved single family mortgage lenders. The sample was selected as follows. A list of all 9,435 lenders originating one or more FHA-insured loans during the twelve-month period prior to February 28, 2010 was divided into four strata, based on lender loan volume.<sup>4</sup>

- Stratum 1 consisted of lenders that had originated 2,000 or more FHA-insured loans;
- Stratum 2 consisted of lenders that had originated 1,000 to 1,999 FHA-insured loans;
- Stratum 3 consisted of lenders that had originated 100 to 999 FHA-insured loans; and
- Stratum 4 consisted of lenders that originated 99 or fewer loans.

A random sample was drawn from all four strata but *not* in proportion to the number of lenders each stratum contributed to the universe: larger-volume lenders were included with a higher probability than smaller-volume lenders. The sample consisted of: all lenders in strata 1 and 2; an 87

percent equal probability sample of lenders in stratum 3; and a 3 percent equal probability sample of lenders in stratum 4. This sampling procedure attempted to ensure a sufficiently large number of larger loan-volume lenders (given that they were likely to have had the most interaction and experience with HUD) but also the inclusion of small-volume lenders so the survey could be generalized to the full universe of single family lenders that had originated FHA loans during the previous year.<sup>5</sup>

Beginning in May 2010, advance correspondence and, then, surveys were mailed to 2,083 contact persons noted on FHA's master list of single family approved lenders. The letter requested that a "spokesperson" for the company who deals with HUD voluntarily respond to the survey. The period during which the questionnaire could be returned was from May through December 2010.

While the original sample size consisted of 2,083 lenders, follow-on efforts determined that at least 112 of them had gone out of business between the date at which the list was compiled and the end of the survey period. This reduced the sample size to at most 1,971 companies. In all, 1,008 of them responded to the survey—a 51 percent response rate.

Of those who responded to the survey: 58 percent were company owners or senior officers; 16 percent were loan

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<sup>4</sup> The list was compiled by FHA in April 2010.

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<sup>5</sup> This involves using an appropriate weighting procedure to account for the disproportionate sampling by strata.

officers, underwriters or quality control specialists; 13 percent were others such as operations managers or compliance officers; 9 percent were division or branch managers; 2 percent were administrative assistants or secretaries; and 2 percent were other lender employees.<sup>6</sup> Respondents engaged in a range of activities within their firms--most frequently quality control, office administration, loan origination, processing and underwriting and, less frequently, secondary marketing and servicing.

As would be expected, a large majority (81%) of lenders responding to the 2010 survey indicated that their FHA-insured loan volume had increased since 2008; only 9 percent said it had decreased since then, and 9 percent said it had stayed the same.<sup>7</sup> Larger FHA loan volume lenders (i.e., with 1,000 or more FHA originations) were somewhat more likely to have experienced increased FHA volume (91%) than those with 999 or fewer FHA originations (79%).

**Reporting results.** Survey highlights are summarized in Part 2, below. In Part 3, lenders' responses to each question are reported on a separate page—as bar charts for easy reference. In Part 4, verbatim responses to an open-ended question—edited to protect the identities of respondents—are reported. A facsimile of the survey questionnaire appears in the appendix.

<sup>6</sup> These percentages represent unweighted survey results. Weighted percentages tend to differ by one or, at most, two percentage points.

<sup>7</sup> See responses to Question 14.

As a guide to using Part 3, please note that respondents who answered “don't know” to any particular question are included in the percentage distributions but not shown in the bar charts; hence, the sum of the responses displayed may not equal 100 percent. However, respondents who did not answer any particular question are excluded from the percentage distributions. The number of respondents answering each question (including answering “don't know” is shown in parentheses above the bars.

For each question, survey results are displayed as follows:

- **For the total partner group.** The left most bar on each page displays the results for the question shown at the top of the page for the total partner group.
- **By mortgagee type.** Lenders are classified as supervised mortgagees/full eagle, supervised loan correspondents/mini-eagle, non-supervised mortgagees/full eagle, or non-supervised loan correspondents/mini eagle. Results are reported separately for each type.
- **By the number of years the company has been an FHA-approved lender.** Lenders are categorized as having been an FHA-approved mortgagee or loan correspondent for less than five years, between five and ten years, or more than ten years. Results are reported separately for each category.

- **By the lender's frequency of contact with HUD.** Respondents were asked how frequently they had contact with HUD during the past twelve months—with possible responses being “very frequent,” “somewhat frequent,” or “not very frequent.” Thirty percent of lenders indicated they had “very frequent” contact with HUD and 41 percent claimed “somewhat frequent” contact. On the other hand, 29 percent said they had “not very frequent” contact or no contact at all, with HUD. Results are reported separately for each category.
- **By the lender's years of interaction with HUD.** Respondents were asked about how many years in

their employment history they had interacted with HUD/FHA as part of their job. Twenty percent said they had interacted with HUD for six or fewer years while 80 percent indicated they had interacted with HUD for more than six years. Results are displayed separately for respondents in each category.

- **By the respondent's perception of the nature of their HUD-partner relationship.** Respondents were asked if they viewed their company's relationship with HUD as involving mainly support, mainly regulation, or equal amounts of support and regulation. Results are shown separately for those perceiving (a) mainly regulation or (b) either mainly support or equal amounts of support and regulation.

## PART 2: SURVEY RESULTS IN BRIEF

Part 3 displays bar chart responses to each survey question asked of single family mortgage lenders as well as the number of respondents. This Part provides a brief executive summary of those results.

**Satisfaction with HUD's overall performance.** A large majority of single family lenders were satisfied with HUD's overall performance (86%), the HUD programs with which they dealt (89%), and the way HUD ran those programs (79%).

**Satisfaction with HUD as a reflection of the perceived nature of lender-HUD relationship.** Most FHA-approved single family mortgage lenders viewed their relationship with HUD/FHA as involving mainly support or an equal amount of support and regulation; one of every four lenders, however, considered their relationship with HUD/FHA as mainly entailing regulation. Consistently, with respect to the full range of issues covered by the 2010 partners survey, a smaller proportion of the latter were satisfied with HUD/FHA as compared to those who saw their relationship in terms of mainly support or support and regulation in equal amounts.

**Satisfaction with individual aspects of interactions with HUD/FHA.** Single family lenders expressed a range of opinions about aspects of their relationship with HUD in 2010, as shown in the table on the next page.

- *A high level of satisfaction* (highlighted in teal) was expressed regarding FHA Connection, which provides FHA-approved lenders and business partners with direct, secure online access to HUD computer systems. Lenders were asked to consider such things as its ease of use, the availability of technical assistance, etc., in assessing their satisfaction with FHA Connection.
- *Lower levels of satisfaction* were expressed regarding: the quality and timeliness of information received from HUD; the time commitment needed to comply with HUD reporting requirements; the competence and responsiveness of HUD people; the extent to which HUD people have the knowledge, skills and ability to do their work; and the responsiveness of HUD people. Yet lower levels of satisfaction were expressed with the quality and consistency of guidance received from HUD, the timeliness of decision making by HUD, and the clarity of HUD rules and requirements.
- *The lowest level of satisfaction* (highlighted in brown) was expressed regarding the ability of lender company staff to reach people at HUD.

<i>Satisfaction with Various Aspects of Interactions between Single Family Lenders and HUD</i>	<i>Percent Satisfied</i>
<i>FHA Connection--considering such things as ease of use, availability of technical assistance, etc.</i>	92
<i>Quality of information received from HUD</i>	77
<i>Time commitment required to comply with HUD reporting requirements</i>	73
<i>Timeliness of information from HUD</i>	71
<i>Competence of HUD people</i>	69
<i>The extent to which HUD employees have the knowledge, skills and ability to do their work</i>	69
<i>Responsiveness of HUD people</i>	65
<i>Quality of guidance from HUD</i>	57
<i>Consistency of guidance from HUD</i>	56
<i>Timeliness of decision making by HUD</i>	51
<i>Clarity of HUD rules and requirements</i>	50
<i>Ability to reach people at HUD</i>	42

**Satisfaction with FHA's Neighborhood Watch Early Warning System.** This system allows FHA-approved lenders to identify and analyze the performance of loans they originate, underwrite or service. It is intended to highlight exceptions so that potential problems are readily identifiable. Respondents were asked how satisfied or dissatisfied they were with various elements of the system, including: (a) the basic information tools such as "Early Warnings," "Servicing," "Analysis," or "Details;" (b) the "Lender Reporting" element; (c) the "Help/About" menu; and (d) the "feedback" feature. They were also asked, in general, how satisfied or dissatisfied they were with the system "considering such things as ease of use, availability of technical assistance, etc." The results, which

appear below, show that of those respondents who expressed an opinion, most are satisfied with the system.

<b>FHA's Neighborhood Watch Early Warning System</b>	<b>Percent Saying</b>		
	<b>Satisfied</b>	<b>Dis-satisfied</b>	<b>Don't Know/NA</b>
Basic information tools such as "Early Warnings," "Servicing," "Analysis," or "Details"	70%	10%	20%
In general, the system's ease of use, availability of technical assistance, etc.	68%	12%	20%
The "Lender Reporting" element	64%	11%	25%
The "Help/Abort" menu	46%	11%	43%
The "Feedback" feature	42%	11%	47%

Those who were dissatisfied with any aspect of the Neighborhood Watch Early Warning System were asked to indicate the reasons for their dissatisfaction. The varied answers they gave, in their own words, are included in Part 4, below (see Question 8).

**Satisfaction with the FHA Resource Center.** The Center allows mortgagees and loan correspondents to seek information and ask questions regarding loan products, processing issues, mortgage credit guidelines, property analysis guidelines, use of FHA Connection, etc. Lenders can contact the Center by telephone or e-mail, or can search for information online via the Internet.

Most (84%) single family lenders were aware of the Resource Center; only 12 percent were not. Among mortgagee types, those least likely to be aware of the Center were supervised loan correspondents—24 percent indicating lack of awareness.

Lenders indicating both awareness of the Center and having accessed it over the last year or so were asked how satisfied or dissatisfied they were with each access mode (Internet, telephone or e-mail)—taking into account such things as the quality of information they received, the responsiveness of staff, the ease or difficulty of reaching it, etc. As shown in the table below, satisfaction levels were somewhat higher for those who contacted the Center via the Internet as compared, in particular, to those who did so via e-mail.

The Resource Center-- when assistance was received via:	Percent Saying		
	Satisfied	Dis- satisfied	Don't Know/ NA
The Internet (fhaoutreach.gov/FHAFAQ)	70%	25%	5%
The telephone helpline (1-800-CALL-FHA)	65%	33%	2%
E-mail (info@fhaoutreach.com)	59%	38%	3%

**Satisfaction with Quality Assurance Monitoring Reviews.** At both the HUD Headquarters and field office levels, FHA regularly conducts Quality Assurance Monitoring Reviews that include on-site loan-level examination of lender files as well as assessment of lenders' compliance with FHA loan origination and servicing requirements. Lenders were asked how useful or not useful they have found the information they receive from such reviews.

A majority of lenders said that the Quality Assurance Monitoring Reviews were at least somewhat useful--18 percent indicating they were "very useful" and 34 percent saying they were "somewhat useful." Only 8 percent of lenders said the reviews were "not too useful" or "not useful at all." Twenty-eight percent of lenders, however, said they had not received a review, and 12 percent did not answer the question. Larger volume FHA lenders were more likely to find the reviews useful (74%) than smaller volume lenders (49%).

Those who did not find the reviews useful were asked to indicate their reasons. The answers they gave, in their own words, are included in Part 4, below (see Question 12a).

**Satisfaction with Post Endorsement Technical**

**Reviews.** In addition to the mortgage monitoring conducted by FHA’s Homeownership Centers and other Departmental reviews of FHA-approved mortgagees, FHA conducts Post Endorsement Technical Reviews that are intended to provide useful feedback to lenders regarding compliance with FHA requirements. Lenders were asked to indicate how useful or not useful they found the information they received from such reviews.

A majority of lenders indicated that the reviews were at least somewhat useful—15 percent indicating they were “very useful” and 37 percent saying they were “somewhat useful.” Only 9 percent said the reviews were “not too useful” or “not useful at all.” However, for whatever reasons, 39 percent of lenders did not respond to this question. Larger volume FHA lenders were more likely to find the reviews useful (70%) than smaller volume lenders (50%).

Those who did not find the reviews useful were asked to indicate their reasons. The answers they gave, in their own words, are included in Part 4, below (see Question 13a).

**Usefulness of training and technical assistance approaches.** Single family lenders considered some types of HUD training and technical assistance to be more useful than others, as follows:

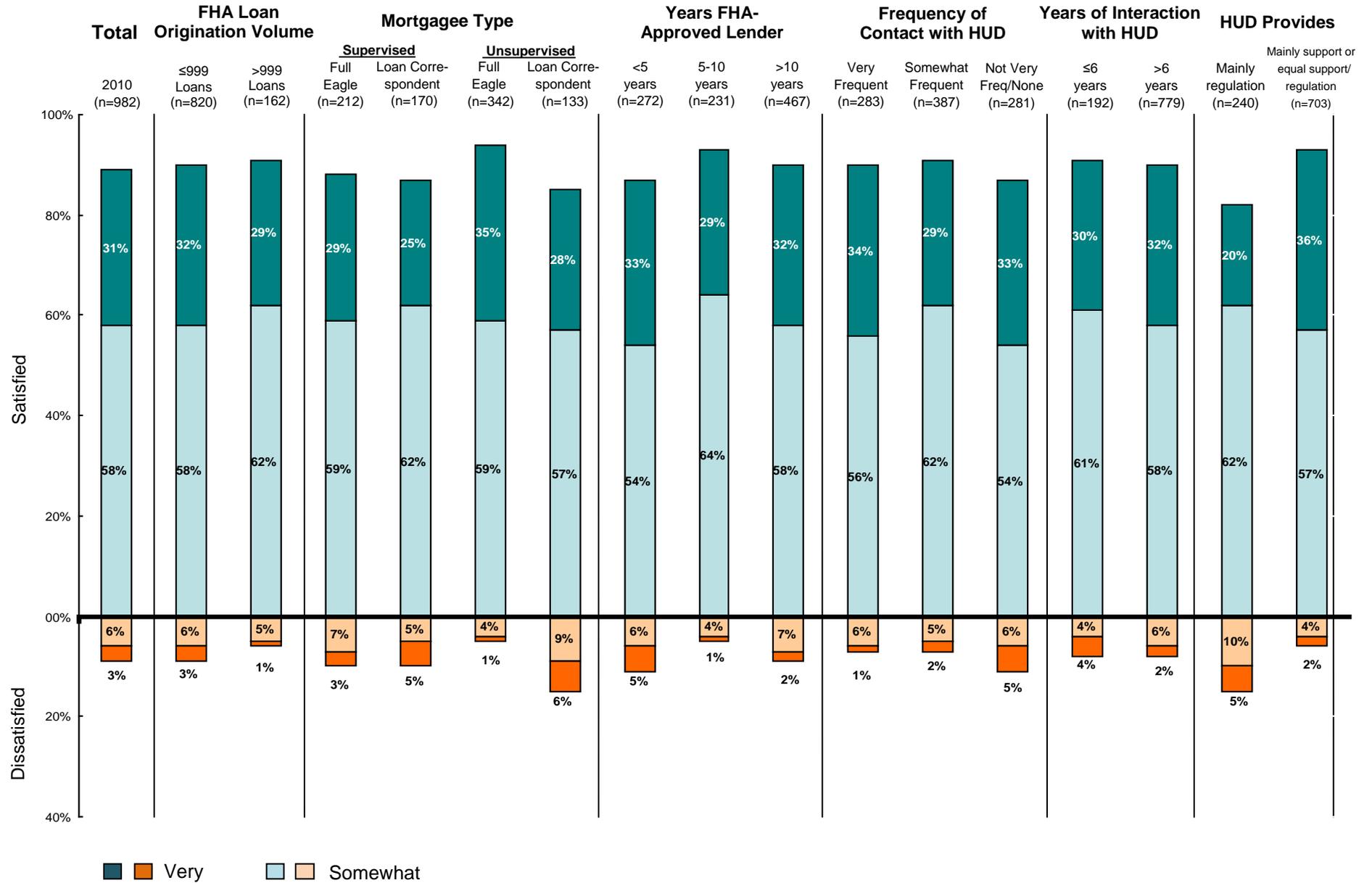
Approach	Percent Saying				
	Very Useful	Somewhat Useful	Not too Useful	Not Useful at All	Have Not Used
HUD’s Webpage	29%	51%	10%	2%	6%
HUD-sponsored conferences	15%	23%	6%	2%	48%
HUD’s Webcast training	13%	30%	6%	2%	40%
HUD-sponsored satellite broadcasts	8%	22%	6%	3%	53%
Training programs conducted by contractors	7%	22%	7%	3%	51%

Row totals may not equal 100% because of rounding error or non-response to particular questions.

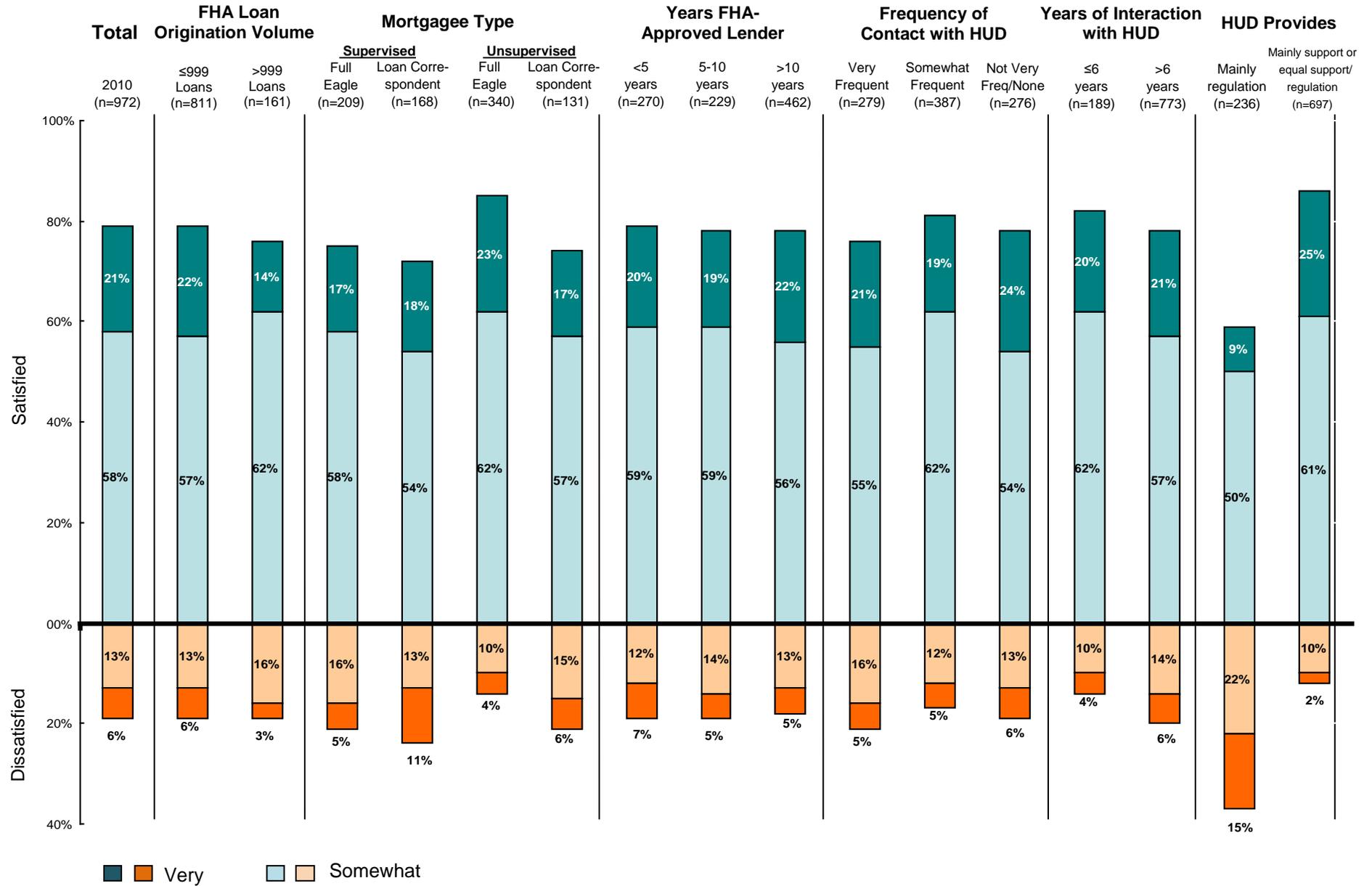
**Effectiveness of communications.** As tools for communicating with its partners, HUD has increasingly relied on electronic transmission of information, including notices or guidance. Single family lenders were asked about the effectiveness of various communications media: 34 percent considered HUD listservs to be very effective and 35 percent considered them to be somewhat effective; 29 percent considered e-mail to be very effective and 39 percent considered it to be somewhat effective; and 19 percent considered HUD website postings to be very effective and 46 percent considered them to be somewhat effective.

**PART 3: BAR CHARTS OF EACH SURVEY QUESTION**

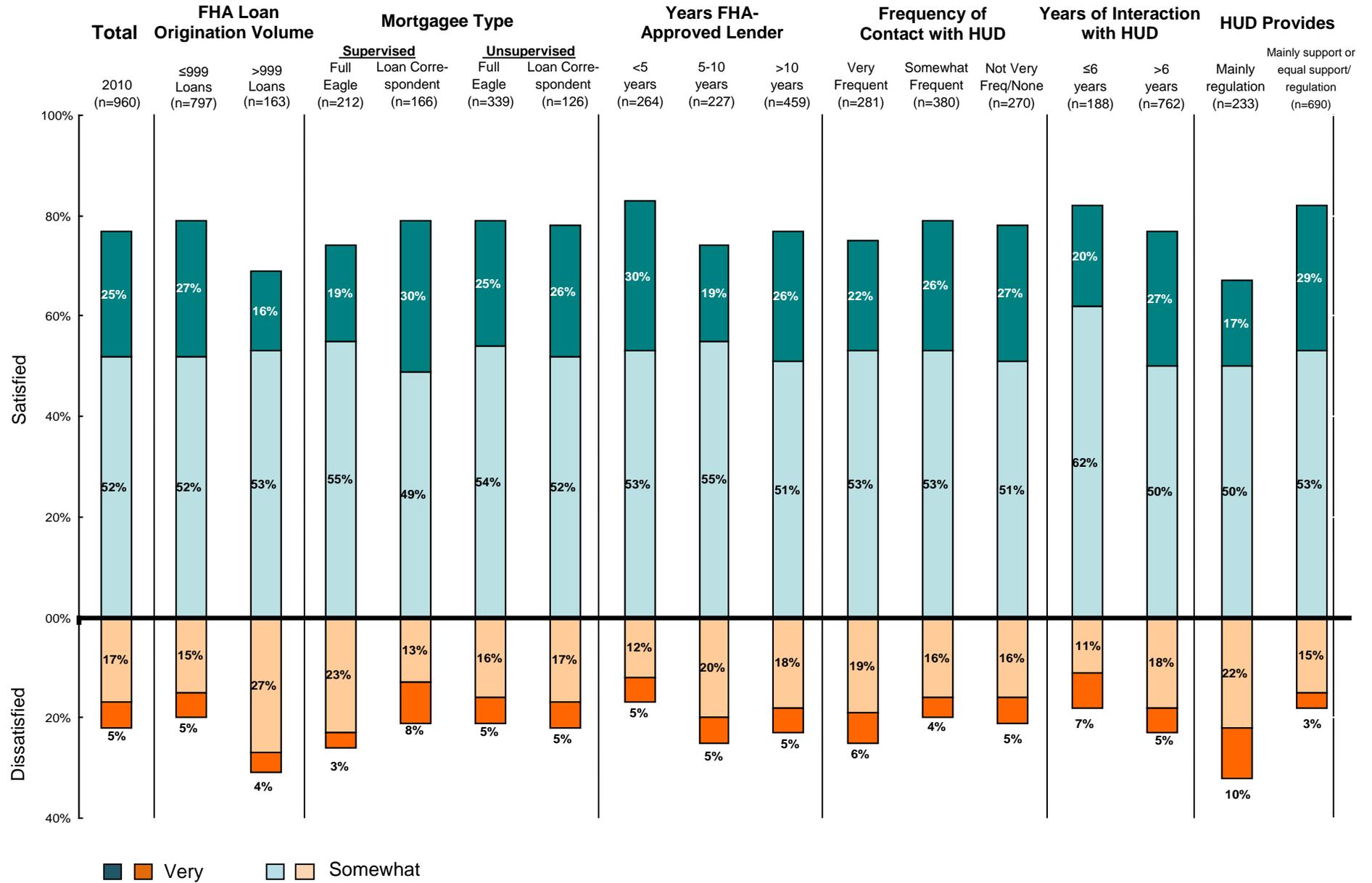
**Question 4a.** Thinking first about HUD programs with which you currently deal and then about how HUD runs those programs, how satisfied or dissatisfied are you, in general, with the HUD programs you currently deal with?



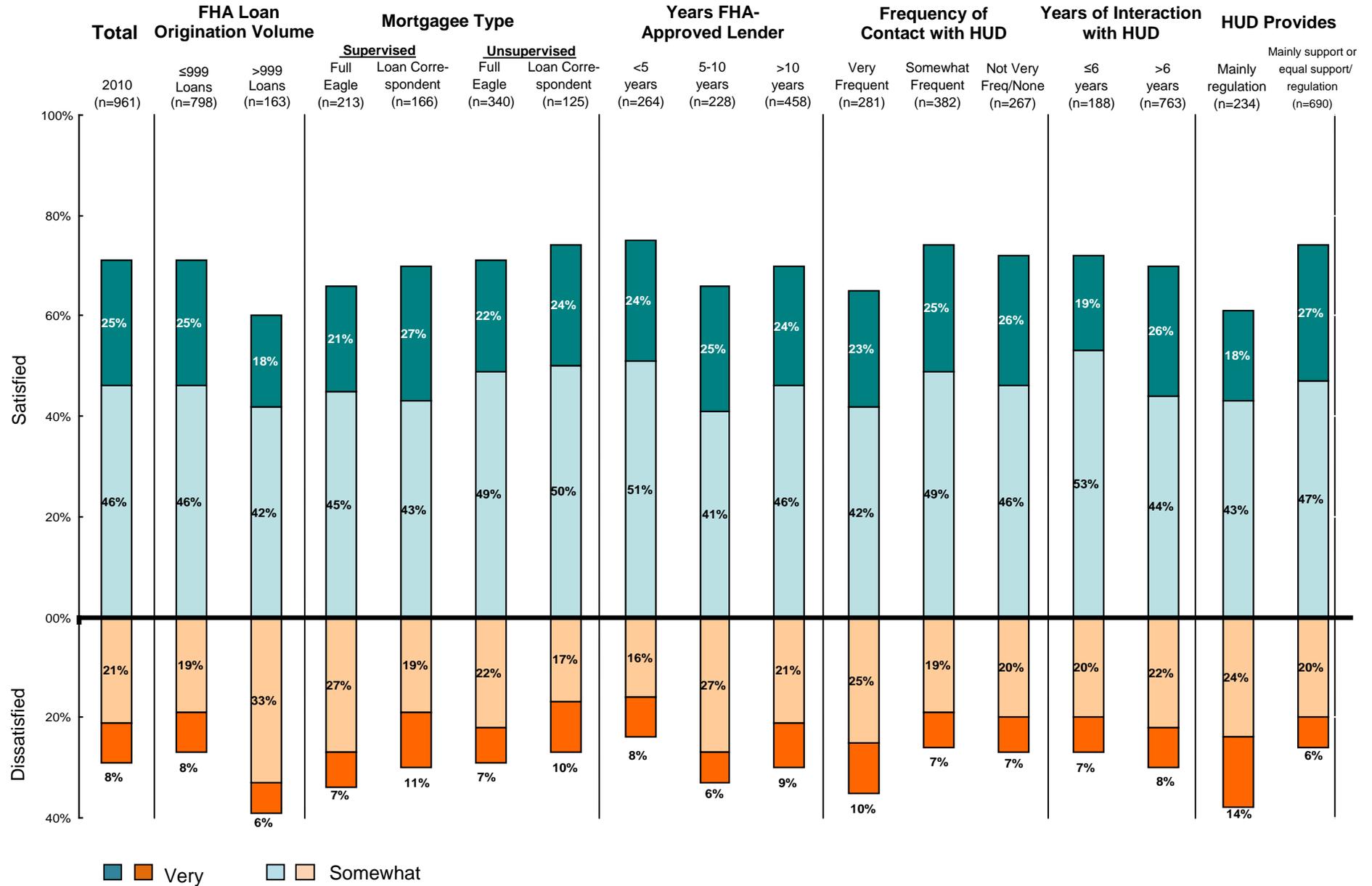
**Question 4b.** Thinking first about HUD programs with which you currently deal and then about how HUD runs those programs, how satisfied or dissatisfied are you, in general, with the way HUD currently runs those programs?



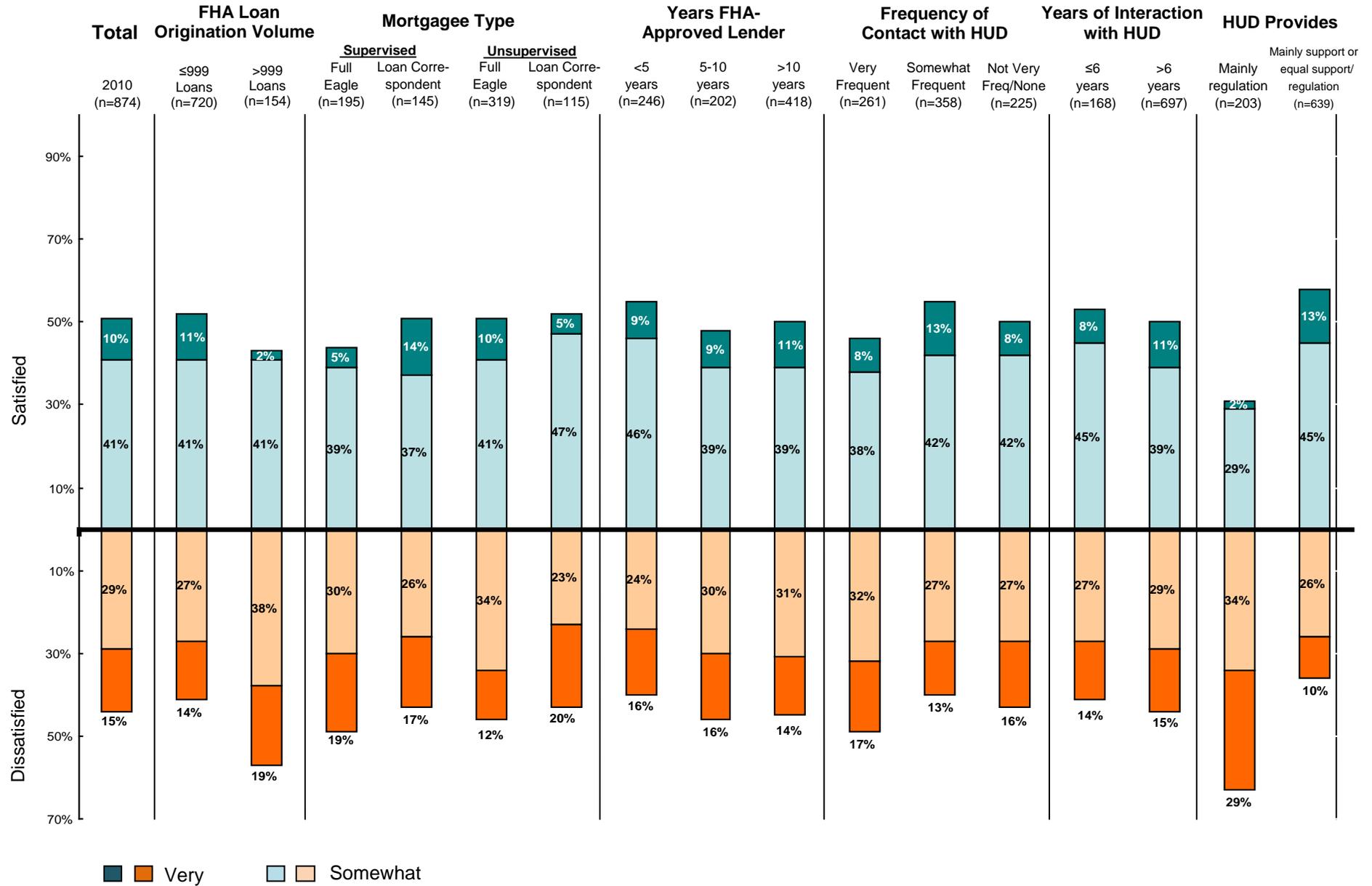
**Question 5a.** How satisfied or dissatisfied are you with the quality of the information you currently receive from HUD?



