

FHA INFO #19-38

July 24, 2019



**TO: All FHA-Approved Mortgagees;
All Other Interested Stakeholders in FHA Transactions**

NEWS AND UPDATES

Loan Review System (LRS) Errors and Data Loss

Users of FHA's Loan Review System (LRS) have been experiencing various server errors over the last several weeks. Efforts to resolve the errors in recent days inadvertently resulted in both data and documents being deleted.

On Monday, July 22, 2019, the LRS was temporarily shut down to allow system teams from the Department of Housing and Urban Development (HUD) to recover lost data and continue analysis to determine the root cause of the issue. FHA anticipates that LRS access will be restored no later than Friday, July 26th.

To ensure lenders are not adversely impacted by the outage, FHA will make adjustments to response due dates. Once LRS access is restored, lenders with specific requests should contact the FHA Resource Center referenced below.

Resources

Contact the FHA Resource Center:

- Visit our online knowledge base to obtain answers to frequently asked questions 24/7 at: www.hud.gov/answers.
- E-mail the FHA Resource Center at: answers@hud.gov. Emails and phone messages will be responded to during normal hours of operation, 8:00 AM to 8:00 PM (Eastern), Monday through Friday on all non-Federal holidays.
- Call 1-800-CALLFHA (1-800-225-5342). Persons with hearing or speech impairments may reach this number by calling the Federal Relay Service at 1-800-877-8339.

FHA INFO Archives:	Visit the FHA INFO Archives to access FHA INFO messages issued from 2012 to the present.
Subscribe/Unsubscribe Instructions:	To subscribe to the Single Family FHA INFO mailing list you can use this link: FHA INFO or send a request by email to: answers@hud.gov Bulk subscriptions: To sign up your entire office or a large group, send the list of email addresses (in the format below) to: answers@hud.gov aaa@xyz.com bbb@xyz.com ccc@xyz.com

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Resource Links:

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[Career Opportunities](#)

[Contracting Opportunities](#)

[Events & Training](#)

[FHA Forms](#)

[FHA Homeownership Centers](#)

[FHA Mortgagee Letters](#)

[Foreclosure Assistance](#)

[Grant Opportunities](#)

[HUD Homes - Property Listings](#)

[HUD.gov](#)

[Making Home Affordable](#)

[Presidentially-Declared Major Disaster Areas](#)

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