



DUS Inspect™ Platform Servicer User Navigation Guide

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Servicer Roles and Privileges

Lender Reviewer Access (Lender Property Reviewer)

Privileges for this role include the following:

- Assign inspections
- View inspections
- Perform inspections
- Edit inspections
- Deliver inspection reports
- Review and certify inspections

Lender Inspector Access (Lender Property Inspector)

Privileges for this role include the following:

- View inspections
- Perform inspections
- Edit inspections
- Deliver inspection reports

Note: Reference the job aids located on the DUS Inspect website (<https://multifamily.fanniemae.com/applications-technology/dus-inspect>) for assistance with application access.

Technology Requirements

Fannie Mae applications are currently compatible with computers that run on the Microsoft® Windows® 8.1 Enterprise Edition. Your Web browser must be set to enable Java™ and JavaScript™ and to accept cookies. The following browsers have been tested with our secure servers and are necessary for secure connections:

Google Chrome™ Version 86, Microsoft Edge® Version 95, and Mozilla Firefox® Version 38.1.1



Getting started with DUS Inspect

We recommend you access DUS Inspect using Google Chrome. The DUS Inspect login page provides a single point of entry for provisioned DUS Inspect users. Follow the steps below to access DUS Inspect.

Step 1: Obtain username and password

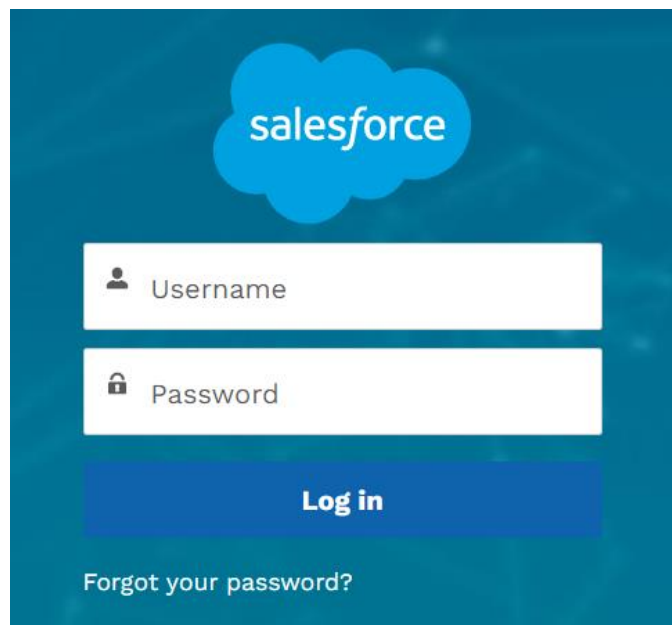
Login information can be obtained by contacting your company's Corporate Administrator and / or Technology Manager.

Step 2: Enter the DUS Inspect URL in your browser's search bar

- Enter <https://dusaccess.force.com/PropertyInspection> in the Google Chrome browser search bar.
- You can also reach DUS Inspect when you navigate to <https://multifamily.fanniemae.com/applications-technology/dus-inspect> and deploy the Login button.

Step 3: Enter your username and password and click on Log In

- If prompted, enter your credentials on the Log In page.
- If you receive an error message, please check with your Technology Manager User Administrator (Corporate Administrator) to confirm your role provisioning.
- If you are still unable to successfully authenticate into the software, then contact 1-800-2FANNIE or dus_inspect@fanniemae.com.





Desktop Homepage / List View

After successfully logging in, Servicers will be taken to the *List View*, or homepage. On the homepage, Servicers can see loans associated to the Seller Servicer Numbers. This will define the population of loans you will find in DUS Inspect.

Step 1: View Dashboard after successful login

- On the Home page, the user’s login ID is displayed in the top right corner of the window.
- With the Lender Reviewer role, you will see a Dashboard with a snapshot of inspection statuses.
- All roles will see the List View loans associated to your seller servicer number(s) with upcoming inspection due dates.
- The All tab contains the List View of loans associated with the Servicer’s account.
- The Chatter tab allows users to communicate in-app and provide updates to a specific record.
 - **Note:** Presently, the functionality built within the first DUS Inspect release only includes loans with an upcoming inspection due date. However, loans with multiple properties (e.g., credit facilities) and properties with multiple loans (e.g., 2nd liens) are not included in the first DUS Inspect release.
- An example of the Home page from a Lender Reviewer role is provided below:

The screenshot shows the 'Inspection App' interface. At the top right, the user is identified as 'Demo LenderReviewer1'. The dashboard features three main cards: 'Unassigned Inspections' (364), 'Inspections In Progress' (130), and 'Inspections Under Lender Review' (24). Below the dashboard, there are tabs for 'All' and 'Chatter'. The 'All' tab is active, displaying a list of inspections with columns for Property Name, Lender Loan, MSA, Submission Due Date, Previous Inspection, Units, FM Risk Rating, Status, and Inspector. The list includes six demo properties with various details.

	Property Name	Lender Loan ...	MSA ↓	Submission Due Date	Previous Insp...	Previous Insp...	Units	FM Risk Rating	Status	Inspector
1	Demo Property 1	123450	WASHINGTON-A...	7/1/2022	2	6/3/2021	204	Pass-4	Assigned...	Demo Lend...
2	Demo Property 2	123451	TUCSON, AZ ME...	7/1/2022	2	1/19/2021	196	Pass-4	Inspectio...	Demo Lend...
3	Demo Property 3	123452	TAMPA-ST. PETE...	7/1/2022	2	4/8/2021	82	Pass-4	Assigned...	Demo Lend...
4	Demo Property 4	123453	TALLAHASSEE, ...	7/1/2022	2	5/20/2021	120	Pass-4	Unassigned	
5	Demo Property 5	123454	STATE COLLEGE...	7/1/2022	2	7/18/2019	87	Pass-4	Unassigned	
6	Demo Property 6	123455	ST. LOUIS, MO-I...	7/1/2022	2	6/16/2021	608	Pass-4	Unassigned	



Step 2: Select preset Inspection List Views

- Servicers can select preset Inspection Lists from the Inspections drop down.
- The list includes All Inspections, Assigned to Vendor, Assigned-Lender Inspector, Certified, and more.
- This allows Servicers to have the flexibility to see inspections related to specific workflows.
- An example of a List View filters is provided below:

The screenshot shows the 'Inspections' page with a dropdown menu open for 'All Inspections'. The dropdown menu lists various list views: All Inspections (selected), Assigned to Lender Inspector, Assigned to Vendor, Certified, Inspection In Progress, Lender Review, Ready to Submit, Recently Viewed, See My Inspections, and Unassigned. The main table displays inspection data with columns: Property Name, Lender Loan Number, MSA, Submission Due Date, Previous Inspection Count, Previous Inspection Date, Units, FM Risk Rating, Status, and Inspector.

Property Name	Lender Loan Number	MSA	Submission Due Date	Previous Insp...	Previous Insp...	Units	FM Risk Rat...	Status	Inspector
Demo Property 9	123458	SANTA ROSA-PE...	8/1/2022	2	6/3/2021	204	Pass-4	Assigned-...	Demo Lend...
Demo Property 10	123459	SAN LUIS OBISP...	8/1/2022	2	1/19/2021	196	Pass-4	Inspection...	Demo Lend...
Demo Property 11	123460	SAN JOSE-SUN...	8/1/2022	2	4/8/2021	82	Pass-4	Assigned-...	Demo Lend...
Demo Property 12	123461	SAN JOSE-SUN...	8/1/2022	2	5/20/2021	120	Pass-4	Unassigned	
Demo Property 13	123462	SAN JOSE-SUN...	8/1/2022	2	7/18/2019	87	Pass-4	Unassigned	
Demo Property 14	123463	SAN FRANCISC...	8/1/2022	2	6/16/2021	608	Pass-4	Unassigned	
Demo Property 15	123464	SAN FRANCISC...	8/1/2022	2	5/27/2021	239	Pass-3	Unassigned	

Step 3: Apply filters to navigate List View

- Servicers can apply filters on Property Name, Lender Loan Number, MSA, FM Risk Rating, Status, and more.
- This allows Servicers to have the flexibility to see inspections related to inspectors, MSAs, etc.
- Servicers can search for Property Name, Lender Loan Number, MSA, Status, and more.
- Clear out or select the “x” to view the full population of inspections.
- An example of a List View search is provided below:

The screenshot shows the 'Inspections' page with a search filter applied. The search bar contains 'san jose'. The dropdown menu for 'All Inspections' is still visible. The main table displays inspection data for properties in San Jose, CA, with columns: Property Name, Lender Loan Number, MSA, Submission Due Date, Previous Inspection Count, Previous Inspection Date, Units, FM Risk Rating, Status, and Inspector.

Property Name	Lender Loan ...	MSA	Submission Due Date	Previous Insp...	Previous Insp...	Units	FM Risk Rat...	Status	Inspector
Demo Property 30	123480	SAN JOSE-SUN...	8/1/2022	2	6/2/2021	430	Pass-4	Unassigned	
Demo Property 42	123492	SAN JOSE-SUN...	8/1/2022	2	6/2/2021	504	Pass-4	Unassigned	
Demo Property 48	123498	SAN JOSE-SUN...	8/1/2022	2	2/4/2021	170	Pass-4	Unassigned	



Step 4: Select inspection(s) and apply action buttons

- Servicers can select an individual inspection or multiple inspections and apply a workflow action.
- This allows Servicers to have the flexibility to apply an action to one inspection or multiple inspections
- An example of assigning an inspector to multiple inspections is provided below:

The screenshot shows the 'Inspections' page with a table of 15 demo properties. The 'Assign Inspector' button in the top right is highlighted with a red box. A modal window titled 'Assign Inspector' is open, showing a search field for 'Inspector' and a 'Save' button. The table has columns for Property Name, Lender Loan, MSA, Submission Due Date, Previous Insp., Units, FM Risk Rat., Status, and Inspector. Properties 1, 4, 6, 9, and 10 are selected with checkboxes.

