



# Lender Letter (LL-2020-04)

Updated Mar. 31, 2020

Mar. 23, 2020

## To: All Fannie Mae Single-Family Sellers Impact of COVID-19 on Appraisals

During this COVID-19 national emergency, in many cases lenders are unable to obtain an appraisal based on a full interior and exterior inspection of the subject property. In response, we are allowing temporary flexibilities to our appraisal requirements. We are working closely with Freddie Mac under the guidance of FHFA to offer these temporary measures.

**We are releasing information to our customers as quickly as possible and will update and republish this Lender Letter as new guidance becomes available. We have also published [LL-2020-02, Impact of COVID-19 on Servicing](#), and [LL-2020-03, Impact of COVID-19 on Originations](#), and [Frequently Asked Questions](#).**

Additions to Lender Letter on Mar. 31, 2020

- [Flexibilities for new construction loans](#): adding additional options for documentation including the use of two new certification templates
- [Flexibilities for HomeStyle® Renovation loans](#): providing options for inspection requirements for draws

Lender Letter content provided Mar. 23, 2020

- [Temporary appraisal requirement flexibilities](#): allowing exterior-only inspection appraisals or desktop appraisals **UPDATED Mar. 31, 2020** to remove order of preference for permissible appraisals
- [Desktop appraisals](#): allowing for purchase transactions when an interior and exterior appraisal is not available
- [Exterior-only inspection appraisals](#): allowing for purchase and refinances of Fannie Mae-owned loans
- [Revisions to the scope of work, statements of assumptions and limiting conditions, and appraiser's certifications](#): requiring modified language to be used with exterior-only and desktop appraisals
- [Additional form instructions for appraisals](#): requiring identification of "exterior" or "desktop" on the interior and exterior reports
- [Identification of a Fannie Mae loan](#): reminding lenders about our Loan Lookup tool to identify Fannie Mae-owned loans **NEW Mar. 31, 2020** to include Desktop Underwriter information
- [Appraisal waivers](#): encouraging lenders to accept waiver offers when eligible
- [Delivery requirements](#): changes are not required at this time in Loan Delivery
- [Completion reports \(Form 1004D\)](#): allowing alternatives when a Form 1004D cannot be obtained **UPDATED Mar. 31, 2020** to exclude HomeStyle Renovation loans
- [HomeStyle Renovation and HomeStyle Energy requirements](#): removed and replaced in its entirety by Mar. 31, 2020 version

**Effective:** These temporary flexibilities are effective immediately for all loans in process and remain in place for loans with application dates on or before May 17, 2020.



## Flexibilities for new construction loans

For new construction properties where the appraisal is “subject to completion per plans and specifications,” and also when the property is 100% complete but an interior and exterior inspection appraisal cannot be completed, we will permit a desktop appraisal on the forms identified in the following table. These requirements apply to purchase transactions only and exclude all construction-to-permanent loans.

Property Type	Acceptable Appraisal Form
One-unit property, including a unit in a planned unit development (PUD) or a detached condominium unit	<i>Uniform Residential Appraisal Report (Form 1004)</i>
Condominium unit	<i>Individual Condominium Unit Appraisal Report (Form 1073)</i>
Cooperative unit	<i>Individual Cooperative Interest Appraisal Report (Fannie Mae Form 2090)</i>
Two- to four-unit property	<i>Small Residential Income Property Appraisal Report (Form 1025)</i>
Manufactured home	<i>Manufactured Home Appraisal Report (Form 1004C)</i>

To accommodate the desktop appraisal on the existing Fannie Mae forms, the [revised scope of work, statement of assumptions and limiting conditions, and certifications](#) must accompany the form. Additionally, as noted [below](#), the appraiser must identify a desktop appraisal was performed by populating the *Map Reference* field on the appraisal with “desktop.”

