

## Appendix F. Timeliness Requirements

### Overview

**In this Chapter** This chapter contains a quick reference table for all timeliness measures.

<b>Chapter</b>	<b>Topic</b>	<b>Section</b>	<b>Description of Timeliness Measure and Page Number</b>
(1) Specially Adapted Housing (SAH) Application Eligibility	(7) Outreach to Veterans Not Yet Rated	(b) Verify Application Information	When the Regional Loan Center (RLC) receives an application ( <i>VA Form 26-4555</i> ) from a Veteran, regardless of the method of submission, SAH personnel must contact the Veteran within 7 business days to verify the information provided in the application. (1-12)
(2) Pre-Grant Approval, Initial Interview	(1) General Information About the Initial Interview	(b) When to Perform	Within 7 business days of eligibility being established, the SAH Agent must notify the Veteran of initial interview eligibility in writing using either the <i>FL 26-39</i> (the SAH eligibility letter) or the <i>FL 26-39b</i> (the Special Housing Adaptation [SHA] eligibility letter). (2-2)
(2) Pre-Grant Approval Initial Interview	(1) General Information About the Initial Interview	(c) Telephone Interview	If a telephone interview was completed, and the Veteran indicates they are interested in a Plan 3 SAH grant use, a feasibility study must be completed within 30 business days of the telephone interview.
(2) Pre-Grant Approval Initial Interview	(1) General Information About the Initial Interview	(d) Timeliness Requirements	The initial interview must be completed within 30 business days of eligibility. (2-3)
(2) Pre-Grant Approval Initial Interview	(4) Documenting the Initial Interview and Follow Up	(c) Follow Up	The SAH Agent must follow up with the Veteran within 30 business days of the initial interview to review items discussed during the interview. The SAH Agent must continue to contact the Veteran every 30 days up to grant approval or until the case is made inactive (2-8).
(2) Pre-Grant Approval Initial Interview	(4) Documenting the Initial Interview and Follow Up	(d) Veteran Inactivity	If the Veteran becomes non-responsive after the initial interview, the SAH Agent may place the case on inactive status after three attempts to contact the Veteran at successive 30 business day intervals. The first 30 business day interval begins on the day after the initial interview is completed. (2-9)

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## Appendix F. Timeliness Requirements, continued

Chapter	Topic	Section	Description of Timeliness Measure and Page Number
(3) Pre-Grant Approval: Feasibility and Suitability	(1) General Information about Feasibility Studies	(d) Timeliness	The SAH Agent must complete the lot/housing unit inspection within 30 business days of the initial interview or document the case notes if an inspection is not applicable (3-2). The SAH Agent must determine financial feasibility and include the findings in the feasibility study report (on the appropriate version of VA Form 26-1858) that must be completed and uploaded to the system within 10 business days of the date of the lot/housing unit inspection. If other extenuating circumstances exist which prevent the 10 business day requirement from being met, the SAH Agent must clearly document the case notes in the system. Again, all components of the feasibility study (medical feasibility, financial feasibility, and property suitability) must be completed and uploaded in the system within 10 business days of completing the lot/housing unit inspection.
(4) Getting to Conditional Approval	(4) More Information Regarding Financial Information	c) Timeliness	If the SAH Agent experiences delay in the Veteran providing information (to complete financial feasibility), or if other extenuating circumstances exist which prevent the 10 business day requirement from being met, the SAH Agent must clearly document the case notes in the system. (4-5)
(5) Getting to Final Approval	(9) RLC Requirements for Grant Disapproval	(c) Follow Up Requirements	If RLC management disapproves a grant and additional documentation is required from the Veteran and/or builder, the SAH Agent must communicate this to the Veteran and/or builder within 5 business days of disapproval via e-mail or mail. A copy of this communication must be uploaded in the system. (5-25)

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## Appendix F. Timeliness Requirements, continued