	Property Name	Lender Loan ...	MSA ↓	Submission Due Date	Previous Insp...	Previous Insp...	Units	FM Risk Rat...	Status	Inspector
1	<input checked="" type="checkbox"/> Demo Property 1	123450	WASHINGTON-A...	7/1/2022	2	6/3/2021	204	Pass-4	Assigned-...	Demo Lend...
2	<input type="checkbox"/> Demo Property 2	123451						Pass-4	Inspection...	Demo Lend...
3	<input type="checkbox"/> Demo Property 3	123452						Pass-4	Assigned-...	Demo Lend...
4	<input checked="" type="checkbox"/> Demo Property 4	123453						Pass-4	Unassigned	
5	<input type="checkbox"/> Demo Property 5	123454						Pass-4	Unassigned	
6	<input checked="" type="checkbox"/> Demo Property 6	123455						Pass-4	Unassigned	
7	<input type="checkbox"/> Demo Property 7	123456						Pass-4	Unassigned	
8	<input type="checkbox"/> Demo Property 8	123457						Pass-3	Unassigned	
9	<input checked="" type="checkbox"/> Demo Property 9	123458						Pass-3	Unassigned	
10	<input checked="" type="checkbox"/> Demo Property 10	123459	SAN LUIS OBISP...	8/1/2022	2	9/12/2019	422	Pass-4	Unassigned	
11	<input type="checkbox"/> Demo Property 11	123460	SAN JOSE-SUN...	8/1/2022	2	6/2/2021	430	Pass-4	Unassigned	
12	<input type="checkbox"/> Demo Property 12	123461	SAN JOSE-SUN...	8/1/2022	2	6/2/2021	504	Pass-4	Unassigned	
13	<input type="checkbox"/> Demo Property 13	123462	SAN JOSE-SUN...	8/1/2022	2	2/4/2021	170	Pass-4	Unassigned	
14	<input type="checkbox"/> Demo Property 14	123463	SAN FRANCISC...	8/1/2022	2	4/27/2021	54	Sub-Standard	Unassigned	
15	<input type="checkbox"/> Demo Property 15	123464	SAN FRANCISC...	8/1/2022	2	5/10/2021	125	Pass-3	Unassigned	

Step 5: View and quick edit of Inspection Record

- Servicers can select the Property Name hyperlink to navigate to the Inspection Record.
- Servicers can select the down caret and Edit to perform quick edits to the Inspection Record without navigating to the specific record.
- An example of viewing and quick editing is provided below:

The screenshot shows the 'Inspections' page with a table of 4 demo properties. The 'Demo Property 1' link in the first row is highlighted with a red box. The 'Inspector' column for the first row shows a dropdown menu with 'Edit' selected, also highlighted with a red box. The table has columns for Property Name, Lender Loan, MSA, Submission Due Date, Previous Insp., Units, FM Risk Rat., Status, and Inspector.

	Property Name	Lender Loan ...	MSA ↓	Submission Due Date	Previous Insp...	Previous Insp...	Units	FM Risk Rat...	Status	Inspector
1	Demo Property 1	123450	WASHINGTON-A...	7/1/2022	2	6/3/2021	204	Pass-4	Assigned-...	Demo Lend... Edit
2	Demo Property 2	123451	TUCSON, AZ ME...	7/1/2022	2	1/19/2021	196	Pass-4	Inspection...	Demo Lend...
3	Demo Property 3	123452	TAMPA-ST. PETE...	7/1/2022	2	4/8/2021	82	Pass-4	Assigned-...	Demo Lend...
4	Demo Property 4	123453	TALLAHASSEE, ...	7/1/2022	2	5/20/2021	120	Pass-4	Unassigned	



Desktop Inspection Record

The Inspection Record houses all the details from the property inspection.

Step 1: View Workflow Chevrans and Details / Records / Chatter tabs

- Servicers can see the Workflow Chevrons for an Inspection Record.
- This allows Servicers to see the workflow status and next steps of an Inspection Record. The workflow statuses are provided below:
 - Unassigned – the Inspection Record is not assigned to a Lender Inspector
 - Assigned-Lender Inspector – the Inspection Record is assigned to a Lender Inspector, however no inspection data is updated or saved for the Inspection Record
 - Inspection in Progress – the assigned Lender Inspector updates and saves data in the Inspection Record
 - Ready to Submit – the assigned Lender Inspector completes and validates the Inspection Record
 - Lender Review – the assigned Lender Inspector submits the completed Inspection Record to the Lender Reviewer
 - Return to Inspector – the Lender Reviewer returns the Inspection Record back to the Lender Inspector for edits
 - Certified – the Lender Reviewer reviews and certifies the completed Inspection Record
- Servicers can see and navigate to the Details, Records, and Chatter tabs.
- An example of the Workflow Chevrons and Details, Records, and Chatter tabs is provided below:

The screenshot shows the 'Inspection App' interface. At the top, there is a search bar and a user profile for 'Demo LenderReviewer1'. Below this is a navigation bar with 'Home', 'Properties', and 'Inspections' tabs. The main content area displays an inspection record for 'DUSINSP-19486'. A workflow chevron is shown with steps: Unassigned, Assigned-Lender Inspector, Inspection in Progress (highlighted), Ready to Submit, Lender Review, Returned to Inspector, and Certified. Action buttons include '+ Follow', 'Add Property Image(s)', 'Assign Inspector', 'Return to Inspector', and 'Certify Inspection'. Below the chevron are tabs for 'Details', 'Records', and 'Chatter'. The 'Details' tab is active, showing a table with the following data:

Inspection Name	Assigned Inspector Name	Lender Loan Number	Property Name
DUSINSP-19486	Demo LenderInspector1	123450	Demo Property 1

Step 2: Apply action buttons

- Servicers can apply a workflow action.
- This allows Lender Reviewer roles to have the flexibility to follow, add images, assign an inspector, return an inspection to an inspector, and certify an Inspection Record
- This allows Lender Inspector roles to have the flexibility to follow, add images, and submit an Inspection Record for review
- An example of the workflow buttons for a Lender Reviewer and Lender Inspector, respectively, is provided below:

This screenshot shows a set of action buttons for a Lender Reviewer role. The buttons are: '+ Follow', 'Add Property Image(s)', 'Assign Inspector', 'Return to Inspector', and 'Certify Inspection'. The 'Return to Inspector' button has a dropdown arrow next to it.

This screenshot shows a set of action buttons for a Lender Inspector role. The buttons are: '+ Follow', 'Add Property Image(s)', and 'Submit for Review'.



Step 3: Add Property Image(s)

- Servicers can select Add Property Images button to upload and/or drop file(s).
- Once the image is dropped or uploaded, a Servicer can review the image in the Files section on the Records Tab.
 - **Note:** While adding an image, a Servicer can simultaneously add that item to the Deferred Maintenance or Repair Verification list by selecting the Add to DM or Add to RV buttons then saving the respective data.
- An example of the Add Property Image(s) button is provided below:

- An example of the Deferred Maintenance box and Repair Verification box is provided below:



Desktop Inspection Record / Details Tab

The Details tab houses most of the inspection details for a specific inspection record.

Step 1: View inspection data on the Details tab

- Servicers can see the inspection menu and subsections for an Inspection Record. The menu is provided below:
 - General Info
 - Physical Condition & DM
 - Mgmt Interview
 - Multifamily
 - Fannie Mae Assmt Addendum
 - Repairs Verification
- This menu and subsections are where Servicers will view, edit, and review inspection details.
- Servicers can select a specific menu and subsection then select the Expand All hyperlink to view the section details.
- An example of the Details tab is provided below:

Details Records Chatter

Inspection Name	Assigned Inspector Name	Lender Loan Number	Property Name
DUSINSP-21097	Demo LenderInspector1	123450	Demo Property 1

Validate to proceed 0 Issue(s) Validate Inspection Generate MBA Form

- General Info
- Physical Condition & DM
 - > Subject Property
- Mgmt Interview
 - > Servicer and Loan Information
- Multifamily
 - > Inspection Scheduling Contact Information
- Fannie Mae Assmt Addendum
 - > Inspector Information
- Repairs Verification
 - > Management Company Information/On-Site Contact
 - > Servicer and Inspector Comments
 - > Property Profile and Occupancy
 - > O&M
 - > Neighborhood and Site Comparison Data

Expand All | Collapse All



Step 2: Edit inspection data on the Details tab

- Servicers can select any pencil icon to open the edit view.
- Servicers can select the Save button to save or Cancel button to exit without saving while in the edit view.
- Examples of the edit view are provided below:






Details | Records | Chatter

Inspection Name: DUSINSP-21097 | Assigned Inspector Name: Demo LenderInspector1 | Lender Loan Number: 123450 | Property Name: Demo Property 1

Validate to proceed | 0 Issue(s) | [Validate Inspection](#) | [Generate MBA Form](#)

General Info | Physical Condition & DM | [Mgmt Interview](#) | Multifamily | Fannie Mae Assmt Addendum | Repairs Verification

Neighborhood and Rental Market [Expand All](#) | [Collapse All](#)

How Does Property Compare? ⓘ		Market Vacancy Percent ⓘ	Average Rent Per Unit Amount ⓘ
Vacancy Rate Comparison ⓘ		Market Variance Reason Description ⓘ	Major Employer Commercial Retail Change ⓘ
Major Employer Commercial Reason Descrip		Last Rental Increase Amount	Last Rental Increase Date
Management Employee Admin Count		Management Employee Maint Count	

> Utilities / Tenant Profile
> Property Events

Details | Records | Chatter

Inspection Name: DUSINSP-21097 | Assigned Inspector Name: Demo LenderInspector1 | Lender Loan Number: 123450 | Property Name: Demo Property 1

Validate to proceed | 0 Issue(s) | [Validate Inspection](#) | [Generate MBA Form](#)

General Info | Physical Condition & DM | [Mgmt Interview](#) | Multifamily | Fannie Mae Assmt Addendum | Repairs Verification

Neighborhood and Rental Market [Expand All](#) | [Collapse All](#)

How Does Property Compare? ⓘ	Market Vacancy Percent ⓘ	Average Rent Per Unit Amount ⓘ
--None--		
Vacancy Rate Comparison ⓘ	Market Variance Reason Description ⓘ	Major Employer Commercial Retail Change ⓘ
--None--		--None--
Major Employer Commercial Reason Descrip	Last Rental Increase Amount	Last Rental Increase Date
Management Employee Admin Count	Management Employee Maint Count	

[Cancel](#) | [Save](#)



Best Practice: Details Tab / General Info / Property Profile and Occupancy Validations

Note: The below details and illustrations show relationships, calculations and **validations** between the Details Tab / General Info / **Property Profile and Occupancy section** and the Records Tab / **Unit Mix** and Records Tab / **Units Inspected sections**.