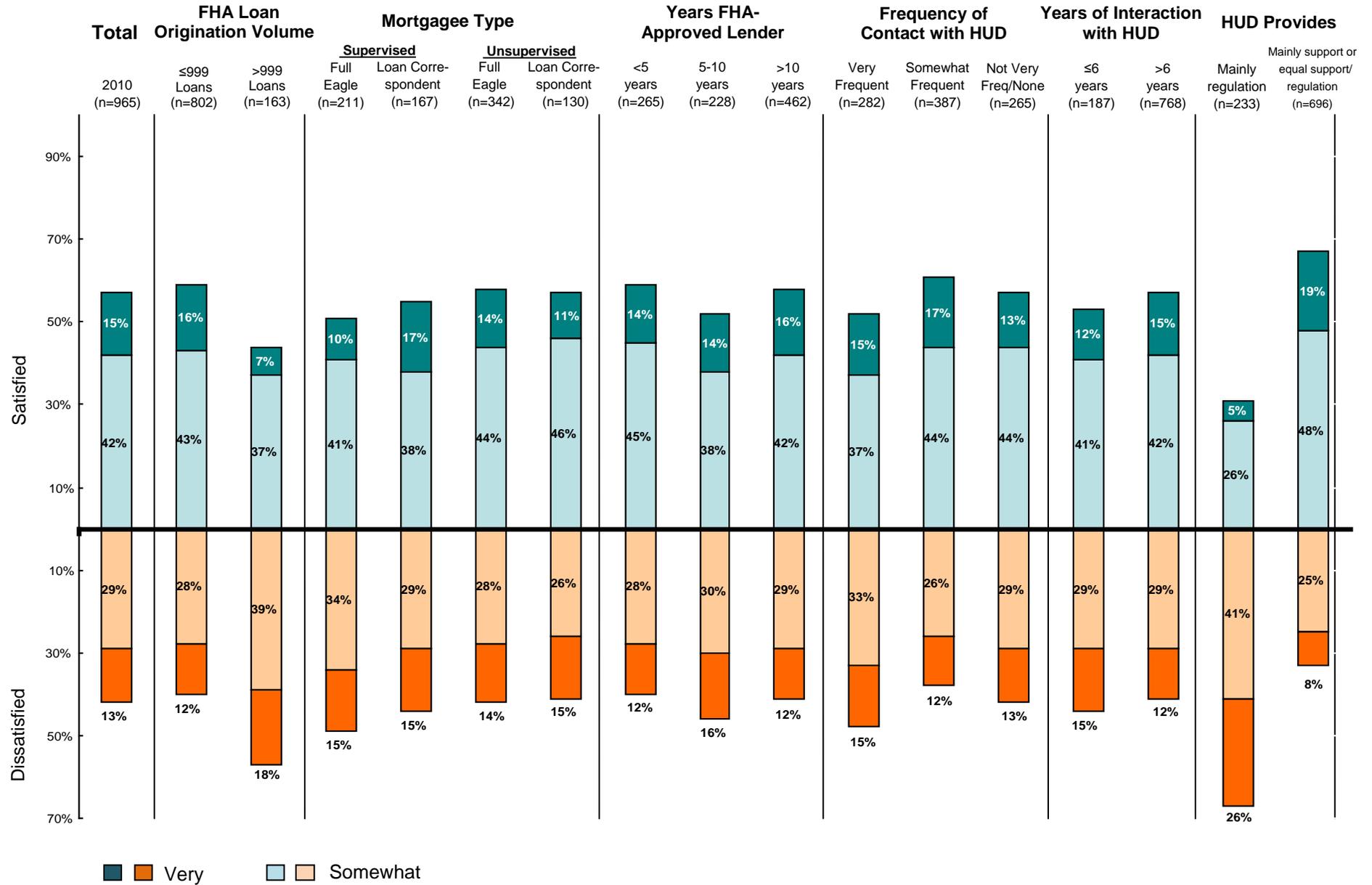
**Question 5b.** How satisfied or dissatisfied are you, in general, with the timeliness of the information you currently receive from HUD?



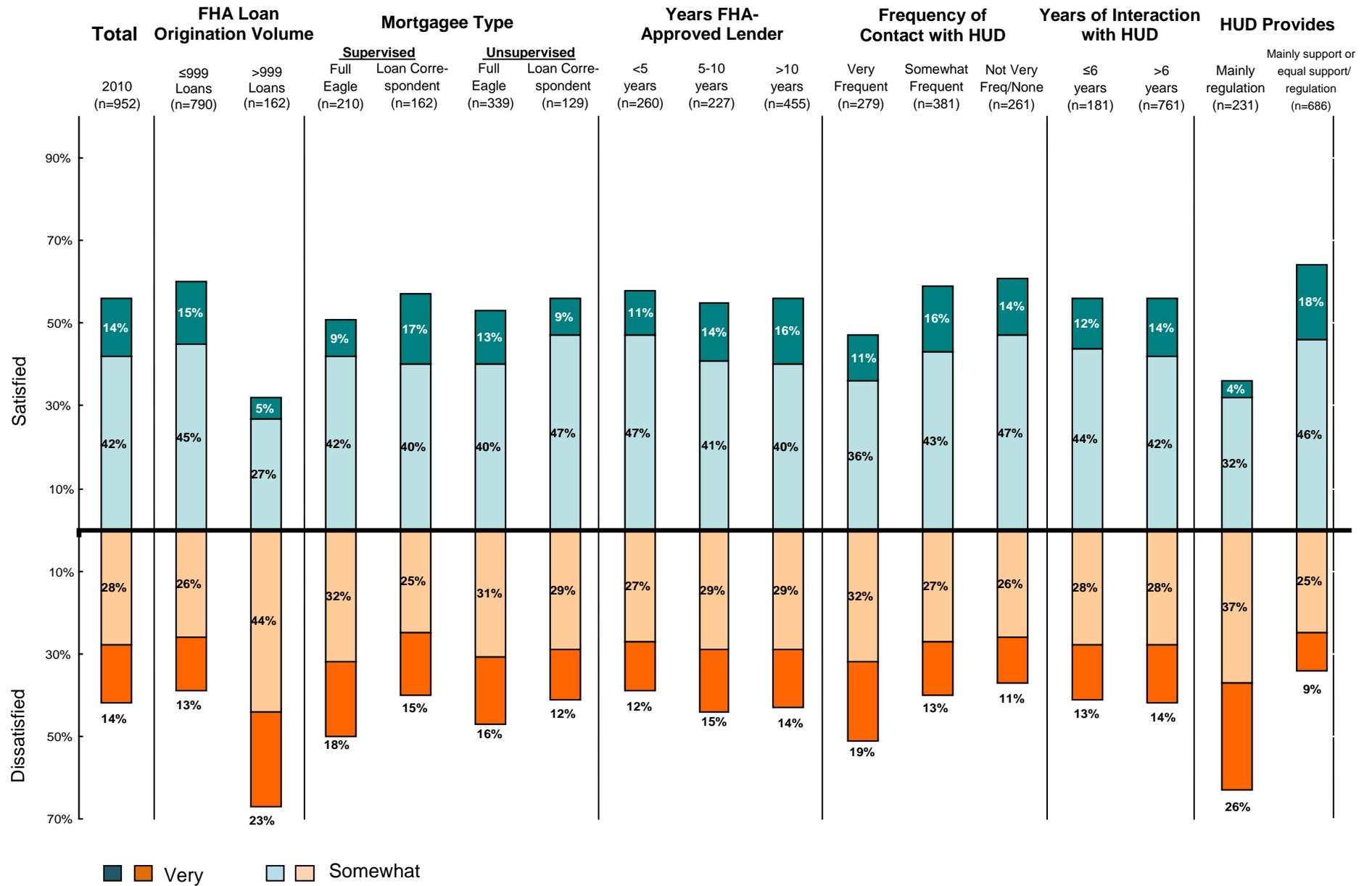
**Question 5c.** How satisfied or dissatisfied are you, in general, with the timeliness of decision-making by HUD (such as requests for waivers, rulings, and approvals)?



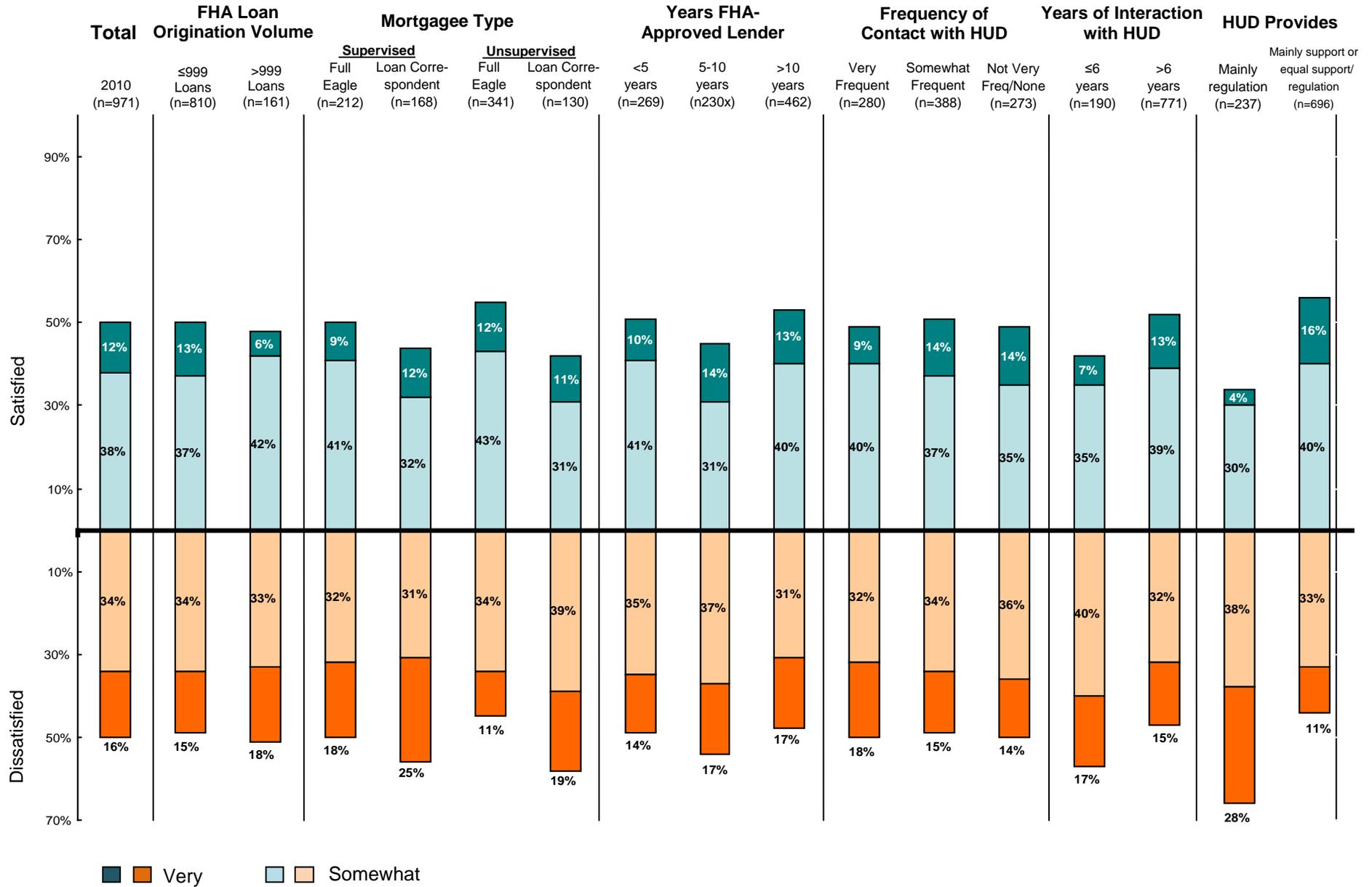
**Question 5d.** How satisfied or dissatisfied are you, in general, with the quality of guidance you currently get from HUD?



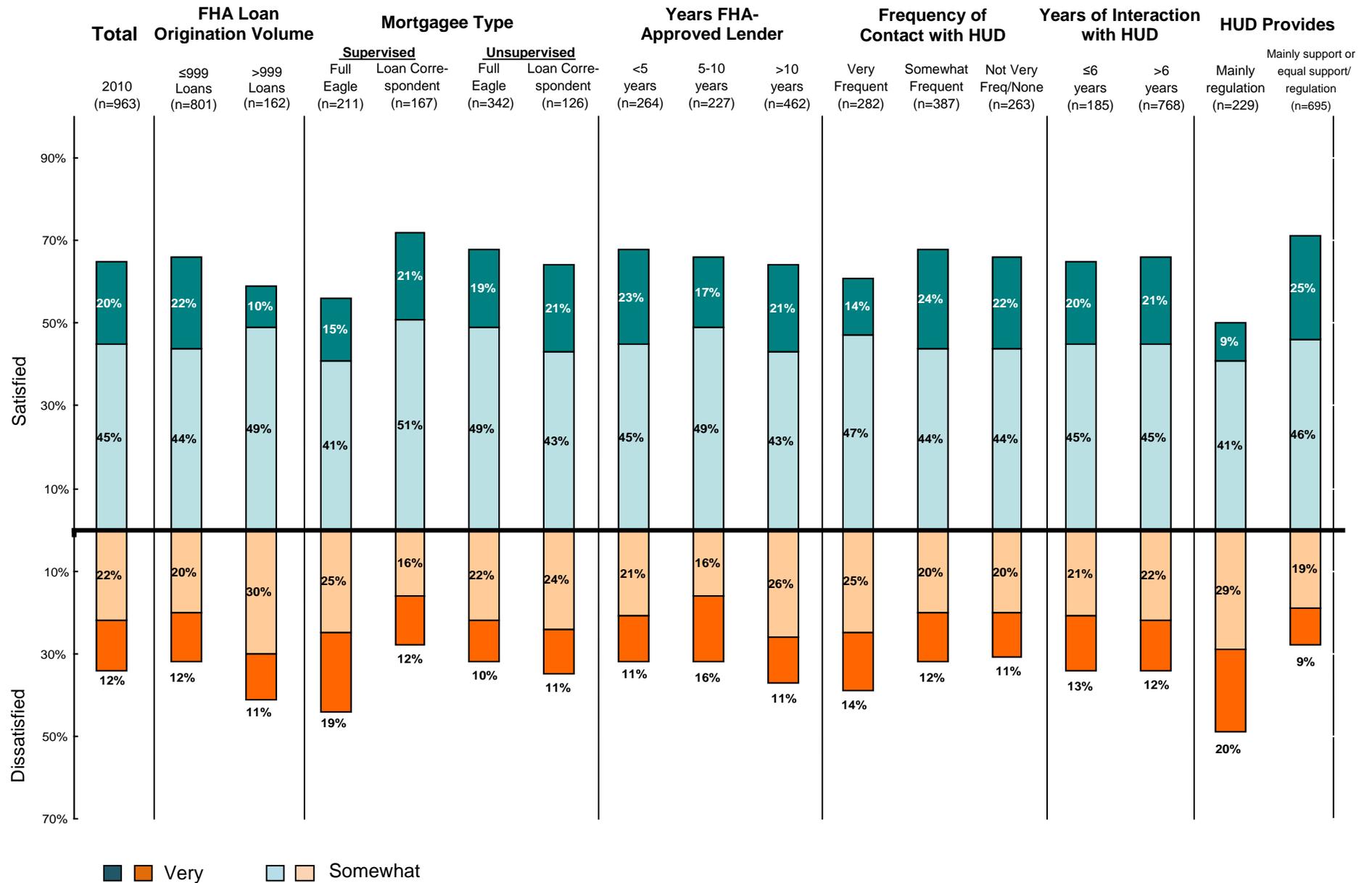
**Question 5e.** How satisfied or dissatisfied are you, in general, with the consistency of guidance you currently get from HUD?



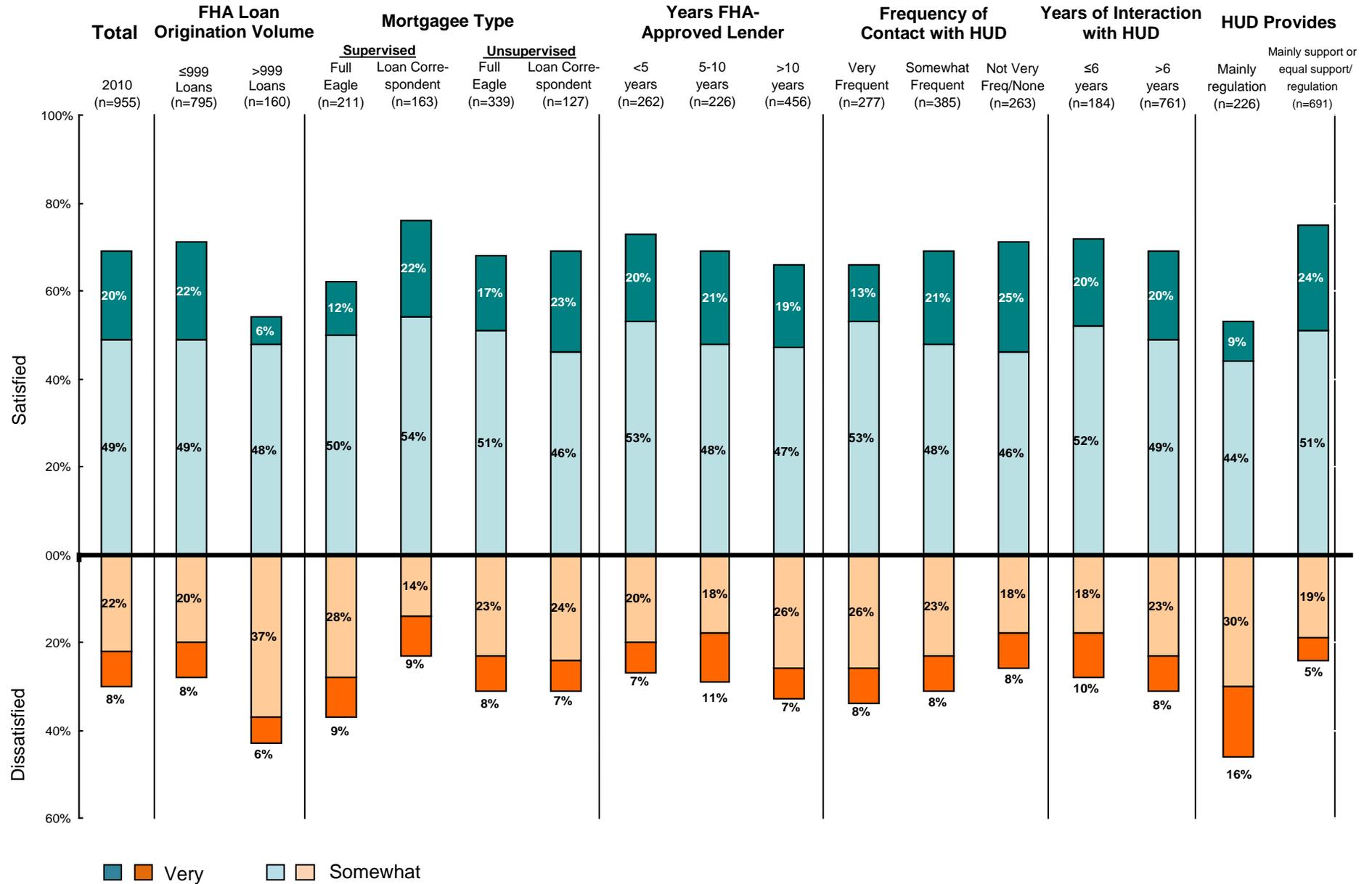
**Question 5f.** How satisfied or dissatisfied are you, in general, with the clarity of HUD rules and requirements that apply to your company?



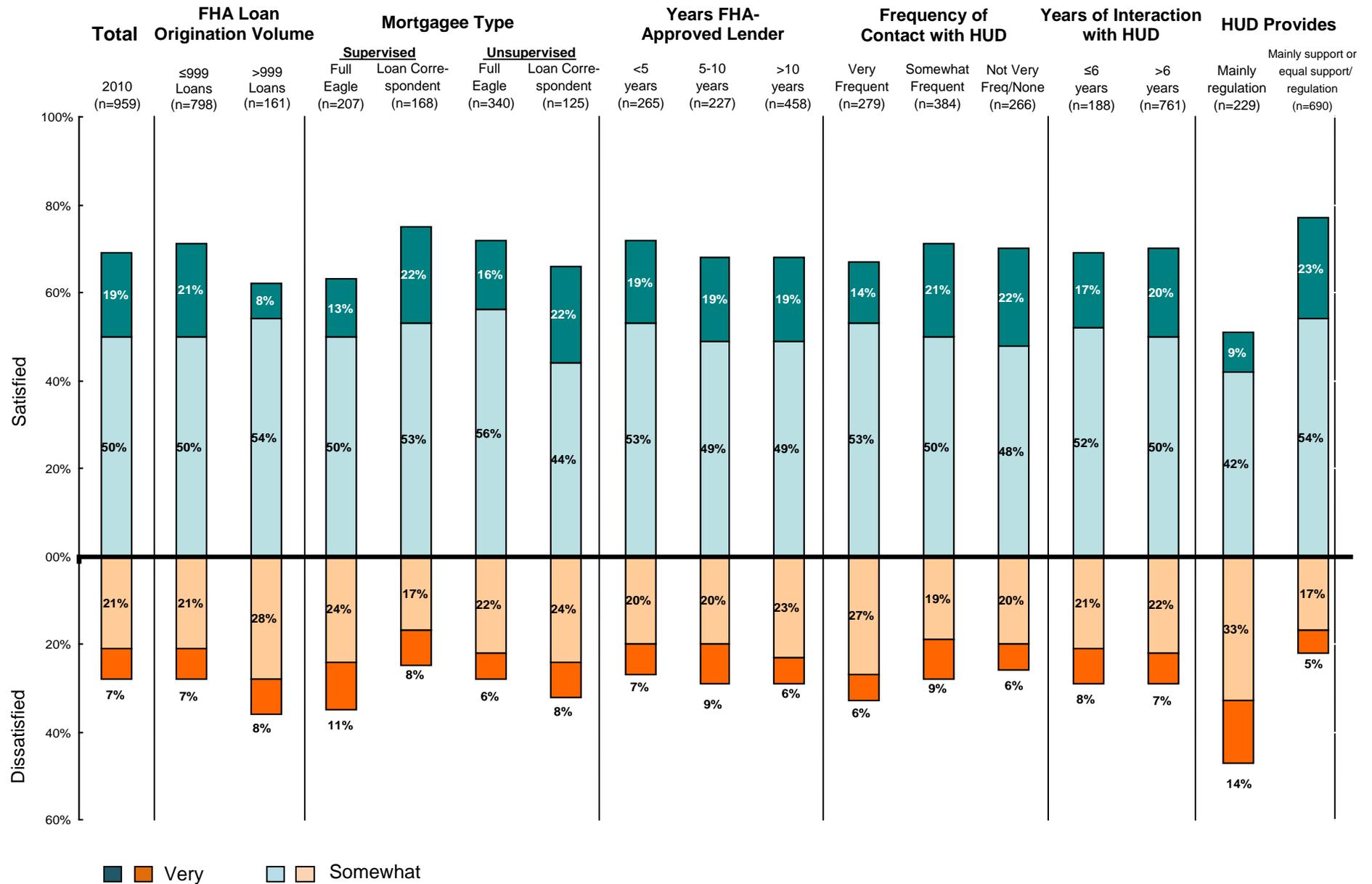
**Question 5g.** How satisfied or dissatisfied are you, in general, with the responsiveness of the people with whom you currently deal at HUD?



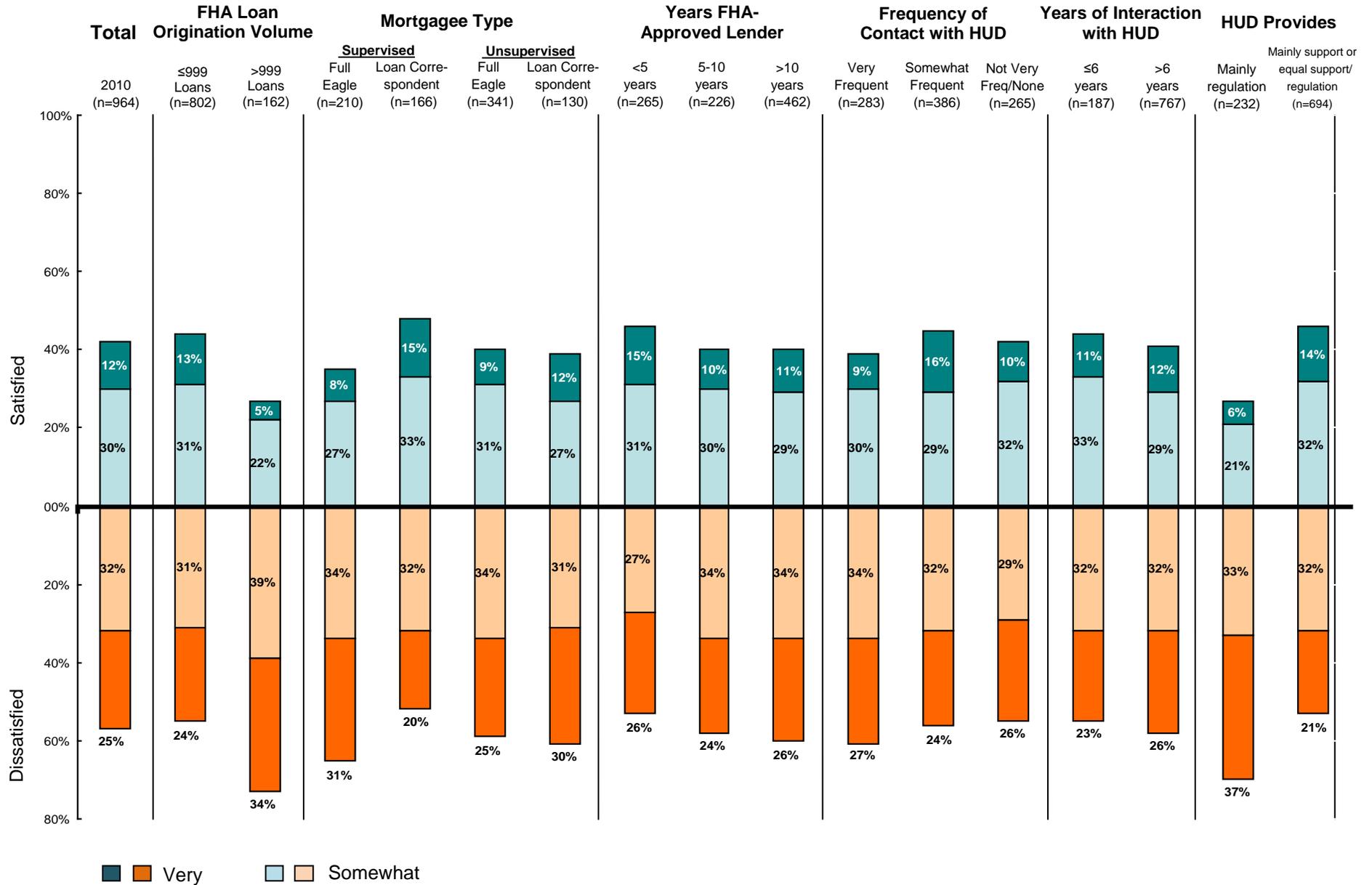
**Question 5h.** How satisfied or dissatisfied are you, in general, with the competence of the people with whom you currently deal at HUD?



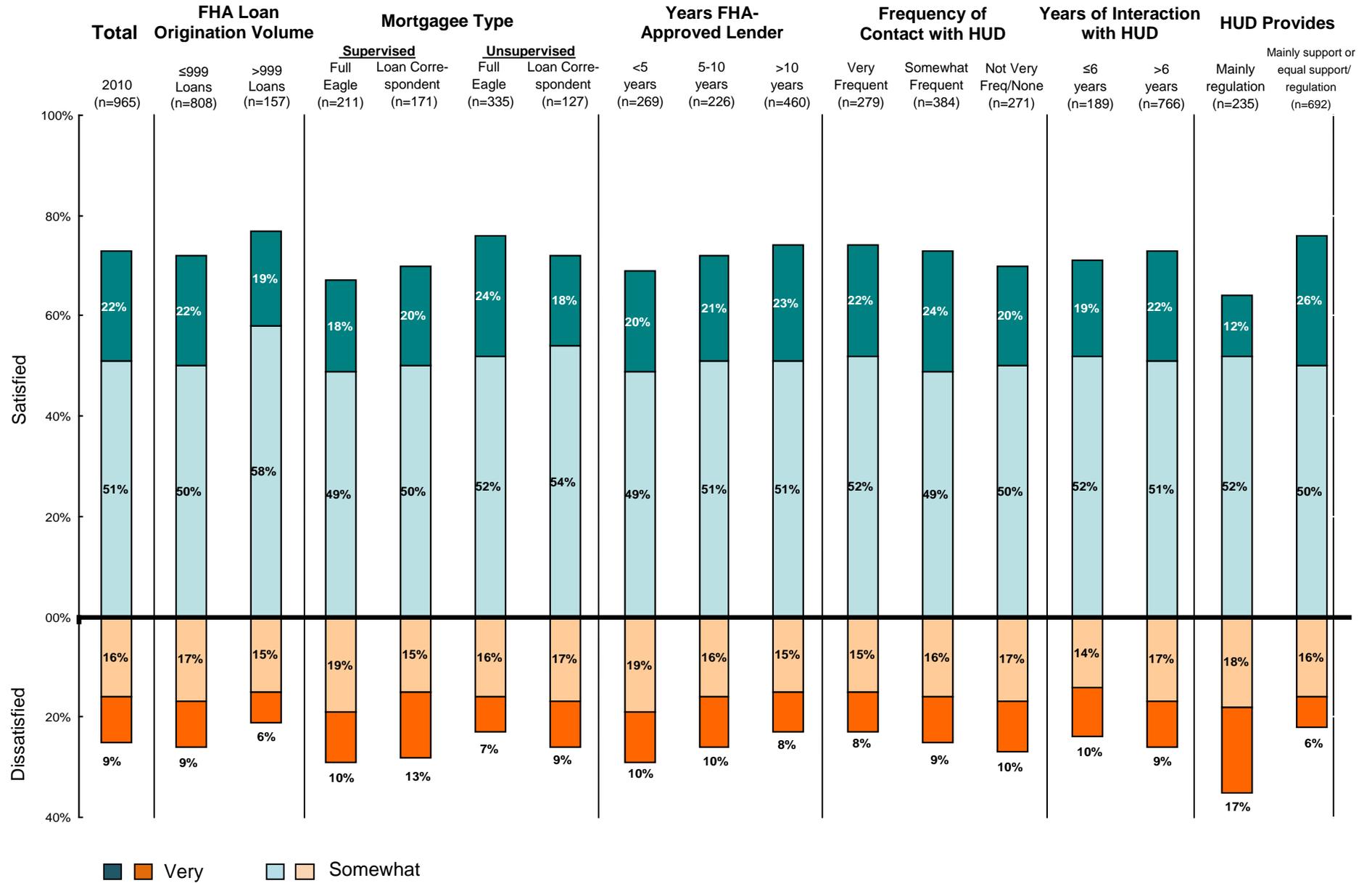
**Question 5i.** How satisfied or dissatisfied are you, in general, with the extent to which HUD employees have the knowledge, skills, and ability to do their work?



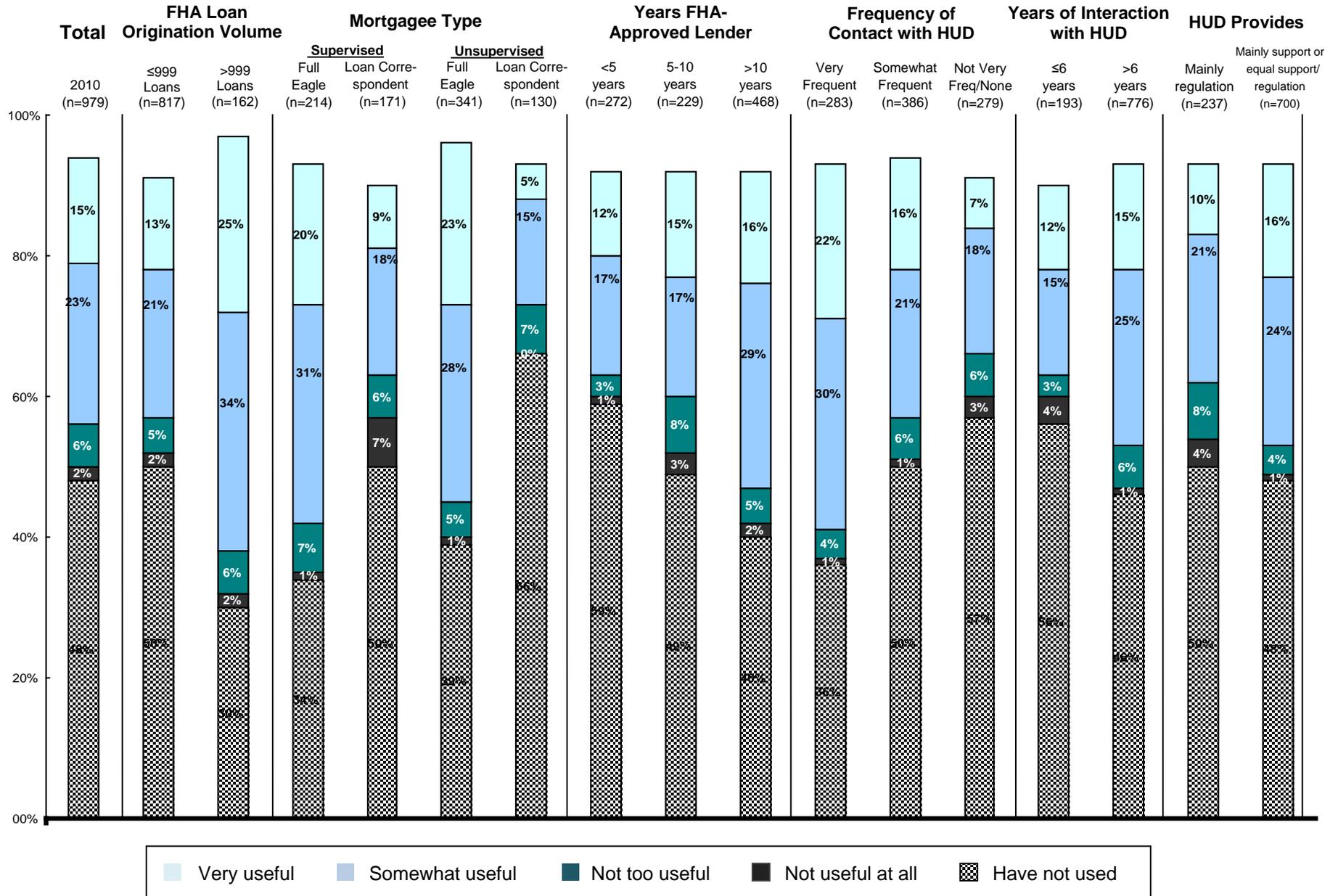
**Question 5j.** How satisfied or dissatisfied are you, in general, with your ability to reach the people at HUD whom you need to contact?