<b>Chapter</b>	<b>Topic</b>	<b>Section</b>	<b>Description of Timeliness Measure and Page Number</b>
(6) SAH Agent's Responsibilities During Construction and Handling Disputes/Complaints	(1) Project Management Responsibilities	(b) Notifying the Veteran and Builder After Grant Approval	The SAH Agent is required to notify the Veteran receiving the SAH/SHA grant within 3 business days after grant approval (6-2).
(6) SAH Agent's Responsibilities During Construction and Handling Disputes/Complaints	(1) Project Management Responsibilities	(f) Required Communication During Construction	The SAH Agent is required to maintain communication with the Veteran and builder at least every 10 business days, beginning at the construction start date (6-3).
(6) SAH Agent's Responsibilities During Construction and Handling Disputes/Complaints	(3) Dispute Resolution	(c) How to Handle Complaints	By maintaining contact every 10 business days with the Veteran and builder throughout the duration of the construction project and during any period of dispute/complaint, the SAH Agent should effectively manage the project and avoid issues from escalating beyond the point of control of the SAH Agent (6-7).
(6) SAH Agent's Responsibilities During Construction and Handling Disputes/Complaints	(3) Dispute Resolution	(e) Handling Formal Construction Complaints	Upload all complaint documentation to the system within 5 business days of receipt and notify the Assistant Valuation Officer (AVO) and Valuation Officer (VO). The site inspection report must be completed and uploaded to the system within 10 business days of completing the site inspection. The SAH Agent must create and provide to the builder via mail, e-mail, or fax and upload to the system, a builder remediation plan that notifies the builder of dispute/complaint items within 10 business days of completing the site inspection (6-9).
(6) SAH Agent's Responsibilities During Construction and Handling Disputes/Complaints	(3) Dispute Resolution	(g) How to Handle Legal Action Between the Veteran and the Builder	Document the system with the details of the litigation within 5 business days of their receipt, and advise Central Office of the litigation issues. (6-10)

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## Appendix F. Timeliness Requirements, continued

Chapter	Topic	Section	Description of Timeliness Measure and Page Number
(7) The Compliance Inspection and Review of Compliance Inspection Reports (CIR)	(6) Reviewing VA Form 26-1839, Compliance Inspection Report	(c) Timeliness of CIR Review	The AVO/VO must review and approve the CIR within 5 business days of when the CIR was uploaded by the Agent or Compliance Inspector (CI). When the final CIR from the CI is received and approved, indicating that all SAH or SHA related construction is satisfactorily complete, the SAH Agent must complete the Final Field Review (FFR) within 10 business days (7-9).
(8) Escrows, Escrow Agents, and the Authorization of Funds	(1) Escrow and When Escrow is Required	(d) When the Escrow Account is not Required	Escrows are not required if funds are to be released immediately or within 10 business days after receipt of the grant check (8-3).
(8) Escrows, Escrow Agents, and the Authorization of Funds	(4) Authorization to Disburse Funds When VA is not the Escrow Agent	(c) How to Authorize the Fund Release and Timeliness Requirements	To provide expectations for all parties involved in the construction and avoid potential delays, the escrow release letter must be created within 3 business days of the AVO/VO approving the CIR (8-9).
(10) SAH Agent Final Field Review	(3) Following Up With the Veteran, Builder, and CI	(b) Follow-Up Procedure	The SAH Agent must communicate the results of the FFR to the Veteran, builder, and CI within 3 business days of completion and approval. (11-4)
(11) Final Accounting	(3) Requirements for Closing Final Accounting	(a) When to Perform	The final accounting must be completed and certified (and the case closed) no later than 75 business days after the final escrow close-out documentation has been received (11-6).
(12) Death Cases	(3) Processing Death Cases when Outstanding Expenses were Claimed	(e) Documenting the Next of Kin Contact and Closing File For Lack of Response or No Expenses Claimed	Close the grant when the family/estate does not reply to the Next of Kin (NOK) letter for 90 days (from the date the NOK letter was sent) (12-4).