

Chief Appraiser Survey 2012

1. 2012 Chief Appraiser Survey

I appreciate your time in completing this survey. Only Lender/CRN members have been invited to complete this survey.

The results of this survey will be invaluable information to help shape the future of the appraisal profession. All responses are held in the strictest of confidence and are aggregated in the survey results. Ample opportunity is afforded to you to provide a narrative response to each question.

The intent is that your peers, appraisers, regulators, legislators and vendors will use the results of the survey to respond to the needs of the appraisal community. Your insight and candor is appreciated.

Thank you,

Joan Trice

1. Name

2. Title

3. Institution

4. Email Address

2. Hot Buttons

Chief Appraiser Survey 2012

5. What do you consider to be the most pressing issues facing the appraisal profession today?

	Most Critical	Important, but not critical	Moderately important	Will require attention, eventually	Not Important
Appraiser Independence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appraisal Fraud	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Competency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AMCs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AVMs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BPOs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
State Appraisal Board Enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reasonable & Customary fees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regulatory Changes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improper Mentoring and Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

6. Do you believe we need to Reengineer the Appraisal Process?

- Yes
 No

Comments

7. What are the biggest challenges facing chief appraisers?

8. What do you think should become of the GSEs? What do you believe the secondary market should look like?

3. Regulatory Environment

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9. How do you think HVCC impacted the appraisal industry?

- Very Positive
- Positive
- No effect
- Negative
- Very Negative

Comments

10. Has your valuation organization been reviewed by a regulatory authority in the 12 months?

- Yes, with positive results
- Yes, with recommendations for improvement
- No, no visit from the regulator in the past 12 months

If improvements were recommended, what areas?

11. How would you improve the appraisal regulatory structure?

12. How will Dodd Frank change the way you manage the appraisal process going forward?

13. How will Interagency Guidelines affect the way you do business going forward?

14. How will you address "reasonable & customary" fees? Set fees based upon:

- Will rely on my AMCs to manage properly
- Will set fees internally based upon VA schedule solely
- Will set fees internally based upon a combo of fee surveys, academic studies, VA, and our own internal historic schedules

Other (please specify)

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15. Do you feel there remains a problem with appraiser independence?

16. Do you believe that your institution has created the proper firewalls to ensure independence?

- Yes
 No

Other (please specify)

17. To whom does your appraisal dept report?

- Loan Production
 Credit Risk
 Legal/Compliance
 Other

Other (please specify)

18. Do you think your organization has adequately communicated policies, procedures and guidelines to your appraisal vendors?

- Yes
 No

If Yes, How. If No, Why?

4. Appraisal Quality

19. How do you audit appraisal quality?

- Licensed appraisers on staff
 Licensed appraisers used on a contract basis
 Non-licensed analysts on staff
 Rely on vendor for appraisal quality

Other (please specify)

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20. What is the cost of your review function on a per file basis?

21. How many files can a review appraiser handle in a day?

22. What is the cost, per file, to manage the entire appraisal process?

23. What is the most common appraisal quality issue?

- USPAP Compliance
- Compliance with lender guidelines
- Unsupported Value Conclusion
- Inadequate Comparable Selection
- Inaccurate data on the report
- Other

Comments

24. Has appraisal fraud increased or decreased?

- Increased
- Decreased

25. How has overall appraisal quality changed over the past 12 months?

- Declining
- Stable
- Improving

Comments;

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26. Which choice(s) best represents your plan to improve appraisal quality in the next 12 months?

