

## How to Submit a Question to the MAP Guide AAQ Transcript

Hello. This video will demonstrate how to access and submit a question to the Multifamily Accelerated Processing, or MAP Guide Ask a Question Portal, also known as the AAQ. -

HUD is asking that any individual who has a question about the MAP Guide submit the question through the MAP Guide AAQ directly. There are several reasons for this:

The AAQ is a single repository of customer and third-party questions about the MAP Guide and HUD's responses, categorized by chapter and section.

Each question will be answered by the appropriate subject matter expert and reviewed by a senior manager in HUD's Office of Multifamily Production. This review, along with the record of previous answers to the same or similar questions will help HUD maintain accurate and consistent responses throughout the country.

Periodically, HUD will identify recurring issues and address these publicly with clarifications of policy and practice.

HUD will conduct a periodic review of recurring questions to form policy solutions, which may then be incorporated in future revisions of the MAP Guide or implemented with interim guidance, such as a Mortgagee Letter.

Customers and HUD staff can ask questions and obtain clear, generic responses on policy and practice without implicating individuals or specific customers or HUD Offices.

You can share these responses with others by forwarding them the system's automatically produced response email.

The Ask a Question or AAQ Portal is an electronic virtual help desk housed on the HUD Exchange. This tool enables HUD staff, Lenders, third party consultants, Borrowers, and other industry participants to ask policy questions online and to receive timely responses to their questions via email.

Please note there is a distinction between a project-specific underwriting question and a MAP Guide policy question. Customers should continue to direct underwriting questions relating to a specific application to the assigned HUD underwriter in a HUD Regional Center.

All communications are private. Your question and HUD's answer will not be made public.

The response to each question will be sent only to the individual who submitted it. However, this does not preclude individuals from sharing these responses by sending the response email to others. In addition, HUD may wish to share responses to commonly asked issues, and, at its discretion, may forward such question/response emails to others.

To access the HUD Exchange, visit the hyperlink shown on the screen: ([HUDEXchange.info](http://HUDEXchange.info).)

Hover above the program support tab on the top right-hand corner on the HUD Exchange homepage and select the "Ask a Question" option. You can also click Program Support to view other types of program support and technical assistance and access the AAQ portal that way.

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You will then be directed to the AAQ Requestor Form Step 1. Here you will enter requestor identification information such as your name, geographic location, phone number and email address. This information is requested in case anyone from the MAP Guide AAQ desk needs to reach out to you for clarifying information after you have submitted a question.

Once you enter all your identifying information, you will be ready to advance onto the next screen. Select “Step 2” and a box will appear that will ask you to confirm your personal information. You will have the opportunity to either go back and edit the information you have provided or confirm your information and move on to the next step.

Now you have made it to Step 2 of the AAQ Requestor Form. Here you will select the topic to which your question is related so that it is submitted to the correct Question Pool. In this case, we are interested in submitting a question to the MAP Guide AAQ Desk, so we will select “Map Guide: FHA Multifamily HUD MAP Guide” from the dropdown menu.

Next, you will be asked to provide the citation from the MAP Guide that your question is related to. It is imperative that you include an accurate citation so that HUD can assign a subject matter expert to review your question based on its content. For example, if you have a question about Chapter 9, Section 9.6.2.J of the MAP Guide on bridge loans and balance sheet loans, you will enter the citation 9.6.2.J. If you do not at least enter the Chapter and section, such as 9.6 or 9.7, we will not be able to easily triage your question to the correct subject matter expert and this will cause a delay in providing you with a response.

Next, you will provide a subject line for your question, in which you should enter a brief and descriptive introduction that outlines the topic or intent of the question. An example would be “Asbestos abatement” or “Asbestos abatement vs. encapsulation.”

Then, you will enter your question. When typing your question, please provide as much detail as possible so that HUD can provide you with a thorough response.

Once you have provided your contact information, a detailed subject line, the associated citation, the question contents, and any other supporting files, then you can move forward with submitting your AAQ.

Select, “Submit your Question” At the bottom of the page and you will then be directed to the Submission Confirmation page.

Once you submit your question, your screen will refresh and look like what is shown on the screen.

If you wish to submit another question about another topic, you can select “Ask a New Question.”

A screen will appear, in which you must provide the email address you used when asking the original question.

Once you do this, you will be taken directly back to screen 1 of the requestor form. Your identifying information will already be filled in; you will just have to select “Step 2,” at the bottom of the screen, confirm your identifying information, and you will be taken to screen 2 where you will again select “MAP Guide: FHA Multifamily HUD MAP Guide” from the dropdown menu, enter a new citation, subject line, and question.

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Here are some important reminders to keep in mind when submitting an AAQ:

1. If you have more than one question, you should submit them separately by repeating this process as described previously
2. You may also attach a file if you think it will be helpful in providing additional context to your question. To upload a file, select "Choose file" and select one of the 5 compatible file types such as PDF, word document, excel sheet, PowerPoint, or image.
3. For your privacy, please do not include any proprietary information when submitting a question on the AAQ.
4. As mentioned earlier, Customers should continue to direct underwriting questions relating to a specific application to the assigned HUD underwriter in a HUD Regional Center.
5. All communications are private. Your question and HUD's answer will not be made public. Although the response to each question will be sent only to the individual who submitted it, this does not preclude individuals from sharing these responses by sending the response email to others.
6. In addition, HUD may wish to share responses to commonly asked issues, and, at its discretion, may forward such question/response emails to others."
7. Lastly, your question will be routed within several business hours to a HUD subject matter expert. Response time will vary depending on complexity, but many questions are answered within one to two business days.

You will receive all updates about your submitted question via email from the automated email address. [aaq@hudexchange.info](mailto:aaq@hudexchange.info).

- A confirmation message will be sent to the email address you provided in the requestor form outlining that your question has been processed and is being addressed.
- If you do not provide enough details in your original question, then you may receive an email from the AAQ email in which additional information is requested, at which point you should select the "View Question" button in the email message you received to add additional information. After you include the requested details, it will be added to your original question and you will then receive an email confirming that the information was successfully added to your question.
- If your question requires additional HUD review, it may be placed on "hold", in which case you will receive an email notifying you of the questions hold status and an answer will be provided as soon as a policy decision has been made.
- You will receive your final response via email from [aaq@hudexchange.info](mailto:aaq@hudexchange.info) as well. If after receiving an answer, you would like to obtain further clarification or need more assistance on the same topic, you may reopen your question using the "View Question" button in the response email.
- Please note that any emails or replies sent to the automated address ([aaq@hudexchange.info](mailto:aaq@hudexchange.info)) will not receive a response. Instead, you will need to take action on a question by selecting the "View Question" button within the email received. You can then perform the following actions that we just discussed, such as:
  - Viewing your question, the answer, and any applicable attachments
  - Adding additional information to this question, as just mentioned.
  - Ask a new, unrelated question using the same requestor information.

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- Reopen the question if you need additional assistance with the same question.
- Canceling the question if a response is no longer necessary.y

As you can see, submitting a question to the MAP AAQ Guide is straightforward and can be done in a few simple steps.

We look forward to answering any questions you may have regarding the MAP Guide. Thanks for watching.