

**FHA INFO 2022-43****May 2, 2022**

Loan Review System (LRS) Access Restored

Today, access to the Federal Housing Administration's (FHA) Loan Review System (LRS) was restored after it was temporarily shut down while system teams worked to resolve various document errors. FHA has reverted review levels and reset response due dates to minimize the impact on lenders and FHA staff. The system shutdown reduced the number of active reviews that require resubmission of response documents; however, lenders may need to resubmit documents for some cases. Users may need to clear their internet browser caches to access the system.

For technical reasons, FHA was unable to revert Lender Monitoring reviews and some additional loan reviews. FHA staff will work with individual lenders to make appropriate adjustments for those cases. Lenders with other specific requests should contact the FHA Resource Center referenced below.

Although LRS errors have been resolved for new document uploads, lenders and FHA staff are still unable to access most documents submitted prior to the shutdown. System teams continue to work on a comprehensive solution that will restore access to all documents in LRS. FHA will communicate through a future FHA INFO when this solution is implemented.

Need Support? Contact the FHA Resource Center.

- Visit our knowledge base to obtain answers to frequently asked questions 24/7 at www.hud.gov/answers.
- E-mail 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.

About FHA INFO

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