

Multifamily Selling and Servicing Guide

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Section 502 Property Inspections

502.01 Forms

✓ Requirements

For all Property inspections, you must use

- the MBA Standard Inspection Form, or
- if a Catastrophic Event has occurred, the Multifamily Catastrophic Loss Inspection form (Form 4261).

For a Green Rewards Mortgage Loan, you must also submit the Green Rewards Verification Inspection Form (Form 4221) per Part V, Chapter 4: Asset Management: Loan Document Administration, Section 408.03I: Green Rewards Efficiency Measure Verification.

Operating Procedures

On the MBA Standard Inspection Form, you must:

- 1. Select the "Fannie Mae Inspection" option on the Tools tab.
- 2. Complete the tabs per the following table.

Tab to be Completed	Additional Tab Requirements
General Information	Include the inspector's first and last name.
Physical Condition & Deferred Maintenance	
Photos	Ensure photos of surrounding neighborhoods are included in addition to the minimum interiorand exterior photo requirements per Part V, Chapter 5: Surveillance, Section 502.03: Property Inspection Protocol.



Tab to be Completed	Additional Tab Requirements
Rent Roll	 Ensure the rent roll is: obtained during the site inspection; and retained in your Servicing File and available to Fannie Mae upon request.
Management Interview	
Multifamily	
Fannie Mae Assessment Addendum	 Ensure all Seller/ Servicer Certification information is completed, and reviewed and certified by someone other than the actual inspector.
Senior Supplement	Required only for a Seniors Housing Property.

3. Assign an overall rating per the MBA Rating Scale Definitions.

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502.02 Property Condition Concerns





If the Property has	You must
 an inspection rating of 4 or 5 per the Fannie Mae Assessment Addendum tab of the MBA Standard Inspection Form; incomplete repairs per the specified timing in the Loan Documents; significant deferred maintenance; or non-significant deferred maintenance that was not corrected within 12 months after notifying the Borrower. 	 Inform Multifamily Inspections and Multifamily Loss Mitigation: promptly after receiving notice of any Life Safety Issues per Part V, Chapter 5: Surveillance, Section 502.06F: Life Safety Issues; or otherwise within 10 Business Days after Reinstate any suspended Completion/Repair Escrow or Replacement Reserve if the Property inspection rating is 4 or 5, unless the rating resulted from a casualty loss (see Part V, Chapter 5: Surveillance, Section 502.06E: Collateral Analysis). Inspect the Property as necessary to ensure the Borrower resolves any deferred maintenance. Regardless of whether the Mortgage Loan is on a Watchlist, submit a request to Multifamily Loss Mitigation before ordering a PCA (excluding regularly-scheduled PCAs required per the Loan Documents). Identify the appropriate Fannie Mae risk rating per
	Part VI, Chapter 1: Watchlist Management.

Property Inspection Protocol 502.03



Guidance

Property inspection frequency is based on

- the current Fannie Mae risk rating,
- the Mortgage Loan amount at the Mortgage Loan Origination Date, and
- a full inspection (unless otherwise noted) of the specified percentage of units per the Property Inspection Protocol table criteria, but not:
 - less than the specified minimum; and
 - more than the specified maximum.

If the scheduled inspection due date is within 6 months of the Maturity Date, the MAMP inspection due date will be set to 6 months before the Maturity



Date.

% Operating Procedures

You must complete:

- a post-origination Property inspection within 12 months; and
- additional Property inspections per the Inspection Frequency column in the following table.

Property Inspection Protocol							
If the original Mo	If the original Mortgage Loan Amount is greater than \$30 million						
	Fannie Mae	Inspection	U	mber of nits to spect	Minimum # of Photos Total		
Туре	Risk Rating	Frequency	%	Min/Max	(Interior/Exterior)	Inspector	
All Mortgage Loans	• Pass, • Pass- Watch, or • Special Mention	Annual	5%	5/15	20 (5/15)	• Third- Party, or • In-House	
	Substandard	Annual	10%	10/20	20 (5/15)	In-House Only	

If the original Mortgage Loan Amount is greater than \$6 million and less than or equal to \$30 million...

NOTE: DSCR is per the most recent annual financial statement submitted to Fannie Mae.