1. The sum of all the 'Units of this Type' on the on the Records Tab / Unit Mix section feeds into the 'Total Units' field on the Details Tab / General Info / Property Profile and Occupancy section.
 - a. **Validation:** The 'Occupied Space' and 'Vacant Space' fields on the Details Tab / General Info / Property Profile and Occupancy section must sum to the 'Total Units' calculated field.
 - b. Example: 100 Total Units = 80 Occupied Space + 20 Vacant Space
2. The sum of all the 'Units Inspected' where the 'Current Use' field is 'Occupied' on the Records Tab / Units Inspected section feeds into the 'Number of Occupied Units Inspected' field on the Details Tab / General Info / Property Profile and Occupancy section.
 - a. **Validation:** 'Occupied Units Inspected' on the Records Tab / Units Inspected section must be less than the total 'Occupied Space' on the Details Tab / General Info / Property Profile and Occupancy section.
 - b. Example: 2 Occupied Furnished units inspected on the Records Tab / Units Inspected section
 - i. 2 occupied units inspected is less than the 80 total occupied units at the property
3. The sum of all the 'Units Inspected' where the 'Current Use' field is 'Vacant' on the Records Tab / Units Inspected section feeds into the 'Number of Vacant Units Inspected' field on the Details Tab / General Info / Property Profile and Occupancy section.
 - a. **Validation:** 'Vacant Units Inspected' on the Records tab must be less than the total 'Vacant Space' on the Details Tab / General Info / Property Profile and Occupancy section.
 - b. Example: 1 Vacant Unfurnished unit inspected on the Records Tab / Units Inspected section
 - i. 1 vacant unit inspected is less than the 20 total vacant units at the property

Refer to the following sections of this guide for more details around the Unit Mix and Units Inspected validations:

- Desktop Inspection Record / Records Tab / Add Unit Mix
- Desktop Inspection Record / Records Tab / Add Units Inspected



Home Properties Inspections

Details Records Chatter

Property Profile and Occupancy

Number of Buildings <input type="text"/>	Number of Floors <input type="text"/>	Number of Elevators <input type="text"/>
Number of Parking Spaces <input type="text"/>	Year Built 2000	Year Renovated <input type="text"/>
Unit of Measurement Used Units	Total Units ⓘ 100	Occupied Space 80
Vacant Space 20	Total Square Feet (Gross) <input type="text"/>	Total Square Feet (Net/Rentable) <input type="text"/>
Is there any dark space? --None--	Is there any down space? --None--	Total Number of Down Units/Rooms/Beds ⓘ 5
Does property offer rental concessions? --None--	Describe Property Rental Concessions <input type="text"/>	Franchise Name <input type="text"/>
Franchise change since last inspection? --None--	Annual Occupancy 80.00%	Annual Turnover 30.00%
Rent Roll Obtained --None--	Rent Roll Date <input type="text"/>	Is this an affordable housing property? --None--
Total Percent Occupied 80.00%	Number of Occupied Units Inspected ⓘ 2	Number of Vacant Units Inspected ⓘ 1
Down Space Description <input type="text"/>	Dark Space Description <input type="text"/>	

Home Properties Inspections

Details **Records** Chatter

Unit Mix (2)

2 Items • Updated 10 minutes ago

Unit Mix ID	Bedroom Co...	Bathroom C...	Units of this...	Avg. Rent	Occupied U...	Non Revenu...	Vacant Units	Down Units	Number of Inspected ...
1 MUB-00306	2	2.0	10	\$1,400	10		0	0	1
2 MUB-00307	2	1.0	90	\$1,200	70		15	5	2

[View All](#)

Units Inspected (3)

3 Items • Updated 10 minutes ago

Unit Inspected ID	Unit Number	Square Footage	Bedroom Count	Bathroom Count	Current Use
1 MUI-00296	1001	1,200	2	2.0	Occupied Furnished
2 MUI-00297	1002	1,000	2	1.0	Vacant Unfurnished
3 MUI-00298	1201	1,000	2	1.0	Occupied Furnished



Desktop Inspection Record / Records Tab

The Records tab houses photos, videos, identified deferred maintenance and life safety items, unit mix, operation & management plans, among other related inspection details.

Step 1: View inspection data on the Records tab

- Servicers can see the Records tabs for an Inspection Record.
- This tab is where Servicers will view, edit, and add Files, Operation & Management Plans, Capital Expenditures, Unit Mix, Units Inspected, Deferred Maintenance & Life Safety Items, and Repair Verifications.
- Servicers can select a specific section to view and/or edit the section details.
- An example of the Records tab is provided below:

Details **Records** Chatter

Files (1) Add Files

apartment-9-11-17
Nov 29, 2021 • 145KB • jpeg

[View All](#)

Operations & Management Plans (2) Settings Refresh New

2 items • Updated 26 minutes ago

Operations & Management Plan ID	List of O&M Plans Required ↑	Management Aware of Plan?	Plan Available?	
1 OMP-0060	Asbestos	Yes	Yes, on-site	▼
2 OMP-0061	Moisture/Mold	Yes	Yes, on-site	▼

[View All](#)

Capital Expenditures (1) Settings Refresh New

1 item • Updated 26 minutes ago

Capital Expenditure ID	Capital Expenditure	Identified Cost	Status	
1 CE-0060	testing	\$100.00	Completed	▼

[View All](#)

Unit Mix (2) Settings Refresh New

2 items • Updated 26 minutes ago



Step 2: View and Add Files

- Servicers can select the Add Files button and choose files to upload to the Files section.
- This section is where Servicers will view and upload any miscellaneous files including videos, pdf., etc. related to an Inspection Record.
- The file upload options are provided below:
 - Owned by Me – files uploaded by the logged-in user directly to the Inspection Record and Chatter posts
 - Shared with Me – files privately shared by internal users with the logged-in Inspector and/or Reviewer
 - Recent – files most recently viewed by the logged-in user
 - Following – files the logged-in user follows by using the “Follow” button on a record or in a Chatter post
 - Libraries – files uploaded to “Property Inspection Library” and are shared with users
- **Note:** The Add Files button is not intended for photos. Images should be uploaded by using the Add Image button. This will allow a user to add a label and category to the image.
- An example of the Files section is provided below:

The screenshot shows a web application interface with a modal dialog box titled "Select Files". The dialog has a search bar labeled "Search Files..." and an "Upload Files" button. Below the search bar, there are five categories: "Owned by Me", "Shared with Me", "Recent", "Following", and "Libraries". The "Libraries" category is currently selected. Below the categories, there is a message that says "Looks like you're not a member of any libraries." At the bottom of the dialog, it shows "0 of 10 files selected" and two buttons: "Cancel" and "Add". In the background, the "Add Files" button on the main page is highlighted with a red box.



Step 3: Add Operations & Management Plans

- Servicers can select the New button to add an Operations & Management Plan.
- Once the Operations & Management Plan is created, a Servicer can review the record in the Operations & Management Plans section.
 - **Note:** The overall O&M Plan Comment box is found on the Details tab under the General Info / O&M section.
- Examples of the Operations & Management Plans section on the Records tab and the O&M Plan comment are provided below:

Operations & Management Plans (2)

2 Items • Updated an hour ago

Operations & Management Plan ID	List of O&M Plans Required	Management Aware of Plan?	Plan Available?
1 OMP-0060	Asbestos	Yes	Yes, on-site
2 OMP-0061	Moisture/Mold	Yes	Yes, on-site

[View All](#)

New Operations & Management Plan

Information

Operations & Management Plan ID

Inspection:

List of O&M Plans Required:

Management Aware of Plan?:

Plan Available?:

Details | Records | Chatter

Inspection Name: DUSINSP-19486 | Assigned Inspector Name: Demo LenderInspector1 | Lender Loan Number: 123456 | Property Name: Demo Property 1

General Info

- Physical Condition & DM > Subject Property
- Mgmt Interview > Servicer and Loan Information
- Multifamily > Inspection Scheduling Contact Information
- Fannie Mae Assmt Addendum > Inspector Information
- Repairs Verification > Management Company Information/On-Site Contact
- > Servicer and Inspector Comments
- > Property Profile and Occupancy
- O&M**
 - O&M Plan Comments

Step 4: Add Capital Expenditures Plans

- Servicers can select the New button to add a Capital Expenditures record.
- Once the Capital Expenditure is created, a Servicer can review the record in the Capital Expenditures section.
- An example of the Capital Expenditures section is provided below:

Capital Expenditures (1)

1 Item • Updated 3 hours ago

Capital Expenditure ID	Capital Expenditure	Identified Cost	Status
1 CE10060	testing	\$100.00	Completed

[View All](#)

New Capital Expenditure

Information

Capital Expenditure ID

Inspection:

Identified Cost:

Capital Expenditure:

Status:



Step 5: Add Unit Mix

- Servicers can select the New button to add a Unit Mix record.
- Once the Unit Mix record is created, a Servicer can review the record in the Unit Mix section.
- An example of the Unit Mix section is provided below:

Note: The below referenced **validations** must be satisfied prior to finalizing the Inspection Record:

1. Units of this Type must equal the sum of Occupied, Non-Revenue, Vacant and Down Units.
 - a. Example: 10 Units of this Type (2 bedrooms, 2.0 bathrooms) = 10 Occupied Units + 0 Vacant Units + 0 Down Units
 - b. Example: 90 Units of this Type (2 bedrooms, 1.0 bathrooms) = 70 Occupied Units + 15 Vacant Units + 5 Down Units
2. Every Inspected Unit under the Unit Mix section must have a corresponding record under the Units Inspected section.
 - a. Example: 3 total Number of Inspected Units in the Unit Mix section should have 3 records under the Units Inspected section.



Step 6: Add Units Inspected

- Servicers can select the New button to add a Units Inspected record.
- Once the Unit Inspected record is created, a Servicer can review the record in the Unit Inspected section.
- An example of the Unit Inspected section is provided below:

Note: The below referenced **validations** must be satisfied prior to finalizing the Inspection Record:

1. Total number of each Current Use type under the Units Inspected section must not exceed the sum of units with the same 'Use' type under the Unit Mix section.
 - a. Example: There cannot be 85 “Occupied” units inspected if there are only 80 total “Occupied” units identified in the Unit Mix section.
2. There must be a corresponding record under Units Inspected for every Number of Inspected Units identified under the Units Mix section.
 - a. Example: 3 Number of Inspected Units under the Unit Mix section should have 3 records in this Units Inspected section

The screenshot displays two main sections: 'Unit Mix (2)' and 'Units Inspected (3)'. The 'Unit Mix' table has columns for Unit Mix ID, Bedroom Count, Bathroom Count, Units of this type, Avg. Rent, Occupied Units, Non Revenue, Vacant Units, Down Units, and Number of Inspected Units. The 'Units Inspected' table has columns for Unit Inspected ID, Unit Number, Square Footage, Bedroom Count, Bathroom Count, and Current Use. A modal form for adding a new unit inspected record is open, showing fields for Unit Number, Bedroom Count, Bathroom Count, Square Footage, Asking Rent Amount, Current Use, and Condition. Red annotations include a circle '2' pointing to a 'New' button in the Units Inspected section, a circle '1' pointing to a 'New' button in the Unit Mix section, and a red box around the 'Number of Inspected' column in the Unit Mix table. Red arrows also point from the 'Number of Inspected' column to the 'Units Inspected' table and from the 'New' button in the Units Inspected section to the modal form.