## Documentation requirements for new construction loans

If construction of the property has not yet begun or is partially complete, and the appraisal report will be completed “subject to completion per plans and specifications,” the lender must provide the appraiser with, or ensure that the builder has provided the appraiser with the following:

- Plans and specifications
- Survey and/or plot plan
- Current photos of the subject property
  - If construction has not yet begun, a photograph of the site and down the street in both directions
  - If construction is partially complete, a photograph is required of the following:
    - A front view of the subject property
    - A rear view of the subject property
    - A street scene (i.e., a photograph down the street in both directions)
    - The following interior photos are required when construction is at a stage in which they are available
      - The kitchen of the subject property
      - All bathrooms of the subject property
      - The main living area of the subject property
      - Basement, including all finished rooms
- A copy of the complete, ratified sales contract, and all addenda

If construction of the property is 100% complete, and the appraisal report will be completed “as is,” the lender must provide the appraiser with, or ensure that the builder has provided the appraiser with the following:

- Plans and specifications
- Survey and/or plot plan



- Current photos of the subject property
  - A front view of the subject property
  - A rear view of the subject property
  - A street scene (i.e., a photograph down the street in both directions)
  - The kitchen of the subject property
  - All bathrooms of the subject property
  - The main living area of the subject property
  - Basement, including all finished rooms
- A copy of the complete, ratified sales contract, and all addenda

## Builder certification

The lender must obtain a signed [Builder Certification](#) attesting that the information provided is true and correct. This certification must be included in the loan file.

## Completion reports for new construction properties

For new construction properties where the appraisal report was completed “subject to completion per plans and specifications,” if the lender is unable to obtain a completed *Appraisal Update and/or Completion Report* (Form 1004D) as a result of COVID-19 related issues, we will accept the [Completion of Construction Certification](#).

## Flexibilities for HomeStyle® Renovation loans

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We are providing flexibility for inspection requirements for draws for HomeStyle Renovation loans in process. Effective immediately, we will allow lenders and servicers to use a [Completion of Construction Certification](#) indicating the planned work was completed per the schedule on the renovation or installation contract (in lieu of an inspection) to advance additional renovation funds. This letter must be accompanied by supporting evidence such as photographs, site videos, or other proof of completion, like paid invoices. All evidence, including photographs and site videos, must be of sufficient quality and scope for the lender or servicer to confirm the required work was sufficiently completed as outlined in the renovation contract. All evidence must be maintained in the renovation loan file. Lenders may use this flexibility when they are unable to have an inspector complete the onsite inspection due to COVID-19 related issues.

Additionally, we remind lenders that may be having difficulty having renovation completed within the negotiated timeframe that they can contact Fannie Mae to make alternative arrangements for the completion of the project. We require inspections and other documentation to review and approve requested extensions, but we will work with lenders on a case by case basis to determine appropriate alternatives.

We remind lenders that all HomeStyle Renovation loans require a traditional appraisal during the underwriting process. The desktop and exterior-only appraisal flexibilities described [below](#) may not be used for these loans. We also continue to require lenders obtain an *Appraisal Update and/or Completion Report* (Form 1004D) when the work is completed. The Form 1004D, along with other documentation described in *Selling Guide B5-3.2-01*, HomeStyle Renovation Mortgages, is required to remove recourse from the renovation loan.

Lastly, we understand that some lenders may be experiencing delays in obtaining the final title policy or a title policy update to show the removal of all materialman’s liens. We continue to work on these issues and will provide further guidance at a later date.

## The following content was published Mar. 23, 2020, unless otherwise noted

### Temporary appraisal requirement flexibilities **UPDATED Mar. 31, 2020**

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Effective immediately, we are allowing temporary flexibilities to our appraisal inspection and reporting requirements. As described below, we will accept an alternative to the traditional appraisal required under *Selling Guide* Chapter B4-1, Appraisal



Requirements, when an interior inspection is not feasible because of COVID-19 concerns. We will allow either a desktop appraisal or an exterior-only inspection appraisal in lieu of the interior and exterior inspection appraisal (i.e., traditional appraisal).

If a traditional appraisal is not obtained and there is insufficient information about the property for an appraiser to be able to complete an appraisal assignment with a desktop or exterior-only inspection appraisal, the loan will not be eligible for delivery to us.