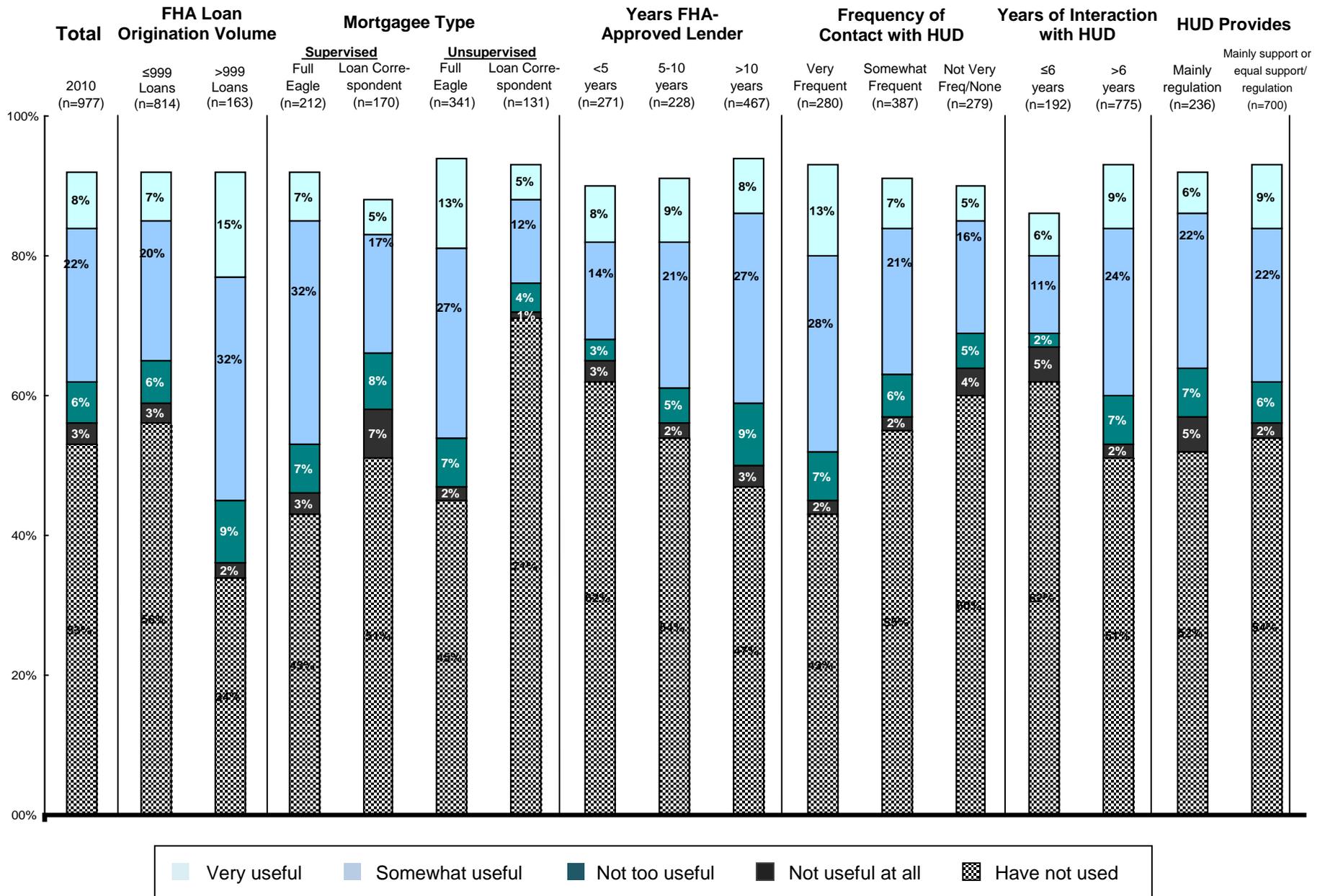
**Question 5k.** How satisfied or dissatisfied are you, in general, with the time commitment required to comply with HUD reporting requirements?



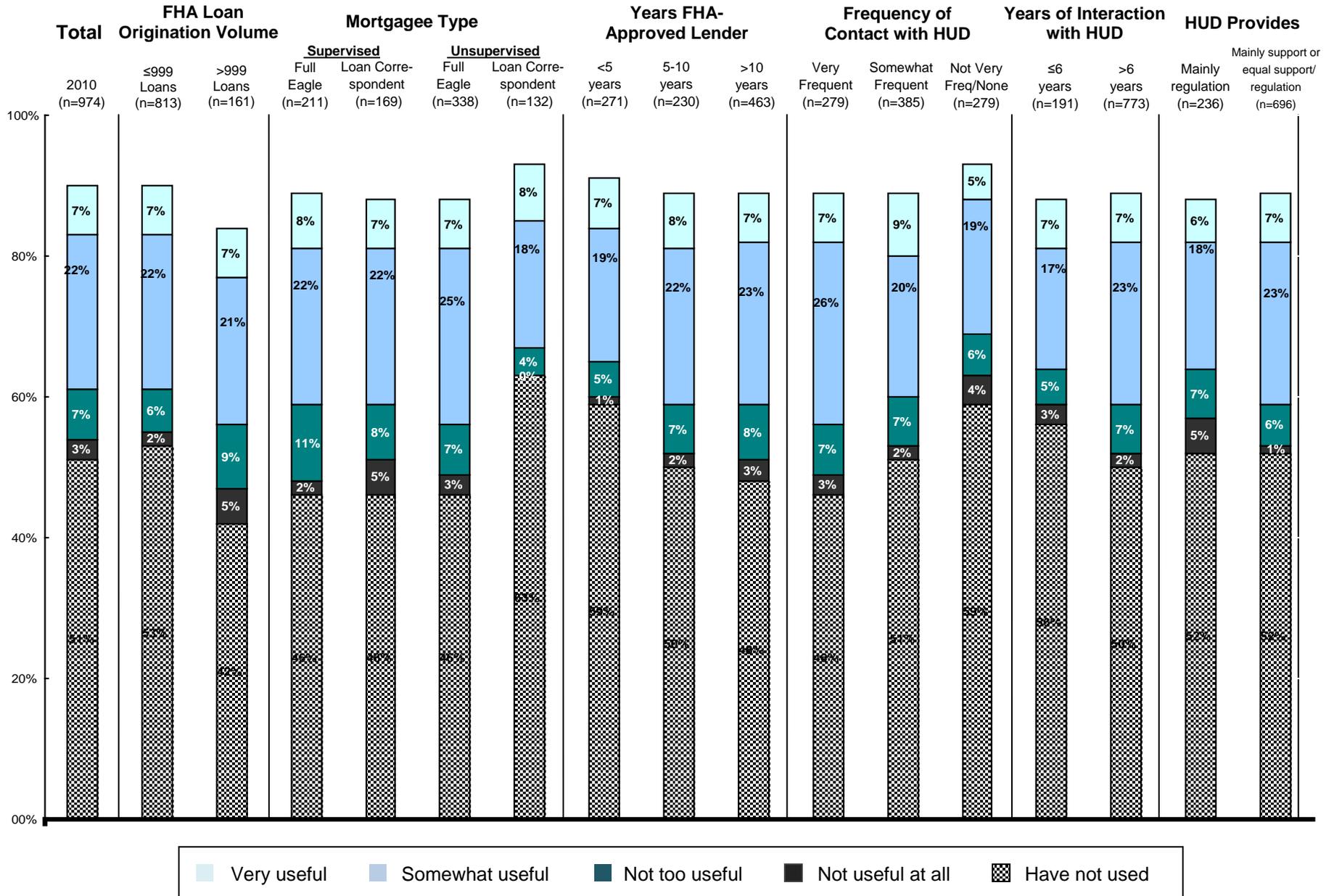
**Question 6a.** How useful or not useful have you found HUD's training and technical assistance through HUD-sponsored conferences?



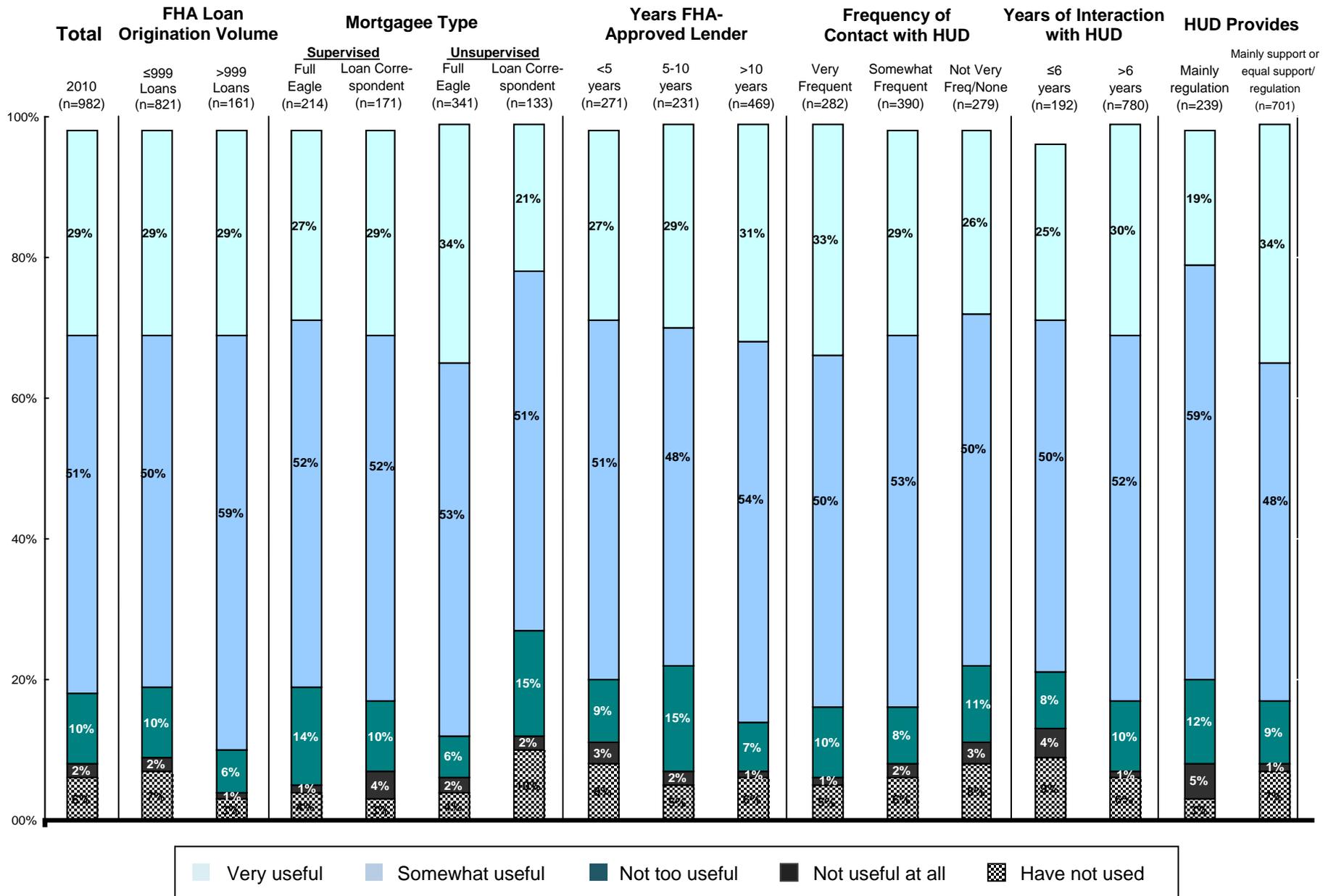
**Question 6b.** How useful or not useful have you found HUD's training and technical assistance through HUD-sponsored satellite broadcasts?



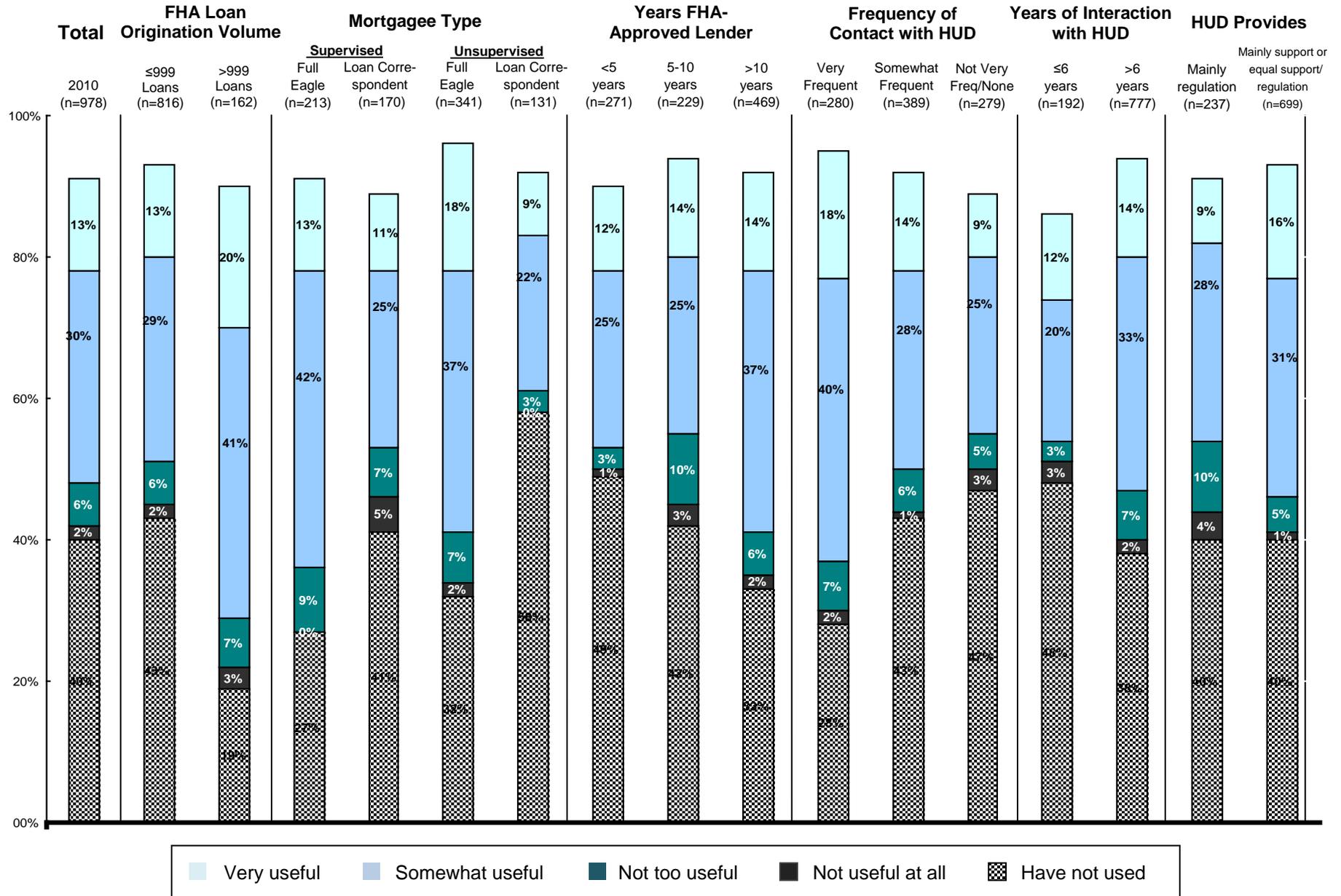
**Question 6c.** How useful or not useful have you found HUD's training and technical assistance through HUD-sponsored training programs conducted by contractors?



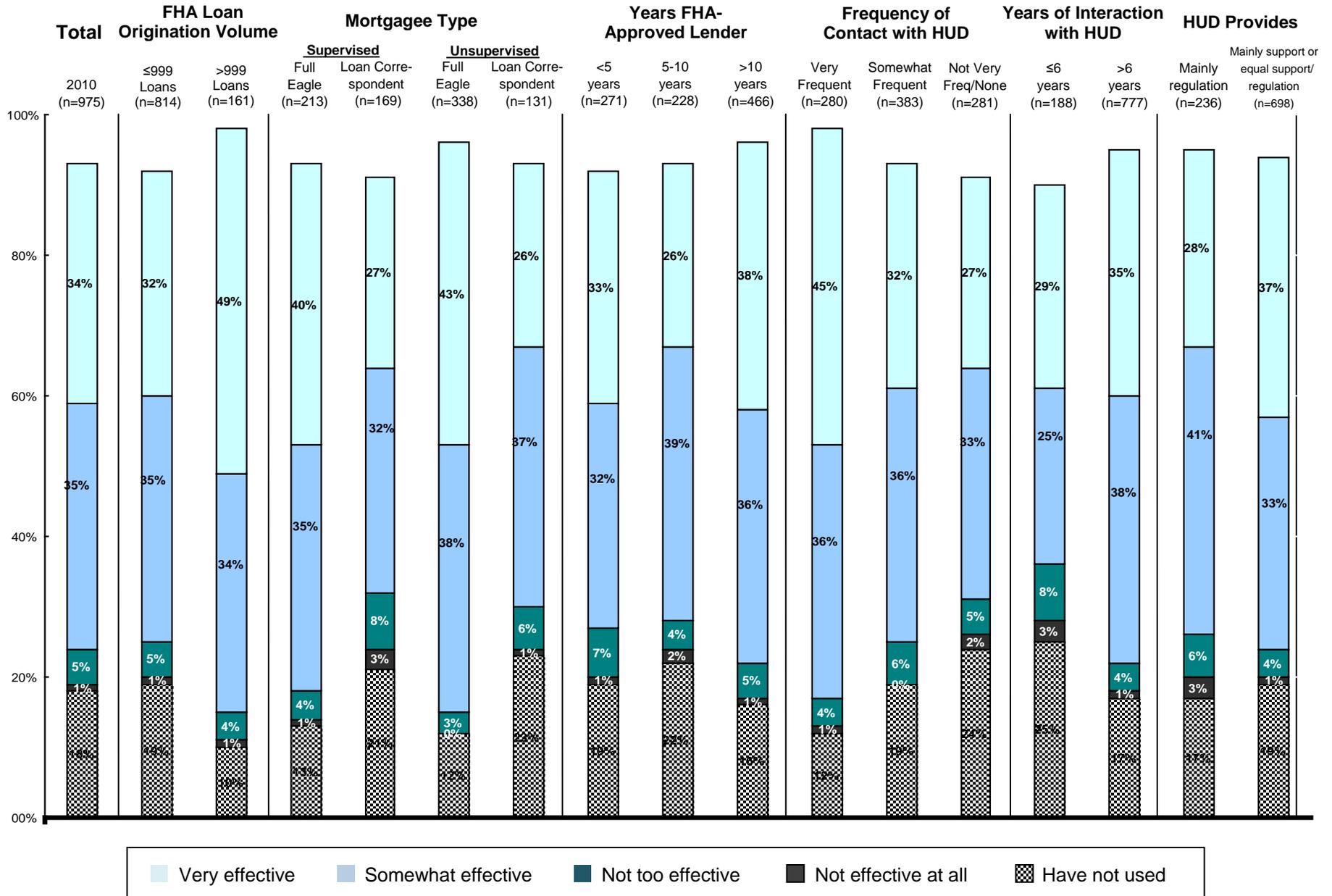
**Question 6d.** How useful or not useful have you found HUD's training and technical assistance through HUD's Webpage?



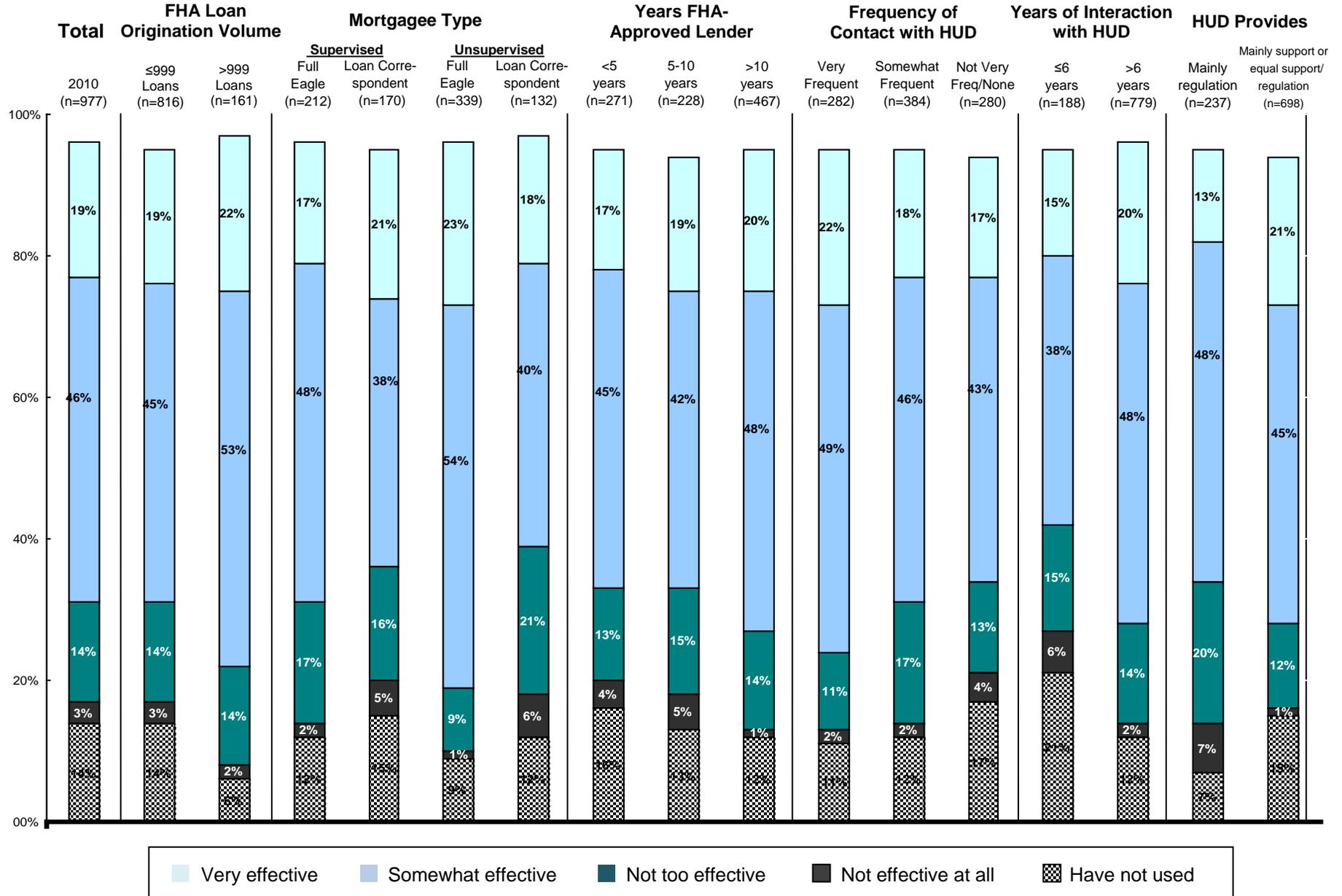
**Question 6e.** How useful or not useful have you found HUD's training and technical assistance through HUD's Webcast training?



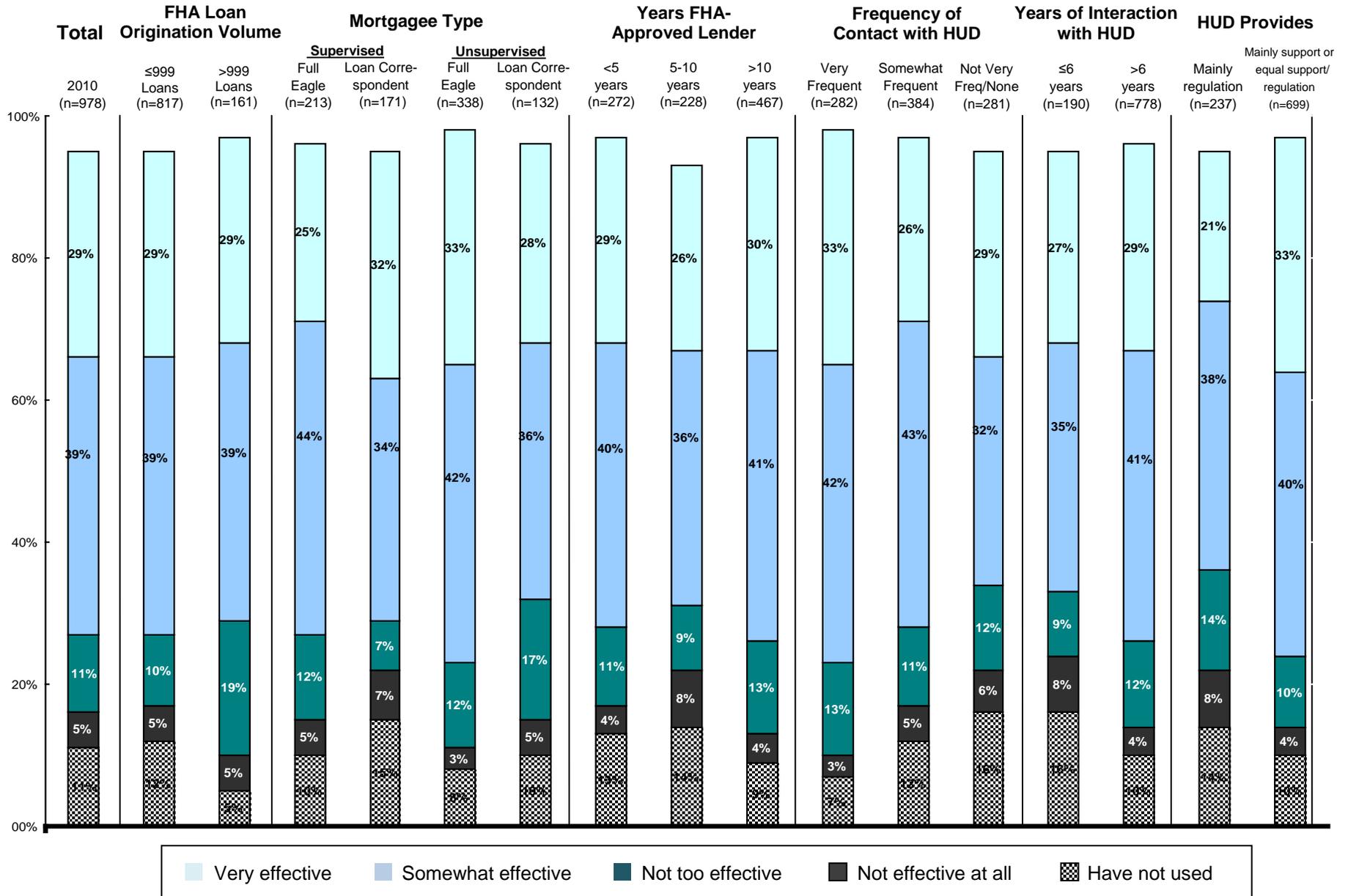
**Question 7a.** Based on your experience in the past 12 months, please indicate how effective or ineffective HUD listservs have been as a tool for HUD to convey important information to you, such as notices and guidance.



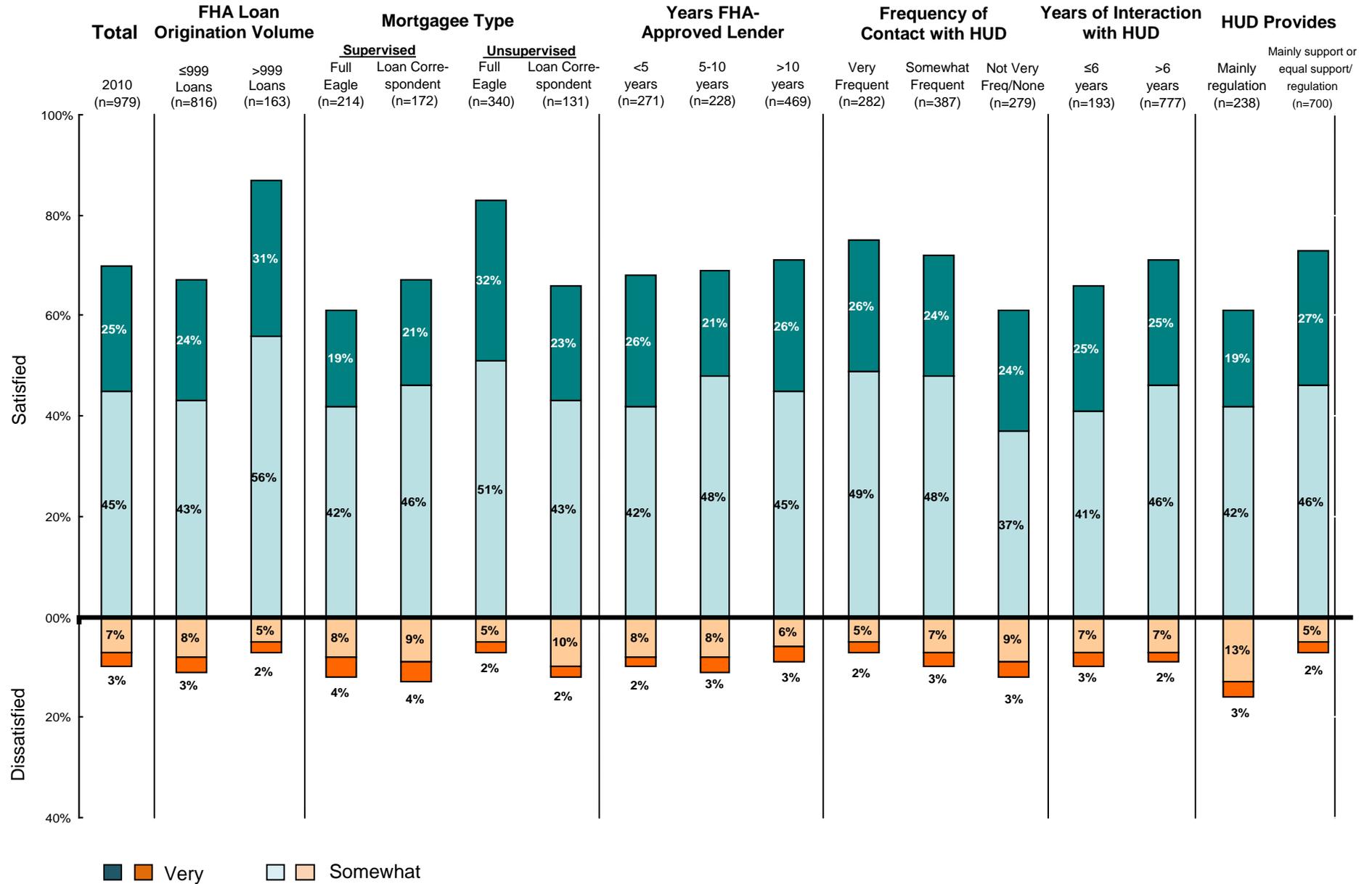
**Question 7b.** Based on your experience in the past 12 months, please indicate how effective or ineffective HUD website postings have been as a tool for HUD to convey important information to you, such as notices and guidance.



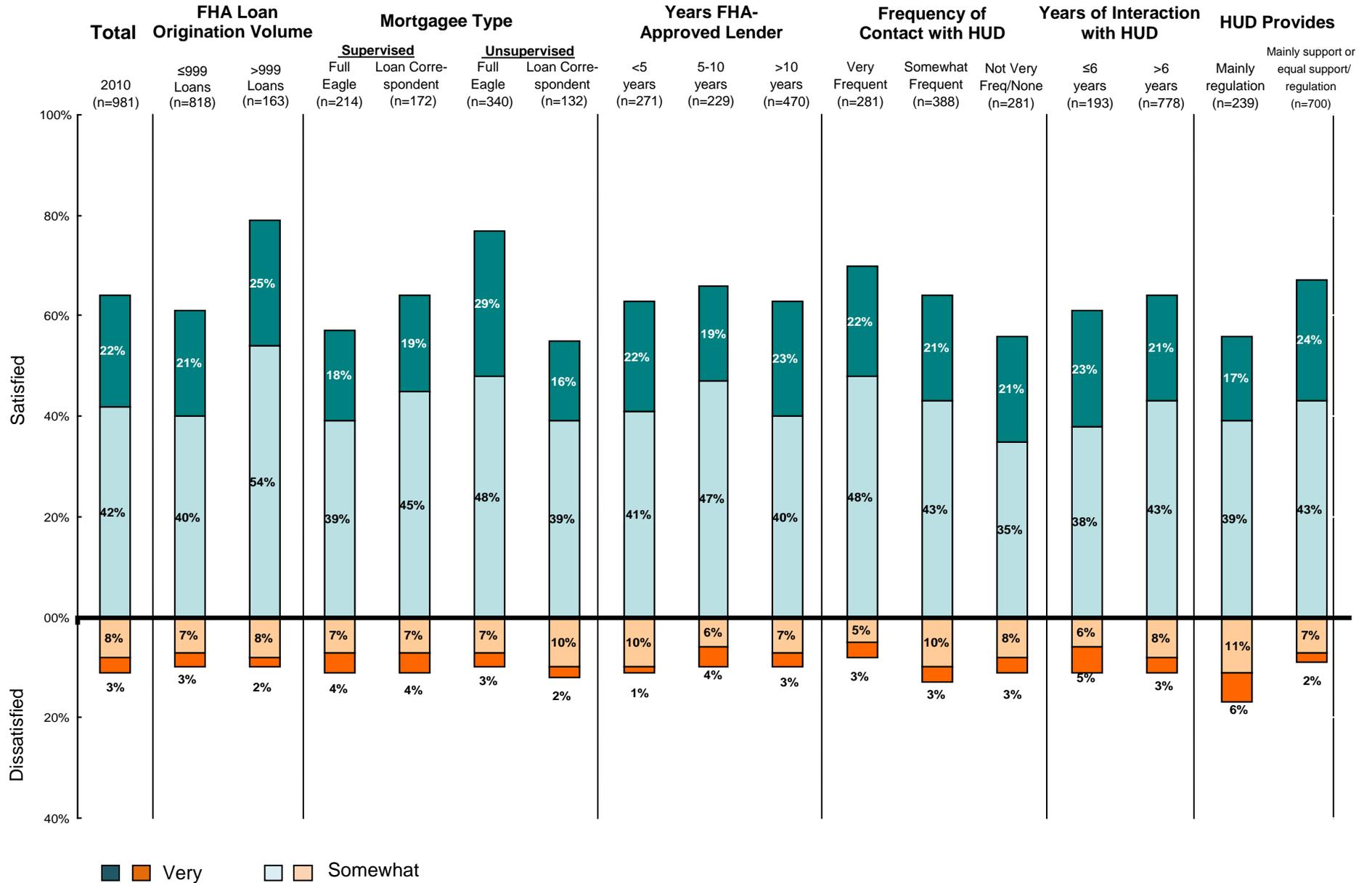
**Question 7c.** Based on your experience in the past 12 months, please indicate how effective or ineffective HUD e-mail has been as a tool for HUD to convey important information to you, such as notices and guidance.