Unit Mix ID	Bedroom Co...	Bathroom C...	Units of this...	Avg. Rent	Occupied U...	Non Revenu...	Vacant Units	Down Units	Number of Inspected ...
1	MUB-00306	2	2.0	10	\$1,400	10	0	0	1
2	MUB-00307	2	1.0	90	\$1,200	70	15	5	2

Unit Inspected ID	Unit Number	Square Footage	Bedroom Count	Bathroom Count	Current Use	
1	MUI-00296	1001	1,200	2	2.0	Occupied Furnished
2	MUI-00297	1002	1,000	2	1.0	Vacant Unfurnished
3	MUI-00298	1201	1,000	2	1.0	Occupied Furnished

Unit Inspected ID: MUI-00296
 Inspection: DUSINSP-19486
 *Unit Number: 1001
 *Bedroom Count: 2
 *Bathroom Count: 2.0
 Square Footage: 1,200
 Asking Rent Amount: \$1,400
 Current Use: Occupied Furnished
 *Condition: 2
 Created By: Demo LenderReviewer1, 11/30/2021, 8:27 AM
 Last Modified By: Demo LenderReviewer1, 11/30/2021, 8:27 AM



Step 7: Add Deferred Maintenance Items

- Servicers can select the New button to add Deferred Maintenance Items.
- Once the Deferred Maintenance Item is created, a Servicer can review the record in the Deferred Maintenance Items section.
- An example of the Deferred Maintenance section is provided below:

Deferred Maintenance ID	Rating	Life Safety	Cost
1 DMI-00472	Major	No	\$10,000
2 DMI-00473	Minor	Yes	\$5,000

Deferred Maintenance ID
DMI-00473

Inspection
DUSINSP-19486

Item Name And Description
Gutters pulling away from building

Rating
Minor

Life Safety
Yes

Cost
\$5,000

Created By
Demo LenderReviewer1, 11/30/2021, 10:17 AM

Last Modified By
Demo LenderReviewer1, 11/30/2021, 10:17 AM

Cancel Save & New Save

- **Best Practice:** While selecting the Add Property Image(s) button, a Servicer can simultaneously add that item to the Deferred Maintenance list by selecting the Add to DM button and saving the data.
- An example of adding Deferred Maintenance Items with the Add Property Image(s) button is provided below:

+ Follow **Add Property Image(s)** Assign Inspector Return to Inspector

Add Property Images

Click "Upload Files" and begin taking pictures.

Click to start adding property images

Upload Files Or drop files

Save

File Name: apartment-9-11-17
RV: None
DM: None

Select a Category
Exterior

Comments
Standard exterior (building 3)

Add to DM Add to RV

Add Deferred Maintenance

Item Name And Description
Gutters pulling away from building

Rating
Minor

Life Safety
No

Cost
\$5,000.00

Save



Step 8: Add Repairs Verification Items

- Servicers can select the New button to add Repair Verification Items.
- Once the Repair Verification Item is created, a Servicer can review the record in the Repair Verification Items section.
- An example of the Repair Verification section is provided below:

Repairs Verification Items (1)

1 item • Updated 9 minutes ago

Repair Verification ID	Item Description and Location	Inspector Comments	Repair Status
1 RVI-000466	Roof Repair	mold	No Repairs Planned

View All

Repair Verification ID
RVI-000466

Inspection
DUSINSP-19486

Item Description and Location
Roof Repair

Inspector Comments
mold

Repair Status
No Repairs Planned

Created By
Demo LenderInspector1, 11/29/2021, 10:58 PM

Last Modified By
Demo LenderInspector1, 11/29/2021, 10:58 PM

Cancel Save & New Save

- **Best Practice:** While selecting the Add Property Image(s) button, a Servicer can simultaneously add that item to the Repair Verification list by selecting the Add to RV button and saving the data.
- An example of adding Repair Verification Items with the Add Property Image(s) button is provided below:

+ Follow **Add Property Image(s)** Assign Inspector Return to Inspector


Add Property Images Cancel

Click "Upload Files" and begin taking pictures.

Click to start adding property images

Upload Files Or drop files

Save



File Name: apartment-9-11-17

RV: None

DM: None

Select a Category
Exterior

Comments
Standard exterior (building 3)

Add to DM **Add to RV**

[Back to Property Images Upload](#)

Add Repairs Verification

Inspector Comments
Gutter repairs were not in progress.

Repair Status
Repairs Scheduled

Save



Desktop Inspection Record / Chatter Tab

The Chatter tab allows users to communicate in-app and provide updates to a specific record.

Step 1: View and add updates to Inspection Records

- Servicers can read all the updates provided about an Inspection Record and can search and filter through updates.
- Comments are used to provide updates and feedback regarding a record. Servicers can view All Updates or select specific update types by using the filter icon next to the ‘Search this feed...’ field.
 - **Note:** A user can tag a specific user and/or upload pictures and videos
- An example of the Chatter tab is provided below:

The screenshot shows the 'Chatter' tab selected in a navigation bar. Below the navigation bar is a 'Post' section with a text input field and a 'Share' button. A search bar with the placeholder 'Search this feed...' is highlighted with a red box. Below the search bar is a 'Sort by:' dropdown menu set to 'Most Recent Activity'. A post from 'Demo LenderInspector1 (Customer)' is visible, with a comment from '@Demo LenderReviewer1 (Customer)'. At the bottom, there is a 'Write a comment...' input field.

Submitting a completed Inspection Form

DUS Inspect generates a completed Inspection Form in an Excel format. Completed inspections in DUS Inspect will not automatically feed into MAMP as these systems are not currently connected. Servicers should continue to submit inspections into MAMP following existing processes.

Step 1: Validate an Inspection Form on the Details tab

- Servicers can select the Validate Inspection button on the Details tab.
- This ensures MAMP and Inspection Form requirements are met prior to generating an Inspection Form.
- An example of the Validate Inspection button is provided below:

The screenshot shows the 'Details' tab selected in a navigation bar. Below the navigation bar is a table with the following data:

Inspection Name	Assigned Inspector Name	Lender Loan Number	Property Name
DUSINSP-21097	Demo LenderInspector1	123450	Demo Property 1

Below the table, there are several buttons: 'Validate to proceed', '0 Issue(s)', 'Validate Inspection' (highlighted with a red box), and 'Generate MBA Form'.



- Servicers can select any error notifications next to the 'Fix errors to proceed' section of the Details tab
- Once selected, Servicers can select the Fix hyperlink next to the identified error
- This allows Servicers to select any identified validation errors and navigate directly to the corresponding section to update prior to completing the Inspection Record.
- An example of the 'Fix errors to proceed' section is provided below:

The screenshot shows the 'Details' tab of the DUS Inspect interface. At the top, there are tabs for 'Details', 'Records', and 'Chatter'. Below this, a header section displays inspection details: Inspection Name (DUSINSP-21097), Assigned Inspector Name (Demo LenderInspector1), Lender Loan Number (123450), and Property Name (Demo Property 1). A red box highlights the 'Fix errors to proceed' button with '44 error(s)' next to it. To the right are buttons for 'Validate Inspection' and 'Generate MBA Form'. Below the header is a sidebar with 'General Info' and a list of sections: Physical Condition & DM, Mgmt Interview, Multifamily, Fannie Mae Assmt Addendum, and Repairs Verification. A modal window titled 'Errors' is open, showing a list of errors. Two errors are highlighted with red boxes: 'Property Profile and Occupancy: Number of Floors' and 'Management Company Information/On-Site Contact: Management Onsite Contact LastName', both with 'Fix ->' links.

Step 2: Download an Inspection Form

- Servicers can select the Generate MBA Form button on the Details tab.
- This section is where Servicers will produce an Inspection Form in an Excel format with all the details entered into DUS Inspect. After downloading the Inspection Form, Servicers can edit further prior to upload and submission into MAMP.
- An example of the Generate MBA Form button is provided below:

The screenshot shows the 'Details' tab of the DUS Inspect interface. At the top, there are tabs for 'Details', 'Records', and 'Chatter'. Below this, a header section displays inspection details: Inspection Name (DUSINSP-21097), Assigned Inspector Name (Demo LenderInspector1), Lender Loan Number (123450), and Property Name (Demo Property 1). A red box highlights the 'Generate MBA Form' button. To the left of this button is a 'Validate to proceed' button with '0 Issue(s)' next to it. To the right are buttons for 'Validate Inspection' and 'Generate MBA Form'.

Step 3: Inspection status after MAMP upload

- Certified inspections in DUS Inspect will not automatically feed into MAMP as these systems are not currently connected. Servicers should continue to submit inspections into MAMP following existing processes.
- Once Servicers upload an Inspection Form into MAMP, the DUS Inspect status for that specific Inspection Record will remain "Certified" until MAMP has satisfied the record.
 - **Note:** There is a slight lag between the MAMP satisfied status and DUS Inspect resetting the Inspection Record status.



Mobile Homepage / List View

After successfully logging in, Inspectors will be taken to the *List View*, or homepage. On the homepage, Inspectors can see loans associated to the Seller Servicer Numbers. This will define the population of loans you will find in DUS Inspect.

