

The Texas Appraisers and Appraisal Management Company Survey, 2015



March 2015

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EXECUTIVE SUMMARY

In January and February 2015, the Texas Appraisers and Appraisal Management Survey surveyed a total of 1,421 appraisers and 55 appraisal management companies doing business in the state of Texas. The questions were specifically designed to achieve the following:

- Clearly distinguish between the fees paid to appraisers by Appraisal Management Companies (AMCs) and fees paid by non-AMC clients for residential appraisals.
- Capture any difference in fees paid by property type: single family, condominium, size or square footage, or other factors.
- Capture the impact on fees by market area or locale: urban vs. rural, (MSAs, county, zip code, etc.).
- Determine whether appraiser qualifications (experience, education, specialization) impact fees paid to appraisers.
- Determine how far the appraisers travel for an assignment; and if from another state or distant region, how much time they spend gathering the data for the appraisal.
- Determine what fee structure the AMCs offer appraisers for residential appraisals.
- Determine whether those fees vary by property type.
- Determine if there is a difference in the fees they pay based upon urban, rural or other location factors.
- Determine whether AMCs pay differing fees to appraisers based upon their experience.

A brief highlight of the survey results follows:

- The vast plurality (41 percent) of respondents completed assignments within 50 miles of their cities, which was similar to the number reported in 2012 (42 percent). In addition, 16 percent completed assignments within 100 miles of their cities, while 10 percent completed assignments regardless of their location. Both of them were the same as the results in 2012.
- 25 percent of respondent appraisers did not complete assignments for Appraisal Management Companies compared to 5 percent who exclusively did. 38 percent of respondents completed at least half of their assignments for Appraisal Management Companies, whereas 51 percent completed half or less. The percentage in 2015 was similar to the proportion of 2012 that 41 percent of respondents accomplished at least half of their assignments for Appraisal Management Companies and 57 percent accomplished half or less.
- 15 percent of respondent appraisers completed appraisals exclusively for lenders, individuals, or other non-Appraisal Management Companies, whereas eleven percent did not complete any appraisals for them. 47 percent of respondent appraisers completed at least half of their assignments for lenders, individuals, or other non-Appraisal Management Companies and 51 percent completed half or less. The percentage in 2015 was similar to the proportion of 2012 that 45 percent of respondents accomplished at least half of their assignments for lenders, individuals, or other non-Appraisal Management Companies and 52 percent accomplished half or less.

- The majority of respondent appraisers received between \$300 and \$450 for residential appraisals from Appraisal Management Companies. By contrast, they received between \$350 and \$450 from lenders, individuals, or other non-Appraisal Management Companies. The amount of fees received by respondents for residential appraisals from Appraisal Management Companies and from lenders, individuals, or other non-Appraisal Management Companies in 2015 was not much different from that of 2012.
- Respondent appraisers reported that factors that would likely lead to an increased fee included a complex property (88 percent), a property that would require greater travel to complete the appraisal (80 percent), a large property (77 percent), and a property in a rural location (66 percent). The factors that would not affect the fee included a property in an urban location (80 percent), a property in a high cost-of-living area (55 percent), a property in a low cost-of-living area (77 percent), a property with many appraisers in the area available to do the appraisal (69 percent), and an appraiser with greater experience (51 percent). Very few factors would decrease the fee, but 12 percent of respondents stated that having many appraisers in the area to do the work would decrease their fees. On the whole, the findings from the 2015 survey were the same as the results from the 2012 survey.
- All Appraisal Management Companies reported that the complexity of the property would cause an increase in the fee followed by 83 percent citing the location being in a rural area and 78 percent indicating the large size of the property as affecting the fee. 70 percent of Appraisal Management Companies also pointed out that an increase in fee was also related to a greater distance traveled to complete the appraisal. From the perspective of Appraisal Management Companies, the factors that would not affect the fee included a property in an urban location (100 percent), a property in a high cost-of-living area (70 percent), a property in a low cost-of-living area (98 percent), a property with many appraisers in the area available to do the appraisal (85 percent), and an appraiser with greater experience (74 percent). Similarly, very few factors would decrease the fee, but 13 percent of Appraisal Management Companies demonstrated that having many appraisers in the area to do the work would decrease the fee. In general, there was no much difference in the findings between 2012 and 2015 except that all Appraisal Management Companies thought that a property in an urban location would not affect the fee in 2015.
- According to survey of Appraisal Management Companies, the most important factors influencing the selection of a residential appraiser were the appraiser's proximity to property (86 percent), followed by the appraiser's experience and reputation for quality work (equally 84 percent). Moreover, three-fourths regarded the appraiser's previous experience for their companies as important when selecting a residential appraiser. Compared to the results in 2012, the findings were different that the appraiser's proximity to property and reputation for quality work became more important when selecting a residential appraiser in 2015. When asked which factor was the most important in their companies' decision when selecting an appraiser for a residential appraisal, 44 percent of Appraisal Management Companies regarded the appraiser's reputation for quality work as the most important, which was the same as the result in 2012.
- 80 percent of respondent appraisers reported that their higher fees were due to refusing to work for less. Nearly two-thirds (64 percent) stated that more experience was the reason for their higher fees. 40 percent responded that having a specialization allowed

them to charge higher fees. The findings in 2015 were identical to the results in 2012. By contrast, slightly more than half (51 percent) of respondents reported that the main reason for their lower fees was due to the fact that they accepted lower fees to make sure they had work. Compared to 2012, the percentage has decreased by 16 percent in 2015.

