

When Should The SAR Contact The VA Fee Appraiser?

During the review of a VA appraisal, the SAR should contact the VA fee appraiser when the VA appraisal report reflects:

1. Significant errors or omissions.
2. Significant discrepancies or inconsistencies.
3. Adjustments to comparable sales that are not understandable and are unexplained.
4. Value that is not supported by the closed comparable sales after adjustments.
5. Appraisal completion exceeding VA timeliness standards without explanation.

The above items are not a complete list of circumstances or situations in which the SAR may need to contact the VA fee appraiser for additional information or documentation.

SAR may contact the fee appraiser by telephone or e-mail. However, E-mail is probably the preferred method of contact. When requested by the SAR, the fee appraiser should provide sufficient information or explanation to adequately address the SAR's concerns. In some cases, appraiser may need to upload a revised or amended VA appraisal report.

VA fee appraisers are expected to treat SARs with respect and courtesy. They should maintain a good working relationship with the SARs and communicate in a professional and cooperative manner. If after repeated attempts, the SAR is unable to reach the fee appraiser or if the appraiser is non-responsive, uncooperative, rude, or verbally abusive, the SAR should contact the (C&V) Construction and Valuation unit at the Regional Loan Center (RLC) of jurisdiction for additional assistance or direction.

Refer to list containing C&V contact information for the respective RLC of jurisdiction.

The SAR should provide comments in WebLGY SAR processing notes to document their contact with the fee appraiser including the matter discussed and any results obtained.

SAR **must** enter comments in WebLGY processing notes to explain any delays that were encountered, which prevented the NOV being issued in a timely manner (5 working days).