Step 1: View Inspection List View after successful login

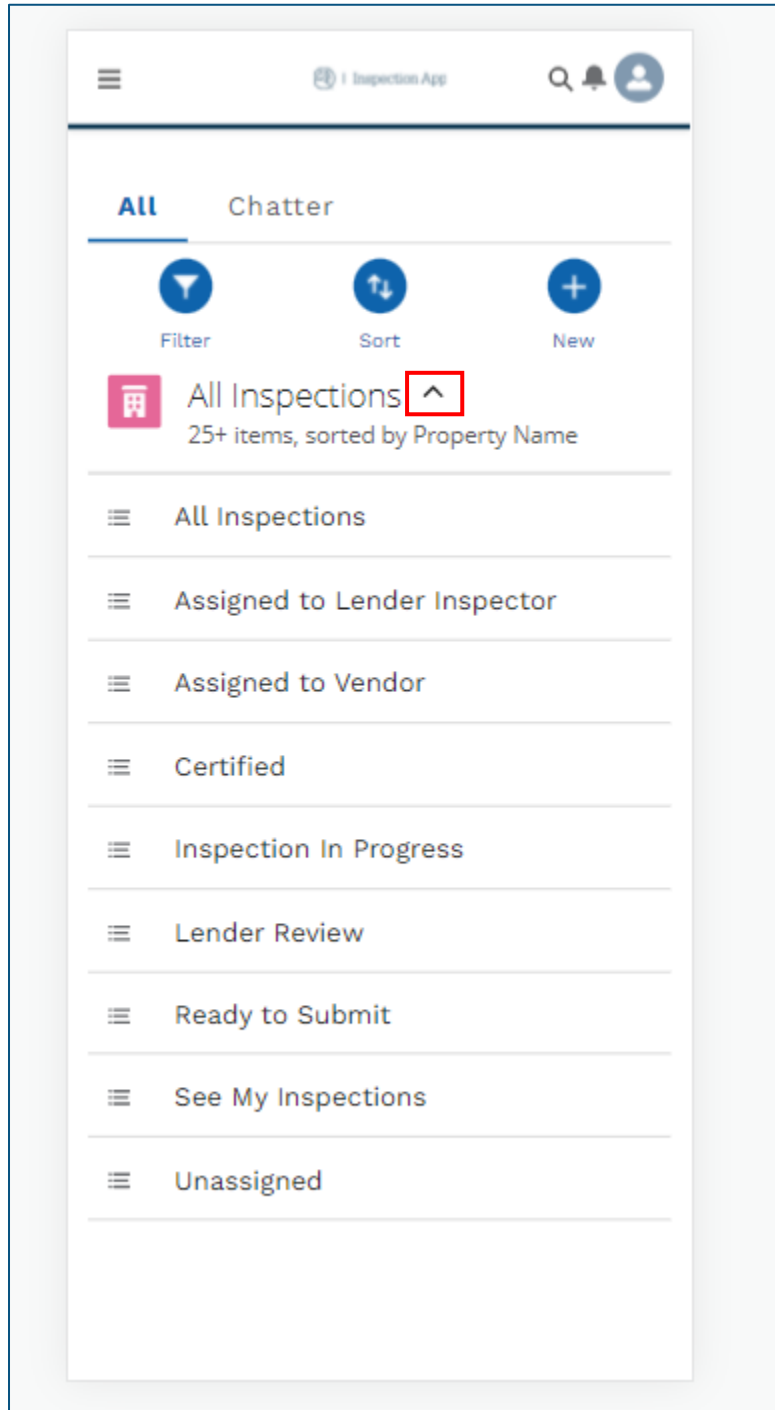
- On the Home page, the user's login ID is displayed in the top right corner of the window.
- Inspectors will see the List View loans associated to your seller servicer number(s) with upcoming inspection due dates.
 - **Note:** Presently, the functionality built within the first DUS Inspect release only includes loans with an upcoming inspection due date. However, loans with multiple properties (e.g., credit facilities) and properties with multiple loans (e.g., 2nd liens) are not included in the first DUS Inspect release.
- The Chatter tab allows users to communicate in-app and provide updates to a specific record.
- An example of the Home page from a Lender Inspector role is provided below:





Step 2: Select preset Inspection List Views

- Inspectors can select preset Inspection Lists from the Inspections drop down.
- The list includes All Inspections, Assigned to Lender Inspector, Assigned to Vendor, Certified, and more.
- This allows Inspectors to have the flexibility to see inspections related to specific workflows.
- An example of a List View filters is provided below:





Step 3: Apply filters to navigate List View

- Inspectors can apply filters on Property Name, Lender Loan Number, MSA, FM Risk Rating, Status, and more.
- This allows Inspectors to have the flexibility to see a customized List View related to specific loan numbers, MSAs, etc.
- Select the Clear All button to view the full population of inspections.
- An example of a List View Filter is provided below:

The screenshot illustrates the process of applying filters in the Inspection App. On the left, the 'All Inspections' view shows 25+ items, sorted by Property Name. A red box highlights the 'Filter' button. A red arrow points from this button to a filter dialog box below, which shows 'Property Name contains Demo' and a 'Clear All' button. On the right, the filtered view shows 2 items, sorted by Inspector, with the text 'Filtered by Property Name' highlighted in a red box. The filtered items are 'Avalon Demo Property' and 'Avalon Demo Property 2', both with the same MSA (Fairfax County) and Inspector (LenderInspector1).



Step 4: Select an Inspection Record

- Inspectors can select the Property Name hyperlink to navigate to the Inspection Record
- An example of choosing an Inspection Record is provided below:

The screenshot displays the 'Inspection App' interface. On the left, a list of properties is shown under the 'All' tab. The first property, 'Demo Property 1', is highlighted with a red box. The right side of the screen shows the 'Details' view for 'DUSINSP-19022', including an 'Inspection Validation' section with a 'Validate Inspection' button and an 'Information' section with fields for Inspection Name, Status, Lender Loan Number, Inspection Property, and Inspector Name.

All Chatter

Filter Sort New

All Inspections ▾
25+ items, sorted by Property Name

Demo Property 1

Lender Loa... 123450
MSA: Non MSA
Submission...
Previous In... 2
Previous In... 4/20/2021
Units: 56
FM Risk Ra... Pass-5
Status: Unassigned
Inspector:

Demo Property 2

Lender Loa... 123451
MSA: AUSTIN-ROUND ROCK-GEORGET...
Submission...
Previous In... 2
Previous In... 12/16/2020
Units: 264
FM Risk Ra... Pass-3
Status: Unassigned
Inspector:

Demo Property 3

Lender Loa... 123452
MSA: PHOENIX-MESA-CHANDLER, AZ ...
Submission...
Previous In... 2

DUSINSP-19022

Details Records Chatter

Inspection Validation

Validate Inspection

Validate to proceed 0 Issue(s)

Information

Inspection Name
DUSINSP-19022

Status
Unassigned

Lender Loan Number
123450

Inspection Property
[Demo Property 1](#)

Inspector Name

General Info >

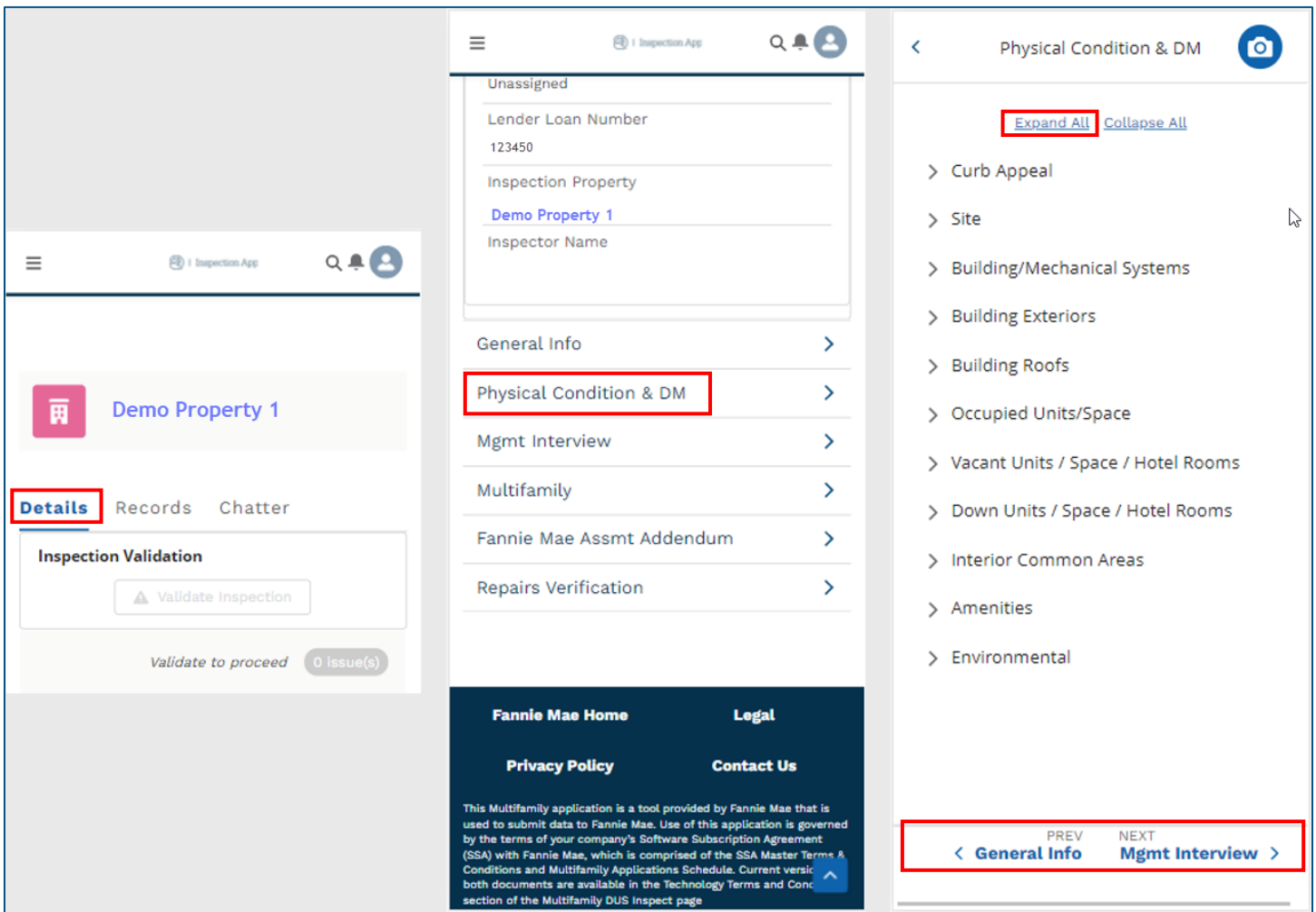


Mobile Inspection Record / Details Tab

The Details tab houses most of the inspection details for a specific Inspection Record.

