



WALKER & DUNLOP

**MANAGING TIMEFRAMES & WORKLOADS IN A REMOTE
WORKING ENVIRONMENT**

2021 SMAC Conference

Moderator: Ken Buchanan, Director of FHA Underwriting and Closing – Walker & Dunlop, LLC

GUEST PANELISTS

Lee A. Allen

Branch Chief, Underwriting

Southeast Multifamily Regional Center - Jacksonville

U.S. Department of Housing and Urban Development

Jonathan A. Mosley

Branch Chief, Underwriting

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U.S. Department of Housing and Urban Development

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CONCEPT MEETINGS

SE REGION CONCEPT MEETING COORDINATORS

Atlanta:

Sheri Lohman

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Jacksonville:

Thelma Robinson

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CONCEPT MEETINGS

Timing

- Address all concept meeting responses within 5 business days
- Typically, 2-3 weeks out for scheduling
- Desk reviews being completed and sent to lender? Yes.

Coordinators

- SE Atlanta and Jacksonville

223(f)s

- Ask Lenders to request only if necessary
- Desk Review

Examples of Issues

- On – site parking issues should be addressed at Concept Stage
- Others?

CONTINUOUS IMPROVEMENT

CONTINUOUS IMPROVEMENT

> Communication

- Better and regular communication between HUD and Lender
- HUD focused on customer service piece



> Implementation of New Systems

- > Single Underwriter Model which increases processing time
- > How to make the communication more efficient and streamlined.
- > Catalyst - Right now, application submissions only, but possibly expanding to include concept meetings and FHA project numbers requests
- > Early testing with Microsoft Power BI
- > CATS – Construction Administrative Tracking System
- > MUTS – Multifamily Underwriting Tracking System

NEW LOAN COMMITTEE
PROTOCOL
IMPLEMENTATION FOR
EFFICIENCY

NEW LOAN COMMITTEE PROTOCOL IMPLEMENTATION FOR EFFICIENCY

- 1. Submission to Loan Committee**
- 2. Distribute Firm within 72 hours of loan committee decision**
- 3. Firm Amendments (Delegation – Branch Chief)**
- 4. Firm Invitation Extensions (Delegation – Branch Chief)**
- 5. Amendments Requests**

SOUTHEAST PRODUCTION
PROCESSING CLOSINGS AND
CHALLENGES

SOUTHEAST REGION CLOSING COORDINATORS AND CURRENT TERRITORIES

Georgia, Tennessee, PR/VI:

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SOUTHEAST PRODUCTION PROCESSING CLOSINGS AND CHALLENGES

1. Closing Coordinator

- > Critical all communication related to closing flows through the closing coordinators

2. Draws and Closing Statements needed with Draft Package

- > Timing HUD needs – need complete drafts at least 3 business days prior to closing
 - Significant changes at the end creates issues

3. Scheduling of Closings and Pre-construction Conference

- > Timing – make sure there is enough time for HUD review
- > MAP Guide closing timeframe changes

4. Construction issues prior to final endorsement

- > Examples

ON-GOING
TRAINING EFFORTS

ON-GOING TRAINING EFFORTS INTERNALLY AMONG STAFF

> **New Hires: Road MAP for Success**

- > HUD to provide outline to new hires and better formal and informal training
- > Show growth path they could achieve (2-year plan)

> **Underwriting Training**

- > Weekly training with HUD UW staff to make sure underwriters are getting more experience and can work on all deal types
- > Given the volume of deals HUD will continue to stress risk-based underwriting to staff

QUESTIONS & ANSWERS

W&D

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