Loan purpose	LTV ratio	Occupancy	Ownership of loan being refinanced	Permissible appraisals
Purchase*	Per <i>Eligibility Matrix</i>	Principal residence	N/A	Traditional appraisal Desktop appraisal Exterior-only appraisal
	≤ 85%	Second home Investment		Traditional appraisal Desktop appraisal Exterior-only appraisal
	> 85%	Second home		Traditional appraisal
Limited cash-out refinance	Per <i>Eligibility Matrix</i>	All	Fannie Mae-owned	Traditional appraisal Exterior-only appraisal
Cash-out refinance			Not Fannie Mae-owned	Traditional appraisal
			Fannie Mae or not Fannie Mae-owned	Traditional appraisal

\*Excludes construction-to-permanent loans.

**NOTE:** For all loans with LTV ratios greater than 80%, we require mortgage insurance in accordance with our standard *Selling Guide* policy. Lenders must consult with their mortgage insurance companies to confirm coverage for mortgages using one of the temporary appraisal flexibilities.

## Desktop appraisals

For purchase money transactions when an interior and exterior appraisal is not available, lenders are encouraged to obtain a desktop appraisal rather than an exterior-only appraisal.

The minimum scope of work for a desktop appraisal does not include an inspection of the subject property or comparable sales. The appraiser relies on public records, multiple listing service (MLS) information, and other third-party data sources to identify the property characteristics.

When a desktop appraisal is performed, reported on Form 1004 or Form 1073, and submitted to us through the Uniform Collateral Data Portal® (UCDP®), the appraisal will be scored by Collateral Underwriter® (CU®). All loans with a CU risk score of 2.5 or less will receive value representation and warranty relief under Day 1 Certainty. With desktop appraisals, lenders will have the added risk management and efficiency benefit of being able to use CU to aid in the appraisal review process.

The table below provides the appraisal report form that must be used to complete the desktop appraisal for each property type.

Property Type	Acceptable Appraisal Form
One-unit property, including a unit in a planned unit development (PUD) or a detached condominium unit	<i>Uniform Residential Appraisal Report</i> (Form 1004)
Condominium unit	<i>Individual Condominium Unit Appraisal Report</i> (Form 1073)



<b>Property Type</b>	<b>Acceptable Appraisal Form</b>
Cooperative unit	<i>Individual Cooperative Interest Appraisal Report (Fannie Mae Form 2090)</i>
Two- to four-unit property	<i>Small Residential Income Property Appraisal Report (Form 1025)</i>
Manufactured home	<i>Manufactured Home Appraisal Report (Form 1004C)</i>

As described [below](#), Freddie Mac and Fannie Mae have worked together to develop documents that include modified appraisal report language for the scope of work, statement of assumptions and limiting conditions, and certifications that must be used with these appraisal forms.

### Exhibits for desktop appraisals

Each desktop appraisal report must include the following exhibits:

- a location map indicating the location of the subject and comparables, and
- photographs of the subject property. We recognize that it may be challenging in some instances to obtain photographs; however, it is expected that the appraiser utilizes available means to obtain relevant pictures of the subject property.

### Exterior-only inspection appraisals

An exterior-only inspection appraisal may be obtained in lieu of an interior and exterior inspection appraisal for the following transactions:

- Purchase money loans
- Limited cash-out refinances where the loan being refinanced is owned by Fannie Mae

Lenders will not receive value representation and warranty relief under Day 1 Certainty® for loans with exterior-only appraisals.

The table below shows the appraisal report form that must be used to complete an exterior-only inspection appraisal for each property type. Because there are not appropriate exterior-only appraisal report forms available for two- to four-unit properties and manufactured homes, we will accept an exterior appraisal scope of work completed using the applicable forms listed below.

<b>Property Type</b>	<b>Acceptable Appraisal Form</b>
One-unit property, including a unit in a planned unit development (PUD) or a detached condominium unit	<i>Exterior-Only Inspection Residential Appraisal Report (Form 2055)</i>
Attached condominium unit	<i>Exterior-Only Inspection Individual Condominium Unit Appraisal Report (Form 1075)</i>
Cooperative unit	<i>Exterior-Only Individual Cooperative Interest Appraisal Report (Fannie Mae Form 2095)</i>
Two- to four-unit property	<i>Small Residential Income Property Appraisal Report (Form 1025)</i>
Manufactured home	<i>Manufactured Home Appraisal Report (Form 1004C)</i>



As further described [below](#), Freddie Mac and Fannie Mae have worked together to develop documents that include modified appraisal report language for the scope of work, statement of assumptions and limiting conditions, and certifications that must be used with these appraisal forms.

