

“Updating Specially Adapted Housing Records”

1. **Purpose.** The purpose of this circular is to advise Loan Guaranty personnel of the importance of keeping accurate and timely Specially Adapted Housing (SAH) records in The Appraisal System (TAS). In addition, there are also some new requirements for the Loan Guaranty report that tracks seriously injured veterans and servicemembers designated as participants in the Global War On Terrorism (GWOT).

2. **Background**

a. Because the SAH program is high profile at this time, it is vital that the veteran’s record and various reports in the SAH portion of TAS be constantly updated with appropriate dates of actions and explanatory comments. Remote oversight by Regional Loan Center (RLC) management or CO cannot be properly conducted in a timely manner without such updates. CO personnel need to have real time access to all activity regarding SAH grants, and this can only be accomplished through properly updated TAS records.

b. VBA Letter 20-07-21 directed Loan Guaranty personnel to expedite service to GWOT veterans and servicemembers. To ensure this service is being provided and to track the progress of the SAH grant process for these GWOT participants, RLCs have been completing an Excel spreadsheet and submitting a copy of the report to CO each month. The ‘Monthly Tracking of Expedited Service to GWOT Veterans’ report was created due to the inability of TAS to specifically track SAH claims on GWOT veterans or servicemembers. This report requires specific information in a standardized format.

3. **Requirements**

a. TAS is the primary repository used to record dates of actions and commentary regarding the processing of SAH cases. Instructions on proper and timely updating of TAS were provided during SAH training for all SAH personnel in the spring of 2003 and again in the summer of 2006. These instructions are also available in the web-based SAH training module, and have been discussed further during numerous SAH conference calls. Information in TAS must be reliable and current.

b. There are significant changes to the reporting requirements for the monthly GWOT report. While your office will continue to report the initial contact information, some additional reporting requirements are being included. The following list outlines the new requirements.

(1) A column is added to record the “date of last contact” with the GWOT veteran or servicemember. The date in this column should be the same date shown on the ‘SAH Veteran - General Information’ page in the SAH portion of TAS.

(2) A column is added for brief comments/status to indicate current activity, or reason for inactivity, on the case.

(3) A column is added for the Loan Guaranty Officer to certify that this record has been properly updated and coincides with TAS records.

If you have any questions regarding this procedural change, please contact Brian Bixler, Chief, Specially Adapted Housing at 202-461-9546, or Pat Arnold at 202-461-9545.

4. **Station Releases**. Field stations should reproduce this circular for immediate release to program participants in their jurisdiction. Copies of these releases need not be submitted to Central Office.

5 **Rescission**. This circular is automatically rescinded on October 1, 2010.

By Direction of the Under Secretary for Benefits

Judith A. Caden, Director
Loan Guaranty Service

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