



Multifamily Asset Management Portal (MAMP) Technology Release Notes – Release 6.0

Fannie Mae will implement the Multifamily Asset Management Portal (MAMP) Release 6.0 on Thursday, June 14, 2018, which includes the following enhancements.

Key Release Highlights for Servicers:

1. A new module, “Completion Repair Agreement”, will be implemented to automate the current offline process to collect outstanding completion repair agreements (CRAs) and track completion repair status.
2. Two types of Workstreams, “Loss Mitigation” and “Asset Management”, will be available.
3. In addition to the reporting of final completion status and comments (Primary Workitem), there will be a feature (Subworkitem) that enables servicers to report interim repair status and comments to Fannie Mae.
4. Fannie Mae will provide training to servicers in mid to late June 2018 before servicers are required to use this module.

Descriptions of the Changes:

1. Access:

- a. A new link, “Completion Repair Agreement”, will be available on the MAMP home page.
- b. The following two roles will have access to this module.
 - i. LSTransApprovalPI: Provides “Edit and Submit” access
 - ii. LSTransViewPI: Provides “Read Only” access
- c. If a user currently does not have these roles, they should use the existing process (Technology Registration Form) to obtain the appropriate access level.

2. Completion Repair Agreement Dashboard:

a. CRA Eligibility

- i. To determine eligible properties, the following data points from the Fannie Mae Acquisition systems are utilized and will be available in MAMP.
 1. Is there Post-Closing Required Repairs/Renovation/Rehabilitation?
 2. Post-Closing Total Required Repairs/Renovation/Rehabilitation Amount
 3. Amount Escrowed by Servicer for Total Post-Closing Required Repairs/Renovation/Rehabilitation Amount
 4. Final Completion Due Date of the Total Required Repairs/Renovation/Rehabilitation Amount



b. Workstreams

- i. To facilitate the submission of information on outstanding completion repair agreements, one of the following two Workstreams (workitems) will be assigned by the system, based on certain criteria.
 1. **Asset Management Workstream:** This Workstream will be assigned to loans and properties with the following characteristics.
 - a. Credit Facilities and Bulk Deliveries, OR
 - b. Non-Credit Facilities/Bulk Deliveries where Post-Closing Total Required Repairs/Renovation/Rehabilitation Amount < [lesser of (25% of Total Loan Acquisition UPB) or (One Million Dollars)]
 2. **Loss Mitigation Workstream:** This Workstream will be assigned to loans and properties with the following characteristics.
 - a. Non-Credit Facilities/Bulk Deliveries where Post-Closing Total Required Repairs/Renovation/Rehabilitation Amount >= [lesser of (25% of Total Loan Acquisition UPB) or (One Million Dollars)]

c. Search Navigation

- i. To locate a property, loan, or workitem, a multitude of search criteria filters and search result columns will be available. Refer to Screen 1 below.

Screen 1:

Completion Repair Agreement Requirements

Search CRA Requirements:



FM Loan #	Servicer Name	CRA Submission Status	Workstream	Current Final Completion Due Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	From <input type="text"/> To <input type="text"/>
Servicer Loan #	Property Name	Property State	Property Status	
<input type="text"/>	<input type="text"/>	<input type="text"/>	Active <input type="text"/>	

SEARCH CLEAR ALL



The Primary workitem's due date or the most recent subworkitem's due date has passed

Servicer Name	FM Loan #	Servicer Loan #	Deal ID	Property Name	Property Address	City	State	Zip	Product Type	Property Type	Workstream	Post-Closing Repair Amount	Current Final Repair Date	Status	Subworkitem Due Date	FM Assigned
---------------	-----------	-----------------	---------	---------------	------------------	------	-------	-----	--------------	---------------	------------	----------------------------	---------------------------	--------	----------------------	-------------


d. Asset Management Workstream – Primary and Subworkitems:

- i. Within the Asset Management Workstream, servicers will be required to provide data for the final (latest) completion in the “Primary Workitem Information Section”, as seen in Screen 2 below.
- ii. However, Fannie Mae will have the ability to manually create Subworkitems for the purpose of requesting status updates on an *ad hoc* basis and potentially earlier than the final completion due date. Servicers will be required to provide a status update in the “Subworkitem Information Section”, as seen in Screen 3 below.



Screen 2:

Asset Management Form Attachment History

Primary Workitem Information  EXTEND DUE DATE

Form fields:

- Service Contact Name
- Service Contact Email
- Service Contact Phone
- Post-Closing Required Repairs/Renovation/Rehabilitation Status
- Completed Date of Post-Closing Required Repairs/Renovation/Rehabilitation
- Relevant Commentary

SUBMIT

Screen 3:

Subworkitem Information  ADD SUBWORKITEM

SUBWORKITEM NO.	CREATED DATE	CREATED USER	DUE DATE	STATUS	SUBWORKITEM REPAIRS / RENOVATION/ REHABILITATION QUESTIONS
1	05/07/2018	lstransapprovalpi Role	05/31/2018	Open	testing

Is there a Repair Scope Modification? <<Select>>

Subworkitem Repairs / Renovation / Rehabilitation Comments

ATTACH SUBMIT

e. Loss Mitigation Workstream – Primary and Subworkitems:

- Within the Loss Mitigation Workstream, the “Primary Workitem Information Section” will display data based on the data submitted in the Subworkitem(s), as seen in Screen 4 below.
- Within the Loss Mitigation Workstream, Subworkitems will be auto-generated every three months. Servicers will be required to provide status updates in the “Subworkitem Information Section”, as seen in Screen 4 below.
- Each time a Subworkitem is submitted by the servicer, a new Subworkitem will be auto-generated until the CRA is completed. Fannie Mae or servicers will have the ability to manually add additional Subworkitems if more frequent updates are necessary.