	Fannie Mae	Inspection	U	mber of nits to spect	Minimum # of Photos Total	
Туре	Risk Rating	Frequency	%	Min/Max	(Interior/Exterior)	Inspector
Most Recent Inspection rating of 4 or 5	All Ratings	Annual	10%	10/20	20 (5/15)	In-House Only
• Seniors Housing, or • Rent- Stabilized	• Pass, • Pass- Watch, or • Special Mention	Annual	5%	5/15	20 (5/15)	• Third- Party, or • In-House
	Substandard	Annual	10%	10/20	20 (5/15)	In-House Only



Property Inspection Protocol						
Maturing	All Ratings	Within 12 months before Maturity Date	Per a	Per applicable Mortgage Loan type.		
All Others	• Pass, Pass-Watch, or Special Mention; and • DSCR ≥ 1.35, or Co- op DSCR ≥ 1.00.	• Every 2 years; or • Annual if required annual Operating Statement not received.	5%	5/15	20 (5/15)	• Third- Party, or • In-House
	• Pass, Pass-Watch, or Special Mention; and • DSCR < 1.35, or Co- op DSCR < 1.00.	Annual	5%	5/15	20 (5/15)	• Third- Party, or • In-House
	Substandard	Annual	10%	10/20	20 (5/15)	In-House Only
If the original Mo	ortgage Loan A	mount is \$6 r	million	or less		
NOTE: If the Pro	perty has 10 u	nits or less, a	at least	t 2 units m	ust be inspected.	
	Facility Man		U	mber of nits to spect	Minimum # of Photos	
Туре	Fannie Mae Risk Rating	Inspection Frequency	%	Min/Max	Total (Interior/Exterior)	Inspector
Most Recent Inspection rating of 4 or 5 (unless Delivered Mortgage Loan Amount was less than	All Ratings	Annual	10%	10/20	20 (5/15)	In-House Only

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\$750,000)



	Property Inspection Protocol						
• Seniors Housing, or • Rent- Stabilized	• Pass, • Pass Watch, or • Special Mention	Annual	5%	5/15	20 (5/15)	• Third- Party, or • In-House	
	Substandard	Annual	10%	10/20	20 (5/15)	In-House Only	
Maturing	All Ratings	Within 12 months before Maturity Date	Per applicable Mortgage Loan type.			Э.	
All Others	• Pass, Pass-Watch, or Special Mention; and • Delivered Mortgage Loan Amount < \$750,000.	Walk Around every 5 years	N/A	N/A	15 (exterior photos only)	• Third- Party, or • In-House	
	• Pass, Pass-Watch, or Special Mention; and • Delivered Mortgage Loan Amount ≥ \$750,000.	Every 2 years	5%	2/5	15 (5/10)	• Third- Party, or • In-House	
	Substandard	Annual	10%	2/5	15 (5/10)	In-House Only	

502.04 Scheduling and Submissions

502.04A Scheduling

> Operating Procedures

You must:

- ensure Property inspections are performed per Part V, Chapter 5: Surveillance, Section 502.03: Property Inspection Protocol; and
- allow enough time to submit the Property inspection form by the MAMP



submission due date.

Guidance

For scheduling efficiency, you may request 1 automatic extension for up to 60 days after the submission due date if:

- you request it before the original submission due date using the "Modification Request" tab within the MAMP;
- the Fannie Mae risk rating is not Substandard;
- the most recent Property inspection rating is:
 - 1 or 2; or
 - 3 if the inspection is less than 1 year old; and
- the extended MAMP submission due date is at least 6 months before the Maturity Date.

502.04B Submissions

Operating Procedures

You must:

- Submit via the MAMP:
 - the origination inspection form:
 - within 45 days after Fannie Mae purchases the Mortgage Loan and loads it into the MAMP; and
 - no later than the MAMP submission due date; and
 - each subsequent inspection form:
 - within 60 days after the Property inspection date; and
 - no later than the MAMP submission due date.
- Timely resolve all issues Fannie Mae identifies.

Guidance

See the MAMP User Guide for Property inspection form submission information.

If the Property inspection is inadequate, Fannie Mae may require you to



obtain a new inspection at your expense.

502.05 Property Inspectors

502.05A Qualifications

Requirements

You must ensure any inspector:

- Meets 1 of the following:
 - 1. Is certified by the:
 - Real Estate Assessment Center for HUD as a Certified Home Inspector;
 - American Society of Home Inspectors (ASHI); or
 - International Association of Certified Home Inspectors (InterNACHI).

2. Is a:

- state-certified home inspector;
- registered architect; or
- civil engineer.
- **3.** Successfully completed other acceptable training, including the MBA's School of Multifamily Property Inspections.
- Has the following minimum experience:

Туре	Minimum Inspection Experience
Senior Housing Mortgage Loans	10 seniors housing property inspections
Substandard Fannie Mae Risk Rating	25 multifamily property inspections
All Others	10 multifamily property inspections

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502.05B Third Parties

✓ Requirements

Any third-party inspector must:

- have no financial interest in the inspected Property;
- have experience in the Property's market; and



not reassign responsibility to another Person without your approval.