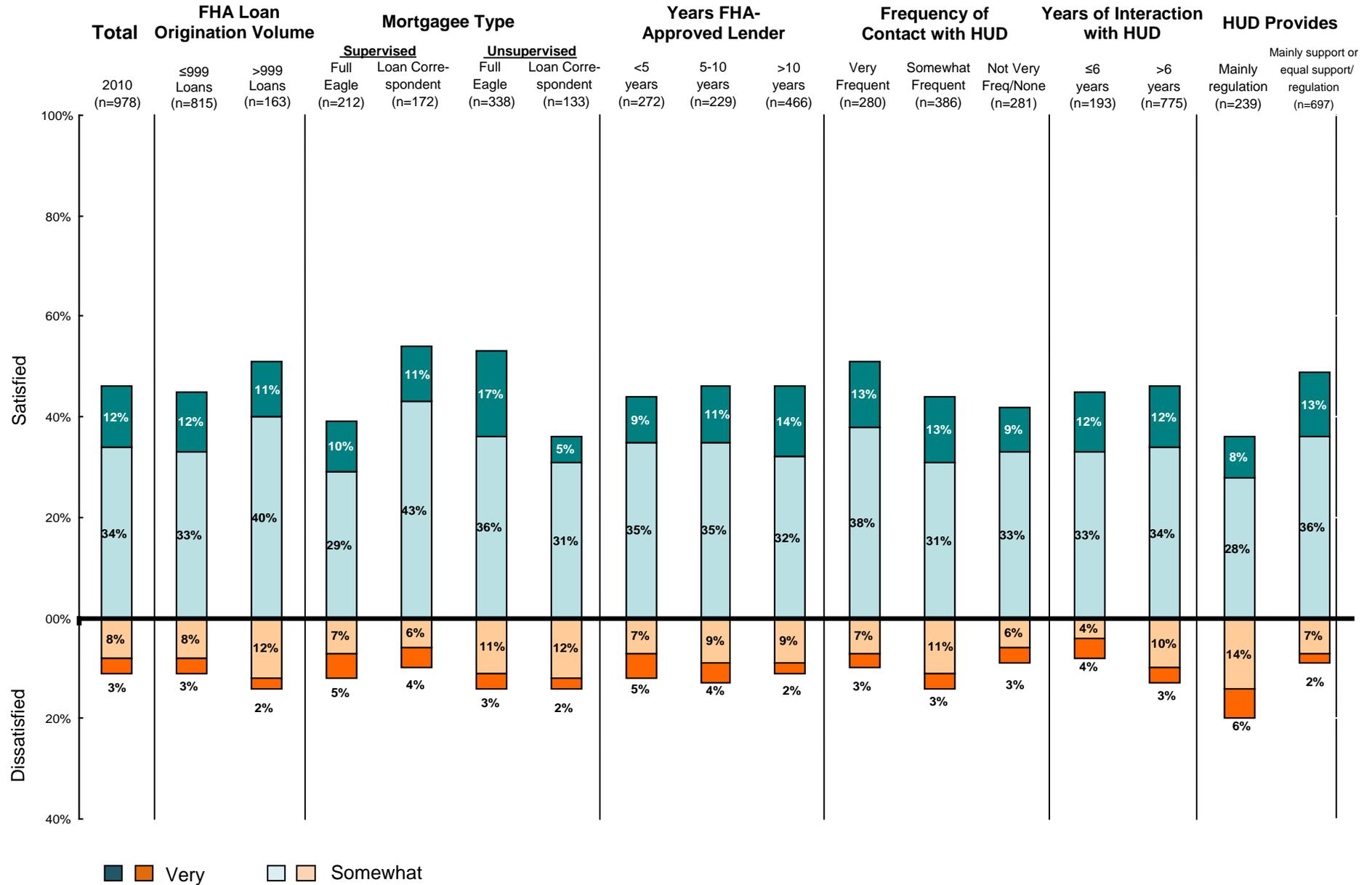
**Question 8a.** FHA's Neighborhood Watch Early Warning System allows FHA-approved lenders to identify and analyze the performance of loans they originate, underwrite, or service. It is intended to highlight exceptions so that potential problems are readily identifiable. How satisfied or dissatisfied are you with the basic information tools such as "Early Warnings," "Servicing," "Analysis," or "Details"?



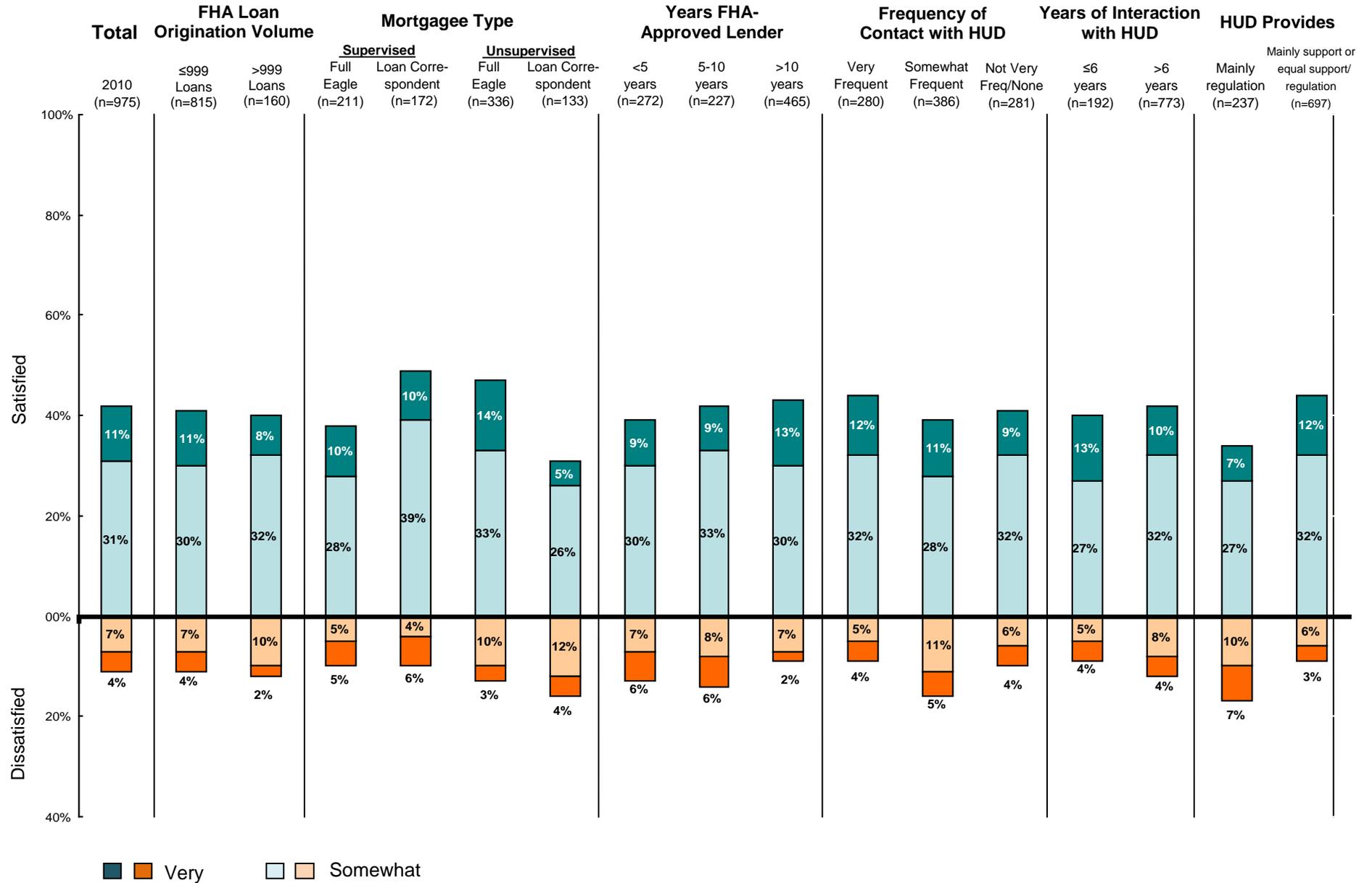
**Question 8b.** FHA's Neighborhood Watch Early Warning System allows FHA-approved lenders to identify and analyze the performance of loans they originate, underwrite, or service. It is intended to highlight exceptions so that potential problems are readily identifiable. How satisfied or dissatisfied are you with the "Lender Reporting" element?



**Question 8c.** FHA's Neighborhood Watch Early Warning System allows FHA-approved lenders to identify and analyze the performance of loans they originate, underwrite, or service. It is intended to highlight exceptions so that potential problems are readily identifiable. How satisfied or dissatisfied are you with the "Help/About" menu?



**Question 8d.** FHA's Neighborhood Watch Early Warning System allows FHA-approved lenders to identify and analyze the performance of loans they originate, underwrite, or service. It is intended to highlight exceptions so that potential problems are readily identifiable. How satisfied or dissatisfied are you with the "Feedback" feature?



**Question 8a.** If you are "somewhat dissatisfied" or "very dissatisfied" with any aspect of the Neighborhood Watch Early Warning System, please tell us the reason for your dissatisfaction.

Reasons for dissatisfaction:

- DEFICIENCY CODES USED FOR BOTH NEIGHBORHOOD WATCH & POST ENDORSEMENT REVIEWS (MORTGAGE PERFORMANCE REPORTING) ARE NOT WELL DEFINED & NOT CONSISTENTLY USED WITHIN HUD.
- BASIC INFO TOOL: SYSTEM LIMITS # OF ITEMS YOU CAN DOWNLOAD-HELP/ABOUT: HARD TO FIND INFO, NOT EASY TO SEARCH LENDER REPORTING: SOMETIMES CAN'T ADD INFO IF CASE WAS TRANSFERRED.
- THE PROCESS OF GOING THROUGH THE REPORTS WITHOUT A REPRESENTATIVE TO TALK TO IS DIFFICULT. THE REPORTS HAVE TOO MANY ITEMS THAT NEED FURTHER DETAIL OR EXPLANATIONS.
- LACK OF RESPONSE.
- THERE IS NO ONE TO TALK TO ABOUT QUESTIONS ON DATA PRESENTATION OR TRAINING BY... STAFF. ALSO NEED TO CAPTURE ADDITIONAL DOCS. IE FICO AND LENDER LOAN NUMBER USED BY A DIFFERENT DEPT.
- COMPARE RATIO ITSELF IS FLAWED BUT SYSTEM HELPFUL TO ANALYZE .
- WOULD LOVE TO SEE THE STANDARD TEMPLATE A LENDER SHOULD USE AS AN OPTION FOR COMPARE RATIO.
- I THINK THE SYSTEM CAN BE MORE USER FRIENDLY.
- WOULD LIKE TO SEE THE REPORTING BE MORE DETAILED .
- IT WOULD BE GREAT TO HAVE AN EMAIL ALERT ON ALL NEW DEFAULTS - SO WE KNOW IMMEDIATELY WHEN A NEW LOAN HAS DEFAULTED.
- NOT USER FRIENDLY.
- NAVIGATION NOT THE EASIEST-SELECTING REPORTING CRITERIA IS NOT EASY OVERALL THIS COULD USE IMPROVEMENT.
- NO RESPONSE RECEIVED TO INQUIRIES USED THE FEEDBACK FEATURE .
- NEED DETAILED INFO ON HOW COMPARE RATIO IS CALCULATED.
- RANKING CAN BE MISLEADING BASED ON VOLUME % PRODUCED BY BRANCHES REPORTING.
- A) HAVE TO KNOW WHAT YOU ARE LOOKING FOR-NO GENERAL PROMPT. B) SAME.
- WOULD LIKE TO HAVE LIVE REPORTS AS OPPOSED TO REPORTS LIMITED BY A DATE 30 DAYS BEFORE THE DATE OF THE REPORT PULLED DATE.
- THE REPORTING IS NOT VERY FLEXIBLE.
- NOT ORGANIZED-TOO DIFFICULT TO LOCATE REJECTS.
- DOWNLOAD FEATURE COULD BE MORE USER FRIENDLY.
- TOO MUCH VARIANCE DAY TO DAY.
- INFO SHOULD BE AVAILABLE SOONER. DOES THIS MIRROR CREDIT WATCH? IF NOT, IT SHOULD.
- THE SYSTEM IS INHERENTLY FLAWED; THE BIG BANKS CLEARLY MISREPORT THEIR DEFICIENCIES; IT SHOULD BE CATEGORIZED BY LOAN CHARACTERISTICS (E.G., ALL 620 FICOS VS. 620 FICOS IN A GEO. AREA).
- REPORTING SYSTEM NEEDS TO HAVE MORE THAN ONE OPTION TO REPORT UNDERWRITING AND FRAUDULENT ACTIVITIES.
- TIMELINESS OF REPORTING-
- TERMINOLOGY AND DETAILS NEED TO BE EASIER AND MORE USER FRIENDLY.
- ASKED FOR GUIDANCE ON LENDER REPORTING-WHY--A LOAN WOULD STAY ON LIST WHEN MITIGATED. NEVER RECEIVED ANSWER. WANTED TRAINING ON HOW TO BEST USE REPORTS; NEVER RECEIVED.
- THIS IS SOMEWHAT CONFUSING W/FIGURING OUT HOW TO RUN SPECIFIC QUERIES AND DETERMINE THE CONSISTENT "PROBLEMS" THAT OCCUR.
- NOT ALWAYS EASY TO UNDERSTAND THE NUMBERS OR GET INFORMATION WHICH COULD BE HELPFUL.
- OUR INVESTORS PULL OFF NUMBERS THAT DO NOT "FOOT" WITH THE NUMBERS WE PULL OFF OF THE NEIGHBORHOOD WATCH SYSTEM. WE LIKE THE TOOL BUT CANNOT GET INFO AS TO WHY THE DISCREPANCIES IN THE NUMBERS.
- IT IS NOT USER FRIENDLY. FEEL CAN'T FIND WHAT I WANT W/OUT TRYING, SEVERAL TIMES. POSSIBLY THE HEADINGS COULD GIVE MORE INFO. AS TO WHAT WE CAN DO IN EACH HEADING.

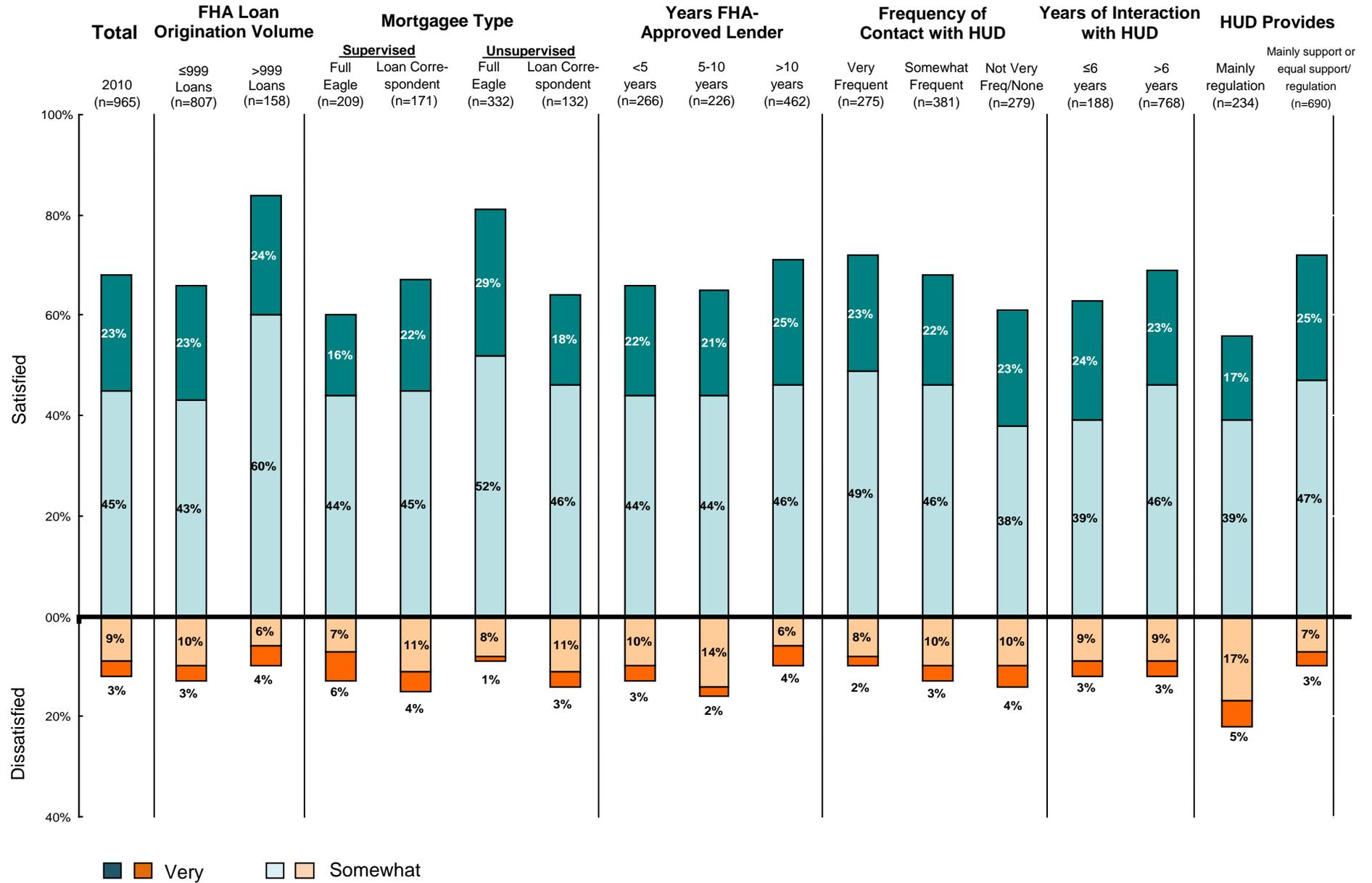
- NOT ALWAYS CLEAR.
- I WAS TOLD BY AN EMPLOYEE OF THE...HOC THAT I COULD CHECK ON A CAVIR FOR A LOAN WE DID NOT ORIGINATE. WE COULD NOT.
- MONTHLY REPORTING INFO IS GREAT.
- NOT ALWAYS EASY TO NAVIGATE DEPENDING ON THE INFORMATION YOU ARE LOOKING FOR.
- HELP IS NOT VERY HELPFUL. HAVEN'T USED FEEDBACK FEATURE.
- NO TRAINING EVER PROVIDED FOR USE OF NEIGHBORHOOD WATCH INFORMATION WE PULL DOES NOT MATCH WHAT HUD PULLS .
- THE SYSTEM IS NOT USER FRIENDLY, YOU HAVE TO LOOK AT SEVERAL THINGS AND OPTIONS TO GET WHAT YOU NEED.
- WE DON'T HAVE ACCESS TO LOANS. OUR ... CURRENTLY HAS WITH ANOTHER LENDER.
- CREATING REPORTS IS VERY DIFFICULT. SYSTEM IS NOT USER FRIENDLY.
- IT NEEDS TO BE REAL TIME & NOT DELAYED 30-60 DAYS.
- HELP FEATURE IS CUMBERSOME
- INABILITY TO DRILL DOWN TO MORE INFORMATION.
- IS NOT VERY USER FRIENDLY.
- I WOULD LIKE TO RECEIVE MORE DETAILED INFORMATION ABOUT THE LOANS.
- VERY CONFUSING.
- NEGATIVE, ERRONEOUS DATA ENTERED IS IMPOSSIBLE TO DISPUTE. THE DATA CONTAINED IN THE INDIVIDUAL CASE #'S IS NOT ACCURATE AND THE PROPER DATA ACCUMULATION AND RETENTION METHODS ARE NOT FOLLOWED, PRACTICED OR VERIFIED. EXAMPLES-REASONS FOR DEFAULT ARE NOT: 1) PROPERLY CLASSIFIED, 2) RESEARCHED/VERIFIED OR 3) NOTATED. OFTEN, COMMUNICATIONS WITH HOMEOWNERS DO NOT AGREE WITH WHAT HUD HAS REPORTED AND "CONTAINED" IN LOAN PERFORMANCE INFORMATION.
- DIFFICULT TO NAVIGATE THROUGH THE SYSTEM.
- IT IS TOO LATE FOR NON-SERVICERS. THE LOANS ARE BEYOND HELP WHEN WE FIRSTKNOW THEY ARE DELINQUENT.
- I NEED TRAINING ON NEIGHBORHOOD WATCH IN ORDER TO USE IT TO THE FULL EXTENT.
- THE DETAILS AND GUIDANCE ON THESE REPORTS ARE NOT SPECIFIC.
- IT IS SOMEWHAT DIFFICULT TO FIND THE INFORMATION YOU WANT AND NEED.
- THE USER INTERFACE IS CUMBERSOME TO USE.
- IT DOES NOT IDENTIFY THE UNDERWRITING ENTITLY.
- TOO MANY CODES & ABBREVIATIONS; DIFFICULT AT TIMES TO UNDERSTAND THE REPORTS.
- VERY GOOD INFORMATION FOR REVIEW AND ANALYSIS OF EARLY PAYMENT DEFAULT.
- NOT AWARE OF HOW TO USE.
- NEEDS TO COME OUT EARLIER SO WE CAN RESPOND.
- MISLEADING INFORMATION-UNFAIR INFORMATION GIVEN THE ECONOMY. UNABLE TO HELP CLIENTS WITH NEW RRR REGULATION.S
- THE SYSTEM ESTABLISHED FOR DETERMINING COMPARE RATIOS SPECIFICALLY LOANS CLOSED UNDER AUTH OR PRINCIPLE AGENT RELATIONSHIPS.
- NAVIGATION AND ANALYZING RESULTS & COMPARISONS VALUE OF "WHAT IF S" IS NOT ADDRESED.
- SYSTEM IS HARD TO NAVIGATE, REPORT GENERATION/CREATION IS DIFFICULT & HELPS SCREENS ARE USELESS.
- HELP MENUS ARE NOT DETAILED ENOUGH.
- SYSTEM IS DIFFICULT TO USE & TO VALIDATE ITS INFORMATION.
- FORMAT OF EXCEL REPORT VERY POOR.
- THIS SYSTEM IS RIDICULOUS. LENDERS CUT US OFF IF WE HAVE CUSTOMERS THAT THEY UNDERWRITE, APPROVE, AND EXTEND CREDIT AND THEY DEFAULT. WE HAVE ENDURED COUNTLESS JOB LOSSES. HOW CAN WE BE PENALIZED WHEN STUFF LIKE THIS HAPPENS, ESPECIALLY ON THE LARGE SCALE IT HAS W/ THIS ECONOMY!!
- THE RATIO SYSTEM-LOANS IN 2008 STILL PUT US AT RISK OF HIGH RATIO DEFAULTS. UNDERWRITING CLOSING & POST CLOSING SHOULD BE GRADED SEPERATELY NOT PENDIZING UNDERWRITER FOR ENTIRE COMPANY.
- WE HAVE NEVER USED IT.
- HOW CAN WE GET INFORMATION THAT IS REPORTED INCORRECTLY CONNECTED? WE HAVE CLIENT'S WHO HAVE PAID UP TO DATE INVOICES BUT IT SHOWS DELIENQUENT ON WATCH.
- OVERALL NAVIGATION OF SYSTEM AND ANALYSIS OF REPORTS IS NOT USER FRIENDLY. SUGGEST WEB CONFERENCE TO ASSIST USERS IN ACCESSING, NAVIGATING AND UTILIZING THE REPORT FEATURES.

- WE WANT HUD TO EMAIL TO COORDINATORS WHEN NEW DATA IS AVAILABLE.
- NEIGHBORHOOD WATCH IS NOT USER FRIENDLY & HARD TO NAVIGATE
- I JUST HAVE TO QUESTION THE ACCURACY OF HOW A DEFAULT IS RECORDED .
- WE HAVE NOT USED & DON'T KNOW ANYTHING ABOUT THEM.
- I FIND THE SYSTEM HARD TO NAVIGATE.
- NEED TRAINING IN USAGE OF SYSTEM.
- THE "HELP" MENU IS TOO GENERAL.
- DATA IS NOT ADJUSTED FOR CHANGES IN PRODUCTION LEVELS.
- DIFFICULT TO PINPOINT USEFUL INFORMATION & EXTRACT/REPORTING TECHNIQUE-EASE OF USE.
- WHEN LOOKING AT THE DATA, THE INTERFACE IS CONFUSING AND THE FILTERING OPTIIONS ARE DIFFICULT TO UNDERSTAND.
- WE ARE DOING STREAMLINE REFI ABOUT 90% OF THE TIME AND OUR COMPARE RATIO IS HIGH DUE TO DELINQUENT OR STREAMLINE REFI WE WERE WE JUST LOWER THE RATE FOR BORROWER.
- REQUESTED FEEDBACK A FEW TIMES AND NEVER RECEIVED A RESPONSE BACK.
- I HAVE NOT USED.
- IT TOOK US A LONG WHILE TO FIGURE IT OUT. IT HASN'T BEEN ADVERTISED VERY WELL. IT WOULD BE NICE TO RECEIVE MORE GUIDANCE FROM HUD ON TARGET NUMBERS.
- IT'S CONFUSING & SPONSOR'S CAN'T VIEW REASON FOR DELINQUENCIES AND WANT TO SEE REPORTS.
- WAY TOO MANY CLICKS TO DRILL DOWN TO PERTINENT INFO .
- NOT A USER-FRIENDLY SYSTEM
- THE CODES FOR PERFORMANCE ARE CONFUSING AS WELL AS INCONSISTANT WITH INFORMATION AVAILABLE.
- COULD BE EASIER TO NAVIGATE.
- INFORMATION IS NOT REFLECTIVE OF ACTUAL NUMBER; THERE SHOULD BE A HISTORICAL OBSERVATION V.S RECENT (2 YEAR OR 1 YEAR) INFORMATION. COMPANY INFO SINCE INCEPTION OR 5 YEARS ETC.
- WE DON'T KNOW HOW TO ACCESS OR USE. MAYBE AN EMAIL TO ALL LENDERS EXPLAINING THIS WOULD HELP.
- FYI, MAKE SURE SPONSORED ENTITIES ARE TRACKED GOING FORWARD SO MORTGAGEES CAN MONITOR WHO THEY ARE DOING BUSINESS WITH.
- I DONT LIKE THE REPORT CARD SYSTEM.
- A GREAT TOOL FOR US TO MONITOR THE QUALITY OF LOANS WE DO. HELPS US KEEP AN IDEA OF ARE OVERALL LOAN INTEGRITY AND UNDERWRITING DECISION MAKING.
- WE CANNOT SET INTO THE DATA TO PULL IT UP AND USE EFFECTIVELY.
- WHERE IS IT?
- VERY HARD TO MANEUVER THROUGH THE WEBSITE.
- DON'T UNDERSTAND RANKINGS AT ALL .
- NOT USER FRIENDLY.
- THERE IS INFORMATION I WOULD LIKE TO DISCUSS W/SOMEONE & HAVE BEEN TOLD THAT THE ONLY WAY IS BY EMAIL. WHEN I EMAIL, IT HAS TAKEN CLOSE TO A MONTH TO RECEIVE & DOESN'T ANSWER THE QUESTION SATISFACTORILY. NEED TO BE ABLE TO SPEAK W/ A QUALIFIED REPRESENTATIVE.
- SITE DOES NOT ALWAYS WORK.
- IT SEEMS TO COMPLICATED OR RESTRICTIVE AS TO FINDING STATISTICS FOR OUR COMPANY. YOU EVENTUALLY GET THE INFORMATION.
- DIDN'T KNOW ABOUT THE TOOL.
- NOT USER FRIENDLY; NO DETAIL OF U/W ISSUES.
- NOT USER FRIENDLY; INFORMATION REPORTED WRONG & CAN'T/WON'T FIX IT.
- IT DOES NOT PROVIDE DETAIL INFO REGARDING THE COMP RATIO. FOR EXAMPLE IT DOES NOT DIFFERATE BTWN ECONOMIC NON PERFORMING LAST FRAUD.
- NOT USER FRIENDLY ENOUGH. CAN'T FIND DATA I WANT-VS-DATA MADE AVAILABLE.
- HUD W/TELL YOU ONE THING ABOUT YOUR SCORE, UNDERSTAND THAT YOUR SCORE IS INCORRECT BUT NOT REPAIR OR SAY IT DOESN'T MATTER.
- FEEDBACK VERY SLOW RESPONSE.
- NOT ENOUGH INFORMATION-IE WAS THE LOAN STREAMLINE OR TRADITIONAL.
- MUCH TOO COMPLEX TO PUT INTO A SIMPLE SURVEY/BUZZWORD FORMAT.

- TOO MANY SCREENS AND FILTER OPTIONS.
- TAKES SO LONG TO ANSWER OR CANCEL A CASE # (+-) 10 BUSINESS DAYS.
- NOT ENOUGH TRAINING ON HOW TO USE SYSTEM .
- NOT USER FRIENDLY CODES FOR VALUATION/CREDIT ARE IMPOSSIBLE TO TRANSLATE BACK TO THE FILE TO IMPROVE UPON. COMMON FOR CODE NOT TO EVEN FIT FILE--I.E., DOESN'T USE TOTAL SCORECARD REQUIREMENTS.
- I DID NOT KNOW THIS EVEN EXISTED; HOW DO I ACCESS IT?
- DON'T USE IT.
- KNOW NOTHING ABOUT IT .
- NEEDS TO CLEARLY STATE THE PRIMARY BENCHMARKS FOR TERMINATION/REVIEW AND ALLOW THAT REPORT EASILY.
- WOULD LIKE MORE DEFINITIONS OF HOW THIS CAN BENEFIT US & HELP US AS A BROKER & EVEN OUR COMPETITION.
- THE SYSTEM DOES NOT PROVIDE FOR CHANGING MISTAKES COMMITTED BY SERVICERS. WE ARE AT RISK DUE TO LOSS MITIGATION DEFICIENCIES OF SERVICERS.
- HARD TO UNDERSTAND.
- IF A BORROWER IS BEHIND ON PAYMENTS, IF WERE NOTIFIED WE COULD HAVE HELPED THEM BEFORE ITS TOO LATE.
- THERE APPEARS TO BE NO MONITORING ON ACCURACY OF REPORTING.
- I DO NOT USE THE HELP FUNCTION OFTEN BUT WHEN I DO, IT TAKES ME FOREVER. PROBABLY, I JUST NEED TO TAKE MORE TIME TO WORK WITH IT.
- THERE'S NO DETAIL BEHIND SOME OF THE INFORMATION; WHAT WERE THE CIRCUMSTANCES, JOB LOSS?
- NOT SURE WHAT THAT IS.
- WE FEEL THERE SHOULD BE AN OPTION TO RESPOND TO CLAIMS.
- VERY DIFFICULT TO USE.
- ANSWERS THAT ARE RELIABLE & CONSISTENT - REQUEST FOR INTERPRETATION OF RESULTS.
- UNSURE OF HOW THIS WORKS, ANY TRAINING CLASSES AVAILABLE ON THE FUNCTIONS & NAVIGATION?
- I WOULD LIKE MORE DETAIL.
- NOT VERY EASY TO NAVIGATE IT'S HARD TO FOLLOW AND UNDERSTAND .
- VERY DIFFICULT TO MANAGE. NOT USER FRIENDLY.
- HARD TO NAVIGATE!
- COULDN'T SEEM TO ASK THE QUESTION THAT WOULD HAVE GOT US THE RIGHT ANSWER?
- I ONLY DO BUSINESS NOW IN ONE STATE BUT I STILL HAVE A FEW LOANS IN OTHER STATES. THE REPORT MESS; PRINTS MY LOANS NATIONALLY COMPARED TO THE ONLY STATE I DO BUSINESS IN.
- NEED MORE USER FRIENDLY WEBSITE.
- SOMEONE SATISFIED TO SOMEWHAT DISATISFIED-POSTING SHOW LAST UPDATE JUNE 2010 YET ACCESSING THE UPDATED SHOW MAY OR APRIL 2010. WHICH OFTEN GIVE INCOMPLETE LOANS LISTED.
- RATHER DIFFICULT TO NAVIGATE.
- VERY DIFFICULT TO FIGURE OUT. NOT USER FRIENDLY.
- DIFFICULT TO NAVIGATE.
- NEED OF BETTER INSTRUCTIONS FOR TAILORING OF REPORTS BASED ON DIFFERENT FACTORS.
- SPECIFIC DETAILS ARE NOT PROVIDED THAT COULD BE USED AS TRAINING TOOL OR DISPUTED IF INACCURATE.
- DON'T USE THE SYSTEM MUCH PERSONALLY.
- LEAVE MANY MESSAGES FOR ... HOC CENTER THAT ARE NEVER RETURNED. THE HELP LINE IS NO HELP.
- I FIND THE SYSTEM VERY CUMBERSOME AND HARD TO USE AND DIFFICULT TO FIND THE INFORMATION AM LOOKING FOR.
- VERY DIFFICULT TO NAVIGATE TO ON THE WEBSITE.
- HAVE QUESTIONS THAT NOBODY AT HUD CAN ANSWER. QUESTIONS LIKE IF APPLICANT HAS ENTERED FOREBEARANCE OP REMITS AND PAYS ON TIME--CAN THEY EVER GET OFF LIST? WANT TO FIND WAYS TO IMPROVE & COMPARE RATIOS. NO EXPERT ON THE SUBJECT TO BE FOUND. NEED TO ADD SEGMENT TO SYSTEM.
- CAN'T FIND A REPORT TO LIST NAMES.
- NO ONE WILL LISTEN OR ANSWER QUESTIONS .

