2014 FRV Process Improvement Plan

Item	HCPF Staff	Required Steps to Improve Process
NVC to schedule appraisal	Randie Wilson Anthony Satariano	• Meet with NVC • Determine timeframe for scheduling appointments • Determine timeframe for scheduled appointments to occur • Develop forms for documenting date of scheduled appointment, date of appraisal, confirmation of administrator review of appraisers evaluation of property
Effective Age Matrix	Randie Wilson Anthony Satariano	• Develop a mutually agreed upon effective age matrix to standardize appraisal process across appraisers • Develop a mutually agreed upon process for land valuation
Completed Appraisals	Randie Wilson Anthony Satariano	• Meet with NVC • Send out completed appraisal in PDF form to administrator • Determine timeframe for administrator/property manager/management company comments and question period • Establish method for submission of comments and questions that can be tracked • Establish process and timeframe for NVC response to comments and questions • Establish process for making concessions to administrator comments/questions
Informal Dispute Resolution	Randie Wilson Anthony Satariano	• Determine process and triggers for appraisal IDR between NVC and administrator/management company when comment period is not sufficient • Meet with AGs office to determine feasibility of mediation without legal council • Develop documentation process for IDR proceedings and final resolution
Develop Appraisal Methodology Guide	Randie Wilson Anthony Satariano NVC	• Develop clear explanation of FRV calculation and methodology • Identify consistent points of contention with FRV appraisals and possible explanations (ex: land value, differences in value of adjacent buildings, etc.)
Develop FRV Process Guide	Randie Wilson Anthony Satariano	• Establish clear expectations, timelines, and timeframes for the FRV process • Include a preparation guide that identifies what providers should have ready for the appraiser, key staff to have present, etc. • Develop webinar for on demand use by providers • Include Appraisal Methodology Guide

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