

May 8, 2002

C&V MEMO 02-04 Correction

To: Fee Appraisers

SUBJ: Liquidation Appraisal Procedures

1. It has come to our attention that previous instructions for contacting the VA Loan Administration Section in order to obtain a vet phone number are not working properly. Thanks to those panel members reporting this problem.
2. Please replace the relevant portions of C&V MEMO 02-04, paragraph 5 with the following: Contact our Loan Administration Section at **1-(888) 232-2571**. Select option 4 (which means **just punch number 4**-you don't have to listen to the message), **then punch number 1** (indicating you know the VA case no.), **then insert the last two digits of the VA case number followed by the pound key (#)**. This will direct your call to the assigned VA Representative (or voicemail). If the phone number is available to our staff, you should receive a call back very soon.
3. Sorry about the confusion. We cannot test many of these procedures internally because of our complicated phone system, something that works internally sometimes doesn't work from the outside. But it is gratifying to see that some of you are following our instructions, even if wrong.
4. It has also come to our attention that paragraph 4 was confusing to some panel members. Our intention is not to limit your ability to collect, but provide you with an additional tool for collection. This memo was limited to our staff and the appraiser panel. VA Central Office is responsible for national policy, and our efforts to assist the panel in collections have been reversed previously in order to maintain national consistency, or to promote program participation (primarily through lenders). You were informed previously that we were exploring improved methods, and VA Central Office is involved.
5. We do not intend to respond to everything we hear or read concerning a need for policy revisions, although we will monitor comments to the extent possible for potential ideas. Formulating policy which affects thousands of VA program participants in complex ways was difficult prior to regionalization, and is much more difficult now. We have very limited staff (three staff appraisers in Houston), need to coordinate most policy matters through VA Central Office and others, and will be busy putting out fires until help arrives. We hope to enact procedures which will improve policy consistency throughout the region in our next seminars, which should be held this fall or winter.
6. Some revisions will occur in the interim. In the meantime, you are responsible for the outstanding instructions of the relevant VARO (even though we may not be aware of some), unless revised by a Houston RLC C&V MEMO. Thanks.

WILLIAM D. NEWTON
Valuation Officer