## Exhibits for exterior-only inspection appraisals

Lenders are reminded that the following exhibits to the appraisal report are required for an exterior-only inspection appraisal:

- a street map that shows the location of the subject property and of all comparable sales that the appraiser used;
- clear, descriptive photographs (either in black and white or color) that show the front of the subject property, and that are appropriately identified (photographs must be originals that are produced either by photography or electronic imaging); and
- any other data—as an attachment or addendum to the appraisal report form—that are necessary to provide an adequately supported opinion of market value.

## Revisions to the scope of work, statements of assumptions and limited conditions, and appraiser’s certification

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We recognize that the existing appraisal report forms do not accommodate the revised scope of work, statement of assumptions and limiting conditions, and certifications for some of the scenarios presented. To accommodate the temporary flexibilities in this Lender Letter, Freddie Mac and Fannie Mae have jointly developed the following documents that include modified language to be used with desktop appraisal reports and exterior-only appraisal reports:

- [Modified Set of Instructions, Scope of Work, Statement of Assumptions and Limiting Conditions, and Certification for Desktop Appraisals](#)
- [Modified Set of Instructions, Scope of Work, Statement of Assumptions and Limiting Conditions, and Certification for Appraisals with Exterior-only Inspection](#)

These documents include modified language for the scope of work, statement of assumptions and limiting conditions, and certifications. It is important to note that certification #10 has been removed in recognition that the appraiser may have relied on information from an interested party to the transaction (borrower, realtor, property contact, etc.) and additional verification may not have been feasible. Appraisal reports submitted to us using the flexibilities provided in this Lender Letter must include these documents with the modified language for scope of work, statement of assumptions and limiting conditions, and certifications.

## Additional form instructions for appraisals

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For a desktop appraisal or an appraisal with an exterior-only inspection that is completed on a form for an interior and exterior inspection as permitted above, the appraisal report must include, in the “Map Reference” field, the corresponding text identifier that reports the type of appraisal completed: “desktop” or “exterior.”

## Identification of a Fannie Mae loan

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Lenders can determine whether the existing loan is a Fannie Mae loan by referencing their own servicing records or by using the [Loan Lookup](#) tool.



## Updates to Desktop Underwriter® (DU®) **NEW Mar. 31, 2020**

DU will be updated in a future release to identify when Fannie Mae owns an existing loan on limited cash-out refinance transactions. For a loan to be identified as an existing Fannie Mae loan, the subject property address and a Social Security number for at least one of the borrowers must match an existing loan in our portfolio.

## Appraisal waivers

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Lenders are encouraged to accept appraisal waiver offers when eligible and provided through DU to address concerns around contact between appraisers and homeowners. Lenders are reminded to submit the case to DU to determine whether an appraisal waiver is offered before ordering an appraisal. We remind lenders that all *Selling Guide* requirements pertaining to appraisal waivers apply (see *Selling Guide* [B4-1.4-10](#), Appraisal Waivers). We are continuing to monitor the impact of COVID-19 and will evaluate additional appraisal waiver flexibilities if the situation warrants such action.

## Delivery requirements

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At this time, lenders are not required to make any changes to the data they submit to Loan Delivery in connection with the flexibilities announced in this Lender Letter. We will assess whether changes will be necessary and will notify lenders if changes are required at a future date.

## Completion reports (Form 1004D) **UPDATED Mar. 31, 2020**

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We require the *Appraisal Update and/or Completion Report* (Form 1004D) to evidence completion when the appraisal report has been completed “subject to.” For all loans for which a completion certification is not available due to issues related to COVID-19, (excluding HomeStyle® Renovation loans), we will permit a letter signed by the borrower confirming that the work was completed. Lenders must also provide further evidence of completion, which may include photographs of the completed work, paid invoices indicating completion, occupancy permits, or other substantially similar documentation. All completion documentation must be retained in the loan file.

Lenders may also contact their Fannie Mae Account Team if they have questions about this Lender Letter.