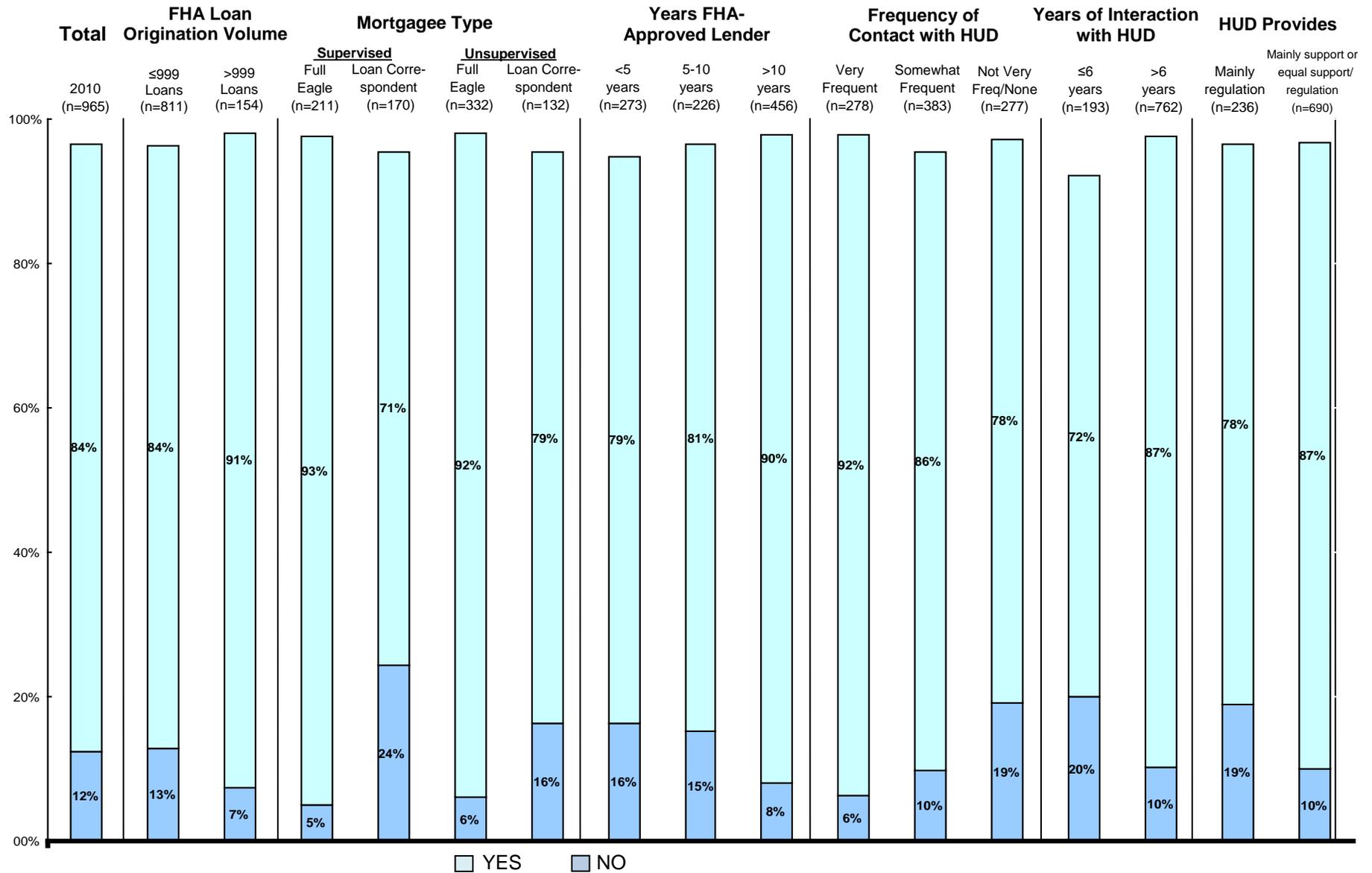
- TOO CUMBERSOME/NOT USER FRIENDLY .
- LACK OF DEFINITION AS TO ITS MEANING OF NUMBERS & CALCULATION.
- IT IS HARD TO GET BACK INTO AFTER YOU HAVE DOWNLOADED THE INFO.
- JUST DO NOT UNDERSTAND THE RATIO CALCULATIONS .
- IT DOES NOT INCORPORATED INDUSTRY OR ECONOMIC FAILURE WHEN RATING LOANS.
- THE LOAN PERFORMANCE DOESN'T CONSIDER THE ECONOMY JOB LOSS OR OTHER FACTORS. OUR AVERAGE CREDIT SCORE IS 705.
- HAVE NOT USED.
- TIMELY UPDATES ARE NEEDED ON A MONTHLY BASIS. MOST INFO IS TOO OLD AND CAN AFFECT THE LIVELIHOOD OF A LENDER'S BUSINESS (INCOME).
- NOT VERY USER-FRIENDLY.
- NOT HAPPY WITH HUD INSURING AUDITS. DE U/W HAS AUTHORITY OR DOES NOT. FILE AUDITORS SEEM TO BE LACKING IN PERSPECTIVE PROVIDED BY U/W AND U/W INFORMATION. FURTHER DO NOT LIKE REPORTING OF BROKERED LOANS IN NEIGHBORHOOD WATCH.
- DOES'T EXPLAIN AND ADJUST FOR JOB LOSS -ELIMINATE THOSE CUSTOMERS WITH EXTERNAL FACTORS CAUSING THEM TO D.Q. VERSUS US WRITING A BAD LOAN
- SHOULD BE MORE AUTOMATED.
- EXPLANATION ON COMPARE & DEFAULT; ALSO SHOULD DETAIL HOW TO PULL REPORTS & EXTRACT SPECIFIC INFORMATION.
- DOES NOT GIVE DETAILED INFORMATION. I AM NOT SURE OF WHAT I AM SEEING.
- NOT FAIR IN IDENTIFYING TRUE REASONS FOR DEFAULTS, NO FAULT OF ORIGINATING LINE OF MORTGAGES FROM REST OF HISTORY.
- IF I KNEW MORE OF HOW TO USE THE PROGRAM, IT WOULD BE BETTER. MAYBE PROVIDE MORE TRAINING.
- THAT PART OF FHA CONNECTION IS CONFUSING. HARD TO FIND INFORMATION.
- IT APPEARS TO HAVE SOME IRREGULARITIES MONTH TO MONTH.
- EVERY MONTH THERE IS LOAN INFORMATION BEING REPORTED INCORRECTLY BY THE SERVICERS. IT IS DIFFICULT TO GET THIS INFO CORRECTED (IF YOU TAKE THE TIME TO FIND IT). IT PENALIZES LONG-TIME FHA LENDERS. NO ONE AT HUD WANTS TO EXPLAIN HOW TO USE THE SYSTEM. MOST LENDERS DON'T KNOW HOW TO PULL PAPER REPORTS AND HUD CUSTOMER SERVICE WON'T HELP.
- SHOULD BE EASIER TO SEARCH & BRING UP TOP LENDERS IN ... BY VOLUME BY MONTH & YTD, ETC.
- HARD TO READ/UNDERSTAND RESULTS.
- HARD TO NAVIGATE.
- HUD TOOK AWAY OUR ABILITY TO DO FHA LOANS W/O ALLOWING US TO CORRECT THE PROBLEMS.
- THE PROBLEMS ARE ALREADY IN PLACE. THIS SYSTEM IS LIKE TREATING SOMEONE FOR A DISEASE AFTER THEY HAVE ALREADY DIED FROM IT.
- SOME INFO IS HARD TO RETRIEVE.
- I DON'T RECALL HAVING TO USE THIS FEATURE.
- THERE ARE LOANS REPORTED UNDER OUR # (LENDER #) THAT ARE NOT OURS & CAUSED ISSUE W/WHOLESALE LENDERS.
- HUD WATCH SYSTEM IS A GOOD SYSTEM. HOWEVER IT IS ALSO AN UNFAIR SYSTEM AS IT IS FLAWED AND WEIGHING AGAINST LENDERS SERVING UNDERSERVED MARKETS.
- ALTHOUGH WE HAVE A GOOD COMPARE RATIO, PROBABLY NATIONWIDE AND MOST DEFINATELY HERE, THERE ARE LOANS IN FLORIDA IN GENERAL THAT HAVE GONE INTO DEFAULT FOR REASONS THAT HAVE NOTHING TO DO WITH THE QUALITY OF LENDING PRACTICES IN GENERAL. IT WOULD BE VALUABLE IF CATEGORIES THAT RELATED TO THOSE TYPE OF CIRCUMSTANCES COULD BE ADDED TO HELP MORE ACCURATELY REFLECT OVERALL LOAN QUALITY. EXAMPLE-EMPLOYERS CLOSING POSITIONS, DIVISIONS, BUSINESSES-GENERAL UNEMPLOYMENT-AND UNABLE TO SELL HOMES DUE TO ... .
- NOT EASY TO UNDERSTAND THE % OF THE NATIONAL US, LOCAL ETC FOR DEFAULTS AND OTHER #S.
- N/A NOT SURE WE HAVE THIS IN ... .
- THE COMPARE RATIO SEEMS OFF. HUD MUST HAVE MORE THAN 3-5% DELINQUENT LOANS.
- THERE IS NO EARLY WARNING SYSTEM .
- N/A-HAVE NOT RECEIVED INFORMATION ON THIS PROGRAM.
- NEED A MUCH SIMPLER & EASY TO UNDERSTAND PROGRAM.
- UNABLE TO ACCESS ITEMS THAT SHOW AS DELINQUENT TO SEE WHICH FILE IT IS..
- NO.
- DIDN'T KNOW ABOUT IT!

**Question 9a.** In general, how satisfied or dissatisfied are you with the Neighborhood Watch Early Warning System, considering such things as ease of use, availability of technical assistance, etc.?

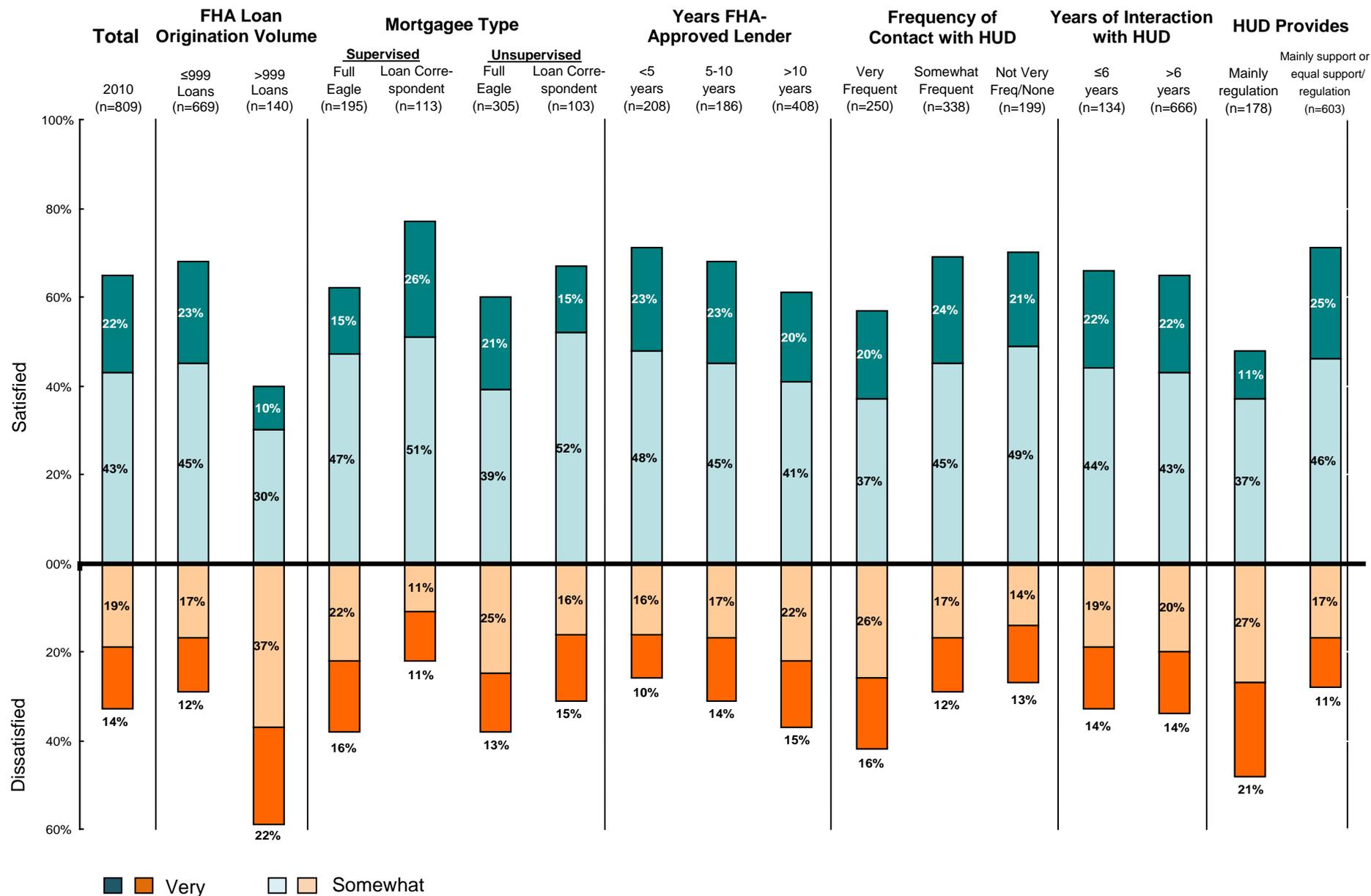




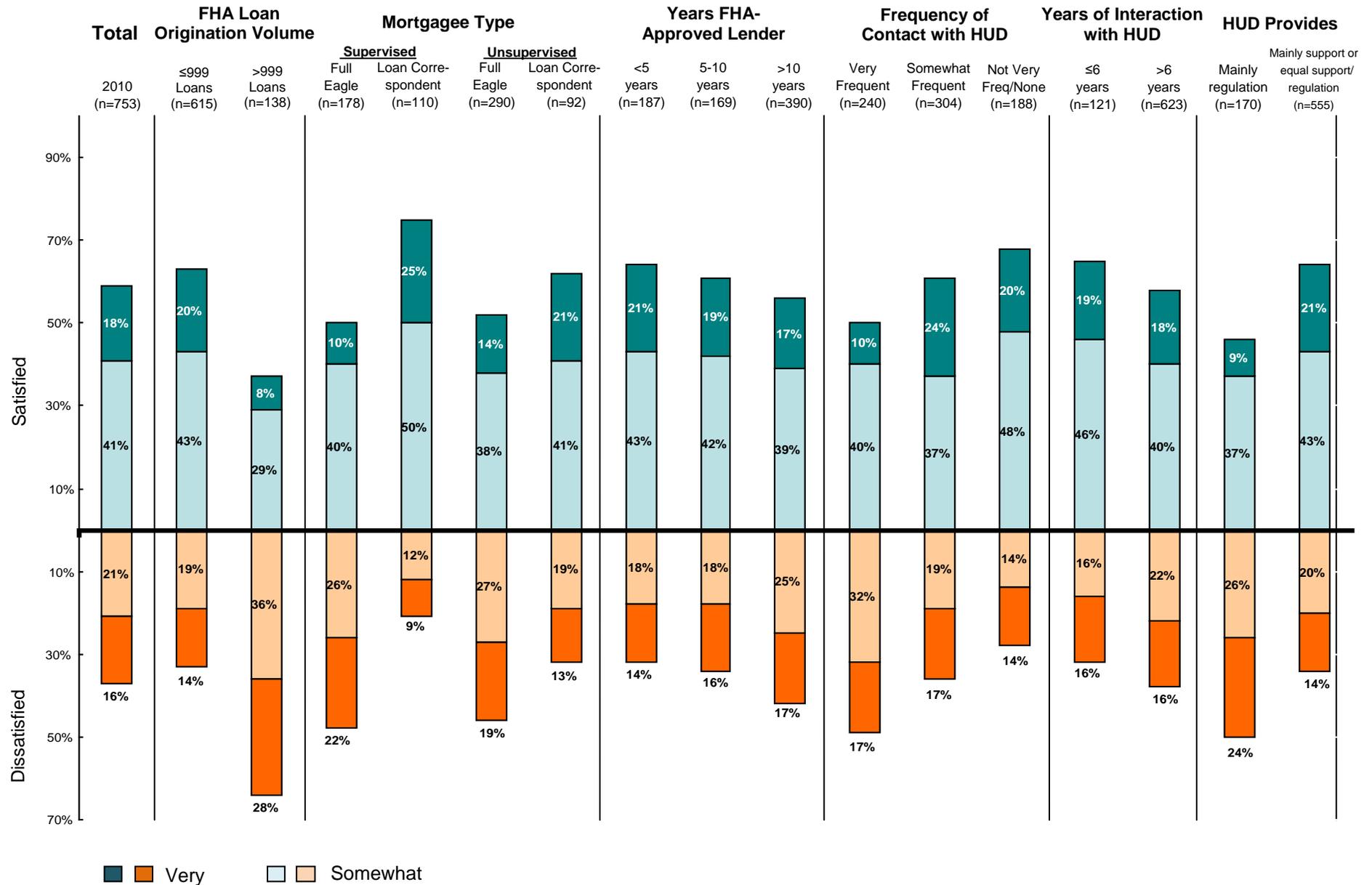
**Question 10.** FHA maintains a Resource Center allowing mortgagees and loan correspondents to seek information or ask questions regarding loan products, processing issues, mortgage credit guidelines, property analysis guidelines, use of FHA Connection, etc. The Center can be contacted by telephone or e-mail or searched online (via the Internet). Are you aware of the Resource Center?



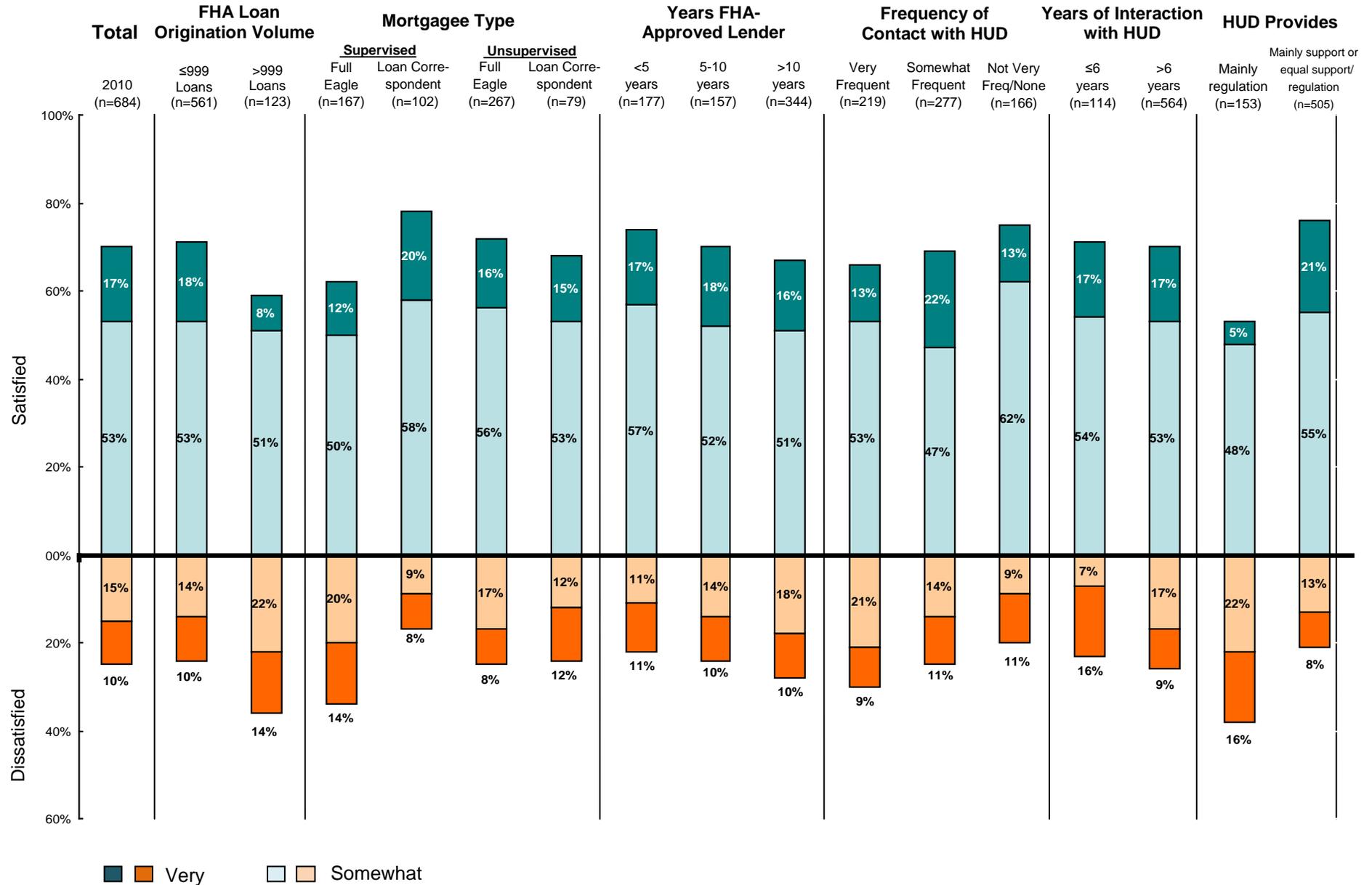
**Question 11a.** Overall, how satisfied or dissatisfied are you with the Resource Center—taking into account such things as the quality of information you received, the responsiveness of staff, the ease or difficulty of reaching the Resource Center, etc.—when you've received assistance via the telephone "helpline" (1-800-CALL-FHA)?



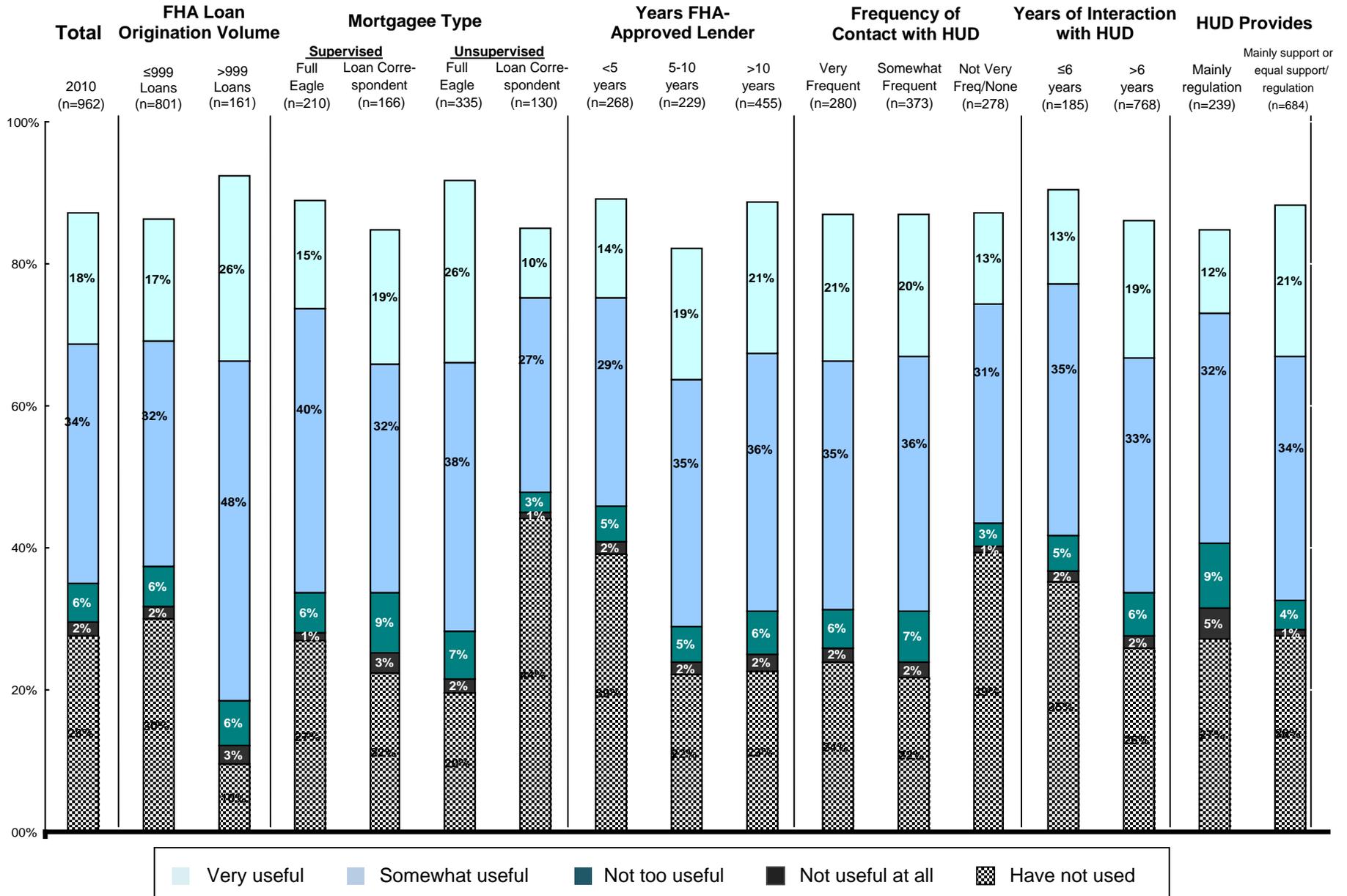
**Question 11b.** Overall, how satisfied or dissatisfied are you with the Resource Center—taking into account such things as the quality of information you received, the responsiveness of staff, the ease or difficulty of reaching the Resource Center, etc.—when you've received assistance via e-mail to the Resource Center (info@fhaoutreach.com)?



**Question 11c.** Overall, how satisfied or dissatisfied are you with the Resource Center—taking into account such things as the quality of information you received, the responsiveness of staff, the ease or difficulty of reaching the Resource Center, etc.—when you've received assistance via Internet (fhaoutreach.gov/FHAFAQ)?



**Question 12.** At both the HUD Headquarters and field office levels, FHA regularly conducts Quality Assurance Monitoring Reviews that include on-site loan-level examination of lender files as well as assessment of lenders' compliance with FHA loan origination and servicing requirements. Please indicate how useful or not useful you have found the information you receive from such Quality Assurance Monitoring Reviews.



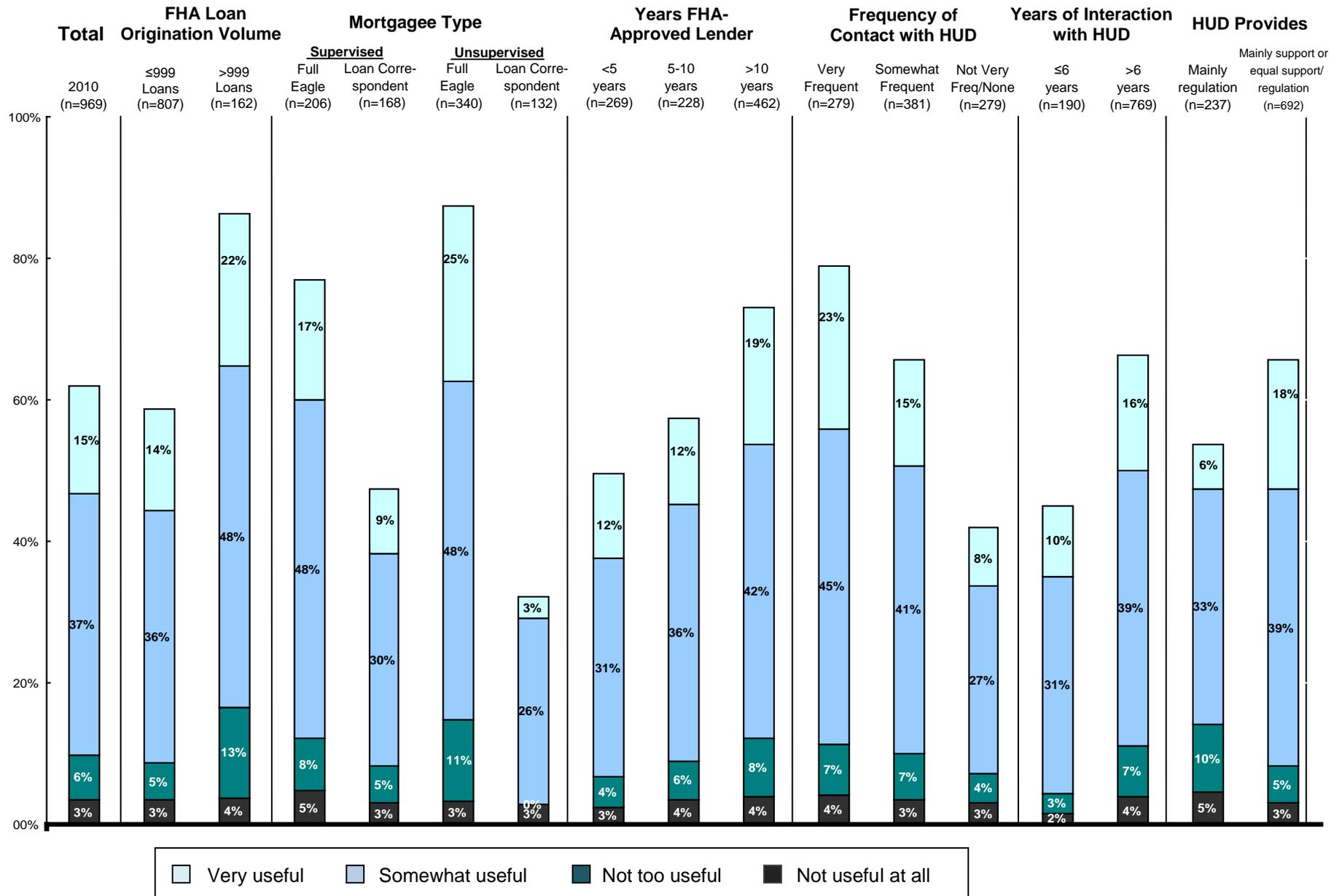
**Question 12a.** If you answered "not too useful" or "not useful at all," please tell us how Quality Assurance Monitoring Reviews could be made more useful to you.

How the Reviews could be made more useful:

- MORE TIMELY REVIEWS & RESPONSES APPLYING DECISIONING BY MORE QUALIFIED STAFF WITH RISK BACKGROUND (NOT CHECKLIST.)
- MORE TRAINING BY STAFF TO EXPLAIN HOW THEY DO THEIR AUDITS.
- IF THE RESPONSES PROVIDED MORE DIRECTION RATHER THAN BROAD GUIDELINES.
- CAN HUD PROVIDE A CLOSING/POST-CLOSING CHECKLIST FOR US TO ENSURE OUR CLOSED FILES ARE COMPLIANT?
- AUDITORS NEED TO BE MORE KNOWLEDGEABLE IN ORDER TO PROVIDE MORE USEFULNESS. THEY NEED MORE AWARENESS OF THE LOAN PROCESS.
- THE MAJORITY OF THE FEEDBACK IS NOT VALID AND TAKES TIME TO RESPOND TO. FEEDBACK IS FINE BUT IT NEEDS TO BE VALID
- OFTENTIMES THEY FOUND THINGS DEFICIENT THAT WERE IN THE FILE, SO, WE ARE ABLE TO CLEAR THE ISSUE. SO, IT IS JUST TIME CONSUMING.
- FEEDBACK NEEDS TO BE MORE TIMELY-TOO DELAYED.
- THE EXAMINER SEEMED MORE INTENT ON FINDING FAULT TO REQUIRE LOAN INDEMNIFICATION THAN HELPING US GUIDE OUR UNDERWRITERS.
- MORE ACCURATE REVIEWS AND NOT SUBJECTIVE.
- THE QUALITY ASSURANCE DIVISION CAN PROVIDE MORE COMMUNICATION AND ABILITY TO CURE. IF THE LENDER CAN BEFORE ISSUING INDEMNIFIER.
- THE REVIEW PROCESS IS MORE LIKE A "GOTCHA" AUDIT VS. A "PARTNER" REVIEW.
- SEEM NO EXPLANATION AS TO WHERE THEY ARE FROM WITH REVIEWS. EXPLAIN THOUGHTPROCESS OF GUIDELINE LIST.
- RESPONSE TIME.
- VERY UNRESPONSIVE.
- QAD FEEDBACK NOT HELPFUL; ONLY USED AS A TOOL TO 2ND GUESS THE UNDERWRITER & ENFORCE INDEMNIFICATIONS. THIS CREATES ELEMENT OF DISTRUST.
- THE FEEDBACK IS SOMETIMES INACCURATE AND NOT TIMELY PERSONNEL LACK OWNERSHIP IN THE PROCESS. JUST DOING THEIR JOB.
- OFTEN THE EXAMINER IS ILL PREPARED OR LACK KNOWLEDGE OF THEIR JOB. WE WERE ABLE TO ELIMINATE ALL AREAS OF CONCERN.
- RESPONSE TIME IS OFTEN SLOW.
- THE RESPONSES TEND TO BE GENERIC.
- WOULD LIKE THESE TO BE CLEARER & MORE SPECIFIC ON WHAT WE ARE NOT DOING CORRECTLY.
- IT SEEMS AS THOUGH THEY ARE LOOKING TO FIND PROBLEMS THAT DON'T EXIST.
- HARD TO REACH STAFF TO DISCUSS QUESTIONS OR CONCERNS WITH THE REVIEW.
- MOST TIMES THE REVIEW ISSUED IS INACCURATE WHEN FILE IS PULLED TO CHECK ONHUD COMMENTS.
- MOST OF THE QUESTIONS (QC) ARE ANSWERED IN THE MANUAL & THE PEOPLE DO NOT UNDERSTAND THE MANUAL.
- REPORTS ARE CONFUSING AND SHOULD BE MORE SPECIFIC ABOUT DEFICIENCIES AND COMMON PATTERNS.
- REQUEST FOR INFORMATION PROVIDED PREVIOUSLY IN THE INSURING PACKAGES IS EXPENSIVE AND TIME CONSUMING.
- NO GIVE AND TAKE AND/OR CONSTRUCTIVE SUGGESTIONS-REVIEWER DID NOT SEEM KNOWLEDGEABLE.
- HUD'S REVIEWERS LACK BASIC MORTGAGE KNOWLEDGE & PROVIDE INCONSISTANT SERVICES.
- QC REVIEW SHOULD BE WITHIN 1ST FEW MONTHS OF APPROVAL SO COMPANIES OPERATE CORRECTLY FROM THE BEGINNING..
- DIDN'T RECEIVE ANY FEEDBACK; IT WAS A FEW YEARS AGO.
- IT TOOK HUD OVER 11 YRS. TO NOTIFY US OF LOANS THAT HAD NOT BEEN TRANSFERRED IN A SERVICEY SALE & THEY ARE NOW ASKING US TO CONNECT THIS IN A VERY SHORT TIME FRAME.
- THE REVIEWERS COULD LOOK AT THE FILE STORY RATHER THAN JUST GOING DOWN A CHECKLIST.
- THE INFO WE ARE WRITTEN UP FOR IS THERE BUT OVERLOOKED.
- IT'S MOSTLY MISSING DOCUMENTS OR THE REVIEWER DOESN'T PAY ATTENTION TO COMMENTS MADE BY THE U/W AND SENDS OUT A LETTER WHEN ALL OF THE INFO IS IN THE FILE.
- WHERE ARE THEY? HOW DO WE ACCESS?
- WHAT IS IT & HOW CAN IT BE USED?

