TO: CNA e-Tool Stakeholders

SUBJECT: Delayed Required Use, Register for Training & More

1.   Required Use Delayed until Nov. 1, 2017

The required use of the CNA e-Tool will be delayed for FHA multifamily mortgage insurance applications until November 1, 2017, due to Hurricane Harvey recovery efforts. Read the memo here.

2.   Register for Training by Sept. 15, 2017

HUD will be providing training for needs assessors and lenders at 11 HUD offices through October. HUD has released the initial schedule of trainings, but will reassess the schedule based on demand. Due to limited availability, please register for only one session by September 15, 2017. If your preferred location and/or date is at capacity, you will be offered an alternative based upon availability.

3.   New Ask-A-Question Feature

All CNA e-Tool users can now ask questions and receive answers through the new Ask-A-Question (AAQ) help desk support feature.

4.   Benchmarking

HUD suspended MAP Guide Appendix 5G Section IV, subsections A through E pertaining to benchmarking for new insured mortgage applications or 10-year update CNAs. This suspension does not apply to any application in which the borrower requests: a) reduced mortgage insurance premium (MIP) in consideration of compliance with a recognized green building standard; or b) HUD underwriting of utility cost savings anticipated as a result of proposed conservation measures. In these cases, the benchmarking provisions remain in place. In all other cases, the suspension applies and entries in the CNA e-Tool assessment template should be completed as follows:

Data Entry Requirements for Properties That Are Not Subject to Benchmarking

Worksheet	Form	Data Item(s)	Correct Entry
Utility Type Usage	Utility Type Usage	All	Leave blank
Components	Components	Type of Utility	N/A
Components	Components	Usage/Year	Leave blank
Alternatives	Alternatives	Type of Utility	N/A
Alternatives	Alternatives	Usage/Year	Leave blank

5.   Maintenance Update

CNA e-Tool will not be available from 6 p.m. - midnight EST on September 30.

6.   Training Modules

A new training module has been posted on the HUD Exchange to assist users in the evaluation of physical conditions. All of the training modules have been posted here.

7.   Whom should I call for further information?

For further technical information, please complete the AAQ form.
For user access issues, please email CNAaccess@hud.gov.