- 46 percent of Appraisal Management Companies indicated that the Market Conditions Addendum increased the fee they paid for appraisals, whereas 39 percent stated that the Market Conditions Addendum had no influence on the fee. The former was higher than that of 2012 by 6 percent, and the latter was lower than that of 2012 by 12 percent. It is noted that eleven percent of Appraisal Management Companies said that they had never paid an increased fee for appraisals due to the addition of the Market Conditions Addendum in 2015 and the corresponding figure in 2012 was zero.
- Only 14 percent of respondent appraisers said that they received an increased fee for completing market conditions addenda, whereas a great majority (65 percent) of respondent appraisers did not. The findings were similar to the results in 2012. Besides, only 17 percent of respondent appraisers reported that they always received an increased fee for completing market conditions addenda, which was the same as that of 2012.
- Slightly more than half (52 percent) of Appraisal Management Companies mentioned that appraisers turned down appraisal assignments for them because the fee was too low, which was lower than that of 2012 by 12 percent. Besides, 46 percent of Appraisal Management Companies had not chosen an appraiser they previously worked with because the fee was too high, which was slightly higher than that of 2012 by 2 percentage points. However, a great majority (70 percent) of Appraisal Management Companies did not ask an appraiser to accept a lower fee than quoted for an appraisal, which was higher than that of 2012 by 5 percent.
- The vast majority (82 percent) of respondent appraisers had turned down an appraisal because the fee was too low. While 43 percent of respondent appraisers accepted a job with a fee lower than they wanted because they needed the work, 36 percent of respondent appraisers mentioned that they had to increase their workload to make up for lower fees. Nevertheless, slightly more than half (51 percent) of respondent appraisers thought that the increase in their workload did not influence the quality of their appraisals. Furthermore, three-fourths of respondent appraisers mentioned that they had not been chosen for an appraisal because their fees were too high. Overall, the findings in 2015 were similar to the results in 2012.
- Nearly all respondent appraisers (97 percent) hold a current license to conduct appraisals in Texas. More than three-fourths (78 percent) of respondents are male and 20 percent are female (2 percent refused to answer). 86 percent of respondents are White, whereas 6 percent of respondents are of Hispanic origin. 52 percent of respondent appraisers have completed a bachelor's degree, with 13 percent achieving a master's degree and 2 percent completing a professional or doctorate degree.

I. OBJECTIVE

In November 2014, the representative from the Real Estate Center at Texas A&M University¹ contacted the University of Houston Hobby Center for Public Policy² to update the appraisal fee survey that was done in 2012. The purpose of the appraisal fee survey was to elicit information for the Texas Appraiser Licensing and Certification Board (TALCB) from appraisal management companies and appraisers regarding their experiences doing business in the state of Texas.

II. METHOD OF ANALYSIS

Since this study was a follow-up survey of 2012, the questionnaire was the same as the one used in the 2012 survey so that we could compare the results between 2012 and 2015. The content, presentation and organization of the survey questions must be attributed to the contribution of the National Opinion Research Center.³

The data collection and analysis was completed by the Hobby Center for Public Policy. Web surveys of appraisal management companies and appraisers were programmed and conducted by the Hobby Center for Public Policy's Survey Research Institute (SRI)⁴ from January 25th to February 8th, 2015. The surveys were administered using Computer Aided Web Interviewing (CAWI) software by Voxco⁵, a global provider of web interviewing software. The survey design used is a paging system, which minimizes scrolling and is frequently recommended for longer surveys.⁶

The implementation of the surveys followed the tradition of leading public opinion expert Don Dillman (Washington State University) in the utilization of social exchange theory.⁷ Developed over 50 years ago, the social exchange method focuses on procedures that encourage people to respond to surveys. The following aspects of the method were used:

- Providing information about the survey prior to its launch
- Appealing to the respondent for their help
- Personalizing the request including the respondent's name and contact information for a person who can answer questions
- Supporting group identification

The TALCB provided SRI a list of potential respondents and their email addresses for each survey. For the Appraiser survey, the TALCB supplied a list of 7,004 appraisers. Of those, 87

¹ See www.recenter.tamu.edu.

² See <http://www.uh.edu/class/hcpp/>.

³ See www.norc.umd.edu.

⁴ See <http://www.uh.edu/class/hcpp/research/polling/index.php>.

⁵ See www.voxco.com.

⁶ Couper, Mick P. *Designing Effective Web Surveys*. New York: Cambridge Press, 2008.

⁷ Dillman, Don A., Jolene D. Smith, and Leah Melani Christian. *Internet, Mail and Mixed-Mode Surveys*. Hoboken, New Jersey: John Wiley & Sons, 2009.

were unusable because of non-working email addresses and 362 were not eligible for use because of duplicated addresses, resulting in a final population of 6,555.

The Appraiser survey was announced in the TALCB quarterly newsletter prior the start of the project. The first wave of invitation emails with identification access numbers included were sent on January 25th, 2015. Two more waves of email followed a week apart, with the survey closing on February 8th, 2015. The responses to the invitation emails consisted of 1,182 completed interviews, 253 partial interviews, and 6 refusals. Using the American Association for Public Opinion Research (AAPOR) Standard Definitions calculator, this survey's response rate is 23 percent.⁸ Its margin of sampling error is +/- 2.58 points at the 95 percent confidence level.⁹

The Appraisal Management Company survey was conducted during the same period from January 25th to February 8th, 2015. The TALCB provided a list of email addresses for 175 appraisal management companies registered in Texas. Of those, 14 were unusable because of non-working email addresses and one was not eligible for use because of duplicated addresses, resulting in a population size of 170. There were 46 completed interviews received, 9 partial interviews, and zero refusals. This survey's response rate is 34 percent. Its margin of error is +/- 12.38 points at the 95 percent confidence level.