- BE SPECIFIC; TOO GENERAL; ALWAYS LUMPED INTO "OTHER" DEFICIENCIES THAT YOU CALL TO DISCUSS SO YOU CAN LEARN & TRAIN ON. NEED EXPLAINED IN DETAIL.
- POOR SEARCHING, NOT INTUITIVELY ORGANIZED. VERY DIFFICULT TO FIND INFORMATION. STAFF SLOW TO RESPOND & OFTEN NOT AVAILABLE WHEN CALLED.
- HUD BINDERS RECEIVED BY HUD SHOULD BE SUFFICIENT ENOUGH TO CONDUCT QUALITYREVIEWS.
- RE: SENDING FILES FOR REVIEW: WHY NOT ACCEPTING ELECTRONIC FILE & INSISTON HAVING ALL IMAGED FILES TO BE PRINTED & SHIPPED.
- THEY NEED TO FOLLOW THEIR OWN RULES. THEY NEED TO APPLY PLAIN ENGLISH INTERPRETATIONS.
- WE DO OUR OWN PRESENTLY.
- IF THE EXAMINER UNDERSTOOD OUR BUSINESS IS EXCLUSIVE TO HECM'S AND NOT TRY TO ENFORCE REQUIREMENTS APPLICABLE TO OTHER PRODUCTS.
- IT FEELS LIKE THEY ARE OUT TO "CATCH A CROOK" SO THEY NIT PICK -- DIFFERENT OPINIONS DEPENDING ON THE AUDITOR.
- LENDERS OVERRIDE ANYTHING THEY WISH TO, WHETHER IT'S ALLOWED BY HUD OR NOT. IN OTHER WORDS, WHETHER OUR FILES ARE IN COMPLIANCE, MOST LENDERS MAKE THEIR OWN DETERMINATION.
- WHEN YOU CALL ASKING ABOUT A QUESTION ALL THEY DO IS EMAIL YOU BACK A RESPONSE THAT IS IRRELEVANT TO YOUR ORIGINAL QUESTION. I DON'T LIKE THAT YOU CANNOT GET THRU TO RESOURCE CENTER.
- EXAMINER GAVE WRONG INFORMATION.
- QUALITY ASSURANCE MONITORING WAS DONE FINE BY AUDITED FINANCIALS CPA FIRMS .
- THE REVIEWERS MUST BE MORE KNOWLEDGEABLE.
- WE ALREADY HAVE QC IN PLACE. REDUNDANT.
- HAVE NOT RECEIVED.
- MOST TECHNICAL REVIEW NON-COMPLIANT DEFICIENCIES CITED FOR US ARE ITEMS THAT ARE IN THE CASE BINDER BUT THE REVIEWER DID NOT PICK UP ON.
- THE REPORT IS TOO CUMBERSOME WITH CODES .
- NO LIVE PEOPLE TO TALK TO YOU.
- THE PEOPLE UTILIZED DON'T HAVE BASIC UNDERSTANDING OF HOW LOANS ARE ORGINATED.
- A FILE CAN BE REVIEWED AT THE HEADQUARTERS OFFICE AND COMMUNICATE THE FINDING FOR REVIEW IN A MORE EFFECTIVE WAY.
- WE CURRENTLY USE ... SUPPORT TO AUDIT US AND COMMUNICATE ON REVIEWS.
- NOT FAMILIAR WITH THE SYSTEM.
- HUDWRITING REVIEWS ARE POSTED IN HUD CONNECTION, HOWEVER, RATE COMPLIANT A NON COMPLIANT, ERRORS ARE INDICATED BY CODES ONLY IT WOULD BE EXTREMELY USEFUL IF A LOAN WAS NONCOMPLIANT WE WERE TOLD EXACTLY WHY AND NOT IN GENERAL TERMS THESE SHOULD BE USED AS A TRAINING AND LEARNING TOOL.
- MORE HELPFUL TIPS FROM REVIEWER.
- DIDN'T HAVE ANY INFORMATION ON THIS. HAVE NEVER USED IT.
- MORE RESPONSE AND HELP FROM A LIVE PERSON! EXTREMELY DIFFICULT TO GET A RESPONSE FROM CONTACT PEOPLE LISTED IN CORRESPONDENCE-WHO CAN THOROUGHLY EXPLAIN ISSUES.
- NOT SURE IF THIS IS FOR PROCESSORS OR FOR THE LENDER WHO HOLDS THE LOAN.
- WE HIRE AN OUTSIDE SOURCE TO Q.C.; ONE TOO MANY REPTS. DOING ONE JOB NO ONE KNOWS WHO IS DOING WHAT.

**Question 13.** In addition to the mortgage monitoring conducted by FHA's Homeownership Centers and other Departmental reviews of insured mortgage operations, FHA conducts Post Endorsement Technical Reviews that are intended to provide useful feedback to lenders regarding compliance with FHA requirements. Please indicate how useful or not useful you have found the information you receive from Post Endorsement Technical Reviews.



**Question 13a.** If you answered "not too useful" or "not useful at all," please tell us how Post Endorsement Technical Reviews could be made more useful to you.

How the Reviews could be made more useful:

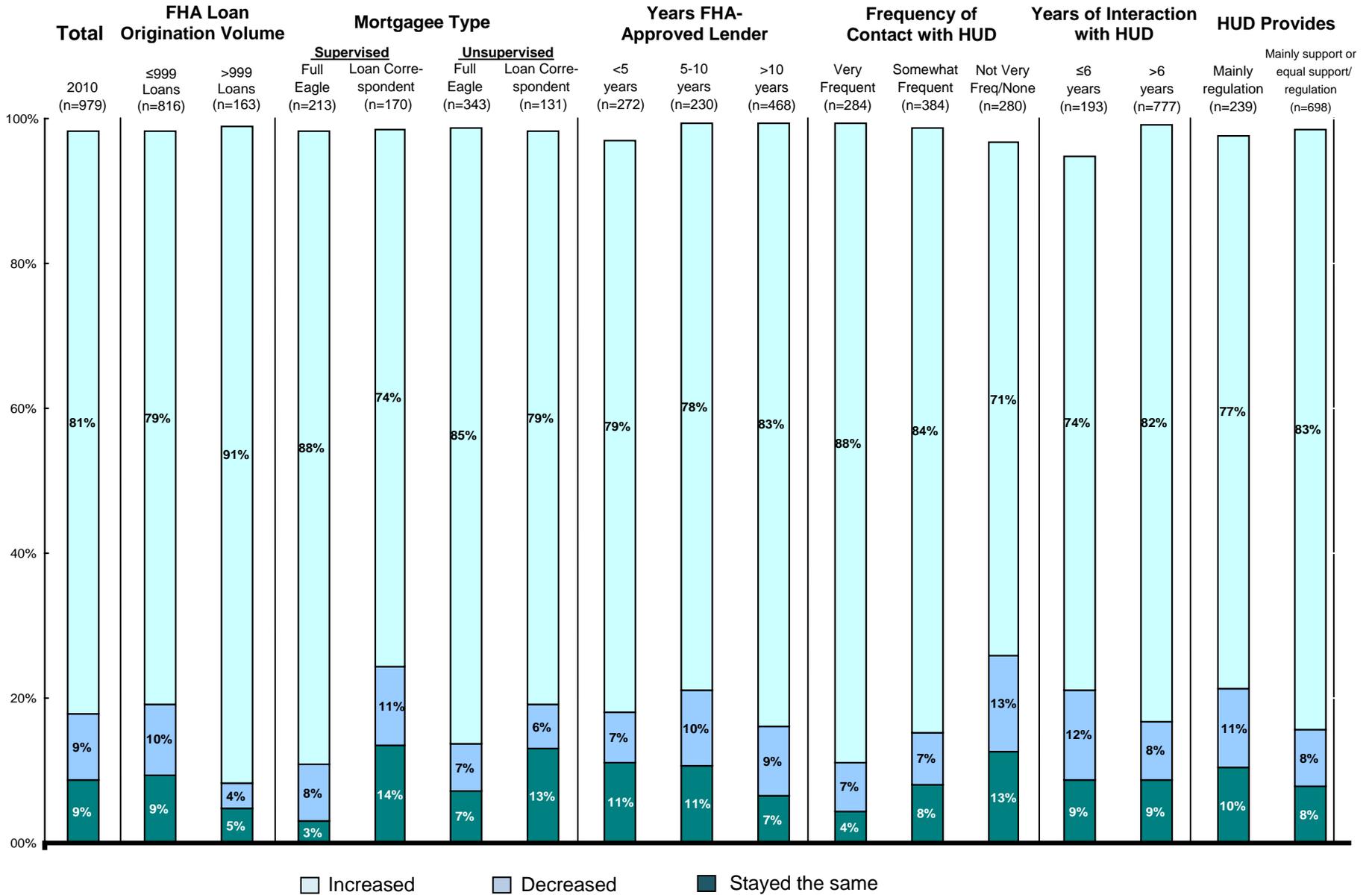
- MORE TIMELY REVIEWS & RESPONSES. APPLYING SOLID RISK DECUSONING. CONSISTENCY AMOUNG HOC'S. REPORTING NEEDS TO BE VALIDATED & ACCURATE AFTER FINAL RESULTS.
- NEEDS TO BE EASIER TO READ. CLEARER TO THE ISSUE. VERY HARD TO READ.
- IT IS DIFFICULT TO SPEAK TO THE HOC WHEN CALLING THROUGH THE CALL CENTER.
- MANY OF THE PETR'S CONTAIN ERRORS. WE HAVE FOUND THAT MOST OF THE ITEMS CITED IN THE REPORT CAN BE LOCATED IN THE LOAN FILES.
- AGGREGATE DATA SHOULD BE POSTED AND COVERED IN WEBINARS AND TRAINING CALLS. THE FEEDBACK IS CHECKLIST ORIENTED, INSUFFICIENT DETAIL TO REVIEW & DISCUSS W/ HUD.
- AGAIN IF THERE WAS MORE DIRECTION IN RESPONSE RATHER THAN BROAD GUIDELINES.
- IT IS DIFFICULT TO SPEAK TO THE HOC WHEN CALLING THROUGH THE CALL CENTER.
- YOU DO NOT GO INTO ENOUGH DETAIL IN YOUR REVIEWS AND THAT EXPLAINS THOSE RESULTS.
- MANY ITEMS WERE WAIVED. THE AUDITORS ARE NOT EXPERIENCED ENOUGH. TIME CONSUMING.
- NEED TO HAVE BETTER QUALIFIED PERSONEL DOING THE REVIEWS.
- SAME AS 12A ABOVE-MAJORITY OF FEED BACK HAS NOT BEEN VALID AND TAKES TIME TO RESPOND TO.
- TOO MANY REVIEWER ERRORS & INCONSISTENCIES.
- THEIR RESPONSE IS NOT FOR CONSTRUCTIVE FEEDBACK BUT RATHER TO SEEK AN INDEMNIFICATION. THEY DO NOT APPEAR TO CONSIDER OR ACCEPT THE UNDERWRITERS COMMENTS & THOUGHT PROCESS.
- MOST POST TECH REVIEWS ARE FOR MISSING DOCS THAT UNDERWRITER ALREADY OBTAINED AND IN THE FILE.
- NOT ENOUGH DETAIL-UNCLEAR-APPEARS TO HAVE ONLY LIMITED SPARE TO IDENTIFY ISSUES.
- MANY FINDINGS ARE INCORRECT-MAYBE IDENTIFIED BY A CONTRACTOR NOT VERY FAMILIAR WITH THE PRODUCT.
- TOO MANY TIMES THINGS ARE ASKED FOR THAT WERE ALREADY IN THE HUD BINDER & DOCUMENTED.
- THEY ARE ONLY DONE ON DELIQUENT LOANS TO GENERATE INDEMNIFICATION NOTICES. THEY SHOULD BE DONE IN A SPIRIT GUIDING THE DE'S NOT PENALIZING THEM.
- SOME OF THE TECHNICAL REVIEWS HAVE BEEN INACCURATE. FEEDBACK RESULTS "CODED" ARE NOT GIVING THE SPECIFIC ISSUE -REVIEWS ARE INCONSISTANT.
- MOST POST ENDORSEMENT TECHNICAL REVIEWS RECEIVED WERE ERRORS BY THE REVIEWER & CLEARED WITH AN EXPLANATION.
- SOME FILE AUDITS ARE USEFUL OTHERS SEEM TO BE LOOKING FOR SOMETHING TO WRITE UP. EX: ...2010 FILE ASKED FOR DIFFERENCE FROM 1995 STILL NOT SURE HOW THEY FOUND INFO 15 YRS LATER!
- ITEMS EITHER LACK DETAIL TO BE USEFUL OR MISSING ITEMS WERE COPYING PAPERWORK ERROR-NOT TECHNICAL ERROR.
- THE CODES ARE TO GENERAL; FOR INSTANCE, INVALID DV DOCUMENTATION. WE NEED SPECIFICS IN ORDER TO USSE AS A TRAINING TOOL.
- MORE TIMELY AND MORE ACCURACY; REVIEW FINDINGS ARE OFTEN INCORRECT.
- QUITE OFTEN THE FINDINGS ARE RESOLVED-YET THE REPORT IS NOT CLEARED!
- THE REVIEWS ARE MARKED "DEFICIENT" FOR INCORRECT REASONS. ... HOC IS OUT OF CONTROL. REVIEWERS DON'T UNDERSTAND DIFFERENCES IN GUIDELINES FOR HECM MORTGAGES. REVIEWERS REQUEST INFO NOT ON CASE BINDER LIST.
- MORE THOROUGH REVIEW OF FILE BEFORE SENDING REQUESTS FOR DOCUMENTS ETC. WE SPEND A LOT OF TIME RESPONDING TO OBVIOUS COMMON SENSE TYPE QUESTIONS AND REQUESTS.

- PROVIDE ACCURATE FEEDBACK. MOST TIMES THE REVIEW IS INCORRECT AND LACKS DETAILS ON WHY. ALLOW NORs TO BE SUBMITTED BY EMAIL AS WELL AS DISPUTED. I HAVE RECEIVED SEVERAL UNNECESSARY NORs; THE DOCUMENT IS NOT ONLY IN THE FILE BUT ALSO IN THE CORRECT STACKING ORDER.
- WE HAVE NOT RECEIVED THESE OR KNOW WHERE TO RETRIEVE THEM.
- EITHER WE RECEIVE AN NOR-WHICH NEVER GETS TO THE POINT-OR WE HEAR NOTHING.
- SAME AS 12A.
- MOST TIMES THE INFORMATION REQUESTED IS ALREADY IN THE FILE OR THE POST END. REVIEWER IS NOT AWARE OF GUIDELINES & QUESTIONS THINGS THAT REQUIRE US TO THEN SEND A MORTGAGEE LETTER TO SHOW THEM THE GUIDELINE.
- THE LENGTH OF TIME IT TAKES FOR HUD TO REVIEW AND RESPOND IS NOT TIMELY. SOMETIMES UP TO ONE YEAR.
- UNDERWRITER CREDIT AND VALUATION REVIEWS NEED TO BE COMMUNICATED DIRECTLY TO THE UNDERWRITER WITH THE UNDERWRITER'S ABILITY TO RESPOND.
- WHEN RESPONSE TO DEFICIENCY REPORTS TO HUD INCLUDE QUESTIONS, NO ONE FROM HUD EVER FOLLOWS UP WITH-ANSWERS OR CONFIRMATION OR CLARIFICATION.
- WOULD LIKE THESE TO BE CLEARER & MORE SPECIFIC ON WHAT WE ARE NOT DOING CORRECTLY.
- SO FAR THE ONES RECEIVED WE HAVE FOLLOWED UP WITH DOCUMENTATION THAT WAS IN THE FILE.
- THE CATEGORIES ARE TOO GENERAL; NOT SPECIFIC ENOUGH.
- ONCE AGAIN ERRORS INDICATED IN DEFICIENCIES.
- SAME AS 12A-HARD TO VISIT WITH A SPECIFIC INDIVIDUAL TO DISCUSS FINDINGS.
- DON'T THINK THEY COULD. TOO MANY LAYERS.
- MORE TIMELY RESPONSES.
- BELIEVE IT IS IMPORTANT TO PROVIDE FEEDBACK. HOWEVER, THE HUD REVIEWERS ARE MORE INTERESTED IN WHETHER THE "T'S" WERE CROSSED AND "I'S" WERE DOTTED THAN IN APPLYING COMMON SENSE TO DETERMINE IF THE LOAN DECISION WAS VALID AND SUPPORTED.
- MORE DETAILED INFORMATION AS TO WHAT IS WRONG NEEDS TO BE AVAILABLE, NOT JUST DEFICIENT OR UNACCEPTABLE.
- VAGUE RESPONSE. BE SPECIFIC ABOUT REASON FOR DEFICIENCY.
- I DO NOT BELIEVE THAT THEY ARE INTENDED TO BE USEFUL-MORE LIKE INTIMIDATING AND POTENTIALLY PUNITIVE.
- NOT ALL UW REVIEW SHEETS CONTAIN COMMENTS FROM THE REVIEWER. THE CODES ARE NOT ALWAYS ENOUGH INFORMATION TO DETERMINE EXACTLY WHY THE FILE IS DEFICIENT.
- TOO "WISHY WASHY;" HARD TO GET FIRM INFORMATION.
- PROBLEMS WITH THE ELECTRONIC TRANSMISSION.
- WHEN WE RECEIVE EMAILS BACK THEY DON'T ADDRESS THE SPECIFIC CASE. THEY NORMALLY JUST COPY AND PASTE THE GUIDELINES THAT WE ALREADY HAVE.
- THERE ARE NORMALLY WRONG & WE HAVE TO TAKE THE TIME TO RESPOND & SEND INFO A SECOND TIME.
- OFTEN INCORRECT.
- IT'S ALL USUALLY IN THE FILE OR A DOCUMENT IS THE ONLY THING MISSING. IT'S VERY AGGRAVATING TO GET A FULL CASE BINDER BACK IN THE MAIL WHEN THE ONLY THING NEEDED WAS IN THE FHA CONNECTION THAT WAS ALREADY UPDATED. WHY MAIL BACK?
- IT WOULD IMPROVE IF WE (THE CLIENT) WERE ABLE TO TALK TO THE REVIEWING EXAMINER ON LINE.
- IT SEEMS THAT THOSE PERFORMING REVIEWS DO NOT KNOW WHAT THEY ARE DOING. THEY ARE GOING DOWN A CHECKLIST BUT DO NOT UNDERSTAND WHAT THEY ARE COVERING. VERY SILLY ISSUES ADDRESSED.
- WHAT IS IT & HOW CAN IT BE USED?
- MORE DETAILS WHEN FILES ARE RETURNED-IT'S NEVER CLEAR WHAT THE ERRORS ARE.
- IN OUR PAST EXPERIENCE, DOCUMENTATION REQUESTED NORMALLY HAS ALREADY BEEN SENT TO FHA AND SOMEONE HASN'T THOROUGHLY REVIEWED. THE FILE PRIOR THE

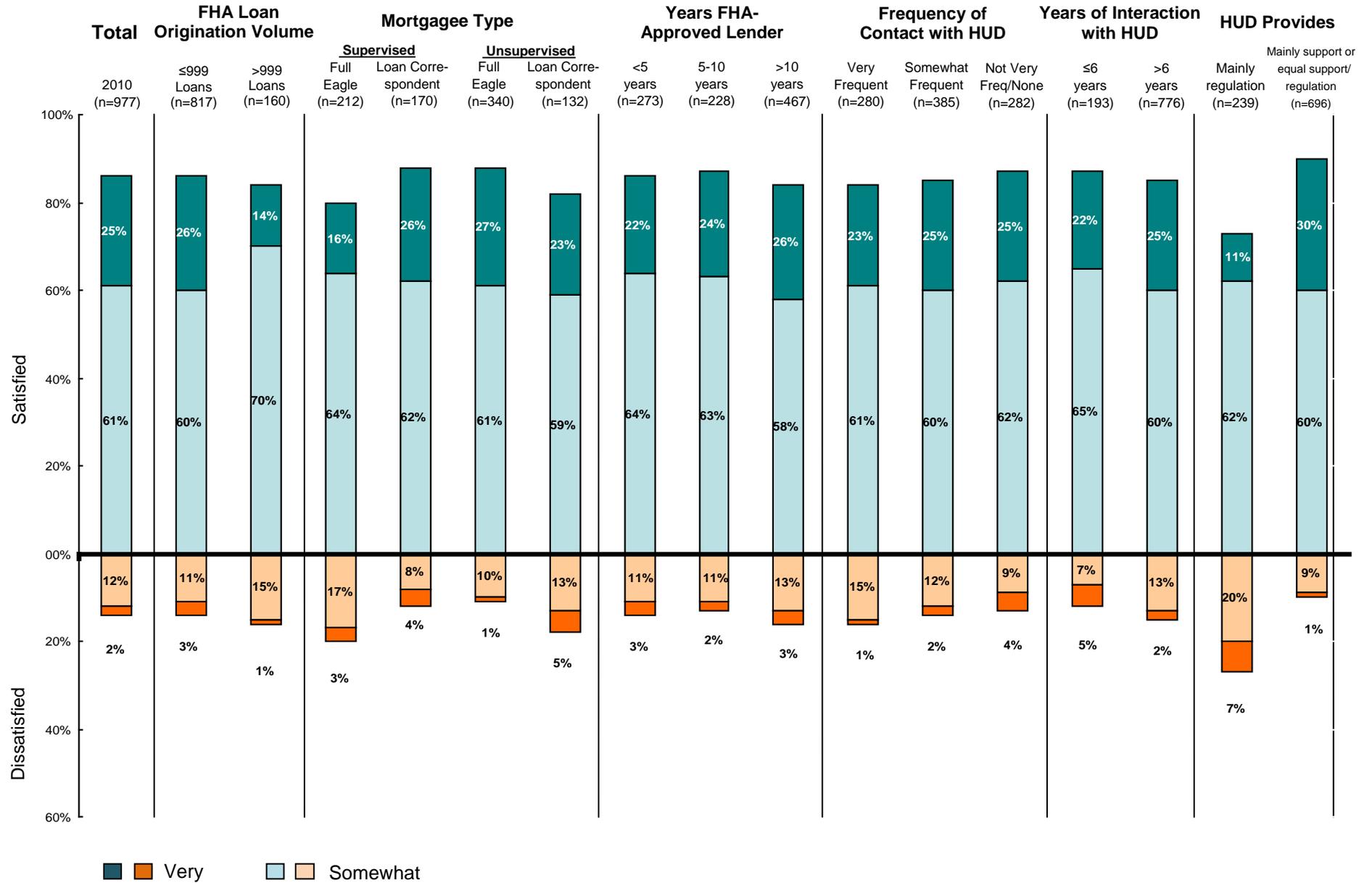
REQUEST OR THE REQUESTED DOCUMENTATION HAS BEEN MISPLACED SO A REQUEST BECOMES NECESSARY.

- MOST OF THE TIME POST REVIEW RESULTS TAKE TOO LONG TO SHOW ON THE SYSTEM.
- SUGGESTIONS FOR IMPROVEMENT & DIGITAL VIEWING, ALONG W/ AN EMAIL NOTICE ALERTING OF NOR WOULD BE GOOD.
- INFORMATION IS TOO VAGUE TO BE HELPFUL. NEED MORE DETAILED INFORMATION. NO WAY TO ASK QUESTIONS OR IMPROVE?
- VERBAL CONTACT DURING REVIEWS--NOT JUST VIA LETTER.
- NEED MORE SPECIFICS. CODES ALONE ARE TOO GENERIC.
- IN TEST CASE PROCESS NOW
- NOT RECEIVED POST ENDORSEMENT TECHNICAL REVIEW YET.
- FOCUS ON ISSUES THAT TRULY EFFECT THE QUALITY OF THE LOAN.
- THE RESOURCE CENTER NEVER DIRECTLY ANSWERS A QUESTION. THEY ALWAYS REFER TO. THE 4155.SOMETIMES WE NEED CLARIFICATION WITH THE 4155.
- HOW CAN HUD HAVE SUCH A HIGH PERCENTAGE OF NON-COMPLIANCE? THE SYSTEM IS SET-UP TO REPORT DEFICIENCIES BUT IT'S NOT PROACTIVE IN EDUCATING THE LENDERS TO CORRECT DEFICIENCIES. NOR DOES IT ALLOW FOR APPEALS.
- TOO MANY CLERICAL ERRORS OR EXAMINERS. WASTEFUL EXERCISE
- SINCE THE FHA GUIDELINES AND FHA STAFF INTERPRETATIONS OF THE GUIDELINES ARE SO INCONSISTANT, WE SIMPLY CAN'T USE THE INFORMATION IN A MEANINGFUL WAY.
- WE ARE NOT A DIRECT ENDORSEMENT LENDER YET.
- WE NEVER HEAR BACK WHETHER CONDITIONS ARE CLEAR.
- IT IS SENT IN CODES AND VERY DIFFICULT TO INTERPRET.
- TRY CALLING 1-800-CALL-FHA YOURSELF. BAD, BAD, BAD.
- THE ITEMS LISTED ARE NIT PICKY GRAMATICAL, CARELESS ERRORS MADE. NOT INFORMATIVE IN A WAY THAT WOULD HELP TEACH SOMEONE TO DO SOMETHING BETTER ON THE NEXT FILE.
- IT TAKES UPWARDS OF 6 MONTHS TO RECEIVE A RESPONSE AND WHEN WE DO 9 OUT OF10 TIMES-THE DOCUMENTS REQUESTED-WERE ALREADY PRESENT.
- THEY WILL LIST AN ISSUE BUT NOT PROVIDE FEEDBACK ON HOW TO IMPROVE.
- MORE OFTEN AND SEND TO ORIGINATOR.
- HAVE NOT HAD ONE.
- MOST OF THE LETTERS WE RECEIVE ARE FOR ANOTHER LENDER.
- LONG HOLD TIMES & TOO MANY DEPTS.
- CAUSES CHANGES MID-STREAM BY REVIEWERS, NOT RULES OR MTGEE CTRS
- HAVE NOT GOTTEN FEEDBACK-OR DON'T KNOW WHERE TO FIND IT
- NOT FAMILIAR WITH IT.
- YOU NEED TO HAVE A LIVE PERSON WE CAN TALK TO AND ASK QUESTIONS. CONTACT INFO IS PROVIDED, BUT WE NEVER GET A RETURN CALL.
- THE ONE ISSUE THAT CAME UP THAT APPEARED TO LACK COMMON SENSE TO US. NO ONE WAS WILLING TO DISCUSS ON THE PHONE. WE WERE JUST TOLD TO SEND A LETTER. WE HAVE CHANGED OUR PROCEDURES TO NOT COLLECT ON APPRAISAL FEE AT APPLICATION, INSTEAD OF REFUNDING THIS FEE AT CLOSING TO MEET FHA REQUIREMENTS.
- I HAVE NOT DEALT WITH POST ENDORSMENT REVIEWS.
- THEY ARE TOO GENERAL; NOT SPECIFIC ENOUGH.

**Question 14.** As compared to what it was like prior to 2008, has your FHA-insured loan volume since 2008 increased, decreased, or stayed about the same?



**Question 16.** At present, taking everything into consideration, how satisfied or dissatisfied are you with HUD's/FHA's overall performance?



#### **PART 4: VERBATIM RESPONSES TO AN OPEN-ENDED ITEM ON THE PARTNERS SURVEY**

This section consists of respondents' verbatim responses to the last item on the HUD Partners Survey questionnaire, which read:

We welcome and appreciate any comments you may have about HUD. Please do not identify yourself or anyone else by name.

Many partners used this opportunity to address a wide range of issues, in their own words. Often they provided examples and explanation beyond what was communicated through standardized closed-ended questions. Since there is a large volume of information provided in these comments, readers are urged to use their browsers to search for key words or phrases in order to identify topics of interest.

The responses provided below are unedited except as follows. Respondents were guaranteed confidentiality when asked to participate voluntarily in the survey. This assurance meant that neither they nor their agencies, organizations, companies or communities would be identified in reporting the survey findings to HUD or anyone else. Accordingly, survey questionnaires and datasets resulting from them do not contain respondents' names or other identifiers. In response to the open-ended question, however, some respondents provided information that could conceivably be used to identify them, either directly or by deduction. As a result, the independent survey contractor redacted such information—replacing names of persons, organizations, agencies, offices, places, or other potentially identifying material with ellipses (...).

An example of deductive identification could involve the director of the only large community development department who was working with a particular HUD field office mentioning in his or her verbatim comments those two facts. Another example would be mention of the name of a HUD employee in the context of other information provided, which might result in identification of the respondent. Even though there are circumstances where mention of proper names would not likely be traceable to a respondent, a blanket policy of redacting the names of persons, offices, organizations, businesses or communities was applied. Responses appear as follows: "... from ... office is the best but ... is rude and nonresponsive; terminate ... 's employment since ... industry has no respect for him."

While it is recognized that redaction of names and other such information limits the utility of certain respondent comments, it was determined that the risks to respondents of deductive identification were greater than the value of including such information in the report. This determination followed from the fact that a significant number of potential respondents across the partner groups conveyed to the survey contractor their worries related to possible retribution or retaliation if their identities became known.

The fact that participation and frank and honest responses on the part of some partners were contingent upon an absolute assurance of confidentiality warranted erring on the side of protecting confidentiality. In sum, confidentiality considerations and concern for survey validity overrode concern about loss of information in dictating the redaction of potentially identifying information.

<p>It is difficult to reach individuals at the local HOC's and get timely responses. Many times responses can be up to 10 days for simple questions. As well, the ... and ... HOC staff are not as helpful as ... or ... . They are quick to "end" the call many times (my staff has advised) and not as courteous. The 800-CALLFHA resource center is wonderful, but obviously most issues seem to require local HOC assistance. When we call we want to feel like we are being helped but many times ... and ... HOCs response puts us on the defense.</p>
<p>We are dedicated to FHA Lending and homeownership opportunities. We also acknowledge the improved willingness to partner with lenders and to understand the impact of changes. As evidenced by this survey, HUD/FHA is demonstrating their openness to solicit feedback from lenders. Many of the lower ratings in the survey are recognized as capacity, increased volume, staff training, etc. Organizational changes providing consistent oversight by National will be a huge lift for lenders.</p>
<p>With all the changes in the industry, it would be nice to have a "rep" similar to Fannie and Freddie, that can answer questions and elevate questions within HUD.</p>
<p>1. Consistency of information is unreliable / poor. 2. Conference calls, not enough time for Q &amp; A and do not follow up on questions pending.</p>
<p>1. Too many inconsistencies, policy and procedure between HOC's. 2. Need a system to elevate a mortgagee's contention of NOR. NOR issue should be resolved quickly.</p>
<p>We do not receive clear and concise information from HUD when contacting the Resource Center and through email exchange. Many times mortgage letters are issued and they do not clearly address all questions lenders have to properly implement. Many significant issues/areas are addressed vaguely. This makes due diligence and compliance more difficult.</p>
<p>Resource Center only seems to email back chapter section from handbook. We have already read it and need further guidance and have to call again to be escalated.</p>
<p>When we email for answers, instead of just typing response, it would be helpful if it referenced the question and gave us contact information in case the answer did not assist us. The recent webinars have been much more current related and more in tune with underwriting needs than in the past. It would be very helpful if they were archived to be able to access at a future date as a reference tool.</p>
<p>Recently, we have had difficulty with the condo approval process, especially the percentage of concentration requirement. Just last week, we received an email that it may take up to 30 days after the condo information is received by FHA to review and update the FHA Connection with the concentration information. During this waiting period, our borrower was ready to close but we had to delay the closing until the concentration percentage was updated for the complex. Also, I would like to suggest that emails with specific questions be answered to the specific question. Within the past week, we have emailed and asked for specific guidance on an unusual flipping question. We got the mortgagee letter sent to us as an answer. If additional information is required, could we get an email back giving us a person to contact who would be able to discuss the situation? Outside of these areas, the FHA Connection works so well and considering the volume, our case number issues are resolved within 24 hours through the Connection.</p>
<p>We would like to meet someone in QAD in Washington DC to discuss how the compare ratio is calculated.</p>
<p>When we ask a question of the Resource Center, we have already looked up the written guidelines in the 4155, etc. We are looking for their interpretation as it applies to the specific loan with which we are dealing. An email back attaching what the guide says is not useful and very frustrating.</p>
<p>The resource center is not helpful to anyone with experience. They are never able to answer my questions. DE underwriters should be able to have direct access to the HOC's. It is far too difficult for underwriters to contact "knowledgeable" HUD staff.</p>

Concerning my interaction with HUD, any negative ratings are directed towards Washington, as they do not return calls. My HOC in ... has been fantastic, especially ... and ... .
HUD has stayed true to the mission of helping qualified Americans own a home. We appreciate and respect being a HUD lender.
Please upgrade FHA connection. Example - not enough space to input full borrower and co-borrower names.
We continue to wait for clarification on the condo project approval issue and the property flipping issue. We continue to get "cut & paste" responses from the resource center and the method to get the HOC is very frustrating. While the webinars are helpful- they rarely start on time and much of the info still needs to be verified with others or opens up other questions and issues left unanswered.
FHA Resource Center as main point of contact is a colossal failure. All you can get in the way of answers is info straight out of 4155, which if it were clear there would have saved me from making the call in the first place. Can't recommend highly enough a central, individual point of contact for each approved lender would be invaluable, similar to Fannie/Freddie customer service model.
We need more guidance and clear rules. We often receive numerous answers to the same questions. The Resource Center is very ineffective.
While the responsiveness of the Resource Center is fairly good, typically when an underwriter is contacting HUD for interpretation, they are responded to by a Resource Center person quoting 4155 guidelines. The underwriter is seeking assistance with either interpretation or to see if the scenario they have is acceptable to HUD. They have already read the guidelines. This makes the Center less useful and effective.
Lack of availability of subject matter experts, need consistency in guidance given. Would like to see a defined escalation process when issues arise with decisions made by FHA and there is a difference of opinion by lender.
1. From an underwriting standpoint the Resource Center is little or no help as they merely send guidelines we already can access. We need explanation or interpretation of guidelines from time to time and staff at Resource Center cannot provide. Also, answers often do not answer question and differ from answers provided by HOC. 2. HOC personnel are inconsistent on answers or will not honor at insuring what relayed in discussing loan particulars. 3. HOC personnel most difficult to contact and with one or two exceptions, we have come to realize their answers cannot be trusted. 4. We need to get answers by email to document- ... HOC personnel refuse to email. 5. Test case process was horrible - initial training on how to process test case was horrible. 6. Personnel in valuation are much more helpful than mortgage credit in ... . Mortgage credit needs new management/attitude adjustment.
HUD experience specifically with the FHA Resource Center. Overall the experience is acceptable. I realize that the initial person answering the phone is not an expert, but I do some research prior to calling so I understand what is already in the 4155/all regs so having that person read an answer from what I have already researched can be a bit frustrating. I do understand that some callers do not do the research ahead of time so it is hard to distinguish between the type of callers but I do preface my question by saying "I have researched this area and I need some clarification," so reading back to me what I have already researched is not truly beneficial. Also I have had times that no answer is available, totally understandable; I have asked a question and then received an email back answering something totally off the wall and not relevant to my question. To call back requires going back through the whole process again.
Overall, we are satisfied with our local HUD office. We really do value the FHA loan program and the time your employees take to help us when needed. I did answer a couple of the questions "somewhat dissatisfied," so I have given details below. In regards to my answers on 5d and 5e - there have been several times we have called our local HOC office and received two different answers from two different employees on a loan scenario from the credit department. This makes it hard on an underwriter when we reach out to your office for guidance or clarification and are given an answer based on our discussion - only for someone else to call and get a different answer or solution to the issue. It would be more efficient if we received consistent answers to our questions. I would like to note that anytime we have questions in regards to the property, ... and ... in the ... HOC office are always helpful and take the time to discuss files with you. They approach each situation with an attitude of how can we make this loan work within reason, while meeting HUD's

guidelines. They have given us their direct lines to contact and if they do not answer the telephone, they always call back within 24 hours. My answer to 5j was I am "somewhat dissatisfied" with reaching people at HUD. Even though the Resource Center would be an excellent tool for the sales staff or processors to call and utilize - they can't call because they do not have a CHUMS number. Normally, the information we as an underwriter are seeking needs to come from the credit or appraisal department. We have specific reasons for calling in regards to the property or the borrower and have already exhausted our tools prior to us reaching out to the local HOC office for clarification or guidance. Several times we have called the Resource Center to get our answers to questions they could not answer. The person we were talking to would try to contact the appropriate department and if they couldn't reach someone we are told that we should hear back from someone within 48 to 72 hours. We often find ourselves calling back to speak to an underwriter after the waiting period is up. We are in a business that turn times and customer service are our main goals, and there are times and circumstances that we need to be able to reach out to your underwriting department for help. Sometimes 48 to 72 hours can cause us to lose a transaction. Thank you for taking the time and for allowing us to be a part of this survey.

