

Request for Waiver of Housing Directive

U.S. Department of Housing and Urban Development
Office of Housing
Federal Housing Commissioner

OMB Approval No. 2502-0029
(Expires 04/30/2020)

1. Field Office National Servicing Center	2. Program and DAS (e.g., multifamily development) Single Family Housing
3. Waiver Requested by (person, entity, HUD employee) Matt Martin, Director NSC	
4. Waiver Item (directive number, date, page, paragraph, etc.) Handbook 4000.1, Section III.A.2.h.xii.	

Relief Sought

This partial waiver allows mortgagees to utilize alternative methods for contacting borrowers, in lieu of face-to-face interviews, to meet the requirements of Handbook 4000.1, Section III.A.2.h.xii. Acceptable alternative methods for contacting borrowers include phone interviews, video calling services, etc. The mortgagee must document their contact with the borrower, following the same protocol that is currently required, noting the alternative methods of contact used in lieu of face-to-face contact. The partial waiver does not apply to Section 248 Mortgages on Indian Land. Face-to-Face requirements are still in place for the Section 248 insurance program. The partial waiver is limited to a 12-month period from the date of issuance.

5. Did a check of SharePoint indicate Prior Approval of a factually similar waiver?	<input type="checkbox"/> Yes (skip No. 6)	If previously approved, give Counsel's name and date of approval.
	<input checked="" type="checkbox"/> No (go to No. 6)	

6. Counsel Determination. The Waiver Proposal **does not conflict** **conflicts** with statutory or regulatory provisions (cite rule or provision)

Counsel (signature) 	Date 3-12-2020
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7. Employee Justification (attach additional pages if necessary)

This partial waiver of required face-to-face interviews is being issued due to public health concerns around the spread of Coronavirus Disease 2019 (COVID-19).

This partial waiver allows mortgagees to utilize alternative methods for contacting borrowers, in lieu of face-to-face interviews, to gather and convey required information, to assess the borrower's circumstances, and to determine appropriate repayment plans, to meet the requirements of Section III.A.2.h.xii. under FHA's early default intervention requirements.

This partial waiver does not apply to Section 248 Mortgages on Indian Land, due to the statutory provisions governing the Section 248 insurance program. Face-to-Face requirements are still in place for the Section 248 insurance program.

This partial waiver to Single Family Housing Policy Handbook 4000.1 guidance aligns with the regulatory waiver: Temporary, Partial Waiver of 24 CFR §203.604 Servicing Responsibilities, Contact with the Mortgagor.

Field Office Concurrence		
Name Elissa Saunders	Title Acting Director, Office of Single Family Asset Management	Date
8. <input checked="" type="checkbox"/> Granted <input type="checkbox"/> Not Granted	Housing Director (signature) 	Date 3-13-2020

Comments
EFFECTIVE 3-13-2020

Public reporting burden for this collection of information is estimated to average xx minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. HUD may not collect this information, and you are not required to complete this form, unless it displays a currently valid OMB control number.

Distribution: (includes waivers granted and denied)
Original to Field Office;
One copy to each of the following: Director, Organizational Policy, Planning and Analysis Division, Room 9116, HUD Headquarters, HRO
Assistant General Counsel, Multifamily Mortgage Division, HUD Headquarters, Room 9230, CAHAA
Office of the Deputy Assistant Secretary for Single Family Housing, Room 9282, HUD Headquarters, HU
Office of the Deputy Assistant Secretary for Multifamily Housing, Room 6106, HUD Headquarters, HT