Step 1: View inspection data on the Details tab

- Inspectors can see the inspection menu and subsections for an Inspection Record. The menu is provided below:
 - General Info
 - Physical Condition & DM
 - Mgmt Interview
 - Multifamily
 - Fannie Mae Assmt Addendum
 - Repairs Verification
- This menu and subsections are where Inspectors will view, edit, and review inspection details.
- Inspectors can select a specific menu and subsection then select the Expand All hyperlink to view the section details.
- Inspectors can select the previous or next hyperlinks at the bottom of the screen to navigate between the menu sections
- An example of the Details tab is provided below:






Step 2: Edit inspection data on the Details tab


- Inspectors can select any pencil icon to open the edit view.
- Inspectors can select the Save button to save or Cancel button to exit without saving while in the edit view.
- Examples of the edit view are provided below:


General Info


[Expand All](#) | [Collapse All](#)


▼ **Subject Property**

Property Name
Demo Property 1 


Property Address
123 Main Street 


Property City/State/Zip
TUCSON, AZ 85743 


Property Country 

MSA Code 

MSA
TUCSON, AZ METROPOLITAN STATISTICAL AREA

Overall Property Rating
2 

Rating Scale 

Inspection Date / Time 

Primary Property Type

NEXT
Physical Condition & DM >

Physical Condition & DM

[Expand All](#) | [Collapse All](#)

▼ **Curb Appeal**

Curb Appeal Overall Rating
--None--

Curb Appeal Trend
--None--

Curb Appeal Inspector Comments

▼ **Site**

Site Overall Rating
--None--

Site Trend
--None--

Site Inspector Comments

▼ **Building/Mechanical Systems**

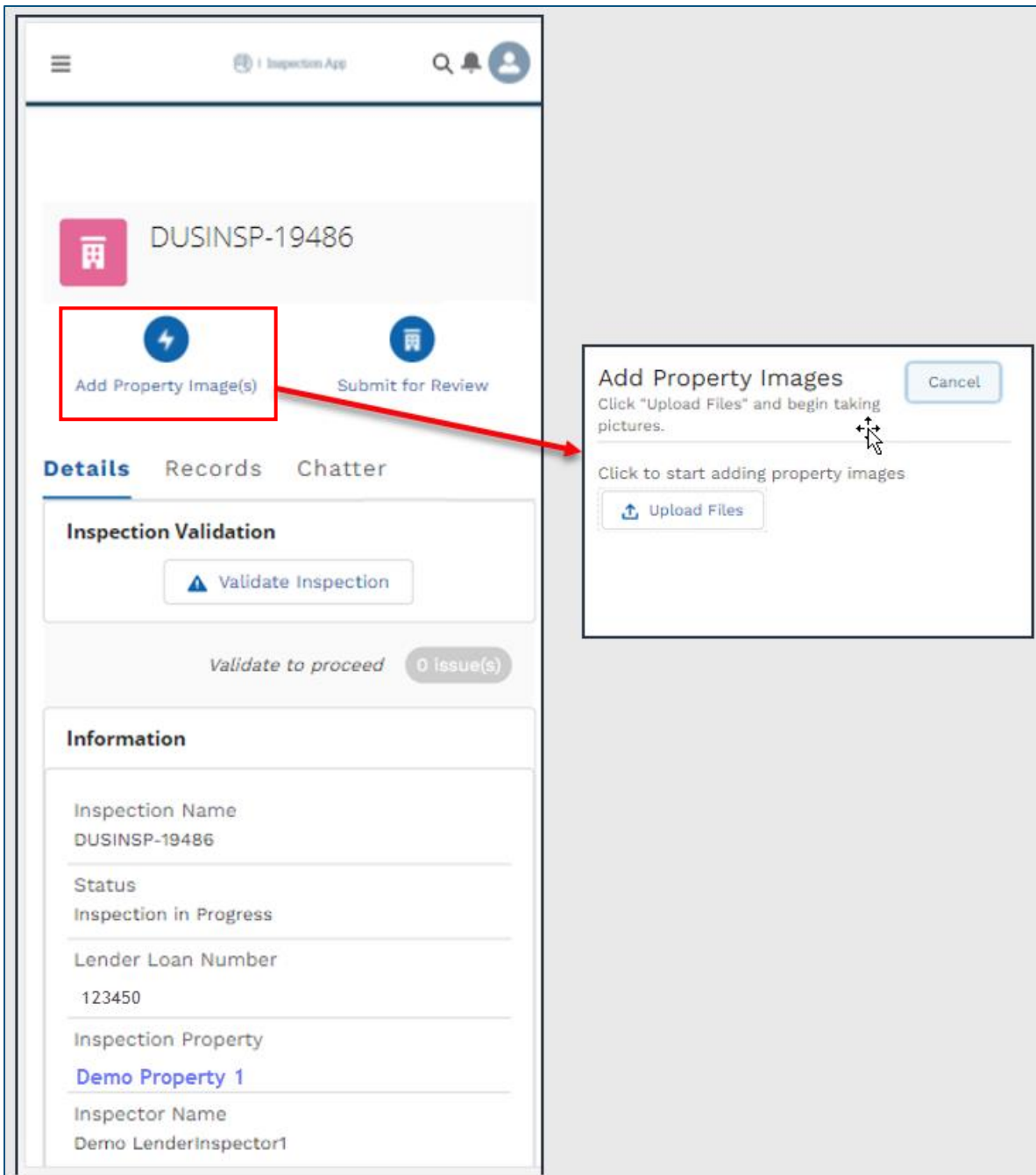
Mechanical Systems Overall Rating
None

Cancel **Save**



Step 3: Add Property Image(s)

- Inspectors can select the Add Property Image(s) icon when on the main Details Tab to take live photos and/or upload from photo library
- Inspectors can select the camera icon when in a subsection to take live photos and/or upload from photo library
- Once the image is taken or uploaded, an Inspector can review the image in the Files section on the Records Tab.
 - **Best Practice:** While adding an image, Inspectors can simultaneously add that item to the Deferred Maintenance or Repair Verification list by selecting the Add to DM or Add to RV buttons then saving the respective data.
- An example of the Add Property Image(s) button is provided below:





- An example of the Deferred Maintenance box and Repair Verification box is provided below:

Success
File was uploaded successfully. Please assign a category in the list below.

Click to start adding property images

Upload Files

Save

File Name: apartment-9-11-17.jpeg
RV: None
DM: None

Select a Category

Comments

Add to DM Add to RV

Back to Property Images Upload

Add Deferred Maintenance

Item Name And Description

Rating: Major

Life Safety: Yes

Cost

Save

Back to Property Images Upload

Add Repairs Verification

Inspector Comments

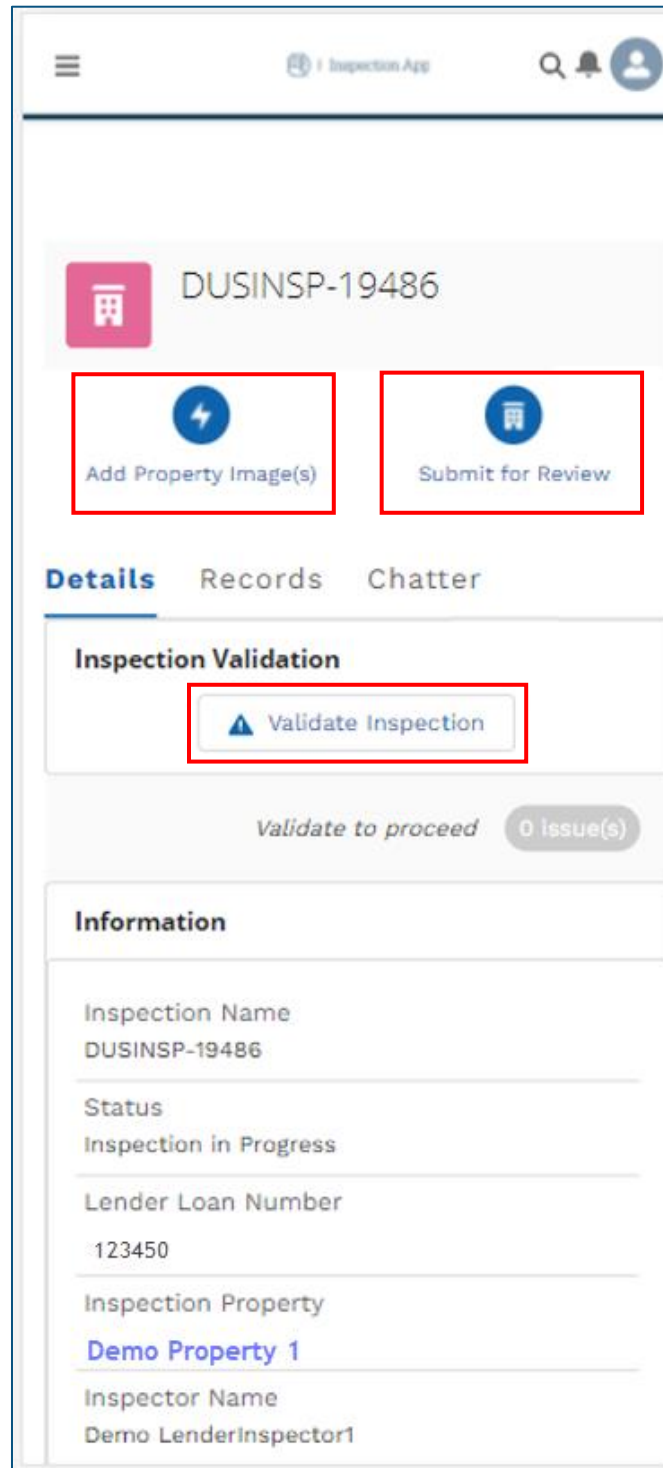
Repair Status: --None--

Save



Step 4: Apply action buttons

- Inspectors can apply a workflow action.
- This allows Inspector roles to have the flexibility to follow, add images, validate an inspection, and submit an Inspection Record for review
- An example of the workflow buttons for Lender Inspector on mobile view is provided below:



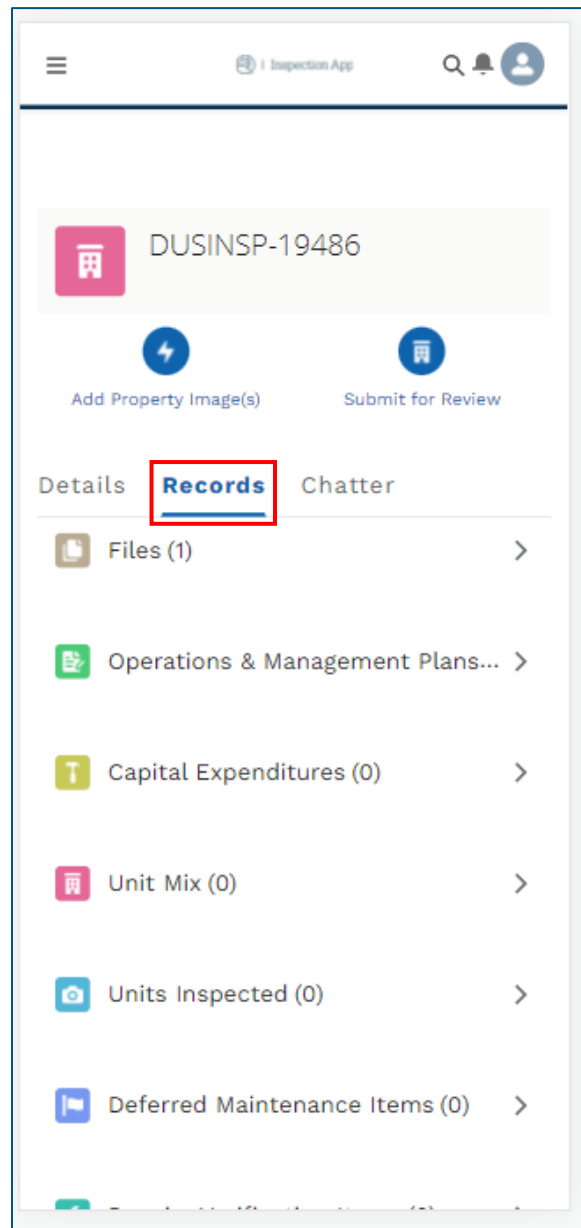


Mobile Inspection Record / Records Tab

The Records tab houses photos, videos, identified deferred maintenance and life safety items, unit mix, operation, and management plans, among other related inspection details.