I find it difficult to get answers on lender approval type questions. I call the Resource Center, who in turn, connects me somewhere else who tells me I will get an email in a couple of days with an answer. This can be frustrating. Otherwise get underwriting questions answered is good, as long as you don't get conflicting information. The people at the ... HOC often times seem annoyed and bothered when we call to ask questions. Otherwise, happy with HUD.

Consistency: With regard to consistency specific to guideline interpretation or clarifications requested, the HOCs will often give us different answers to the same questions. Most of the time they are not willing to come to one conclusion. Instead they use their own interpretation of guidelines. There are things that are acceptable to a few of them that are not acceptable to the others. A few examples include: septic tank distance requirements (... does not require distance from septic tank to house and the other HOCs do). Wells located inside of the dwelling (... will accept this and the rest of the HOCs do not). In the concession field on the appraisal, the ... HOC will cite the underwriter if it shows "unknown" or "n/a" (according to protocol it should show "none." None of the other HOCs cited this as an error. From a mortgagee's perspective, this makes it difficult to enforce consistency in underwriting and insuring requirements. It would be great if there could be one central point for clarification of guidelines and if the clarification can be given in writing so there is no problem later in insuring or with a Tech Review. If a central contact that could answer for all four HOCs is not feasible, then we recommend a designated contact for mortgagees be established for each HOC office and that the HOC appoint a backup when the contact is out of office or unavailable. We also recommend establishing response service level expectations so that the mortgagees know when to expect a response, which will help eliminate multiple inquiries and follow up. Feedback on communication with specific HOCs: \* ... - very cooperative and responsive. Have had some issues with interpretation of the guidelines regarding multiple parcels at this HOC such as what is acceptable or not with regard to multiple parcel numbers. \* ... - Very responsive to communication. We have a hard time getting MIC corrections reviewed and entered into FHA Connection (FHAC). We typically have to escalate to get them done. Seem to review a larger percentage of loans than the other three HOCs. Some of the underwriter review feedback is not correct or the deficiencies are unfounded. \* ... - Typically responsive. They prefer email only and getting MIC corrections completed is difficult. \* ... - The impression in ... is that no one wants to talk to mortgagees. We have asked for a contact there on numerous occasions and they will not provide one. They do not appear to want to talk to HUD in Washington, DC either. They will often refer us back to the Call FHA Resource Center, which cannot answer the question. Feedback on other HUD resources: \* Call FHA Resource Center - They do not seem to be well versed in HECM guidelines. The information we get from them is not consistent. We can ask the same question several times and get several different answers depending upon whom we talk to. We recommend a dedicated HECM Resource be identified within this Resource Center. Also in the past there has been mention of a HECM Handbook that was being developed, which would encompass the 4235.1 and the applicable parts of the 4150.1, 4150.2, 4155.1 and 4155.2 and all applicable mortgagee letters applicable to HECMs. What is the status of the guide? \* HECM HELP - Completely unresponsive. The vast majority of emails sent to them are never answered, even after 2 - 3 follow-up emails. \* FHA Connection - Forward mortgages - We cannot bring up forward mortgages in FHAC without having the

<p>FHA case number. We used to be able to query by SSN or by name. This is no longer available. FHAC case query search at the time of underwriting is by HUD Field Office - this should be by SSN and show all case numbers associated with the borrower. Mortgagees must query each field office database to find out if the borrower has another FHA loan. (This is not practical as there are over 50 of them.) Mortgagees need the ability to query this by borrower's SSN or name and find out if a borrower has any other FHA loans or is a cosigner on any other FHA loans, including Title I construction loans. * CAIVRS - We would like to see the full case number or a summary of the claim. Today we can only see nine digits of the case number and we cannot research the details of the claim without the full case number. Clarity/timeliness of communications: Often mortgagee letters do not answer all the questions or are too general in content. The FAQs that sometimes come out are helpful if they are timely. Servicing: * As a servicer, we would like to more official communication from the ... office as it relates to servicing and claim process. * Decision-making and process rules should be consistent with all employees at HUD and their contractor. * More training from the servicing office.</p>
<p>I have 30+ years experience with FHA/VA/USDA financing. ... received their non-supervised mortgagee designation on ... and we have ... successfully completed our Hope for Homeowners test cases. Direct interaction with the HOC personnel has seen a definite improvement in the last few years. The Resource Center has also improved tremendously. The parties taking the telephone calls are very courteous. The only issue that does not seem to get better is the response to emails. I always strive to be very specific, reference the section of the handbook that pertains to my question (but is not clear), and review all pertinent FAQs prior to sending the request. The typical response is a "cut and paste" of the handbook section that I had already referenced or a currently posted FAQ that does not answer the original question. I understand that the Resource Center must be careful not to provide inaccurate information, but I believe this creates a burden on the HOCs that the Resource Center was designed to relieve.</p>
<p>We are very excited for the FHA changes already implemented as well as those that are forthcoming. We think that having professional mortgage people in key positions at the FHA will improve the entire situation from processing to purchase.</p>
<p>Have sent emails to resource center, no response. Have left voice mails to underwriting when the resource center has referred--never a response back. Endorsement questions - must be totally persistent to get an answer. The most effective feedback was the on-site HUD audit.</p>
<p>1) Industry call on each and every mortgagee letter to go over grey areas, get issues identified prior to effective date. 2) Additional quarterly training on post tech reviews/issues. 3) More advanced appraisal training. Lenders reporting issues with no compliant FHA appraisers.</p>
<p>The on-line recertification interface doesn't work. Needs vast improvement. Neighborhood watch is great.</p>
<p>When leaving message with HOC it would be nice if they could be returned promptly within 24 hours. Calls take up to 72 hours to be returned.</p>
<p>Our only struggle is with email: info@fhaoutreach - very rarely do they reply with the answer to the question asked. Additional training for these staff members might improve this struggle. Thank you!</p>
<p>DE underwriters should be able to give their number for verification, then be transferred to underwriters to answer their questions, leaves originators or general questions for mail help desk, but designates a separate resource for lender underwriting assistance.</p>
<p>I've always dreaded having to deal directly with FHA. Getting to a person can be hard or getting to a person that can help can be hard. And in many cases, it can be hard to get a direct answer. We don't want a manual reference; we can get that ourselves. We want an interpretation.</p>
<p>... HOC seems to lose a lot of responses to HUD's post closing technical audits. Doesn't matter if we sent by mail or by email, ... is downright rude. When emailing regarding "no response to out letter" follow ups.</p>
<p>FHA Resource Center 1-800-CALL-FHA: The resource center is completely useless for underwriter questions and concerns. It takes an extra 6 - 7 minutes to go through the resource center to get to the homeownership centers. If a DE underwriter is calling FHA, it's because they already researched and couldn't</p>

<p>find the answer. The underwriter shouldn't have to wait 10 minutes for the resource center to go through the same process. Other mortgage professionals, loan officers, processors, etc. should go through the resource center for questions but DE underwriters should not have to go through the hassle every time they need to get hold of the HOC. Home Ownership Centers: The HOCs can't always be on the same page, but on major issues or guideline interpretations, they should have to come to the same conclusion. The lender shouldn't be required to make an underwriting decision based on which HOC the file is going to because of the inconsistencies between them. For example, CAIVRS hits can be paid at closing in any HOC but ... HOC requires them to be paid prior to closing. Foreclosures on another property within the 3 years regarding HECM loans. ... and ... say it's OK for a HECM. ... and ... say absolutely not. HUD Staff: Staff actually at the HOC, not the resource center, are generally very knowledgeable. The only issue is that a lot of them don't know or understand the difference between HECM and Forward Loans. We frequently are misinformed of a guideline, even after specifically referencing HECM guidelines. It would be helpful if some staff in each department was familiar with HECM loans, and we were transferred to them with questions. New RESPA requirements: No one understands them, and most likely, no one is compliant. It's extra confusing for senior borrowers who don't understand why they've gotten 3 GFEs in the mail, because of a Valid Changed Circumstance.</p>
<p>Most everything is good considering the size of operation. The one thing that is lacking is definitive answers concerning a certain situation. The answers received are inconsistent or not useful. Most say it's up to the underwriter's discretion. However, while appreciated, it does not make decision-making process for the underwriter any easier. A lot of "areas" of a mortgage loan are very clear and some/most of the responses received are clear as mud. Make everything clear-cut. Not gray.</p>
<p>Re: Question 11 Often times personnel operating the telephone and email resources seem to be inexperienced in the mortgage industry and thereby do not understand the questions being presented. They appear to be reading from a "script". Some representatives on the other hand, are very knowledgeable. "It's like a box of chocolates..."</p>
<p>When the Resource Center replaced the mortgage lender's direct contact with personnel at the Home Ownership Center, the mortgage lenders lost the ability to obtain immediate help with issues and problems that arise every day in the mortgage industry. If we have to wait 48 hours for a return phone call that may or may not come, that is a lifetime in the mortgage industry. When our question is answered via email, we would appreciate the question to be returned with the answer. We would also appreciate a name being attached to the emailed response. We do not appreciate FHA personnel hiding behind anonymous email responses. The Resource Center might be a good solution for helping the public; however, we would suggest that other avenues be available so that underwriters and senior mortgage lending staff are able to reach HOC personnel immediately and directly. Another issue we would like the FHA to improve is the Notice of Return system. We would like to see the reason for the return of a file more thoroughly explained. Many times we must guess what issue is causing our file to be returned. We would also appreciate more coordination between departments within the ... HOC.</p>
<p>1) It would be extremely helpful to have consistent guidance from different HOCs. Currently, guidance differs greatly. 2) Issue in writing real firm guidance re disputed accounts, which each individual underwriter seems to have a different answer. 3) D.E. underwriters do not appear to have as much room for make-sense decisions for the audit findings reviewed. 4) Would be helpful to be able to return phone calls and emails to direct contacts. 5) Expand the FAQ to include more FAQs.</p>
<p>1. Changes made to GFE and TIL are horrible; don't help disclosure. 2. No input. Tried, never opportunity to provide feedback. 3. Lack of industry professionals to help make useful changes. 4. Too many different answers when contacting HUD office on the same questions.</p>
<p>The Resource Center is terrible. It needs to be staffed with senior underwriters - not autopasters who can't answer questions - "elevate" your issue, and then you can wait days for a response.</p>

HUD needs to set up a separate resource that is available to DE underwriters other than calling the Resource Center. Although the Resource Center tries to be helpful, they are only able to look up the guidelines and reiterate them to the caller. This is not helpful to DE underwriters who already know the guidelines or have reviewed the material in the HUD Handbooks and require further assistance outside the written guidelines. Although the Resource Center takes messages and attempts to forward calls to the appropriate division in the HOC, access to a quick response time back from the HOC is inconsistent or nonexistent. If the HOC is not available to the Resource Center at the time of the call, the HOC is to respond to the question within 48 hours. That timeframe is typically not acceptable. Normally when we are calling the HOC for guidance, it is on an issue that we need an answer on immediately to make a closing deadline or respond back to a request from our senior management. Frequently, we never hear a response back at all. There does not appear to be any difference in the service level if it is via phone or email. When we do have the opportunity to have a conversation with HOC personnel, we have found that there is often an issue of inconsistent answers from personnel at the same HOC. This can have major ramifications for us when we are trying to maintain a consistent underwriting policy. There are differences in service levels between the HOCs. We have more difficulty getting responses from the ... HOC than any of the other HOCs, which I am sure is due to the fact that ... handles a significantly larger portion of origination volume than any other HOC. Unfortunately for us, a major portion of our origination volume falls under that HOC, which makes it even more difficult. Perhaps there needs to be a realigning of service areas or additional resources made available to the ... HOC. The difficult thing is that we frequently cannot get a hold of anyone who can respond to us in a timely manner. With other agencies, we do have an assigned contact person and an assigned back-up contact so that we can at least discuss major issues with them in a timely manner. Would it be possible for a lender (even if just major lenders) to have an assigned HUD contact in Mortgage Credit, Valuation, and FHA Connection with direct contact numbers for each HOC?

All experience I have had with ... has been very useful and helpful. Our biggest hurdle with HUD at this time in accuracy of data reported through the early warning system and the inability to correct the errors. For example, sponsor lenders that are terminated/no longer in business are listed as "active" sponsor lenders. Individual case # loans are reflecting as defaulted with the reason codes not accurate, not maintained or simply listed as "unable to reach borrower" but borrower confirms continued communications with services. Finally, the inconsistency of definitions between state, federal and RESPA guidelines and FHA for example: "Broker" vs. "lender". HUD does not recognize the difference between wholesale broker/lenders and correspondent lenders/investors. Far too many miscommunications are created because FHA deviated from generally accepted industry standards.

Sfpay.govUpfront@HUD.gov takes a week to get back to you; info@fhaoutreach sometimes never gets back to you.

1) When contacting 1-800-CALL-FHA, it is very difficult at times to get through to the HOCs. 2) FHA Connection needs updating so as not to allow for duplicate case number assignments to be issued on borrowers and/or property address. For example, a duplicate case number can be obtained by the addition or deletion of a middle name/initial or by adding a generation (Jr., Sr., etc.) The system should not allow duplicates based on Social Security number and/or address. Also, difficult to query for duplicates unless have Social Security numbers.

HUD/FHA could save millions of dollars if they did not mail back FHA case binders if something is missing when lenders send files for endorsement. VA uses email to send a deficiency letter to notify the lender of any missing items. We then email the missing item back to the individual who reviewed the file. The letter from VA has the contact person's email address and phone number so if there is a question, the reviewer can be easily called. HUD/FHA does not do that. They mail the entire case binder back to the lender, who then mails it right back to them. We once received a case binder back from HUD for sending it in too early. By the time we received it back, the appropriate seven days had gone by and we just mailed it right back. Millions of dollars are spent doing this at a time when HUD/FHA does not have millions of dollars to spare. Instead of changing that procedure, HUD/FHA instead chooses to raise the annual premium and all the homeowners can pay for these mailings. If someone took a moment to check the amount of funds spent, it would be astounding. Email or fax the lender the deficiency letter and allow the lender to fax or email the information back. It is extremely frustrating to lenders not

<p>to have a specific contact person to be able to clarify guidelines with. Most of the time when we call for an underwriting question, we are referred to a mortgagee letter that we have already read but need further clarification on. When we press for an answer, we are not treated in a manner that we should be. Most of the individuals but not all are extremely rude and put out that we called in the first place. Guidelines are not always black and white and there are so many different situations that could require clarification that there needs to be a better way to get these answers.</p>
<p>Call ... HOC with same questions. Will receive multiple different answers. No consistency. Contact other HOCs = much better and friendlier response!</p>
<p>The Resource Center only quotes information from the handbook. This information is already available to us. When we call with a question, it is because we need more than what is in the handbook or MLS. They end up referring you to the HOC. Would be easier going directly to the HOC.</p>
<p>HUD does not seem to appreciate that underwriters work in a deadline production environment. As human beings they sometimes make mistakes. When an underwriter makes a mistake then HUD wants the company to pay the full amount of any losses. There needs to be some level of tolerance for human error.</p>
<p>Most frustrating component is getting clarity on UW guidelines, The HOC's defer to DE's. I am the one that awards DE! The HOC should respond to service officers at bankers. We are assessing risk and seeking clarity when DE's differ in opinion.</p>
<p>1) Questions submitted by email usually answered with a "cut and paste" of application section from handbook - with no answer provided to specific question asked. 2) Tried to point out some inconsistent treatment of moving over condo approvals and documentation requests between HRAP and DELRAP - HUD didn't seem interested in what I was trying to share - so I stopped making any attempts to share this information. 3) If you want additional specific comments, I can be reached at... .</p>
<p>HUD has been very responsive to all our questions and concerns over the years. We have a great relationship with a common goal. Customer Satisfaction.</p>
<p>Lender has an overall good relationship with the HOCs that we submit for insuring through. The biggest issue a lender faces is in obtaining timely responses when clarification is needed. Sometimes it is felt that HUD HOCs are grossly understaffed or that "passing of the buck" occurs. There can also be inconsistencies with guideline interpretations between the HOCs. Some issues such as MIC corrections can literally take months to resolve due to insufficient staffing. Quite often, HUD does not understand or care about a lender's sense of urgency.</p>
<p>FHA has improved a lot in their ways. Your communications with lenders and borrowers have been more consistent</p>
<p>On nearly every occasion that we are required to send a file to ... HOC for insuring, due to a credit reject or other issue; the file ends up being returned to us. The reason for NOR is asking for documentation already, included in the file, but the person reviewing it didn't review the file thoroughly. It seems to be easier for them to just return it and get it off their desk. We end up just returning the same files, double work, double time spent.</p>
<p>I received your mailed survey for HUD-FHA. I am sending this item anonymously because I deeply distrust the government and fear retaliation. I am not willing to tell them what I really think on a survey that can be linked back to the company which employs me, out of concern for those with whom I work and are dependent on their jobs. I send it with only very little hope that anyone in your firm will actually show it to HUD. I have even less hope that if HUD sees this letter, they will feel like they need to do anything constructive about it. Since I have been involved in this sort of process much like you are doing now, I more likely expect this to be material for a good laugh among staff, and then discarded because it is anonymous and therefore not valid. I know what it's like. Perhaps this has simply been my exercise in self-therapy. I hope someone in your firm will carefully consider what our great nation now looks like to those of us outside your governmental society in the Washington, DC area. You may enjoy the associations you have with your giant government sponsor, since they pay you money. I remind you that every dollar paid to you from a government agency is money that was taken away from someone else. Sure, I know - you all are taxpayers, too. But many people still toil with their hands and minds to earn what they receive through private enterprise that is not funded by taxpayer dollars. Rather, we are punished by government with taxation and regulation. My general answer to all the questions you ask</p>

about HUD performance is this: what does it really matter what we say? They are a government agency funded by money forced from citizens who must pay under threat of coercion, seizure, arrest or incarceration at gunpoint. HUD will alter what they do if they choose to, or they will not if they choose not to. And they will always, always look to build larger departments with more and more rules and hire more and more lifelong unionized employees who do not have to perform efficiently. This is because there is no profit motive or threat of job extinction if they do not perform well, since there is no competition. I believe the country would be better off by abolishing the entire department of HUD. The money spent and the lost freedoms of the people - because of what this government agency does - has cost our nation dearly. I know - they will self-justify what they do because they must believe that what they do for their careers is very important, or else they are living a lie. I would likely think the same if I were a government employee. However... If HUD had never been created (even with its supposedly well-intentioned legislation), the cost to our nation's people would actually have been less in terms of money and freedom than the cost of what we have now. By cost, I mean the trillions of dollars in money siphoned away over the years from the few remaining taxpayers there are. Government employees and appointees enrich themselves on the backs of the people. By cost to our nation, I also mean the loss of freedom and the legalized fraud that goes on by those who know how to game the system and get what they want anyway. Look at this new gargantuan regulatory bill just passed - 2300 pages of government oppression that no lawmaker could have read in its entirety, and therefore could not honestly vote for or against on its own merits. Those lawmakers are incompetent at best. HUD rules create burdens of inefficiency on our business. They create costs and delays that must be paid by consumers. Americans used to believe that government rules were meant to protect people. Instead, government has grown to the point where they pile on expenses to pay for documents and activities that are mostly meaningless. The resultant activities are redundant and they create requirements to employ people and charge fees to accomplish it, rather than truly benefit the consumer. What I am saying is this: "A nation that operates on the principle of Caveat Emptor would be far more efficient than this giant morass of government employees who engage in feckless page turning." Shouldn't a mortgage borrower be well-informed? Shouldn't they be responsible and literate? Shouldn't they be cautious in making large money contracts with long-term implications? If they were all those things, then they learned either from someone else or they learned by paying the price for a mistake. That process would be more efficient to society than the government HUD behemoth. If homebuyers lack those qualities, then they should not be homeowners until they learn. \* Whenever government passes a law, freedom is lost. \* Government cannot bestow a gift or benefit on one person, without first taking it away from someone else. If you got this far, I thank you for reading these comments. I think your disclosure paragraph under your signature on the cover letter is ironic, considering how many mailings you sent. Free and paperless survey software is available on the Internet. Furthermore, electronic collation of the answers would have been instant and reduced staff expense. Your behavior is very governmental. Last note - despite your assurances to the contrary, I do not believe nor trust your claim that the code number on my survey would be kept confidential.

Very difficult to communicate with HUD. Would be nice to have a regional account contact for lenders. When we call HUD we tend to get transferred around, different answers depending on who you talk with. Working with HUD on REO's (HUD's REO) is very frustrating. Poor service seems like you are bothering them when you call with questions.

When we call or email a question to the Homeownership Center, if the question has to be forwarded to our local office to be answered, we don't hear back for at least a week or usually, never.

Our only issue we have is with the Resource Center. We always do our research of guidelines before calling the Resource Center. We then are often given the same answers that we had already researched on our own. We then are put on hold to attempt to get a live DE UW at the HOC who has the knowledge and answers needed. 75 % of the time we are unable to get a live UW and have to wait for a call back which we only get 50 % of the time. Essentially, it is a waste of our time and deters us from calling.

<p>I believe that info from Secretary needs to be disseminated to the underwriting staff at HOC level. On 7/23/10, Shaun Donovan announced that HUD was going to launch an investigation into lenders who were not lending to borrowers on maternity leave - yet a rep at the ... HOC told me that borrowers had to produce a paystub evidencing back to work in order for loan to be endorsed. This is in direct conflict w/Secretary Donovan's statement. This creates a lot of confusion for lenders who are trying to comply.</p>
<p>It is difficult to get help from new employees. They only know to read exactly what is in the manual. When we are calling, we have already read it and need further insight.</p>
<p>Very difficult to get through to the right person to answer questions on mortgage credit and appraisal issues.</p>
<p>Resource Center is 100% better than it was in the past. However, when a complicated situation exists and you get transferred to a HOC that is where the system breaks down. If you talk to someone, then you are lucky; most likely a message is left and you have to wait 2 days for a call back. If you need an answer that day, you call again, get transferred again, then either the same thing or you get to ask your question. An answer is given and you act on that. You still end up getting a call back from the original call and 50 % of the time you get a different answer! This is very, very common. Consistency is not there at all.</p>
<p>The new condo FAQ/contact site is awful. Takes too long or never get a response. Direct contact with the HOCs is by far the preferred method. The Resource Center never has the answer to our questions and we always end up talking to the HOC after we've wasted several days emailing and talking to the Resource Center. Contact for questions/rulings on RESPA is totally unresponsive and inadequate.</p>
<p>When calling the HOCs for info the National Services Center tries to help. When they can't (which is usually), they try to contact the HOC. One try is all they get, then they can leave a message. However, the HOC never returns the call. The government info email does not read the actual question but finds a key word and gives a copy of the 4155.1, which we already have. So you still do not have an answer. So it is back to calling the service center until someone at the HOC answers.</p>
<p>HUF/FHA has done a remarkable job handling the increased volume over the past two years. Thank you!</p>
<p>1-800-call FHA- employees need more training. Emails to research center too often I get "cut and paste" replies that do not answer my questions. FHA reps for our area are great!</p>
<p>Service levels/customer service from ... could improve.</p>
<p>I find it very difficult to help homeowners who fall behind on their payments. We are in very challenging times, 10% unemployment or in areas 12% unemployment (?) If we could work with clients to get them current we would. Also not happy with new 1 million, then 3 million assets requirement. We have always been around 200,000 to 300,000. Now 1 million? Why the dump. How many years at 63 K. Now 1 million.</p>
<p>FHA offers competitive mortgage programs, especially in today's market. We are happy with our current relationship.</p>
<p>The new GFE form is horrible. It is totally confusing to the customer and adds nothing but confusion to the loan process. Implementing this form when many of the terms were not defined has been impossible to administer. This seems to be a common problem, for HUD--"you need to start using the form today--we will tell you how to do that 6 months from now."</p>
<p>Overall HUD/FHA is our preferred way to do business. There is a wealth of material available. The mortgage industry has had many changes and HUD has responded well. As with laws and regulations, sometimes the burden is painful.</p>
<p>The Resource Center has been less helpful. We are generally transferred to an underwriter so this is simply an impediment to getting a fast response to questions.</p>

<p>The low scores for the 1-800-FHA were due to the issues involving several phone calls from our staff when trying to (reach) a resolution to an issue. It seems that we are continually transferred or informed to call different areas and we do not get a resolution without making at least four phone calls and we are waiting on these calls for at least 30 minutes. The low score for our HUD renewal this year was due to the changing of your system. I called several times during a four-month process and tried to get a resolution to renew within the required time period. Each time I was instructed the issue was something else and to call another area (which involved a 30 minute call). The fifth month I finally got through to someone who understood the issue and it was resolved in a matter of minutes.</p>
<p>We have been a non-supervised mortgagee for one year. Prior to that, we were a correspondent. It would have been helpful during the test case process if the HUD underwriters were more responsive and helpful. Some were; many were not.</p>
<p>Homeownership Center is difficult to reach since their direct phone # is not listed. The resource center only gives you general text book answers. These explanations I can find on my own, When asked specifics, they have no answers.</p>
<p>Aside from your survey. I think the huge weakness of the system today is not holding individual customers; loan officers responsible for misbehavior. Companies should be held accountable, but should also receive credit for taking appropriate actions. If loan originators, customers are not singled out they will continue to find honest companies as their victims.</p>
<p>We deal with all four HOCs. ... is the absolute worst and known as such industry-wide.</p>
<p>As stated above, we are very frustrated with the attitude of HUD's Homeownership Center in ... as a recent discovery, quite by accident as indicated by a HUD employee, that loans included in a servicing transfer/sale did not get updated with HUD by the purchasing company. Now, over ... years after this transaction, we're being asked to go back and research all of this and update the HUD's system (in the meantime, this group of loans have been resold to another company that has gone out of business ( ... ) and were acquired by ... ) - we are asking for more time to complete the research, but HUD is insisting that it be completed by mid- ... - Since it took over ... years to determine this needed to be done, I have a hard time understanding the criticality of it now...</p>
<p>When you have a gray area issue, you can get different answers from HUD.</p>
<p>Website functionality is very good. It is very frustrating when you have an issue that needs to be resolved to a question answered and you are not able to speak directly to the specialist for assistance.</p>
<p>It seems to be a waste of time and money when a NOR is issued and the entire case binder is sent back to us to clear the condition and mail the file back to the field office again. We should be able to fax or email the condition without having to receive the case binder. It is frustrating trying to call a specific person but having to go through the 800-Call-FHA number to try to reach them. Direct lines or email addresses would be more efficient.</p>
<p>It would make a world of difference to be able to contact the person you spoke with before when calling the HOC. In a 10-minute call, I spend 8 minutes identifying myself and 2 minutes getting the help I need. This phone system is atrocious - it is just a roadblock. The local person here in ... - all she can do is forward emails. Sorry to sound snappy, but this person is being paid by taxpayer dollars for what purpose?</p>
<p>The changes to the GFE and HUD1 made in January 2010 as well as the procedural changes were done poorly and without regard to time. Those changes have raised so many questions that are still unanswered and have not helped borrowers in their effort to successfully shop and get a home loan. The forms need to be revised to correct those inelegances.</p>
<p>Overall our dealings with all aspects of HUD/FHA are good. The times we run into problems is when contacting the HOC we often get different answers for the same questions which causes a lot of confusion for us.</p>

FHA/HUD is very inconsistent among lenders. Each lender not only underwrites to FHA guidelines, but also underwrite to their own risk layering making the business difficult due to "gray areas" of underwriting. Example: FHA says minimum scores of 580; however, each lender makes up their own set of guidelines and credit score as debt ratio restrictions.
FHA is a great program and a much needed program. Unfortunately, the "bad lenders" have made it more difficult for the lenders who play by the rules. The new GFE is terrible!
Everything is generally good. The people at ... are outstanding. Sometimes we get two different answers to the same question. This is a lot of gray area sometimes so it is tough to deal with some guideline questions.
Almost impossible to get a live person on the phone, especially in Washington; no one ever returns your calls. Please assist originators of real estate market.
I believe that HUD has done a great job at keeping full Eagle lenders.
I would like to see HUD implement something whereby if a case binder is missing something as simple as the 2900a page 3 that needs a signature, they would send out an email and the lender could upload and it could be put in case binder so there isn't all this mailing back and forth and delay of getting the MIC endorsement.
We would appreciate if the phones had better coverage when we phone in for assistance. Can ring for 10 or more minutes with no answers.
HUD fulfills a need for the average person to obtain a home. My largest complaint is that mortgagee letters usually are very hard to decipher and usually causes the need for additional letters to explain and it just goes on and on.
Please let FHA know if they lower the lending limits on reverse mortgages, it will put a lot of struggling homeowners out of the program. Our seniors deserve this program. They have worked their entire lives to pay down their homes just to see a great deal of their equity ripped away by the real estate market. If HUD lowers these limits, it will squeeze our seniors from both angles. Please don't lower limits in October 2010.
Hire more qualified people to answer questions at the Resource Center in ... .
Special programs to assist a truly-in-need borrower are very restrictive to an individual. The programs also lack common sense to a borrower's affordability. The secondary market becomes judge and jury over these programs, which reduces their effectiveness. I would assume that due to volume and the need to have zero losses, we have lost sight of individualism and who these programs were designed to help. There was just a change in mortgage insurance, which resulted in higher payments in a struggling economy.
It is difficult to obtain any answers by email or the email help line. If you speak to a representative in ... you get good service - but correspondence by email - NO System for reports not informative and not user- friendly.
Condo review process/approval needs to be faster.
Unfortunately, the ... leaves a lot to be desired. Numerous emails are sent relative to the same topic/question. The normal response received is a referral back to FHA underwriting requirements, which quite often can be left open to interpretation. Interpretation can lead to mistakes. Our company chooses not to take this path, so we continue until we can obtain an answer. Understand- guidelines can be "gray" and a prudent lender may need clarification of guidelines intent. Most attempts to obtain an answer to a valid question are met with HUD employees who are not "user friendly."

