

# Multifamily Selling and Servicing Guide

Effective as of November 4, 2025

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## **503.01** Reporting

#### ✓ Requirements

You must submit quarterly and annual Financial Analysis of Operations reports (Form 4254 or Form 4254.Seniors) for each Property.

## **>** Operating Procedures

You must submit all Financial Analysis of Operations reports via the MAMP. To ensure the operating statements are complete:

Item	Activity	You must
1	Verify	Verify the operating statements reflect the Property's actual physical occupancy based on the most recent quarter-end rent roll.
2	Provide	Provide actual expenses, normalizing  • for seasonal variations, and • certain expenses including, but not limited to, - real estate taxes, - property casualty insurance, - Replacement Reserves, and - property management fees.



Item	Activity	You must
3	Comment	Comment if:
		<ul> <li>the Mortgage Loan is on Fannie Mae's Watchlist; or</li> <li>per Form 4254.DEF there is a 20% or greater variance, either higher or lower, from the same reporting period in the prior year for <ul> <li>Effective Gross Income,</li> <li>Total Operating Expenses,</li> <li>Capital Expenditures, or</li> <li>Debt Service Coverage.</li> </ul> </li> </ul>
		Comments should:
		<ul> <li>describe: <ul> <li>the situation and the variance's root cause;</li> <li>risk changes or trends;</li> <li>any Property management changes;</li> <li>the Borrower/Property manager's plan to improve cash flow if the Property is <ul> <li>on the Watchlist, or</li> <li>not performing as expected per original underwriting; and</li> </ul> </li> <li>the overall <ul> <li>payment history,</li> <li>debt service adjustments,</li> <li>Property performance, or</li> </ul> </li> </ul></li></ul>
		significant financial changes; and
		<ul> <li>include:         <ul> <li>available market data, noting</li> <li>concerns or improvements, and</li> <li>Property performance relative to competition;</li> </ul> </li> </ul>
		- normalization/annualization adjustments; and - applicable hedge data for rate cap income and/or escrow payments.
4	Resolve	Timely resolve any quality control issues.



# **Glossary**

#### B

Borrower

Person who is the obligor per the Note.

#### **Synonyms**

- Borrowers
- · Borrower's

#### E

Effective Gross Income

On an annual basis or any specified period, the total of Net Rental Income plus other income per Part II, Chapter 2: Valuation and Income, Section 203: Income Analysis and the applicable products and features in Part III.

#### **Synonyms**

• EGI

#### 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.

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### **Synonyms**

- Multifamily Asset Management Portal
- MAMP'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

P

**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

W

Watchlist

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