



July 5, 2017

## Fannie Mae/ World App Memo's

- DELINQUENCY INTERVIEWS
- BPOS
- APPRAISALS
- PROPERTY PRESERVATION
- PROPERTY REHABILITATION
- EVICTION SERVICES
- PROPERTY RISK MANAGEMENT
- VACANT PROPERTY REGISTRATIONS
- THIRD PARTY QUALITY REVIEWS
- UTILITIES

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Attention all inspectors:

We just had our first meeting with Fannie Mae and there are some issues they brought to our attention:

- You **MUST** use the World app to complete all inspections in the field, you are not allowed to do the inspections on a 3<sup>rd</sup> party service and transfer the results on to world app. If you are unable to use the app in the field at the house you must reject this inspection, you will not be paid for it unless completed on world app.
- The 1<sup>st</sup> question on the form asks “Are you able to access the house” This meaning are you able to get to the house (see the house). There is another question that pertains to the no access to interior.
- “Is there a Homepath.com rider present”, this is on the for sale sign not a posting in the window.
- “Do you have interior access” if this is no for any reason you must take photos of the reason in the addition photos section. (Ex. No lockbox on door we must have photos of all door knobs and meters showing no lockbox, code incorrect, we must have photos showing the code on the lockbox tried...)
- “Is there a structure” This meaning is there any structure on the property (ex. House, shed, garage), if there is no structure that means this is vacant land
- “Air Fresheners present” Please take a photo of the freshener with the date visible
- “Interior and Exterior Deficiencies” You **MUST** take photos in this area if there are any deficiencies, these photos are not allowed in the addition photos, they must be in the correct category with the correct photo. This is very important to Fannie Mae so they get these items taken care of.
- **If for any reason these inspections are rejected on World app you must correct the items ASAP and return to us for payment. If we do not receive the corrected inspection you will not be paid for the inspection.**

Please let me know if you have any questions or need any additional training.

Thanks,  
Jenny Smith  
X-112

*Our service makes the difference*