An analysis of the survey responses from the AMCs and appraisers for each of the survey questions are found in the following sections. Each survey and its open-ended questions and responses are included in the appendix. Beginning on page 58, Appendix A contains the Appraisal Management Company survey, and the Appraiser survey is found in Appendix B beginning on page 70.

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⁸ Response rate calculations are found on page 96 in Appendix C.

⁹ For information about margin of sampling error, see the explanation by the American Association of Public Opinion Research at <http://www.aapor.org/AAPORKentico/Education-Resources/For-Researchers/Poll-Survey-FAQ/What-is-the-Margin-of-Sampling-Error.aspx>.

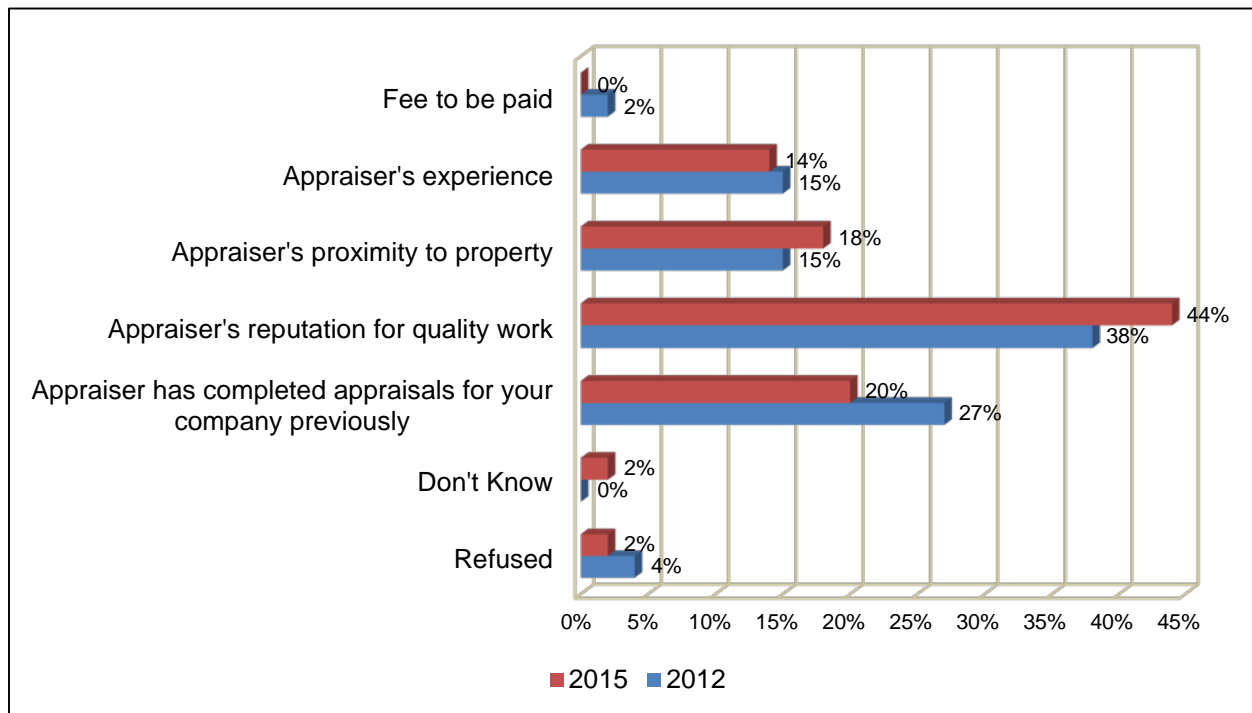
III. RESPONSES FROM APPRAISAL MANAGEMENT COMPANIES

Table 1. Important Factors When Selecting a Residential Appraiser

	Year	Important	Somewhat Important	Not Important	Don't Know	Refused
Fee to be paid to appraiser	2012	27%	62%	9%	0%	2%
	2015	37%	53%	10%	0%	0%
Appraiser's experience	2012	84%	13%	2%	0%	2%
	2015	84%	16%	0%	0%	0%
Appraiser's proximity to property	2012	64%	33%	2%	0%	2%
	2015	86%	14%	0%	0%	0%
Appraiser's reputation for quality work	2012	73%	22%	4%	0%	2%
	2015	84%	10%	4%	2%	0%
Appraiser's previous experience completing appraisals for your company	2012	76%	20%	2%	0%	2%
	2015	75%	25%	0%	0%	0%

Table 1 illustrates that 86 percent of respondents regarded appraiser's proximity to property as important when selecting a residential appraiser, followed by the appraiser's experience (84 percent) and appraiser's reputation for quality work (84 percent). For the 2015 survey, a significant increase of 22 percent of respondents viewed appraiser's proximity to property as important to select a residential appraiser in comparison to 2012. Likewise, appraiser's reputation also showed an increase of 11 percent in the same time period. Appraiser's experience remains equally important in both 2012 and 2015 (84 percent). Similar to 2012, the percentage of respondents who regarded fee paid to appraiser as important was the lowest (37 percent) in 2015, although there was an increase of 10 percent compared to 2012.