Screen 4:

Loss Mitigation Form Attachment History Asset Management Form (Snapshotted)

Primary Workitem Information EXTEND DUE DATE EXPORT

POST-CLOSING REPAIR STATUS COMPLETED DATE OF POST-CLOSING REPAIRS CONFIRMED BY

Subworkitem Information ADD SUBWORKITEM

SUBWORKITEM NO.	CREATED DATE	CREATED USER	DUE DATE	STATUS	ADHOC
3	05/03/2018	lstransapprovalpl Role	05/31/2018	Open	Yes

Servicer Contact Name

Servicer Contact Email

Servicer Contact Phone

Is there a Repair Scope Modification?

% Complete of Post-Closing Total Required Repairs %

Amount Spent (\$) of Post-Total Required Repairs

Subworkitem Repairs / Renovation / Rehabilitation Comments

Is Borrower on target to meet interim and final repair deadlines? If not, why? Is the Borrower responsive? Describe any Servicer delegated extensions or changes to repair scope. Comment on the most recent CRA inspection results and if the inspection was completed in-house or by 3rd party provider; any items of concern with the CRA repairs.

ATTACH SUBMIT

f. Due Date Extension - Delegated:

- i. Within either Workstream, servicers will be able to extend the final (latest) completion due date of the Primary Workitem, as long as such action is delegated.
- ii. Servicers are delegated the authority to extend the final completion due date per the following rules:
 1. Loans are NOT Green Program Loans, OR
 2. Extended due date is not more than two years from the Original Due Date
- iii. Once a due date extension is entered successfully in MAMP, a new request will be auto-generated in the Borrower Requests (BR) module, which servicers will then be required to complete in order to submit the required documents.
 1. Master Request Type: Delegated – Others (Non Insurance)
 2. Request Type: Escrow Completion/Repair Extension

g. Due Date Extension - Not Delegated:



- i. For non-delegated completion due date extensions related to Green Program loans, servicers will be required to create and submit a request in the Borrower Requests (BR) module themselves.
 - 1. Master Request Type: Drawer Asset Management – Non Delegated
 - 2. Request Type: Escrow Green Completion Repair
 - ii. For non-delegated completion due date extensions related to a period more than two years from the Original Due Date, Servicers will be required to create and submit a request in the Borrower Requests (BR) module themselves.
 - 1. Master Request Type: Drawer Asset Management – Non Delegated
 - 2. Request Type: Escrow Completion/Repair Extension
 - iii. Once the Borrower Request is approved by Fannie Mae, the system will automatically extend the due date in the Completion Repair Agreement module.
- h. Repair Scope Modification:**
- i. With each Subworkitem submission, for both Asset Management and Loss Mitigation Workstreams, servicers will be required to indicate if there has been any modification to repair scope, either delegated or not delegated. For the modified repair scope, servicers will need to provide details as comments in the CRA workitem.
- i. Other features:** The following features are available in both Workstreams.
- i. Manual Addition of Subworkitems: Servicers can add Subworkitems to report interim or progress data at any time.
 - ii. Attachment: Servicers can utilize a bulk attach function (up to 20 files per upload) in both Primary and Subworkitems when they are in Open status.
 - iii. Cancellation of a CRA Workitem: If a workitem is incorrectly created, servicers will need to contact Fannie Mae to cancel the workitem.
 - iv. Reassignment of a Workitem:
 - 1. If a servicer submits a workitem past the original completion repair due date in the Asset Management Workstream with “Not Completed – Non-Responsive Borrower” status, the workitem will be converted to the Loss Mitigation Workstream.
 - 2. If necessary, Fannie Mae can convert a Loss Mitigation Workstream to an Asset Management Workstream and *vice versa*, as well.
 - ii. Updates to Repair Amount: If the original repair amount is incorrectly displayed, servicers will need to contact Fannie Mae with an email to MF_OperatingStatements@fanniemae.com to update it.

3. Reports

- a. A new report titled “CRA Report” will be available in the Reports module; this report will pull relevant data from the CRA module.

Training:



Fannie Mae will provide training sessions on this module in mid to late June 2018. Please contact your Servicer Relationship Manager if you have not received training invites by June 8 2018.

Questions:

Please contact your Servicer Relationship Manager or Amr Fawzi at amr_s_fawzi@fanniemae.com or (202) 752-6046 with any questions.