

TAH Inspection Scheduling Process

During COVID-19, Freddie Mac relied on virtual and delegated inspections rather than in-person inspections. While virtual inspection technology has proved effective, it does not provide the level of insight an in-person inspection does. Having “boots on the ground” has always been one of our strengths and is a key component in building relationships with our lenders and borrowers. Therefore, we are amending TAH’s inspection process.

Inspection Request Notice effective June 19, 2023:

- A minimum of two-week lead time for an inspection date. This gives Freddie Mac adequate time to make travel arrangements. For portfolios, a longer notice may be required.
- Once a date and time is coordinated, a calendar invite will be sent with the name of the Freddie Mac inspector who will be attending.
- The ability to confirm a requested inspection date is limited by the availability of our staff.
- If staff is not available on the requested date and time or adequate notice is not given, an alternate date or second inspection may be required.
- Including Freddie Mac as soon as possible will reduce the chances of needing to reschedule or conduct multiple inspections.

Selecting Units:

- The Optigo® lender will select two times the required units for inspection, and the sponsor should notify all selected units. If Freddie Mac is doing the property inspection, Freddie Mac will select the units to be inspected at random on the day of inspection.
- If Freddie Mac is not present, the Optigo lender will select units to be inspected at random on the day of inspection.

Tips:

- Use Optigo Happy® to create an inspection template.
- New TAH Inspection mailbox: TAH_inspections@freddiemac.com – Inspection request must be sent with the completed TAH Inspection Request Template and Rent Roll.
- At least two business days prior to the inspection, the completed TAH Inspection Questionnaire must be provided by property management.
- Be sure to escalate any material issues noted during the inspection to Freddie Mac immediately.
- The [TAH Inspection Request Template](#) is posted on the Originate & Underwrite webpage under References & Tools.

Thanks for partnering with us as we improve our business this new inspection process should allow us to respond more quickly to inspection requests!