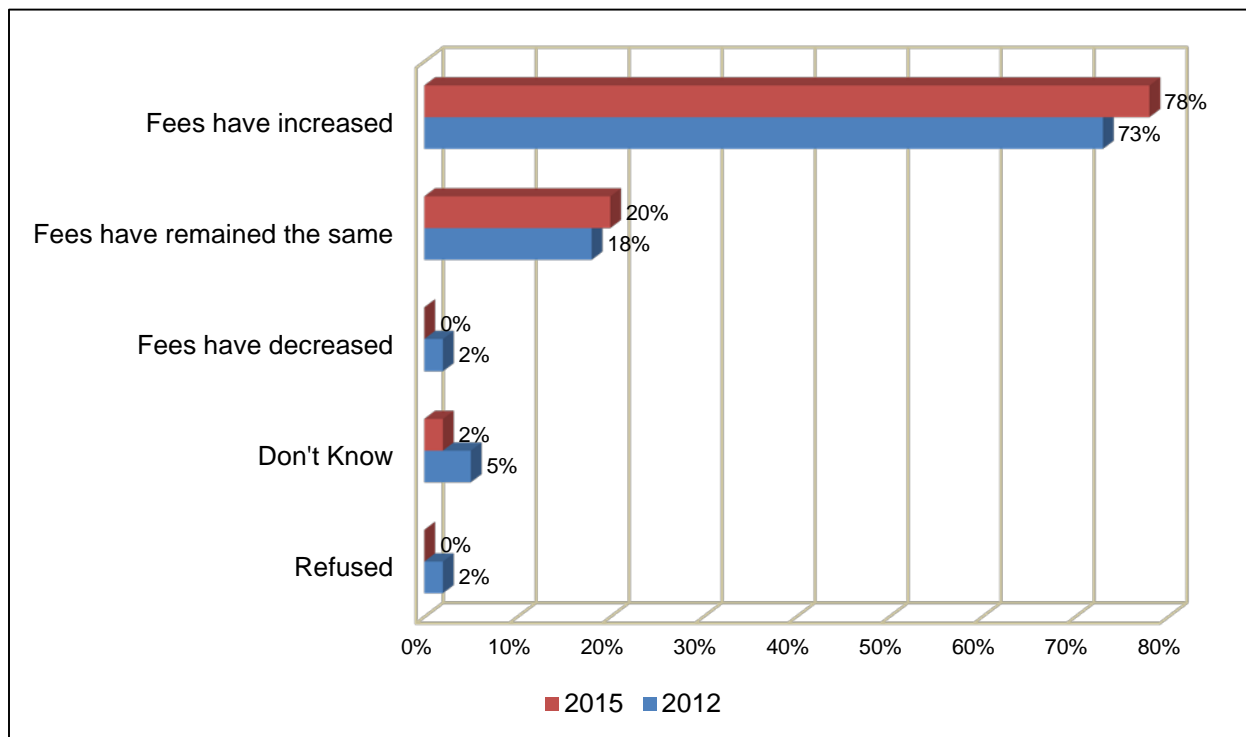
Figure 1. Important Factor In Company's Decision When Selecting an Appraiser for Residential Appraisal



2015: N=50; 2012: N=55

Figure 1 illustrates that similar to 2012, a majority of respondents (44 percent) reported that the most important factor in their companies' decision when selecting an appraiser for a residential appraisal was the reputation of the appraiser for quality work. This represented an increase of 6 percentage points from 2012. A fifth of the respondents (20 percent) indicated that completion of appraisals for the same company was the most important factor in 2015, which was a decrease of 7 percent in comparison with 2012.

Figure 2. Fees Paid By Company over the Past 2 Years



2015: N=50; 2012: N=55

Figure 2 shows that 78 percent of respondents reported an increase in fees paid by their companies for residential appraisals over the past 2 years, which represented an increase of 5 percentage points in comparison with 2012. Unlike 2012, no one reported a decrease in fees in 2015.

Table 2. Fees Paid By Appraisal Company for Residential Appraisals over the Past 2 Years