Step 1: View inspection data on the Records tab

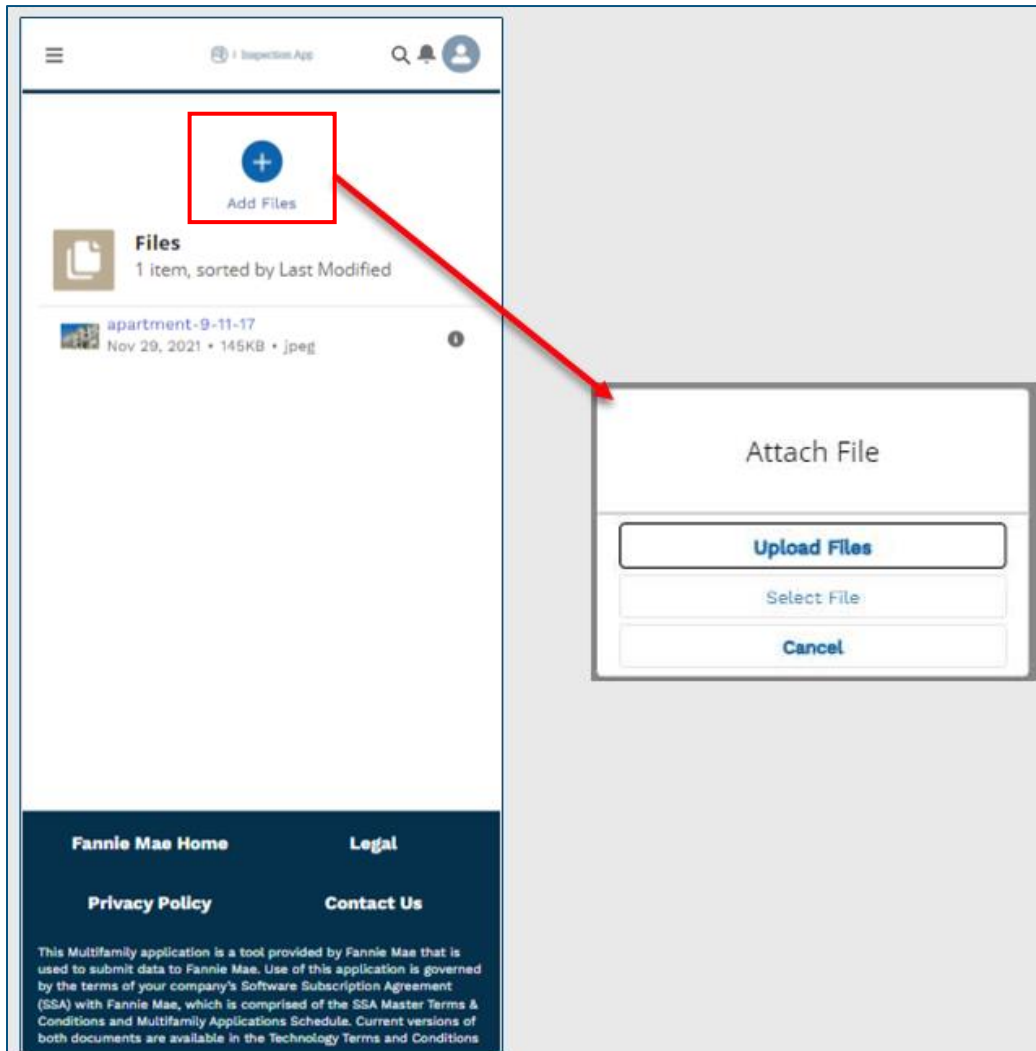
- Inspectors can see the Records tabs for an Inspection Record.
- This tab is where Inspectors will view, edit, and add Files, Operation & Management Plans, Capital Expenditures, Unit Mix, Units Inspected, Deferred Maintenance & Life Safety Items, and Repair Verifications.
- Inspectors can select a specific section to view and/or edit the section details.
- An example of the Records tab is provided below:





Step 2: View and Add Files

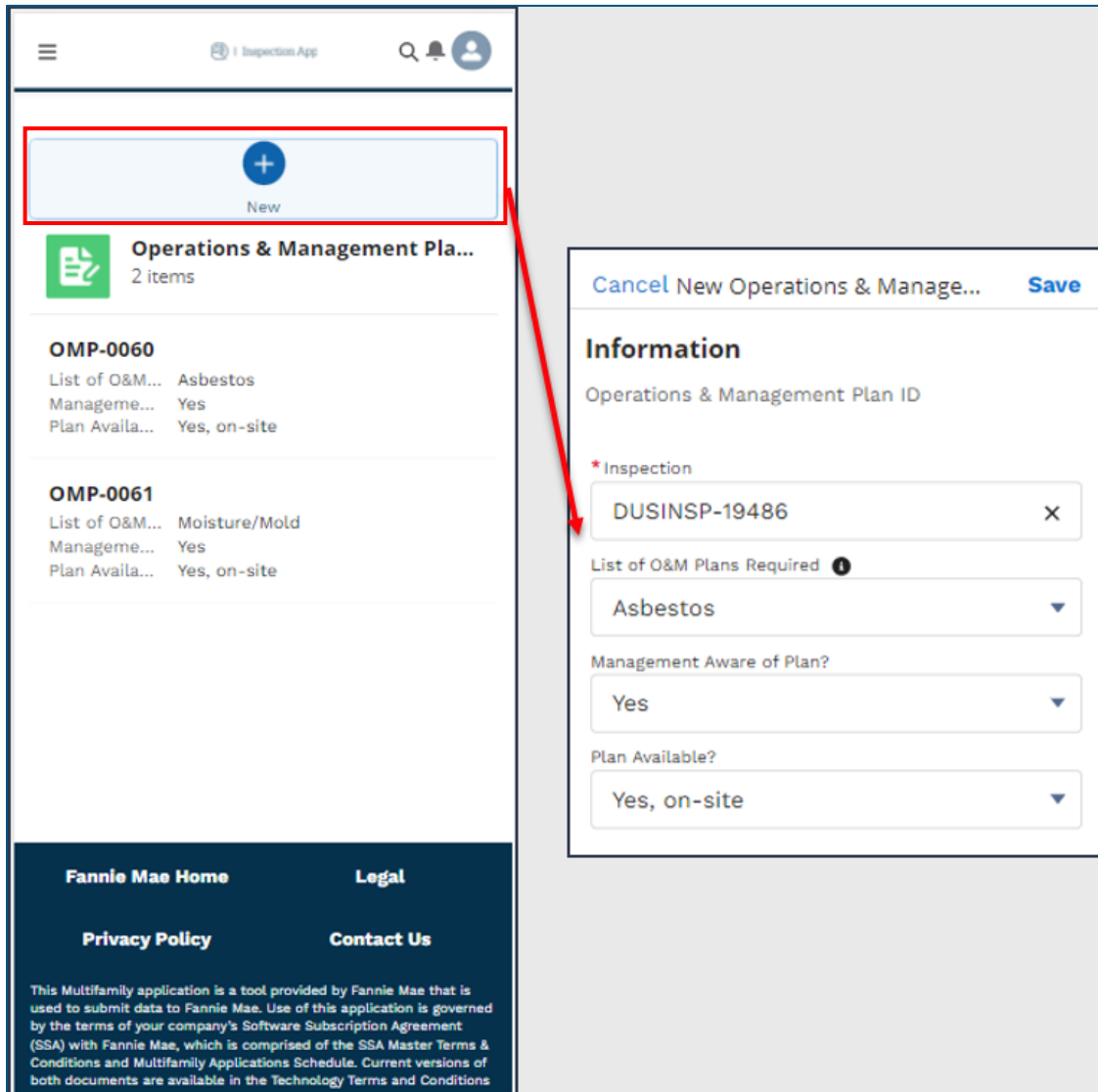
- Inspectors can select the Add Files button and choose files to upload to the Files section.
- This section is where Inspectors will view and upload any miscellaneous files including videos, pdf., etc. related to an Inspection Record.
 - **Best Practice:** Images should be uploaded by using the Add Image button. This will allow a user to add a label and category to the image.
- An example of the Files section is provided below:





Step 3: Add Operations & Management Plans

- Inspectors can select the New button to add an Operations & Management Plan.
- Once the Operations & Management Plan is created, Inspectors can review the record in the Operations & Management Plans section.
 - **Note:** The overall O&M Plan Comment box is found on the Details tab under the General Info / O&M section.
- An example of the Operations & Management Plans section on the Records tab is provided below:





Step 4: Add Capital Expenditures Plans

- Inspectors can select the New button to add a Capital Expenditures record.
- Once the Capital Expenditures is created, Inspectors can review the record in the Capital Expenditures section.
- An example of the Capital Expenditures section is provided below:

The screenshot displays the 'Inspection App' interface. The main view shows a 'Capital Expenditures' section with a 'New' button highlighted by a red box. Below this, a list item for 'CE-0060' is shown with details: 'Capital Exp... testing', 'Identified ... \$100.00', and 'Status: Completed'. A red arrow points from the 'New' button to the 'New Capital Expenditure' form. The form includes fields for 'Information', 'Capital Expenditure ID', 'Inspection' (with value 'DUSINSP-19486'), 'Identified Cost', 'Capital Expenditure', and 'Status' (set to 'Completed'). The bottom of the app shows navigation links for 'Fannie Mae Home', 'Legal', 'Privacy Policy', and 'Contact Us', along with a disclaimer.



