

PROCESS IMPROVEMENTS  
APPRAISAL AND MARKET STUDY  
FOR CHFA MORTGAGED FINANCED  
TRANSACTIONS FOR 2022



# *Goals/Objectives*

- 2020 Strategic Plan Goal 7
  - Simplify and clarify CHFA and DOH administrative process to ensure timely and appropriate response to stakeholder needs

## *Process Improvements*

- Assignment of Underwriter prior to submission of the ConApp
- Appraisal and Market Study fees to be paid by Applicant when ConApp is submitted
- Special consideration for non-profit mortgagors
- Kick-off promptly follow receipt of complete ConApp followed by regularly scheduled progress calls

## *Process Improvements*

- Reports ordered within two weeks of Kick-off calls
- CHFA grant appraiser access to materials in the ShareFile to expedite processing
- Process improvements changes will lead to time savings, improved communication and coordination

# Stay Tuned

## Additional Process Improvement changes are coming!