OMB Number 2900-XXXX Respondent Burden: 15 minutes

Respondent Burden: VA may not conduct, sponsor, or require the respondent to respond to this collection of information unless it displays a valid OMB Control Number. All responses to this collection are voluntary. Public reporting burden for this collection of information is estimated to average 15 minutes per response, including the time necessary for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Failure to furnish the requested information will have no adverse affect on any VA benefits to which you may be entitled.

The information you supply will be confidential and protected by the Privacy Act of 1974 (5 U.S.C. 522a) and the VA's confidentiality statute (38 U.S.C. 5701) as implemented by 38 CFR 1.576. Disclosure of information involves releases of statistical data and other non-identifying data for the improvement of services within the VA benefits processing system and for associated administrative purposes. If you have any comments regarding this burden estimate or any aspect of this collection of information, call 1-800-827-1000 for mailing information on where to send your comments.

### **VA-LGY Appraiser Survey**

#### I. Your Career

- 1. How long have you been an appraiser? (Include your total experience as an appraiser, including both VA and non-VA appraisals).
  - Under 5 years
  - 5-10 years
  - 11-20 years
  - 21-30 years
  - More than 30 years
- 2. Do you work full or part time as an appraiser?
  - Full time (32 or more hours a week)
  - Part time (fewer than 32 hours per week)
- 3. How long have you served on the VA Fee Panel?
  - Under 5 years
  - 5-10 years
  - 11-20 years
  - 21-30 years
  - More than 30 years
- 4. During the past 12 months, how many hours a week, on average, did you work as a <u>VA Fee Panel appraiser?</u>
  - Under 8
  - 9-16
  - 17-24
  - 25-32
  - 33-40
  - Over 40
- 5. Are you also on the FHA Appraisers' Roster?
  - Yes
  - No

## 6. Did you conduct any appraisals in the last 90 days?

- Yes
- No (Go to Q.8)

# 7. What is the mix of your appraisal work?

a. Approximately, what percent of all of your appraisals in the last 90 days were:
(Include both VA and non-VA appraisals.)
• Residential
• Commercial
<ul> <li>b. Approximately, what percent of your appraisals in the last 90 days were:     (Include both VA and non-VA appraisals.)</li> <li>VA</li> <li>FHA</li> <li>Conventional</li> <li>Other (specify)</li> </ul>
c. Approximately, what percent of your appraisals in the last 90 days were for: (Include both VA and non-VA appraisals.)
• Co-ops
• Condos
Single family dwellings
Multi-family dwellings (2-4 units)
Manufactured housing
• Other (specify)
8. What do you charge to appraise each of the following for a conventional loan?
A single family dwelling \$
A 2-4 unit multifamily dwelling \$
• A condo \$
A liquidation or foreclosure \$
9. Are you a veteran?
5. Are you a veterall:
• Yes
• No (Go to Q.11)
10. Have you personally used the VA home loan program?

Yes No

### II. Strengths and Challenges of the VA Appraisal Program

# 11. In your opinion, what are the "top 3" strengths of the VA appraisal program?

Choose your "top three" and rank them from 1 to 3 with 1 as the greatest strength.

- The appraiser is assigned on a rotational basis rather than chosen by the lender
- The VA manual outlines the required policies and procedures
- The fee is known
- VA staff are available to address my questions/concerns
- I experience less pressure from the lender compared to other programs
- VA provides regular feedback on my performance
- The automated systems for appraisal assignment and submission (TAS and E-Appraisal)
- The appraisal required for the VA program is comprehensive
- The VA supports an appraiser's fee collection efforts (when necessary)
- Other (specify) \_\_\_\_\_\_

## 12. In your opinion, what are the "top 3" challenges of the VA appraisal program?

Choose your "top three" and rank them from 1 to 3 with 1 as the greatest weakness.

- Knowing whom to bill
- Getting paid promptly
- Obtaining complete information on the 26-1805
- Gaining access to the property
- Working with lenders who are not well informed about the VA's loan guaranty program
- Traveling extensively to complete some appraisal assignments
- Completing excessive paperwork
- Balancing workload because VA requires Panel member to personally complete all VA assignments
- Keeping up-to-date on VA program changes that affect the appraisal process
- Addressing lenders' Staff Appraisal Reviewers (SARs) concerns about t the property's value
- Obtaining regular Fee Panel Appraisers' Manual updates
- Obtaining regular feedback on your performance
- Dealing with system problems related to VA's TAS and E-Appraisal systems
- Other (specify) \_\_\_\_\_

#### 13. What are your most significant barriers to completing a VA appraisal timely?

Choose your "top three" and rank them from 1 to 3 with 1 as the greatest barrier.

- Obtaining complete information on the 26-1805
- Gaining access to the property
- Working with lenders who are not well informed about the VA's loan guaranty program
- Traveling extensively to complete some appraisal assignments
- Completing excessive paperwork
- Balancing workload because VA requires Panel member to personally complete all VA assignments
- Addressing requests from lenders' Staff Appraisal Reviewers (SARs) for more comparables or questioning the choice of comparables
- Deciding how to value veteran concessions, upgrades, and discounts
- Dealing with problems related to VA's TAS and E-Appraisal systems
- Other (specify) \_\_\_\_\_

14. What	can the	VA do to	improve its	appraisal	program?
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<open-ended item=""></open-ended>		

#### 15. Additional Comments

**Closing:** 

Thank you for your feedback