
CHAPTER 14. FILES AND RECORDKEEPING

SECTION I - POLICY

- 14-1 Policy. Individual property (case) files are established immediately for all new acquisitions and custodial properties.
- 14-2 Access. Access to case files is restricted to staff with a need to know.
- 14-3 Data Base Files. The use of SAMS data base files in lieu of property case files is encouraged for analysis and preparation of Disposition Programs.

SECTION II - INTERNAL CONTROLS

- 14-4 Standard Filing Procedures. Field Offices are to use standard filing procedures as described herein.
- 14-5 Sign Out Records. A sign out system is used to manage records and files.
- 14-6 Data Base Access. SAMS access is controlled by MIAS and the Systems Management Branch, SFPDD, Headquarters.

SECTION III - GENERAL

- 14-7 Access. Access to case files shall be restricted, with the maintenance of a sign-out log for physical control of the files. Field Offices must see that all staff, regardless of function, know how to locate property information at all points of processing.
- 14-8 Standard Filing Procedure. Field Offices are to use a standard filing procedure that can be easily audited and facilitates storing of relevant information pertaining to PD processing.
- 14-9 Types of Records and Files.
- A. Subject Files. Establish subject files as necessary for:
1. Field Office actions which must be based upon thorough documentation. These include:
 - a. Written delegations of authority to staff responsible for performing certain responsibilities, such as confirmation of lockbox deposits (paragraph 15-13) and certification of disbursements (paragraph 16-13).
 - b. Periodic definition of a residential area
 - c. Reconveyance procedures.
 - d. Tax authority information.

- e. Appraisal reviews.
 - f. Annual ten percent survey of rents.
 - g. Extension Request Log.
 - h. Property Acquisition and Disposition Register.
 - i. Monthly Inspections of Acquired Properties Report, Form HUD-9524.
- 2. Retrieval of specific information in the event of a dispute or complaint.
 - 3. Review by Regional and Headquarters staff of local office procedures and programs.

- B. Individual Property (Case) Files. The case files are the most important manual record of the processing and disposition of each property. Since each property is a significant asset, it is important that the case file accurately reflect all processing and sale decisions as it affects that property. This includes all correspondence, forms, and related material specific to that property. The record must be maintained in chronological order. A strict sign-out control system must be maintained for case files.
 - B. Data Base Files. Data to SAMS is input from hard copy documentation as it is received, after which the documentation should be filed in the permanent case file. The SAMS data base can serve in lieu of case files for on-going analysis and disposition work provided the data is maintained on a daily basis. Field Office staff should access the data base to view information at personal computer (PC) terminals whenever possible, thereby minimizing the use and possible loss or misplacement of hard copy case files.
 - C. SAMS Forms. For information about SAMS forms, contact the Single Family Property Disposition Division, Systems Management Branch, in Headquarters.
 - D. Payee (Vendor) Files. See Chapter 16 for procedures used to establish vendor files and for records retention and monitoring requirements of vendor files.
- 14-10 Establishing the Individual Case File. Establish a case file upon receipt of any of the following types of documentation. Wherever it is necessary that the Field Office assign a case number, see

paragraph 3-11, Special Acquisitions.

- A. Form HUD-27011, Single Family Application for Insurance Benefits (Appendix 11), from the mortgagor.
 - B. Inspection Report, Notification of Outcome of Foreclosure Sale, Deed and title Evidence for a Title I property.
 - C. Memorandum of acquisition of a Section 312 property (Appendix 14), from CPD's Master Servicer.
 - D. An inspection report from HUD staff of Loan Management or their foreclosure contractor assigning a property previously secured by a Secretary-held mortgage for custodial duties.
 - E. Documentation of a Legal Settlement, Repurchase, or Foreclosed Purchase Money Mortgage.
- 14-11 Property Acquisition and Disposition Register (Form HUD-9500). Maintained permanently, this register (Appendix 20) is the source for consecutively assigning a PD number to each property. Title I and Title 312 cases are to be grouped separately in the register. The register may be maintained in an automated system, but such a system must include all the information shown in Appendix 20 and must be easily retrievable in a hard copy.
- 14-12 Organization of Case Files. Only two categories of active case files are generally permitted. Those for which no sales offers are pending; and those sold but not closed. As necessary, case files for properties under lease, under repair, or held off market may be maintained separately. Case files must be maintained by property address or in FHA case number sequence, by general categories for active or inactive.
- 14-13 Case Files for Specific Categories of Active Cases: If necessary, case files for some categories of active cases may be filed separately. This includes properties leased, under repair or held off market. They must, however, be filed in a logical order such as by REAM, then property address or FHA case number. The case file for properties under lease should clearly reflect the

reason the property was leased and must contain the original, signed lease since it is part of the official record of property disposition. The case file must also include records of rents received.

- 14-14 Contracts, copies of. Original contracts are retained by the Contracting Officer. As necessary to monitor contracts, copies may be retained in PD files.

14-15 Case File Retention, Transfer and Disposal. When a sale closes, the case file must be stored with inactive files in precise FHA case number sequence.

- A. Files should be retained for one year after closing, but may be transferred to the Records Center after six months if there are no unresolved issues or disputes. Contact the Regional Records Management liaison Officer for questions on shipment of records.
- B. Files of properties reconveyed to the mortgagee will be held in an inactive file for one year, then transferred to the Records Center.