	Year	Less than \$150	\$151- \$200	\$201- \$250	\$251- \$300	\$301- \$350	\$351- \$400	\$401- \$450	\$451- \$500	\$501- \$550	\$551- \$600	\$601+	No Answer	Refused
(Single-family detached) Fannie Mae and Freddie Mac Urban	2012	0%	0%	0%	15%	27%	29%	4%	4%	0%	0%	0%	13%	15%
	2015	0%	0%	0%	7%	39%	33%	11%	0%	0%	0%	0%	7%	4%
(Single-family detached) Fannie Mae and Freddie Mac Suburban	2012	0%	0%	0%	15%	29%	27%	4%	4%	0%	0%	0%	13%	15%
	2015	0%	0%	0%	4%	39%	35%	11%	0%	0%	0%	0%	7%	4%
(Single-family detached) Fannie Mae and Freddie Mac Rural	2012	0%	0%	0%	0%	16%	33%	18%	5%	2%	0%	0%	16%	15%
	2015	0%	0%	0%	2%	9%	35%	30%	9%	4%	0%	0%	7%	4%
(Single-family detached) FHA Urban	2012	0%	0%	0%	5%	22%	29%	13%	5%	0%	0%	0%	15%	15%
	2015	0%	0%	0%	0%	26%	35%	24%	2%	0%	0%	0%	9%	4%
(Single-family detached) FHA Suburban	2012	0%	0%	0%	4%	20%	31%	13%	5%	0%	0%	0%	16%	15%
	2015	0%	0%	0%	0%	24%	33%	28%	2%	0%	0%	0%	9%	4%
(Single-family detached) FHA Rural	2012	0%	0%	0%	0%	2%	33%	22%	7%	2%	0%	0%	22%	15%
	2015	0%	0%	0%	0%	7%	22%	37%	17%	2%	2%	0%	9%	4%
(Single-family detached) with REO addendum Urban	2012	0%	0%	0%	4%	15%	20%	9%	4%	0%	0%	0%	38%	15%
	2015	0%	0%	0%	0%	13%	24%	15%	0%	2%	0%	0%	39%	7%
(Single-family detached) with REO addendum Suburban	2012	0%	0%	0%	5%	9%	22%	9%	4%	0%	0%	0%	40%	15%
	2015	0%	0%	0%	0%	11%	24%	15%	2%	2%	0%	0%	39%	7%
(Single-family detached) with REO addendum Rural	2012	0%	0%	0%	0%	5%	22%	15%	5%	0%	0%	0%	40%	15%
	2015	0%	0%	0%	0%	2%	17%	20%	7%	2%	2%	0%	43%	7%
1004C Single Family	2012	0%	0%	2%	4%	11%	18%	7%	7%	0%	0%	0%	35%	16%
	2015	2%	2%	0%	0%	20%	9%	15%	9%	2%	0%	0%	35%	7%
Manufactured Housing Urban	2012	0%	0%	0%	5%	9%	16%	5%	7%	0%	0%	0%	40%	16%
	2015	0%	0%	0%	0%	26%	11%	15%	11%	0%	0%	0%	30%	7%

	Year	Less than \$150	\$151-\$200	\$201-\$250	\$251-\$300	\$301-\$350	\$351-\$400	\$401-\$450	\$451-\$500	\$501-\$550	\$551-\$600	\$601+	No Answer	Refused
Manufactured Housing Suburban	2012	0%	0%	0%	4%	9%	18%	5%	5%	0%	0%	0%	42%	16%
	2015	0%	0%	0%	0%	24%	9%	20%	9%	2%	0%	0%	30%	7%
Manufactured Housing Rural	2012	0%	0%	0%	2%	2%	24%	7%	9%	0%	0%	0%	40%	16%
	2015	0%	0%	0%	0%	9%	20%	15%	11%	7%	2%	0%	30%	7%
(Single-Family Field Review) Urban	2012	0%	5%	2%	13%	20%	7%	2%	0%	0%	0%	0%	38%	15%
	2015	2%	2%	11%	22%	15%	13%	2%	0%	0%	0%	0%	24%	9%
(Single-Family Field Review) Suburban	2012	0%	4%	4%	13%	18%	9%	2%	0%	0%	0%	0%	38%	15%
	2015	2%	2%	11%	20%	17%	11%	4%	0%	0%	0%	0%	24%	9%
(Single-Family Field Review) Rural	2012	0%	2%	5%	5%	18%	13%	4%	0%	0%	0%	0%	42%	15%
	2015	2%	2%	11%	7%	17%	20%	0%	4%	4%	0%	0%	24%	9%
(Condominium) Urban	2012	0%	0%	0%	13%	31%	18%	5%	2%	0%	0%	0%	20%	15%
	2015	0%	0%	0%	7%	39%	26%	9%	2%	0%	0%	0%	11%	7%
(Condominium) Suburban	2012	0%	0%	2%	7%	29%	20%	7%	2%	0%	0%	0%	22%	15%
	2015	0%	0%	0%	4%	37%	30%	9%	2%	0%	0%	0%	11%	7%
(Small Residential Income Property -Duplex, Triplex, 4-plex) Urban	2012	0%	0%	0%	0%	2%	11%	27%	20%	5%	2%	2%	22%	16%
	2015	0%	0%	0%	0%	2%	15%	22%	11%	13%	13%	2%	15%	7%
(Small Residential Income Property -Duplex, Triplex, 4-plex) Suburban	2012	0%	0%	0%	0%	2%	9%	25%	22%	5%	2%	2%	22%	16%
	2015	0%	0%	0%	0%	0%	13%	22%	15%	13%	13%	2%	15%	7%
(Small Residential Income Property -Duplex, Triplex, 4-plex) Rural	2012	0%	0%	0%	0%	0%	5%	13%	25%	7%	2%	2%	33%	16%
	2015	0%	0%	0%	0%	0%	11%	9%	20%	15%	11%	9%	20%	7%
(Exterior only) Urban	2012	0%	4%	16%	25%	20%	4%	2%	0%	0%	0%	0%	16%	15%
	2015	0%	0%	15%	39%	20%	7%	0%	0%	0%	0%	0%	13%	7%
(Exterior only) Suburban	2012	0%	4%	18%	22%	20%	4%	2%	0%	0%	0%	0%	18%	15%
	2015	0%	0%	15%	37%	22%	7%	0%	0%	0%	0%	0%	13%	7%
(Exterior only) Rural	2012	0%	0%	9%	24%	16%	11%	2%	0%	0%	0%	0%	25%	15%
	2015	0%	0%	7%	22%	30%	13%	4%	2%	0%	0%	0%	15%	7%

2015: N=46; 2012: N=55

As shown in Table 2, the fees paid by the respondent companies for residential appraisals over the past 2 years varied with the type of property tax work and the type of appraisal. Similar to 2012, lower percentage of respondent companies received less than \$300 for almost all types of residential appraisals in 2015. On the other hand, compared to 2012, higher percentage of respondent companies received fees of \$300 to \$450 for most types of residential appraisals in 2015. Finally, similar to 2012, few respondent companies received more than \$450 for residential appraisals in 2015.

