

Chapter 10. SAH Agent Final Field Review

Overview

In this Chapter This chapter contains the following topics.

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1. General Information about the SAH Agent Final Field Review

- Change Date** July 1, 2022, Change 2
- Subtopic c has been updated to reflect the delegation of authority to the VO to approve requests for any other qualified SAH or Construction and Valuation (C&V) personnel to complete the Final Field Review.
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- a. Introduction** This topic contains information about the Final Field Review (FFR), including:
- the purpose,
 - who can complete,
 - when to complete, and
 - requirements.
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- b. Purpose** The purpose of the FFR is so the Specially Adapted Housing (SAH) Agent can:
- verify that the SAH minimum property requirements (MPRs) have been met,
 - obtain a signed letter of satisfaction from the Veteran before releasing of the 20 percent holdback funds, and
 - ensure the VA-approved compliance inspector (CI) has completed his/her inspections accurately.

Note: If the Veteran refuses to sign the letter of satisfaction, the SAH Agent must document the system notes with the rationale for not signing. If the refusal to sign is due to cosmetic issues, or items that were not included in the approved contract, the Regional Loan Center (RLC) should not withhold payment to the builder. RLCs are encouraged to contact Central Office (CO) for guidance in these situations.

- c. Who Can Complete** The FFR must be completed by:
- the SAH Agent,
 - RLC management, or
 - any other qualified SAH or Construction and Valuation (C&V) personnel, as approved by the Valuation Officer (VO).
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1. General Information about the SAH Agent Final Field Review, continued

d. When to Complete

The FFR must be completed and uploaded into SAHSHA within 10-business days from the approval of the final satisfactory compliance inspection. SAH Agents are encouraged to schedule the final inspection so that the Veteran and builder are present whenever possible.

2. Final Field Review Requirements

- Change Date** February 12, 2014, Change 1
- This entire section has been updated.
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a. FFR Requirements

The FFR must:

- be completed using *VA Form 26-1858d, Final Field Review*.
 - provide evidence that all work is in conformity with SAH MPRs, and the VA-approved plans and specifications.
 - include color, digital photographs of the following:
 - the front of property, for identification purposes, and
 - a minimum of one photograph for each area of the home altered by SAH-related construction or installation. For areas with more than one adapted feature (e.g. bathrooms and kitchens), multiple photographs should be provided showing all adapted components.
 - include a label or brief narrative for each photograph, to provide context. If an item is non-compliant, include specific dimensions/details.
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3. Following up with the Veteran, Builder, and Compliance Inspector

Change Date February 12, 2014, Change 1

- This entire section has been updated.

a. Purpose The purpose of following up with the Veteran, builder, and CI is to inform all parties of the results of the FFR.

b. Follow Up Procedure The SAH Agent must communicate and document in the system the results of the FFR to the Veteran, builder, and CI within 3-business days of completion, and approval or denial. The SAH Agent should advise all parties of pending payments, additional documentation that may be necessary to close the case, or any non-compliant items.

c. Handling Non-Compliance If, upon completing the FFR, the SAH Agent discovers non-compliant items (e.g. deficiencies, deviations, or unauthorized substitutions, or changes), the following must occur:

- Contact the builder immediately to communicate the non-compliant items and discuss the builder's plans to make the items compliant.
- Maintain regular and periodic communication with the builder to ensure the non-compliant items are being addressed and to confirm an estimated completion date.
- Schedule a re-inspection of the non-compliant items once the builder has communicated they are complete.
- Document the re-inspection in the same manner as the original FFR, but only address the non-compliant items.

If the non-compliant items are very minor and do not require field measurement (e.g. punch list items), the SAH Agent may accept digital photographs and a signed satisfaction letter from the Veteran as proof of completion. In these cases, a re-inspection by the SAH Agent is not necessary.

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3. Following up with the Veteran, Builder, and Compliance Inspector, Continued

d. Documenting Non-Compliance

Following up with the Veteran, Builder, and Compliance Inspector

If the SAH Agent has discovered deficiencies and determines the CI was non-compliant in reporting them via the compliance inspections, the following must occur:

- Contact the CI to discuss the non-compliant items and provide training on SAH MPRs.
- Send a letter of admonishment to the CI and place a copy in the CI's folder maintained by the RLC.

The RLC will not be held accountable for third party mistakes, such as CI non-compliance, if they are noted and addressed.

e. Certificate Of Completion

If the SAH Agent determines the builder satisfactorily completed the construction project, and the Veteran is pleased with the builder's performance, the system-generated Certificate of Completion letter can be provided to the builder. This may help promote continued builder cooperation.
