



SASS Online Frequently Asked Questions (FAQs)

Help Desk

Who should I contact if I have any questions or problems using SASS Online?

AQA Contractors and their Review Appraisers should contact the REAC Technical Assistance Center at 1-888-245-4860 for all SASS Online inquiries. This is REAC's Help Desk, providing users with timely and vast information to facilitate all activities using SASS Online.

User IDs

How do I obtain a User ID and password?

AQA Contractors and their Review Appraisers are eligible for access to SASS Online. If you are an AQA Contractor or a Review Appraiser, you may apply for a SASS Online User ID through the Internet at https://www2.hud.gov/idapp/html/appraiser_reg.htm. (Please note that this is a https address rather than a traditional http address.) You will select your password and your User ID will be supplied to you via mail within 10 business days.

When applying for a User ID online, be sure to wait to receive a confirmation notice screen. This will help ensure that your application is received by REAC.

Weekly Work Assignment

I received more case binders from the HOC than were assigned to me on the Weekly Work Assignment. What should I do with the excess binders?

Case binders received from the Home Ownership Centers (HOCs) that were not included in the Weekly Work Assignment (WWA) should be returned to the HOCs when you pick up the following week's cases.

AQA Payment

What criteria will REAC use to determine if AQA packages are of "sufficient" quality to receive payment?

In order to ensure that you receive payment for all completed AQAs, the AQA package you send to REAC should include the following items:

- Transmitted electronic copy of the AQA report
- Explanation for each NO answer in the 'Comments' field of the AQA report
- Signed "Review appraiser's certification" form
- Front and rear photographs of the subject property
- Street photographs of all three comparables
- Included supporting documentation (e.g., additional photographs, sketches, maps) as evidence for violations, if violations were noted on the electronic AQA form.



What requirements are there on the invoice number I provide to REAC?

The invoice number you provide REAC can be no more than ten characters long (any combination of letters and digits is acceptable). Invoice numbers must not be repeated. Following these two requirements will help ensure prompt payment of the invoice.



AQA Form Issues

1. *I am trying to access the 1038 Form to enter an AQA into SASS Online. However, when I enter the FHA case number nothing happens. What should I do?*

Before a review appraiser can access an AQA Form for a specific AQA case, the Contractor must assign it to the review appraiser in SASS Online. Contact your AQA Contractor and have them assign the case to you in SASS Online.

2. *The information that automatically populates on the AQA Form is incorrect. What should I do?*

These cases are addressed on a case-by-case basis. Contact Drondaire Miller at Drondaire_L_Miller@hud.gov or (202) 708-4932 ext. 3410 for assistance.

3. *When printing out the AQA form (one copy for my own files and one copy to be sent to my contractor and HUD) I noticed that my comments in the comments box is only partially printed. In order to comply with USPAP how can I print out all of my comments?*

By printing after having submitted the AQA form, all comments in the comments box will be visible.

4. *Should my comparable photo page include the addresses of the comparable properties?*

Yes, addresses should be provided for all comparable properties.

5. *In order to comply with USPAP, where do I identify the date on which I conducted my review?*

The date of your review should be written on the Review Appraisers Certification Form below your signature.

6. *When I type in the AQA Value on question 14 of the AQA form, I get an error message. What am I doing wrong?*

Both the original Appraisal Value and the AQA Value must be entered in order for the system to be able to calculate the percentage difference.

7. *What happens when supporting documentation is not provided when a question is answered "No?"*

For all 'No' responses, there must be supporting documentation and comments in the "Comments" field. If this information is not provided with the initial AQA packet submission, the case is placed "on hold" and the contractor is not paid until all needed materials are supplied.



8. What happens if the CVP is missing documents?

If the CVP is incomplete, the Contractor is required to obtain the missing document(s) (from the lender or the appraiser) and include in the AQA package. If the CVP is not provided with the initial AQA packet submission, the case is placed “on hold” and the contractor is not paid until all needed materials are supplied.

9. How do I answer the “Cost Approach” question (V1 - Q.10.2; V2 - Q.11.2)?

If the review appraiser says the Cost Approach was required but not adequately completed by the subject appraiser, the review appraiser must check ‘YES’ and provide the Cost Approach as additional supporting documentation. If the Cost Approach is not required, additional supporting material is not required.

10. How do I correctly complete the “Income Approach” question (V1 - Q.12.2; V2 - Q.13.2)?

If the review appraiser says the Income Approach was required but not adequately completed by the subject appraiser, the review appraiser must check ‘YES’ and provide the Income Approach as additional supporting documentation. If the Income Approach is not required, additional supporting material is not required.

11. What happens if the Review Appraiser’s Certification information is missing?

This is unacceptable, the review appraiser must sign the ‘Review Appraiser Certification’ section of the report. If this signature is not provided with the initial AQA packet submission, the case is placed “on hold” and the contractor is not paid until all needed materials are supplied.

12. What if I am missing rear subject property photographs?

For all V1 AQAs, contractors must supply a rear photograph of subject property or explain why they have not been provided. If the rear photo is not provided with the initial AQA packet submission, the case is placed “on hold” and the contractor is not paid until all needed materials are supplied.

14. What if there are missing grids and photographs and the review appraiser has over a 10% disagreement with appraised value (V1 - Q11.8; V2 - Q12.8)

This is not acceptable. Grids and photographs must be provided if the review appraiser has over a 10% disagreement with appraised value of subject appraiser. If the grids and photos are not provided with the initial AQA packet submission, the case is placed “on hold” and the contractor is not paid until all needed materials are supplied.



15. How do I answer the Flood Plain status question, (V1 - Q8.5; V2 - Q8.5) "Was flood plain status correctly recognized?"

In answering this question, remember that "Status" refers to 'A', 'B', 'C', or 'X', not the accuracy or date of the map. Wrong map # and wrong date DO NOT constitute an incorrect recognition of flood plain status, and should not necessarily constitute a 'No' answer.

16. Certain questions are not being answered correctly. The following are two examples:

"Was zoning compliance correctly identified?"

"Was the value conclusion supported by data and the applicable approaches in the appraisal report." (V1 - Q13.1; V2 - 14.1)

For these and all questions, please read the question carefully and answer what the question is asking. For example, the first question addresses zoning compliance, not the zoning itself. The second question addresses the logic supporting the value conclusion, not the validity of the supporting data. However, if the data seems invalid, but the logic behind the answer is valid, then answer "Yes" and note any concerns about the data in the comments field.