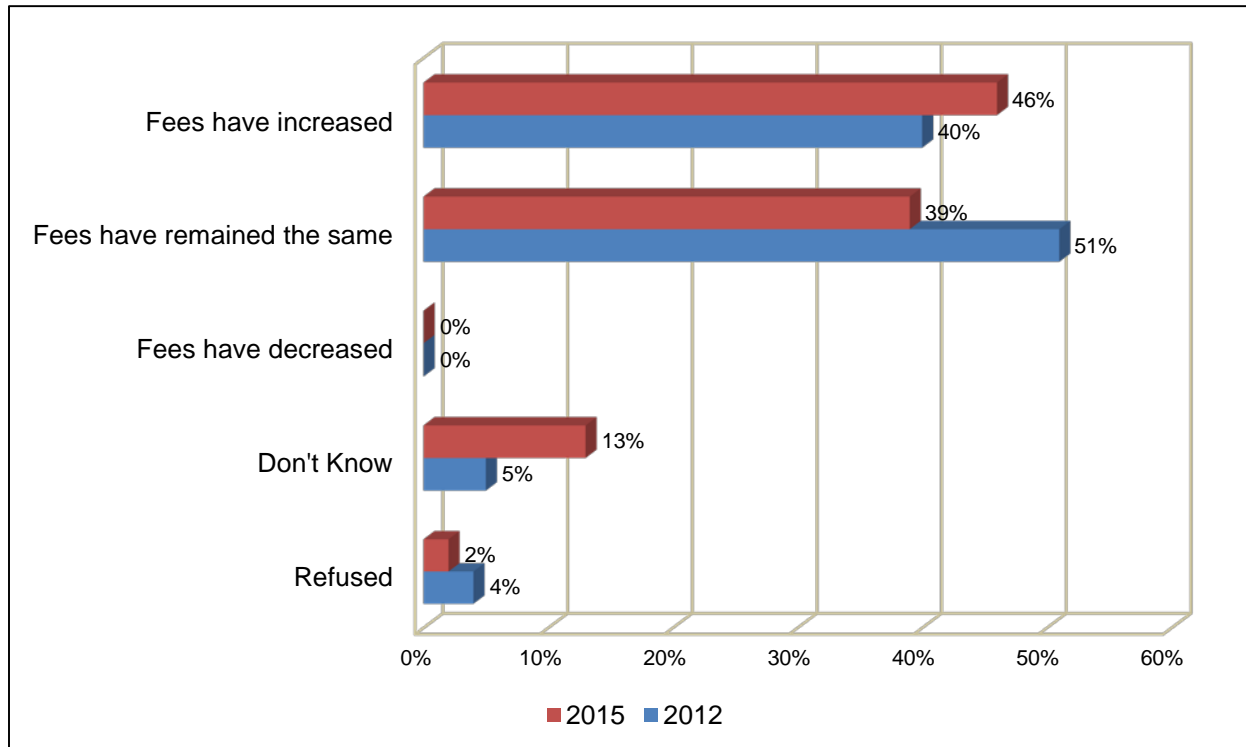
Table 3. Factors That Impact the Fee Companies Paid for Appraisals

	Year	Increase Fee	Would not Affect Fee	Decrease Fee	Don't Know	Refused
Property in urban location	2012	5%	78%	4%	9%	4%
	2015	0%	100%	0%	0%	0%
Property in rural location	2012	85%	9%	0%	2%	4%
	2015	83%	13%	2%	2%	0%
Property in high cost-of-living area	2012	33%	55%	0%	7%	5%
	2015	30%	70%	0%	0%	0%
Property in low cost-of-living area	2012	2%	82%	2%	9%	5%
	2015	2%	98%	0%	0%	0%
Size of property is large	2012	85%	7%	0%	5%	2%
	2015	78%	17%	0%	4%	0%
Complexity of property (e.g. unique characteristics,, lakefront or oceanfront, multiple buildings)	2012	98%	0%	0%	0%	2%
	2015	100%	0%	0%	0%	0%
Many appraisers in the area available to do the work	2012	0%	73%	22%	4%	2%
	2015	0%	85%	13%	2%	0%
Greater travel distance to complete appraisal	2012	80%	15%	0%	4%	2%
	2015	70%	20%	0%	9%	2%
Appraiser with greater experience	2012	27%	64%	0%	7%	2%
	2015	17%	74%	0%	4%	4%

Table 3 reports the impact of various factors on the fee that respondents' companies paid for an appraisal. All respondents in 2015 indicated that the complexity of the property would cause an increase in the fee and that property in urban location had no influence on the fee. The latter response represented an important increase of 22 percent of respondents from 2012 to 2015. Eighty-three percent stated that a fee would increase if the property was located in a rural area and 78 percent indicated a large property would increase the fee in 2015, both of which decreased respectively by 2 percentage points and 7 percentage points compared to 2012. Similarly, there was a 10 percentage point decrease from 2012 (80 percent) to 2015 (70 percent) in the percentage of respondents who stated that the distance travelled to complete the

appraisal would raise the fee. According to 98 percent the respondents, the property being located in a low cost-of-living area would not affect the fee. This represents a 16 percentage point increase from 2012 to 2015. No one thought that the availability of many appraisers in the area increased the fee in either 2012 and 2015.