Fannie Mae reserves the right, in its sole discretion, to notify you that a third-party inspector or inspection firm is unacceptable.

502.06 Content

502.06A Unit Selection

% Operating Procedures

When selecting units:

- The inspector, not the Property manager, must select and inspect the interior of:
 - all "down" units (i.e., units that cannot currently be rented in the normal course of business);
 - at least the minimum, but no more than the maximum, number of occupied and vacant units per Part V, Chapter 5: Surveillance, Section 502.03: Property Inspection Protocol; and
 - units where at least:
 - 50% are vacant (if existing); and
 - 2 are occupied.
- If substantial physical concerns exist, the inspector may inspect more than the maximum number of units per Part V, Chapter 5: Surveillance, Section 502.03: Property Inspection Protocol.
- If a Property has Non-Contiguous Parcels or scattered sites, on each parcel or site:
 - inspect all buildings;
 - allocate the number of units to inspect in the same proportion as the total Property units; and

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randomly select the units to be inspected.

502.06B Photos

Operating Procedures



You must submit at least the minimum number of photos per Part V, Chapter 5: Surveillance, Section 502.03: Property Inspection Protocol with the Property inspection form. The photos must include views and captions of the Property's

- signage,
- frontage,
- site office and clubhouse (if applicable),
- amenities.
- typical building front,
- apartment interior,
- major building systems,
- deferred maintenance and life safety items,
- extraordinary repair or capital expenditure items, and
- all critical or substantial issues per the inspection report.

502.06C Interviews



Except for walk-around inspections, you must interview the Property manager and other on-site staff to:

- ascertain the Property's condition and performance; and
- confirm all life safety and deferred maintenance items per the most recent Property inspection were corrected.

502.06D Market Analysis

Operating Procedures

You must evaluate:

the Property's neighborhood, submarket, and market to determine material shifts in economic and real estate conditions; and

- competitive properties to determine any changes in the Property's competitive position since
 - initial underwriting, or
 - the most recent Property inspection.



502.06E Collateral Analysis

> Operating Procedures

If the Property needs repairs or maintenance:

Ston	Activity	Vou must
Step	Activity	You must
1	Notify Borrower	 Within 45 days after the inspection date, identify the repair or maintenance issues, include any photos, and direct the Borrower to timely complete the work. • Use Form 4830 if the Property inspection rating is 3, 4, or 5.
2	Follow Up	 Follow up to ensure the Borrower responded and the work was successfully completed. If not: notify the Borrower; notify Multifamily Inspections; and include your resolution recommendation. Use Form 4831 or Form 4832 if the Property inspection rating is 3, 4, or 5.
3	Set Rating	Set the Property inspection overall rating to 4 (or 5 depending on the severity or other existing issues) if: • 10% or more of the units are down for any reason; or • there is casualty damage equal to - 25% of the current UPB, or - \$1 million.

Guidance

Setting the Property inspection rating to 4 or 5 does not:

- add the Mortgage Loan to Fannie Mae's Watchlist;
- require an Action Plan; or
- require Replacement Reserves reinstatement if the rating is the result of a casualty loss unless you



- identify other performance issues that increase credit risk, or
- expect insufficient funds or insurance proceeds to restore the Property to its original condition.

502.06F Life Safety Issues

✓ Requirements

If a third-party inspector identifies any Property issues that would be rated 3, 4, or 5 per the "Life Safety" section of the Fannie Mae Assessment Addendum of the MBA Standard Inspection Form, the inspector must notify you within 3 Business Days after completing the inspection.

502.07 Quality Control

502.07A Program

✓ Requirements

You must:

- Have a quality control program to annually review the Property inspections performed by third-party inspectors.
- Ensure every Property inspection complies with Fannie Mae's requirements before submission.
- Show evidence and results of your quality control program if requested.

502.07B Inspection Form Retention

Operating Procedures

You must

- retain all Property inspection forms in your Servicing File for at least 2 inspection cycles, and
- submit them upon request.

502.07C Additional Inspections and Fees



Property inspections are a regular asset management responsibility, and additional Property inspections may be required if circumstances warrant.

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You may charge the Borrower a reasonable Property inspection fee if it is

permitted per the Loan Documents or other written Borrower agreement, and

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not prohibited by Fannie Mae.