- Additional review functions
- More due diligence on fee panel
- Require competency exams
- Work with or change AMC's
- Bring more functions in house
- Employ more technology tools
- No changes
- Other

Comments

5. Organizational Environment

27. How has your organization changed over the past 12 months?

- Reduced Staff
- Reduced Fee Panel
- Increased Staff
- Increased Fee Panel

Other (please specify)

28. What change do you anticipate for your organization over the next 12 months?

- Reduce Staff
- Reduce Fee Panel
- Increase Staff
- Increase Fee Panel
- No changes

Comments

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29. Please indicate the typical compensation range for a comparable position within your organization;

	\$150,000 - \$200,000	\$125,000 - \$150,000	\$100,000 - \$125,000	\$90,000 - \$100,000	\$70,000 - \$90,000	\$50,000 - \$70,000	Less than \$50,000
Valuation organization executive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chief Appraiser	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appraisal Manager (Manages managers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appraisal Manager (Manages Staff)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appraisal Reviewer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appraiser	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comments	<input type="text"/>						

6. Valuation Products

30. Approximately what percentage of your organization's valuation product volume in 2011 was?

Desktop	<input type="text"/>
BPO	<input type="text"/>
AVM	<input type="text"/>
AAVM	<input type="text"/>
Drive-by	<input type="text"/>
Full appraisal	<input type="text"/>
Other	<input type="text"/>

31. Approximately what percentage of your organization's valuation product volume in 2012 will be?

Desktop	<input type="text"/>
BPO	<input type="text"/>
AVM	<input type="text"/>
AAVM	<input type="text"/>
Drive-by	<input type="text"/>
Full appraisal	<input type="text"/>
Other	<input type="text"/>

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32. Does your organization currently have a formal process for testing and evaluating AVM performance?

- Internal testing
- External testing
- Both external and internal
- Don't test and don't plan to
- Don't test but need to start

Other (please specify)

33. Does your institution plan to use IVMs(interactive valuation models) in the future?

- Yes
- No

Other (please specify)

34. Do you plan on changing your usage of BPOs?

- Yes
- No
- I don't use BPOs

Explain

7. AMC's

35. How does your organization procure appraisal services?

- Staff Appraisers
- AMCs
- Internal Dept using fee appraisers
- Other

Other (please specify)

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36. How do you rank, review and audit your AMCs?

- I don't use AMCs
- Policy & Process Audits
- Random file review
- Review of panel mgmt stds
- Reps & Warrants review
- Scorecards for quality and service
- Review of fees paid to the appraisers

Other (please specify)

37. Will you be changing your AMC relationships this year?

- Don't use them
- Plan on renegotiating contracts
- Will continue to use but will perform added due diligence
- Will rely on them more
- Plan to phase them out

Comments

38. What do you believe to be a fair and reasonable fee, per file, for the services of an AMC?

39. If you use an AMC over the past 12 months, how has the cost of your appraisal services changed?

- Increased
- Decreased
- No significant change

Comments

8. Appraisal Department

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40. Does your institution manage a fee panel?

- Approved list
- Do not use list
- Both Approved and do not use lists
- Don't manage a list
- Rely on AMC for appraiser selection

Other (please specify)

41. Do you have an appeal process for appraisers after placement on your Exclusionary list?

- Yes
- No
- NA, we don't have exclusionary lists

Other (please specify)

42. Do you have a Reconsideration of Value(ROV) policy?

- Yes
- No

Other (please specify)

43. Rate what you believe is the highest to lowest fraud issue (1 is highest 6 is lowest)

	One	Two	Three	Four	Five	Six
Appraiser identity theft	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inspection issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Illegal flipping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value manipulation (changing values)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value pressure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Short sale fraud	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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44. What is the approximate dollar value of fraud in your organization?

- Don't have a number but is significant
- Have a number but it is not significant
- Please enter approximate amount

45. How many appraiser complaints did you file with State Appraisal Boards last year?

46. With mandatory reporting how many complaints do you anticipate for 2012?

47. Do you use collateral scoring with any valuation products?

- Internal model
- Vendor model
- None

Please comment on how they are working

48. If we were to invest in technology this year, it would be to (check all that apply)

- a. Improve quality and value accuracy in the field
- b. Improve thoroughness of the collateral valuation report
- c. MLS data and ability to view all market transactions
- d. Reduce the time it takes to produce an appraisal
- e. Better review tools
- f. Replace old or outdated technology
- g. To incorporate IVMs
- h. I will not invest in any technology this year even if I could achieve any of the above

Other (please specify)

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49. What is the single biggest challenge to your appraisal dept in the coming months?

50. Anything we forgot to ask and you would like to comment on?