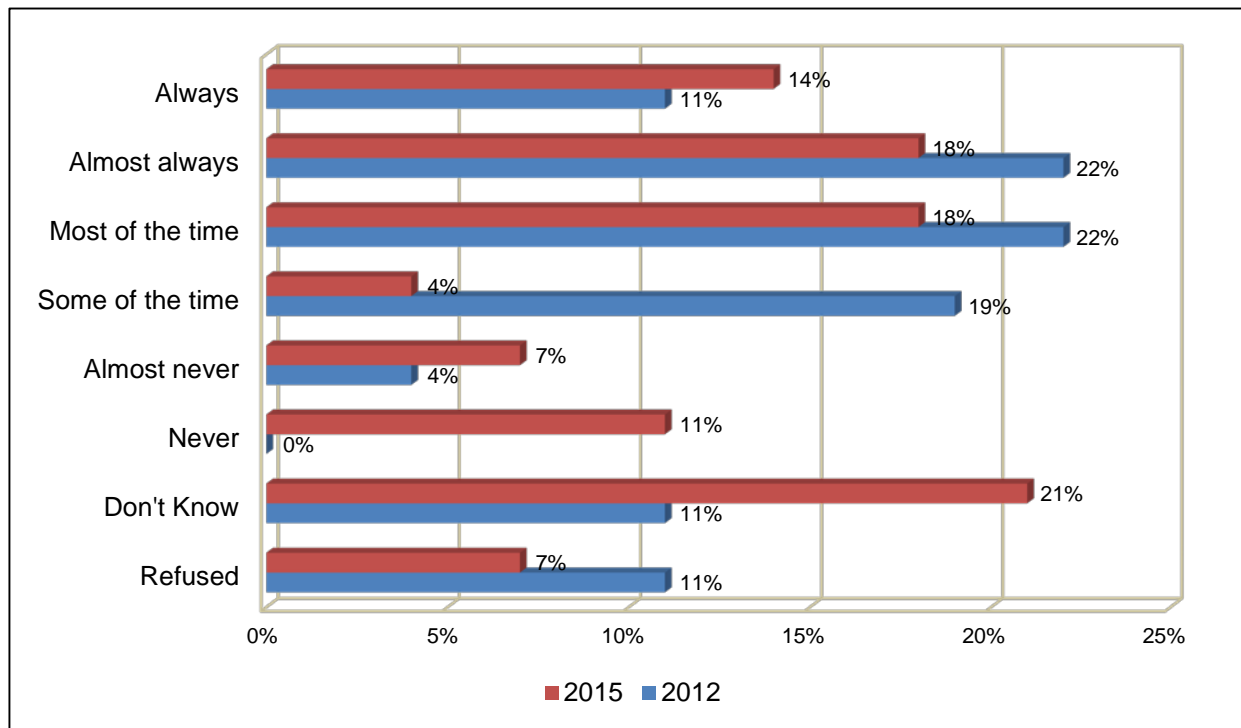
Figure 3. Impact of Market Conditions Addendum



2015: N=46; 2012: N=55

Figure 3 indicates that 46 percent of respondents thought that the market conditions addendum led to an increase in the fees their companies paid for appraisals in 2015, which represented a 6 percentage point increase compared to 2012. Besides, there was a 12 percentage point decrease in the percentage of respondents who did not witness a change in fees from 2012 (51 percent) to 2015 (39 percent).

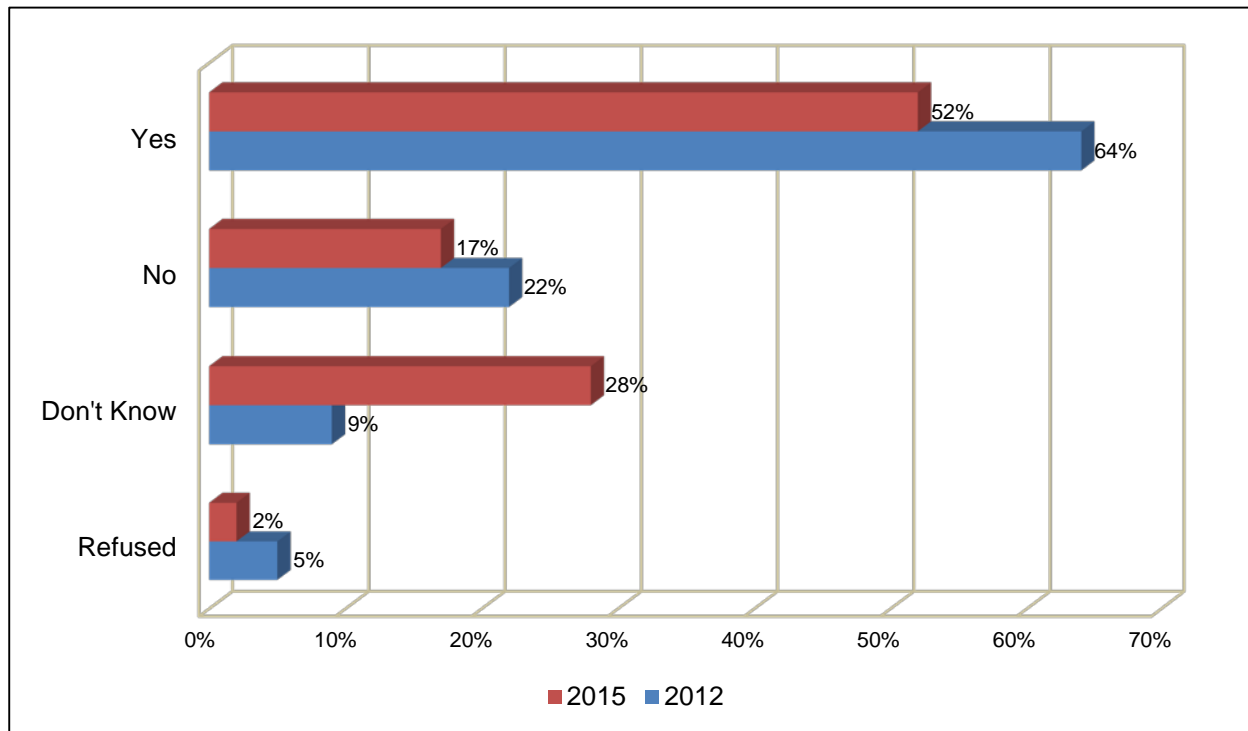
Figure 4. Frequency of Increased Fee Due to Addition of the Market Conditions Addendum