Glossary

A

Action Plan

Your report analyzing

- the Mortgage Loan and Property issues,
- your resolution strategy, and
- related actions and outcomes.

Synonyms

Action Plans

B

Borrower

Person who is the obligor per the Note.

Synonyms

- Borrowers
- · Borrower's

C

Catastrophic Event

Natural or man-made hazard resulting in an event of substantial extent causing

- significant physical damage or destruction,
- · loss of life, or
- drastic change to the natural environment, such as
 - earthquake,
 - flood.
 - terrorist attack, or
 - windstorm.

Synonyms

Catastrophic Events

Collateral

Property, Personal Property, or other property securing a Mortgage Loan.



Completion/Repair Escrow

Custodial Account funded on the Mortgage Loan Origination Date for Completion/Repairs or capital improvements per the Loan Documents.

D

Delivered Mortgage Loan Amount UPB of a Mortgage Loan when it is purchased by Fannie Mae.

G

Green Rewards Mortgage Loan Mortgage Loan secured by a Property where the Borrower agrees to undertake 1 or more Energy- and Water-Efficiency Measures that comply with Part III, Chapter 4: Green Mortgage Loans, Section 403: Green Rewards Mortgage Loans.

Synonyms

- Green Rewards Mortgage Loans
- Green Rewards

Green Rewards Verification

Green Rewards Mortgage Loan Property inspection ensuring all Efficiency Measures were correctly installed.

Guide

Multifamily Selling and Servicing Guide controlling all Lender and Servicer requirements unless a Lender Contract specifies otherwise.

Synonyms

• DUS Guide

\mathbf{H}

HUD

U.S. Department of Housing and Urban Development

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Synonyms

• HUD's

L



Loan Documents

All Fannie Mae-approved documents evidencing, securing, or guaranteeing the Mortgage Loan.

Synonyms

- Loan Document
- Mortgage Loan Document
- Mortgage Loan Documents

M

MAMP

Multifamily Asset Management Portal used to submit

- Property inspections,
- operating statements,
- requested modifications,
- · asset management reports, and
- data corrections for loan or property attributes.

Synonyms

- Multifamily Asset Management Portal
- MAMP's

Maturity Date

Date all Mortgage Loan amounts become fully due and payable per the Loan Documents.

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Synonyms

Maturity Dates

MBA

Mortgage Bankers Association

Synonyms

• MBA's



Mortgage Loan

Mortgage debt obligation evidenced, or when made will be evidenced, by

- the Loan Documents, or
- a mortgage debt obligation with a Fannie Mae credit enhancement.

Synonyms

- Mortgage Loans
- Mortgage Loan's

Mortgage Loan Origination Date

Date you fund a Mortgage Loan to the Borrower.

Synonyms

- Mortgage Loan's Origination Date
- Origination Date

Multifamily Inspections

Team that can be contacted at mf inspections@fanniemae.com.

Multifamily Loss Mitigation

Team that can be contacted at lm watch@fanniemae.com.

N

Non-Contiguous Parcels

Multiple parcels of land securing a Mortgage Loan that do not share common boundaries or that are separated by dedicated or private streets that are major arterials.

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Synonyms

Non-Contiguous Parcel

P



Person

Legal person, including an

- individual,
- estate,
- trust,
- corporation,
- · partnership,
- · limited liability company,
- financial institution,
- joint venture,
- · association, or
- other organization or entity (whether governmental or private).

Synonyms

- Persons
- Person's

Property

Multifamily residential real estate securing the Mortgage Loan, including the

- fee simple or Leasehold interest,
- Improvements, and
- personal property (per the Uniform Commercial Code).

Synonyms

- Properties
- Property's

R

Replacement Reserve

Custodial Account the Borrower funds during the Mortgage Loan term for Replacements.

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Synonyms

Replacement Reserves

S



Seniors Housing Property

Multifamily residential rental property with any combination of Independent Living, Assisted Living, Alzheimer's/Dementia Care, or Skilled Nursing units.

Synonyms

- Seniors Housing
- Seniors Housing Properties

Servicer

Primary Person servicing the Mortgage Loan, including

- the originator,
- seller, or
- a third party.

Synonyms

- Servicers
- Servicer's

Servicing File

Your file for each Mortgage Loan serviced.

Synonyms

Servicing Files

U

UPB

Unpaid Principal Balance

Synonyms

• UPBs



Watchlist

The risk rating classification if you or Fannie Mae determine the Mortgage Loan has heightened credit risk.