Step 5: Add Unit Mix

- Inspectors can select the New button to add a Unit Mix record.
- Once the Unit Mix record is created, Inspectors can review the record in the Unit Mix section.
 - **Note:** Refer to the following sections of this guide for more details around the Unit Mix **validations:**
 - Best Practice: Details Tab / General Info / Property Profile and Occupancy Validations
 - Desktop Inspection Record / Records Tab / Add Unit Mix
 - Desktop Inspection Record / Records Tab / Add Units Inspected
- An example of the Unit Mix section is provided below:

The image shows a mobile application interface for 'Inspection App'. On the left, a 'Unit Mix' section is visible with a 'New' button highlighted by a red box. Below this, a unit mix record for 'MUB-00306' is shown with details: Bedroom Count: 2, Bathroom Count: 2.0, and Units of this Type: 10. On the right, a detailed form for creating a new unit mix record is shown. The form includes fields for Unit Mix ID, Inspection (with value DUSINSP-24835), Bedroom Count, Bathroom Count, Units of this Type, Average Square Feet, Avg. Rent, Occupied Units, Non Revenue Units, Vacant Units, and Down Units. A red arrow points from the 'New' button to the form.

Unit Mix
1 item

MUB-00306
Bedroom Count: 2
Bathroom Count: 2.0
Units of this Type: 10

Information
Unit Mix ID
* Inspection: DUSINSP-24835
* Bedroom Count:
* Bathroom Count:
* Units of this Type:
Average Square Feet
Avg. Rent
* Occupied Units:
Non Revenue Units
* Vacant Units
* Down Units

Fannie Mae Home **Legal**
Privacy Policy **Contact Us**

This Multifamily application is a tool provided by Fannie Mae that is used to submit data to Fannie Mae. Use of this application is governed by the terms of your company's Software Subscription Agreement (SSA) with Fannie Mae, which is comprised of the SSA Master Terms & Conditions and Multifamily Applications Schedule. Current versions of both documents are available in the Technology Terms and Conditions



Step 6: Add Units Inspected

- Inspectors can select the New button to add a Units Inspected record.
- Once the Unit Inspected record is created, Inspectors can review the record in the Unit Inspected section.
 - **Note:** Refer to the following sections of this guide for more details around the Units Inspected **validations:**
 - Best Practice: Details Tab / General Info / Property Profile and Occupancy Validations
 - Desktop Inspection Record / Records Tab / Add Unit Mix
 - Desktop Inspection Record / Records Tab / Add Units Inspected
- An example of the Unit Inspected section is provided below:

The image shows a mobile application interface for 'Inspection App'. On the left, the 'Units Inspected' section is displayed with a 'New' button highlighted by a red box. A red arrow points from this button to the right-hand form. The form is titled 'Cancel New Multifamily Unit Inspect...' and includes a 'Save' button. The form fields are as follows:

- Information**
- Unit Inspected ID
- * Inspection: DUSINSP-24835 (with a close button 'x')
- * Unit Number: (empty field)
- * Bedroom Count: (empty field)
- * Bathroom Count: (empty field)
- Square Footage: (empty field)
- Asking Rent Amount: (empty field)
- Current Use: Occupied Unfurnished (dropdown menu)
- * Condition: 1 (dropdown menu)

At the bottom of the app, there is a dark blue footer with links for 'Fannie Mae Home', 'Legal', 'Privacy Policy', and 'Contact Us'. A disclaimer at the very bottom states: 'This Multifamily application is a tool provided by Fannie Mae that is used to submit data to Fannie Mae. Use of this application is governed by the terms of your company's Software Subscription Agreement (SSA) with Fannie Mae, which is comprised of the SSA Master Terms & Conditions and Multifamily Applications Schedule. Current versions of both documents are available in the Technology Terms and Conditions.'



Step 7: Add Deferred Maintenance Items

- Inspectors can select the New button to add Deferred Maintenance Items.
- Once the Deferred Maintenance Item is created, Inspectors can review the record in the Deferred Maintenance Items section.
- An example of the Deferred Maintenance section is provided below:

The image displays two screenshots from the 'Inspection App'. The left screenshot shows the 'Deferred Maintenance Items' section with a 'New' button highlighted by a red box. The right screenshot shows the details for a specific item, DMI-00472, with an 'Edit' button highlighted by a red arrow.

Deferred Maintenance Items
1 item

DMI-00472
Rating: Major
Life Safety: No
Cost: \$10,000

Details for DMI-00472:

- Deferred Maintenance ID: DMI-00472
- Inspection: DUSINSP-19486
- Item Name And Description: roof
- Rating: Major
- Life Safety: No
- Cost: \$10,000
- Created By: Demo LenderInspector1, 11/29/2021, 10:55 PM
- Last Modified By: Demo LenderInspector1, 11/29/2021, 10:55 PM

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- **Best Practice:** While selecting the Add Property Image(s) button, Inspectors can simultaneously add that item to the Deferred Maintenance list by selecting the Add to DM button and saving the data.
- An example of adding Deferred Maintenance Items with the Add Property Image(s) button is provided below:

The screenshot illustrates the process of adding a property image and simultaneously creating a deferred maintenance item. On the left, the 'Add Property Image(s)' form shows a successful upload of a file named 'apartment-9-11-17.jpeg'. Below the file information, there are fields for 'RV' (None) and 'DM' (None), a 'Select a Category' dropdown, and a 'Comments' text area. At the bottom, there are two buttons: 'Add to DM' (highlighted with a red box) and 'Add to RV'. A red arrow points from the 'Add to DM' button to the 'Add Deferred Maintenance' form on the right. This form includes a 'Back to Property Images Upload' link, a title 'Add Deferred Maintenance', and several input fields: 'Item Name And Description', 'Rating' (set to 'Major'), 'Life Safety' (set to 'Yes'), and 'Cost'. A 'Save' button is located at the bottom of this form.



Step 8: Add Repairs Verification Items

- Inspectors can select the New button to add Repair Verification Items.
- Once the Repair Verification Item is created, Inspectors can review the record in the Repair Verification Items section.
- An example of the Repair Verification section is provided below:

The image shows two screenshots from the 'Inspection App'. The left screenshot displays the 'Repairs Verification Items' section with a 'New' button highlighted by a red box. A red arrow points from this button to the 'Edit' button in the right screenshot. The right screenshot shows the details for item RVI-000466, including fields for 'Repair Verification ID', 'Inspection', 'Item Description and Location', 'Inspector Comments', 'Repair Status', 'Created By', and 'Last Modified By'. The bottom of the app shows a dark blue footer with links for 'Fannie Mae Home', 'Legal', 'Privacy Policy', and 'Contact Us', along with a disclaimer text.

Repairs Verification Items
1 item

RVI-000466
Item Descri... Roof Repair
Inspector C... mold
Repair Stat... No Repairs Planned

DETAILS RELATED FEED

Repair Verification ID
RVI-000466

Inspection
DUSINSP-19486

Item Description and Location
Roof Repair

Inspector Comments
mold

Repair Status
No Repairs Planned

Created By
Demo LenderInspector1, 11/29/2021, 10:58 PM

Last Modified By
Demo LenderInspector1, 11/29/2021, 10:58 PM

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- **Best Practice:** While selecting the Add Property Image(s) button, Inspectors can simultaneously add that item to the Repair Verification list by selecting the Add to RV button and saving the data.
- An example of adding Repair Verification Items with the Add Property Image(s) button is provided below:

The screenshot displays the 'Add Property Image(s)' interface. At the top, a green success message states: 'Success File was uploaded successfully. Please assign a category in the list below.' Below this, there is a 'Click to start adding property images' section with an 'Upload Files' button. A 'Save' button is also present. The main area shows a file upload preview for 'apartment-9-11-17.jpeg' with fields for 'RV:' (None) and 'DM:' (None). A 'Select a Category' dropdown menu is visible. At the bottom, there are 'Add to DM' and 'Add to RV' buttons, with the 'Add to RV' button highlighted by a red box. A red arrow points from this button to the 'Add Repairs Verification' form on the right.

The 'Add Repairs Verification' form includes a 'Back to Property Images Upload' link, an 'Inspector Comments' text area, a 'Repair Status' dropdown menu (currently set to '--None--'), and a 'Save' button.

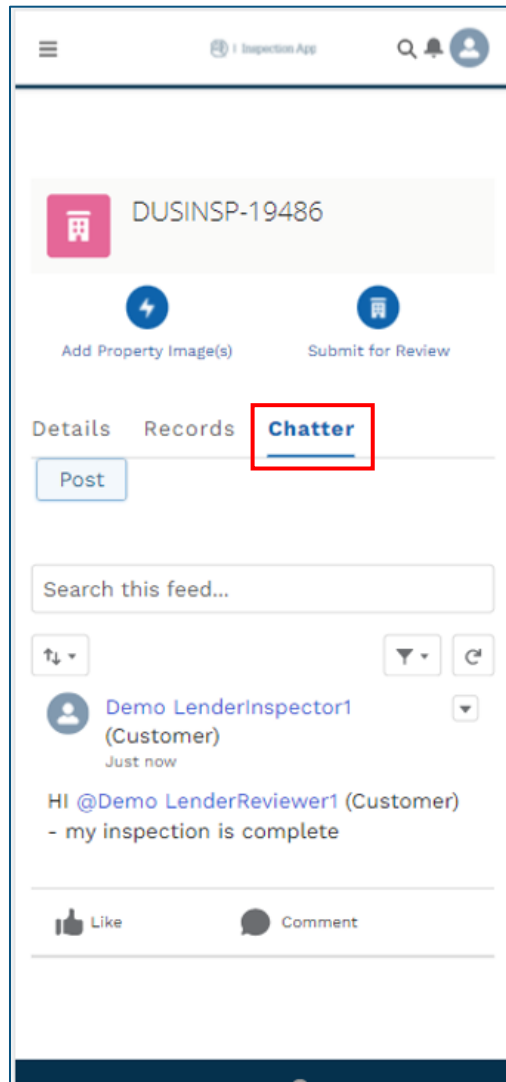


Mobile Inspection Record / Chatter Tab

The Chatter tab allows users to communicate in-app and provide updates to a specific record.

Step 1: View and add updates to Inspection Records

- Inspectors can read all the updates provided about a record and can search and filter through updates.
- Comments are used to provide updates and feedback regarding a record. Inspectors can view All Updates or select specific update types by using the filter icon next to the 'Search this feed...' field.
 - **Note:** A user can tag a specific user and/or upload pictures and videos
- An example of the Chatter tab is provided below:



Business or Data Inquiries

If a Servicer has any business or data inquiries about DUS Inspect, they can attain assistance by emailing dus_inspect@fanniemae.com. This mailbox is actively monitored and a member of the DUS Inspect support team will be in touch to answer questions and provide support.