<p>Considering the size and recent volume increases in HUD single family insured cases, HUD/FHA maintains a high level of efficiency. The elimination of correspondent/mini-eagle approval will help reduce some redundancies in monitoring, however, will allow people that aren't familiar with proper HUD/FHA requirements to be originating these loans at a potential risk to consumers. I am also upset that I was informed by HUD in ... that I would need to complete my annual recertification including financial audits as normal for 2010. Come to find out (after incurring the expense for this) I didn't need to go through that this year. It was a waste of time and money. Another concern is the continued guideline restrictions for underwriting. Pretty soon, no one will be able to qualify for these loans if they don't stop tightening guidelines. Yes, there were a lot of bad loans done in the past that are defaulting, but those loans are not being made any more and increased restrictions will not help what has already happened in the past. The FHA single family program is designed to allow people to buy homes with less out-of-pocket expense and reduced mortgage insurance costs. With increased UFMIP lately, that is not the case. And the increase of down payment and source of such is not helping either. I believe a strong assessment can be made about the probability of repayment based on credit, assets, etc., and not so much the amount of "skin" the borrowers have in the game. I also think HUD should open up special financing incentives such as Good Neighbor or the \$100 down product to any bank owned property to help move these homes off the market faster. Having them limited to HUD foreclosures only doesn't make sense for this side of the industry.</p>
<p>We are asked to send 30 files for Quality Assurance review. At this age of electronics, I find it very obsolete to ask that we print all files on legal paper for the reviewer to conduct her audit. It is not an efficient way to proceed and needless to say that it is not an "environment friendly" way of doing business.</p>
<p>The response from Washington is like our politicians, a lot of B.S. and no one taking accountability. Move the Washington group out to the Midwest and teach them some work ethic.</p>
<p>It would be extremely helpful to update your guidelines into a more simplified version. Assigning a representative for a bank to go to with issues because sometimes it is very difficult to get a consistent answer.</p>
<p>Timeliness at homeownership center is slow.</p>
<p>Most of my dissatisfaction is with the Resource Center. Trying to get a person on the phone to help you with a problem with FHA Connection or underwriting is almost impossible and by the time you get an answer your loan is collecting fees on the back end or you lose the deal up front. A Helpline with actual underwriters and people who know how FHA Connection actually works would be helpful - not someone looking up the guide for you. Not everything is in the guides.</p>
<p>As indicated in responses, the codes that reflect mortgage credit and valuation errors are too generic and impossible to translate back to the loan file. This is critical because without knowing the actual deficiency, it is difficult to train staff to improve in the areas needing improvement. Also seems total scorecard is ignored in the reviews and manual underwriting rules applied. Valuation codes are impossible to translate and too broad to go back to appraisers and give guidance.</p>
<p>On more than one occasion, during our test case phase when discussing the files with the underwriters we were written up for missing or incorrect issues (that were already in the file) or (we were told to process the file in AUS incorrectly). The underwriters wouldn't remove the condition from the report cards and we were correct. Some type of corrective measure should be taken to amend the procedure.</p>
<p>Dave Stevens is the best commissioner HUD as ever had. He understands the market and is very good for HUD. Keep up the good work.</p>
<p>I have recently had an issue concerning the new RESPA and its effect on the HUD-1. First I contacted the help center and they forwarded me to ... in ... I did not feel she answered my question well and therefore sent an email to ... . My email was descriptive and asked for an official ruling on my issue. I have since then followed up with 2 emails and several phone calls and heard nothing. This is unacceptable.</p>
<p>Please allow us to start contacting HUD/FHA directly again with any questions.</p>

<p>When HUD binders are sent back they are coming back when the info was in the file.</p>
<p>To: ... from ... . During all my years as owner and principal officer of a mortgage bank, I have seen and heard almost everything this industry has to offer and all the consequences any and all violations can entail We have been audited several times by ... , VA, and HUD throughout my career, obtaining excellent reviews, yet our failure to be able to engage actively in the loss mitigation of our cases is endangering our position and I mean not only our institution but that of all small lenders. All your regulations refer to approved seller servicers and exclude the possibility of pronouncing originating lenders as capable of engaging in the loss mitigation process. I know for a fact that one of our biggest servicers ... subcontracts said service but we have never been able to participate actively or given credit for it. Two years ago ... I asked ... about this situation ... . He explained to me he had sent the request to the legal department. As of today, I don't know where we stand or why...since you are expecting from small lenders without servicing more responsibility than what we have undertaken so far, why not let us intervene in this process since day one and try to solve the problem that will be ours until the end of the 2 years period. We need a written confirmation stating mortgage bankers approved as DE be able to perform loss mitigation and be paid for it. If this cannot be achieved, how can we be responsible for cases that have been well underwritten yet the client loses his job or dies? What if the servicer committed a mistake and includes in the credit watch list some cases that were never in arrears? This happened to me not in one case, but in 6 ( ... ), as recently as last year. Credit watch's program does not allow any cases to be taken away from the list under these circumstances. Can HUD under its jurisdiction make credit watch rules more flexible in order to consider exceptional cases as the ones I just mentioned before? In loss mitigation, since it is statutory can there be a movement from HUD to amend the law accordingly? Lenders with experience have the necessary knowledge and all the mechanisms to work with delinquency after closing. The capital and structure to service loans is not the key for an effective loss mitigation program. Do you have the authority to penalize servicers for lack of due diligence regarding their portfolio, when filing incorrect information to credit watch? Please, if you feel all the aforementioned is a valid concern, get back to me as soon as you can, since it is of the essence we get this resolved, particularly when we are facing the licensing requirements of the Safe Act and its discriminatory effects. Thanks for your time. Attachments: ... stating her loss mitigation letter (referenced above) would be sent to General Counsel and ... to follow up.</p>
<p>The Delrap Program is a bust. Little or no serious attention paid to zero lot line condominiums, which are common in our area for over 25 years! Do longer eligibility because HUD has ignored this important market proven property. Slow response times. Poor implementation.</p>
<p>The past two years after CPA uploading audits in LASS (?), they have requested continuous backup for months - this year asked for same documents, provided twice. Never was this difficult before. Technical questions take too long - should be in 24-hour response time.</p>
<p>We have questions sometimes. The folks from 800-CALL-FHA know nothing. They just look at the same guidelines as we do. If the FHA Connection system is acting strange, or we are not sure about something, there is NOBODY available to help. Emails lots of times come back with a link to a guideline or are completely unrelated to the issue.</p>
<p>Not satisfied with the direct communication. We have to call the help line, explain the issue, then be told that we need to talk to the HOC, be transferred and explain the issue to the new person.</p>
<p>Generally answers to questions are "gray" and I sometimes get different answers from different reps at numerous divisions of FHA/HUD. I think guidelines are open to interpretation. I like FHA connection and it's easy to work with.</p>

I am submitting a response to the proposed HUD rule entitled "Federal Housing Authority (FHA) Single Family Lender Insurance Process: Eligibility, Indemnification, and Termination." I am the Owner/President of a ... Mortgage Banking operation specializing in purchase transactions primarily. We have developed an origination platform that serves the state of ... and produces approximately ... in annual origination volume. During the course of our existence, we have grown to become one of the largest non-depository institutions lenders in our primary areas of production. During the course of developing our business, we have established our company as leaders in the level of service to our applicants and the quality of our loan production to the lenders we partner with and sell our production to. In the eight years we have originated loans, we have had the good fortune to have NEVER had to buy back a loan. Certainly, some of our loans have fallen into delinquency and eventual foreclosure, but our loan process and approach is of a high and consistent quality and as a consequence, we have created a sound loan for them to purchase. The rule proposal requiring a blanket loan indemnification from all Lenders issuing Lenders Insurance would have a profound and negative consequence that would significantly raise the cost of acquiring mortgage loans for all applicants. Although my company does not specifically issue Lender Insurance, the practical effect of delivering loan production to those lenders that do issue Lenders Insurance will be to burden additional risk of loan buybacks due to the fact that those lenders would be required to provide HUD a blanket indemnification. All participants in the mortgage industry understand the need for diligence, vigilance, and careful attention to loan quality, but reactionary regulatory responses to the last 2-3 years of origination production that is designed to keep history from repeating itself will primarily impose extra cost to the applicant and if the regulation is administered fairly will not significantly reduce the chance for low quality loans being produced going forward. HUD has an existing framework in place to address quality and performance issues and could mitigate future production quality issues thru the enforcement of the EXISTING requirements and imposition of serious civil and legal consequences to those individual companies purposefully originating low quality or fraudulent production. Taking the approach of requiring a blanket indemnification only serves to punish EVERY originating entity before the loan is even originated and exponentially increase the costs to applicants as the risk for loan buybacks is now spread even to those lenders who routinely originate quality production and an expense to that risk must be assigned to every loan produced. This expense will obviously be borne by the applicant. The codification of the HUD standards in this rule proposal creates a framework whereby every loan that produces an insurance claim to HUD will result in a cost to the originating lender because HUD explicitly states that during the loan review anything discovered that would be considered outside of HUD guidelines will result in a loan buyback REGARDLESS of whether the deficiency discovered actually contributed to the loan going into foreclosure. The nature of mortgage origination is such that it is impossible to produce a loan that someone with an incentive to uncover a deficiency would not be able to find. Creating a framework that allows and incentivizes an organization to uncover just one deficiency and imposing a contractual obligation to buy back the loan even if it had NO bearing on the performance of the loan is an incredibly onerous and exorbitantly expensive arrangement that will eliminate choice for applicants and raise costs to such a point that some potential homeowners will be shut out of the system. HUD's noble effort of the last 75 years has had an incredibly productive influence on providing access to homeownership for millions of families. It is with great sadness that I read this proposed rule because I work daily with the individuals that have benefitted from your efforts and realize that going forward many of them will never experience the joy, pride, and sense of accomplishment that homeownership provides, should this proposal be extended into law. I urge HUD leadership to project a sense of vision that recognizes the inevitability of the negative consequences this will have of millions of individuals and the ruinous impact it could have on generations of a family and their community. Thank you for the opportunity to voice my concerns. Sincerely, ... , Owner/President, ...

I believe utilizing regional offices (like ... ) for more localized aspects especially regarding appraisals and or property issues, where they are more familiar with those items is more beneficial to proper execution of FHA programs. Mortgage Credit items can be universal. Property differences by regions are better interpreted and better understood by local offices; that is a change I would make.

<p>We have been an approved supervised loan correspondent/mini eagle for ... years. During that time we have been audited by HUD twice and have paid an average of \$7,000 per year for our HUD audited financials to be completed and sent to HUD each year. Now HUD decides we don't need that approval anymore and will require our sponsors to supervise us. Any company can (will be able to) originate FHA loans; as long as the Full Eagle Mortgage says okay. I feel cheated for having been a quality Mini Eagle participant!</p>
<p>When calling in FHA connection or ... it can take weeks to get the person knowledgeable enough to help you. For the most part it just means getting transferred a dozen times before you can get an answer.</p>
<p>Our economy is in the worst shape since the great depression. The housing market is what drives it and has for many years. FHA should be taking steps to promote homeownership at a time when we need it most. Instead FHA is making changes to programs that are discouraging homeownership. One of the best programs FHA offers is the streamline refinance program. This program has been changed three or so times in the last year. It has changed in a negative way that affects the homeowner. In my opinion, if people could refinance at a lower rate and save \$100 per month, they would do it and spend that money on other needs and in return help the economy. One of my biggest complaints of the streamline program (one of the recent changes) is that the homeowner has to save 5 % per month including their taxes and insurance. I agree with the 5 % savings but I don't think the taxes and insurance should be included in that. I also think the credit score should not be a factor. If they are employed and made all of their mortgage payments on time, they should qualify. Thank you.</p>
<p>I can never contact anyone and get a specific answer.</p>
<p>We are a broker, not a lender or servicer.</p>
<p>I would like to see HUD be honest with the public and instead of telling them there are no score requirements let them know that a loan can't be insured unless they have a 620+ and in most cases a 640. Anything less than a 620 doesn't exist anymore - people get mad at us because the web info is different than true qualifications. I have also received incorrect or disputable info from HUD centers. Examples - if FHA accepts VA appraisals - current guidelines and employees say "yes" but lenders say "no" because there is too much contradiction with the reform, If lenders don't have "clear" information - they just say "no" to everything outside the box.</p>
<p>We only wish some of the information on qualifying borrowers were a little more clearly stated in the handbook</p>
<p>We have attended on-site training @ ... HOC - awesome! Employees are very knowledgeable and helpful! Training more often; it was great!</p>
<p>Doing a good job with a tough situation. Thanks!!!</p>
<p>I will not be sending much FHA any more. The new net worth is killing us!</p>
<p>Thank you.</p>
<p>I have applied numerous times to get FHA bulletins but I never receive them anymore. I have to actually go onto the website to look for new bulletins. Also have instructions how to do HUD binders electronically but didn't know we'd need special software and such. Have been trying to find out for three years now and they keep sending the instruction. They are not really clear and would love to send them electronically.</p>
<p>We are very satisfied with HUD and its employees. The ... HOC is quite helpful and knowledgeable. The FHA Connection and lender insurance is terrific.</p>
<p>I would like to make a suggestion on loans that are sent back for something missing etc. It would be much easier if items could be emailed or faxed. It would be cheaper and completed faster. There are closed loan files sent for MIC's.</p>

<p>Feel it would provide more benefit to the underwriters should they have full access to the underwriters and appraisal departments of HUD regional offices. Do not like having to go through the resource center only to have to repeat why I am calling for their assistance. Would be very helpful if when I am told one thing by a department that the other departments would be able to take care of the problem as were told by either the appraisal or the underwriting department and that the FHA connection should be able to take care of the errors as told could be taken care of by other departments or the department should be aware of what can and cannot be handled by the connection.</p>
<p>This process greatly needs to be simplified. The website also needs to be more user friendly. When you call the recourse center you get inexperienced people who look up answers to questions on the computer. There is NO sense of customer service or customer satisfaction.</p>
<p>It's very frustrating when we call the homeownership center in ... and we get very different answers. We used to be able to have access to an underwriter and now we are not allowed to talk to them directly. ... center will not put anything in writing but they are willing to verbalize different answers when we call. (It's very frustrating). In addition, HUD sets the guidelines but seems to not follow the guidelines according to the different lenders we deal with. The lenders (banks) over-document everything because they are afraid that these new FHA guidelines will not be followed through by HUD and the loan is uninsured. I wish that HUD would have done a little more research on the HVCC system before switching this process over to the AMC companies. We order the appraisals now; costs the client a lot more money. I wish that if HUD wanted to switch to a system where the experienced FHA approved appraisers are randomly picked through the HUD system. Although the AMC companies are required to use different appraisers, they typically don't use them. We found out that they will pick the appraiser who is willing to do the appraisal for a reduced price. This is a way for the AMC company to make more money. We have proof that we had one appraiser (recent FHA approved appraiser) did 6 of our FHA files in a row. When we brought it to FHA ... attention, the homeownership center told us that there is nothing they can do. What is the protocol and who regulates the AMC companies? Please review the FHA appraisal process again! Thank you for your time-</p>
<p>Create an underwriter hotline/helpdesk that can answer questions quickly (not generic answers cut and pasted from guidelines).</p>
<p>HUD website very difficult to find information. Search function on website archaic and difficult to use.</p>
<p>Overall, HUD has improved greatly over the past decade.</p>
<p>HUD teletraining should give more rationale to philosophy and not be a reading of the script. Would love to see the 800 info desk get escalated? Responses from the local HOC in a more timely manner - easy question took almost two weeks for a response and would like to see a follow-up email from the HUD employee with a written version of the communicated response. There are too many HUD manuals and mortgagee letters that need to be consolidated and updated in a timely manner. The search feature for manuals and letters needs to be improved as well.</p>
<p>I have learned a lot over the years from the underwriting staff and appraisal staff from ... HOC with their several seminars. This training is extremely helpful. I wish they would do it every year and make it only for DE underwriters with case scenarios and questions and answer periods.</p>
<p>The communication from ... , our account liaison, has been very helpful. We currently operate as a lone correspondent and with the changes taking place 1/1/2011 we are very disappointed. We are a federally chartered bank with a solid network so those changes don't affect us, but the elimination of loan correspondents does. We will not operate as a mortgage broker so we are being forced by HUD to hire a DE underwriter and underwrite FHA loans. I feel this was a very poor decision.</p>
<p>... and ... are excellent - knowledgeable, helpful, service oriented, responsive, considerate, EXCELLENT!</p>
<p>It is very difficult to find anything on the HUD site- the support centers do not offer much help. All they do is direct you to the handbook.</p>

<p>I am extremely disappointed in HUD's decision to end the mortgage relationship. We have jumped through the hoops for over 15 years only to be dropped by HUD. You are sadly mistaken!</p>
<p>When we are able to communicate directly with ... we can obtain immediate answers. When the helpline was established and we had to go thru them first. I have yet to have one person answer my question. Being in this business for the length of time that I have been, I feel as if I could directly talk to our ... office, I can get quicker answers then dealing with inexperienced people thru the helpline.</p>
<p>FHA/HUD created a liaison position to interact with its lenders in late 2008. This was a very good move and much appreciated. Our liaison has always been very responsive to our questions/concerns.</p>
<p>Overall, HUD's programs have been strong and have helped maintain availability of products for our customers. The problem we see in the banks we deal with is interpretation of the guidelines. It doesn't seem to be crystal clear. It varies on scenarios from bank to bank. They claim HUD's verbiage is too vague, so they make their own.</p>
<p>The only problem we have with the FHA is that when we were in our first year as a FHA approved bidder, we have to download tax documents by a certain date, FHA ??? issues for three months or more with the uploads. They finally receive it 4 months after the due date in January 2010 we were hit with a \$3,500 settlement agreement for not having data uploaded at time required because of time issues we knew nothing about the penalty. We tried to argue the ---- with them to no avail. Their system has true problems not us but we were forced to pay the settlement of \$3,500.</p>
<p>Online support could be more useful. Our general feedback to questions is cut-and-paste from the manual, which we had already reviewed. We are generally looking for additional clarification.</p>
<p>Get rid of the call center or put underwriters there, people are not helpful. Response time or reply time is terrible. Problem and or conflict resolution is terrible and lengthy. HUD government employees have terrible attitudes--Do not need you -- you need us attitude.</p>
<p>All electronic - FHA Connection - email alert, mortgagee letters, changes work well. When companies got mini-????? it made telephones communication impossible. However, we did not call often.</p>
<p>Before I rant, I do want to say that the local field office has been very good to work with. They respond quickly to phone messages or emails and answer questions to the best of their abilities, but DC does a horrible job of keeping them informed on current issues, policies, etc. My company was audited this past year and the auditor was unaware of the fact that FHA was eliminating the approval for loan correspondents. I was more aware of current issues than he was and he asked me for documentation of several points I brought to his attention. I have worked with HUD in various capacities over the past 15 years and have seen their level of customer service steadily decline with each passing year. At one time I was able to call a HOC and talk to an underwriter and have a question answered. Presently, you cannot talk to an underwriter in a HOC unless you are an underwriter. Instead, you are referred to 800-CALL-FHA which is a bunch of undertrained, unempowered customer service reps who cannot do anything more than search FHA's database and provide you with what you can pull up yourself online. They have no access to a manager that can answer more challenging questions and have no way of getting you an answer if the question isn't answered in FHA's online resources. They are all very nice and polite but unempowered. If you send them an email, it takes up to a week to get a response. Next, I have dealt with several managers. I had a specific question that could not be answered by any mortgagee letter or resource online. I finally found a contact in Washington, DC to ask my question, and three months later after weekly follow-up, I didn't have my answer. I still don't have an answer. Another issue I have is I had a borrower who wanted to include a job loss insurance policy that the seller of the property was paying for. A HUD mortgagee letter was issued back in 1999 that specifically stated these types of programs were acceptable and even encouraged by HUD. My wholesale lender would not accept the loan due to the insurance. I asked them why and they said they contacted HUD, and HUD told them they</p>

would not accept the insurance on an FHA-insured loan. They showed the person the mortgagee letter and the HUD manager became agitated and ranted about how the insurance doesn't ever pay out and how the programs were a rip-off. Even though she had a mortgagee letter stating that HUD would accept the insurance, the bureaucrat said HUD would not accept the insurance. Neighborhood Watch has been a major obstacle for long-time FHA lenders. Two years ago, HUD was surviving on life-support and the loans they insured were all the FNMA/FHLMC reject loans. Because of that fact, credit scores were much lower and the overall loan quality was much lower than it is today, even though the loans typically met FHA standards. When the market shifted, FHA totally turned their back on long-time FHA lenders who supported them during the lean times and favored new larger lenders coming on the FHA like ... . The reason I say this is because the new loans were much higher quality due to the fact that there were no other loan sources for borrowers. Credit scores increased to 640 minimum. A lot of volume came pouring in, but those lenders that maintained their current book of business had a two-year history of lesser quality loans, their production didn't increase much, but their default rates skyrocketed. What did FHA do? They audited them and to many, they suspended their origination ability. Granted there were some bad apples, but many companies, especially the smaller ones, couldn't survive the changes and FHA shut them down. The FHA is a huge bureaucracy that does not empower its Field Offices to serve their local areas and doesn't always follow its own policy. It favors large companies and stifles smaller organizations. Its current customer service program is ineffective. Its Neighborhood Watch program supports newly approved companies and hinders long-time FHA participants. ...

Your \$100 down program here in ... is USELESS. We have worked with ... on numerous loans and have closed 6 or 8. All nightmares. If you want to move property this is not the way to do it!

We LUV HUD! As we are still in the learning phase, we would have learned some of the lessons other than the hard way. Underwriters are short-handed and always backed up, that often we got pieces of information instead of the whole picture. Everyone always says "Go to FHA Connection" but rarely showed "how" to navigate guidance on the backside such as endorsement, appraisal logging, etc. It has been very difficult at times. But I feel we are making the turn and want to be an asset to HUD.

We are mortgage brokers and HUD did away with our ability to do IAA loans. We followed all the HUD guidelines and sent the files to lenders where they were underwriters by IAA underwriters. Because of our past customers delinquency reason for the taking away our ability to FHA loans. To get in touch with someone at HUD is impossible. We did nothing wrong. They did not seem to even close our pipeline.

The new RESPA - GFE in particular is a nightmare for customers - they don't like it and feel that it is meant to be confusing.

1. Return calls and emails. 2. Give thorough explanation - lots of "canned" answers. 3. Provide more "live" help and support; very obvious they're trying to run the company with all automation, but live help and explanation is needed at times and this is where they fail.

Much easier to get answers about U/W questions if you email. Phone calls seem to be for U/W or lenders, not processors in a mortgage broker business.

Only issue is the amount of time it takes to get back to me.

Been working with HUD/FHA as well as VA for over 25 years. HUD/FHA has been great to deal with for the most part. However, the current environment is such that the mission of providing fair and equitable housing opportunity for all is becoming muted due to investor overlays pulling outside??? of 4155 guidelines. HUD/FHA rules are not the guiding light and inconsistency is resulting.

Underwriters - not consistent with current FHA Guidelines. Takes over a week to get a call back from U/W. Usually I end up calling two or three times before someone will even acknowledge my call.

<p>It would be nice if HUD could provide all currently approved correspondents with a special professional destination on the HUD website for the public to see to validate the years of experience instead of simply taking away as professional destination and licensing as a HUD lender simply because of not being able to meet the increased net worth final rule that will go into effect. It would be wonderful for the years of hard work being proud to be an approved HUD lender. Can someone be recognized and acknowledged after the changes take place? Over the years we maintained high standards do QC including QC for submission of loans. In terms of overall management, it could be valuable for HUD to implement a borrower/applicant fraud protocol for informing and reporting applicants who attempt to commit fraud. Publishing this would deter borrower fraud.</p>
<p>During the change from 1.75 to 2.25 FF - getting a refund is an extreme challenge. ...</p>
<p>My greatest frustration is asking for clarification or interpretation of the guides. When you ask a question, they will reply with the section of the manual. I have already researched the manual before asking the question, and it is not addressed. Then I have to call back to elevate to the HOC office. Usually do not hear back from them and I have to call back to follow up. Sometimes it is over a week before I hear a reply. If an underwriter could speak to a HUD underwriter, it would be great!</p>
<p>One of the main problems we are facing is that lenders want to create their own guidelines and don't follow FHA's. Also most sales are to investors. Example - 90 days flip rule FHA waives it but there is not a single bank that would follow it. This will help the market and speed the process. Thanks</p>
<p>Up until ... 2010, I was involved and was responsible for loan originations and for the office administration. Since ... 2010, The ... has ceased all activity related to mortgage loans.</p>
<p>Getting someone on the phone is very difficult! When using email to the Resource Center, responses are quotes from FAQs and do not always address the question being asked - would be helpful if lenders had a particular "acct rep" to speak with in certain cases.</p>
<p>On the most part, we have been very satisfied with our relationship with FHA. I have been pleasantly surprised at the help I have received when I needed help and guidance in different matters. I have only one item that has been a bit of a disappointed, which is the decision return time on condo acceptance from FHA. Currently, we have a condo in the system that has been waiting for approval for almost two (2) months. This is an area that would greatly benefit from some review. Thank you for your time.</p>
<p>FHA connection website is hard to navigate. Sometimes people at the 800 CALL FHA would send us on the wrong path or not understand the problem. Also, it was very hard to get somebody on the phone that could do something besides sending you an email on how to fix what they thought the problem was.</p>
<p>We believe that the HUD ... Homeownership Office is the best of all the HOC Centers. Perhaps we may be just prejudiced because that is the HOC we submit to more than the other centers. We have found that access to top management at the HOC center is really responsive and timely. Realizing the constant change in the real estate market place and mortgage lending, we understand the need for FHA/HUD to modify, adjust, or make changes to guidelines and to monitor the successes and failures of approved Title II lenders with HUD/FHA. The new and improved FHA Connection, Neighborhood Watch, and ONLINE HUD manuals 4155.1 - 4155.2 has been HUD's greatest upgrade. It helps us as a lender and is a great asset to our staff.</p>
<p>1. DE underwriters should be able to contact the HOC directly. 2. Frequent guideline/MIP changes over the past several years have presented difficulty with training. The Resource Center and HOC are not always prepared to speak to specific questions, often just giving verbiage from the handbooks (which we have already reviewed). If we are soliciting assistance, we need guidance and insight on how the guidelines fit our inquiry.</p>
<p>Start getting the companies that do not follow the rules out of the business. They are just costing the homebuyer money and HUD/FHA should be trying to save them all they can.</p>
<p>FHA Connection is one of the best websites in the industry - very functional and useful!</p>

<p>My biggest complaint with using the Resource Center is whenever I need to be escalated to an underwriter, I am denied because I personally am not an underwriter. Honestly, my underwriter does not have time to make calls or sit on hold, hence the reason I am calling. Upper management should be able to speak with an HOC underwriter if the Resource Center cannot answer my question. Thanks.</p>
<p>There is a suggestion that there will be more (too much) liability on the lenders for deficient loans when the MIP reserves should more than cover those deficiencies. I think that if MIP is depleted, it is probably because too much of the funds go to administrative costs.</p>
<p>HUD has recently mounted a new condominium approval process, and the industry in... is facing much difficulty in handling the process. We would like to request an onsite training to be provided just to go over the process and how ... is working with this new requirement.</p>
<p>I would assume that due to volume and the need to have zero losses, we have lost sight of individualism and who these programs were designed to help. There was just a change in mortgage insurance, which resulted in higher payments in a struggling economy?</p>
<p>Stay open later in the day, please.</p>
<p>All the HOC centers including HQ are very good. I deal mostly with .... They are very wonderful over there. Always pleasant and polite. Knowing how crazy busy they are, this must be difficult at times. HQ is also great to me, helping out whenever they can without making me dig through the 4155 for the answer.</p>
<p>New TPO starting in 2011 - not sure how the final results will be - particularly prefer maintain direct relationship with HUD/FHA.</p>
<p>Understandably, HUD/FHA has a tough job. But a vast majority of HUD personnel do not understand nor care to understand the lender's side of the process. The attitude is such that HUD personnel are skeptical of any person outside HUD. There is no willingness to provide "good customer service." This is coming from someone who has dealt with HUD since 1992, is a DE U/W and has been involved with FHA 203Ks, has been audited by HUD, dealt with numerous Tech Reviews, etc., submitted numerous FHA Case Binders for insuring, etc. My point is that I have dealt with HUD for many years in many different ways and this is my collective analysis.</p>
<p>Good experience overall. Major issue with HUD 184s - Large lenders (such as ...) dropping program due to insufficient staff to guarantee loans/credit program here in ... . Need the investors.</p>
<p>Our biggest complaint is getting information. When we call in, we get transferred from department to department. We never have one person to contact. Not happy with new monthly mortgage insurance premiums. Too high. Low limits on streamlines make it hard to refinance people if they cannot bring money to close. Also net benefit of 5% on payment requirement should be amended to not applicable for no cost loans to borrowers. Also needs to consider new MIP rates being higher.</p>
<p>The only dissatisfaction noted in the report is related to getting questions answered. I have never had a question actually answered by the Resource Center, although I have directed many questions to that area. I believe the Resource Center would be very helpful to anyone with general questions just looking to find specific guidelines. When I have contacted them, it has been about specific mortgagee letters that I have needed additional clarification/interpretation of. Sometimes I email and other times I call. They just cut and paste the section of the mortgagee letter in question. I respond that my question is not answered, repeat the question, and then they escalate my question to underwriting at the Homeownership Center. Once transferred to the Underwriting Department, then I have been able to get answers/clarification. This year there was one instance when I called about problems related to a HUD owned property and I was never able to get an answer. I was transferred numerous times. No names or extensions were given to me each time I was transferred. I was finally transferred to a number that was not answered after 30 rings... . We did have one issue last year when an employee called for clarification on a mortgagee letter. The wrong information was given to this employee. This resulted in issues getting insurance on four loans that closed that month.</p>

**SURVEY QUESTIONNAIRE**



5. Listed below are several different ways to think about **your relationship with HUD/FHA**.

For each item, indicate your level of satisfaction or dissatisfaction at the present point in time. Check "Not Applicable" if the situation does not apply to your company (for example, if you do not currently receive information from HUD).

How satisfied or dissatisfied are you, in general, with...?

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Not applicable	Don't know
a. The <b>quality</b> of the <b>information</b> you currently receive from HUD	<input type="checkbox"/>					
b. The <b>timeliness</b> of the <b>information</b> you currently receive from HUD	<input type="checkbox"/>					
c. The <b>timeliness of decision-making by HUD</b> (such as requests for waivers, rulings, and approvals)	<input type="checkbox"/>					
d. The <b>quality</b> of <b>guidance</b> you currently get from HUD	<input type="checkbox"/>					
e. The <b>consistency</b> of <b>guidance</b> you currently get from HUD	<input type="checkbox"/>					
f. The <b>clarity of HUD rules and requirements</b> that apply to your company; in other words, how easy they are to understand	<input type="checkbox"/>					
g. The <b>responsiveness</b> of the <b>people</b> with whom you currently deal at HUD	<input type="checkbox"/>					
h. The <b>competence</b> of the <b>people</b> with whom you currently deal at HUD	<input type="checkbox"/>					
i. The extent to which <b>HUD employees</b> have the <b>knowledge, skills, and ability</b> to do their work	<input type="checkbox"/>					
j. Your ability to <b>reach</b> the <b>people at HUD</b> whom you need to contact	<input type="checkbox"/>					
k. The <b>time commitment</b> required to <b>comply</b> with HUD <b>reporting</b> requirements (e.g., annual renewal process, FHA Connection)	<input type="checkbox"/>					

6. HUD/FHA provides **training and technical assistance** through different methods. For each method listed below, please indicate how useful or not useful you've found it. Check "Have not used" if you haven't used the method for HUD training or technical assistance.

	Very useful	Somewhat useful	Not too useful	Not useful at all	Have not used	Don't know
a. HUD-sponsored <b>conferences</b>	<input type="checkbox"/>					
b. HUD-sponsored <b>satellite broadcasts</b>	<input type="checkbox"/>					
c. HUD-sponsored <b>training programs</b> conducted by <b>contractors</b>	<input type="checkbox"/>					
d. HUD's/FHA's <b>Webpage</b>	<input type="checkbox"/>					
e. HUD's <b>Webcast training</b>	<input type="checkbox"/>					

7. HUD/FHA has increasingly relied on **electronic transmission** to communicate with its partners. Based on your experience in the past 12 months, please indicate how effective or ineffective each of the following has been as a tool to convey important information to you, such as notices and guidance. Check "Have not used" if HUD hasn't communicated with you this way.

	Very effective	Somewhat effective	Not too effective	Not effective at all	Have not used	Don't know
a. HUD <b>listservs</b> (automated mailing lists of subscribers to which HUD sends <b>e-mail</b> messages)	<input type="checkbox"/>					
b. HUD's <b>Website</b> postings	<input type="checkbox"/>					
c. HUD's <b>E-mail</b> (individual correspondence to or from a HUD employee)	<input type="checkbox"/>					

8. FHA's **Neighborhood Watch Early Warning System** allows FHA-approved lenders to identify and analyze the performance of loans they originate, underwrite, or service. It is intended to highlight exceptions so that potential problems are readily identifiable. How satisfied or dissatisfied are you with each of the following aspects of the Neighborhood Watch Early Warning System?

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Don't know
a. The <b>basic information tools</b> such as "Early Warnings," "Servicing," "Analysis," or "Details"	<input type="checkbox"/>				
b. The " <b>Lender Reporting</b> " element	<input type="checkbox"/>				
c. The " <b>Help/Abort</b> " menu	<input type="checkbox"/>				
d. The " <b>Feedback</b> " feature	<input type="checkbox"/>				

8a. If you are “somewhat dissatisfied” or “very dissatisfied” with any aspect of the Neighborhood Early Watch Warning System, please tell us the reason for your dissatisfaction.

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9. **In general**, how satisfied or dissatisfied are you with the following HUD/FHA systems, considering such things as ease of use, availability of technical assistance, etc.

Very satisfied      Somewhat satisfied      Somewhat dissatisfied      Very dissatisfied      Don't know

- |   |                          |                          |                          |                          |                          |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. The <b>Neighborhood Watch Early Warning System</b>   | <input type="checkbox"/> |
| b. <b>FHA Connection</b> , which provides FHA-approved lenders and business partners with direct, secure, online access to HUD computer systems | <input type="checkbox"/> |

10. FHA maintains a **Resource Center** allowing mortgagees and loan correspondents to **seek information or ask questions** regarding loan products, processing issues, mortgage credit guidelines, property analysis guidelines, use of FHA Connection, etc. The Center can be contacted by telephone or e-mail or searched online (via the Internet).

Are you aware of **the Resource Center**?

- Yes (please go to question 11)     No (please skip to question 12)     Don't know (please skip to question 12)

11. [If yes to question 10]: Overall, how **satisfied or dissatisfied** are you with the **Resource Center**—taking into account such things as the quality of information you received, the responsiveness of staff, the ease or difficulty of reaching the Resource Center, etc.? **If you have not used it in the last year or so, mark “Have not used.”**

Satisfaction or dissatisfaction with the assistance received via:

Very satisfied      Somewhat satisfied      Somewhat dissatisfied      Very dissatisfied      Don't know      Have not used

- |   |                          |                          |                          |                          |                          |                          |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. Telephone “helpline” (1-800-CALL-FHA)                | <input type="checkbox"/> |
| b. E-mail to the Resource Center (info@fhaoutreach.com) | <input type="checkbox"/> |
| c. Internet (fhaoutreach.gov/FHAFAQ)                    | <input type="checkbox"/> |

12. At both the HUD Headquarters and field office levels, FHA regularly conducts **Quality Assurance Monitoring Reviews** that include on-site loan-level examination of lender files as well as assessment of lenders’ compliance with FHA loan origination and servicing requirements. Please indicate how useful or not useful you have found the information you receive from such Quality Assurance Monitoring Reviews.

Very useful      Somewhat useful      Not too useful      Not useful at all      Don't know      Not received monitoring review

12a. If you answered “not too useful” or “not useful at all” to Question 10: Please tell us how Quality Assurance Monitoring Reviews could be made more useful to you.

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13. In addition to the mortgage monitoring conducted by FHA’s Homeownership Centers and other Departmental reviews of insured mortgage operations, FHA conducts **Post Endorsement Technical Reviews** that are intended to provide useful feedback to lenders regarding compliance with FHA requirements. Please indicate how useful or not useful you have found the information you receive from Post Endorsement Technical Reviews.

Very useful      Somewhat useful      Not too useful      Not useful at all      Don't know

13a. If you answered “not too useful” or “not useful at all” to Question 11: Please tell us how Post Endorsement Technical Reviews could be made more useful to you.

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