2015: N=28; 2012: N=27

Figure 4 shows that in 2015, 14 percent of respondents have always seen their companies pay an increased fee for appraisals due to the addition of the market conditions addendum, which increased by 3 percentage points in comparison with 2012. Moreover, equal percentages of respondents (18 percent) reported that their companies have paid an increased fee either “almost always” or “most of the time,” both of which decreased by 4 percentage points compared to 2012. It is noted that unlike 2012, 11 percent of respondents said that their companies have never paid an increased fee for appraisals because of the addition of the market conditions addendum in 2015.

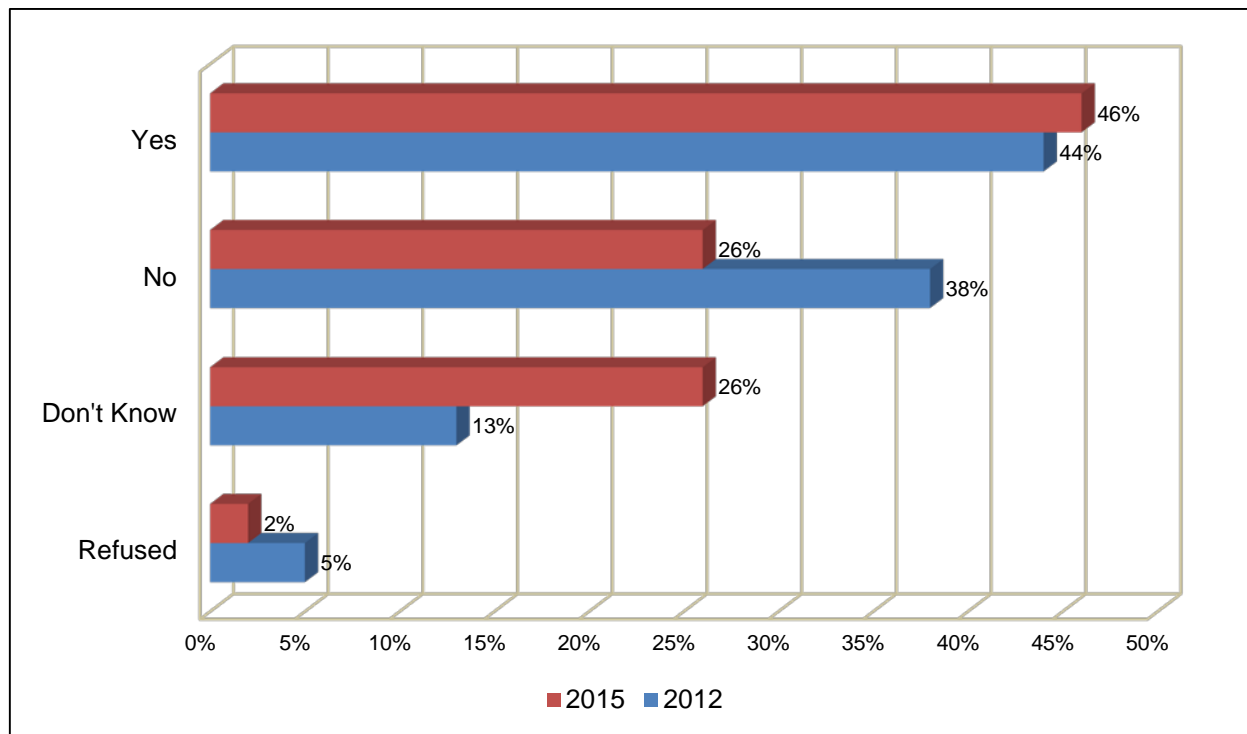
Figure 5. Refuse Appraisal Assignments Because of Low Fees in the Past 12 Months



2015: N=46; 2012: N=55

Figure 5 indicates that 52 percent of respondents said that appraisers have turned down appraisal assignments for their companies because the fee was too low. This represented a decrease of 12 percentage points compared to 2012. However, it is noted that there was a significant increase in the percentage of respondents who offered a “don't know” option from 2012 (9 percent) to 2015 (28 percent).

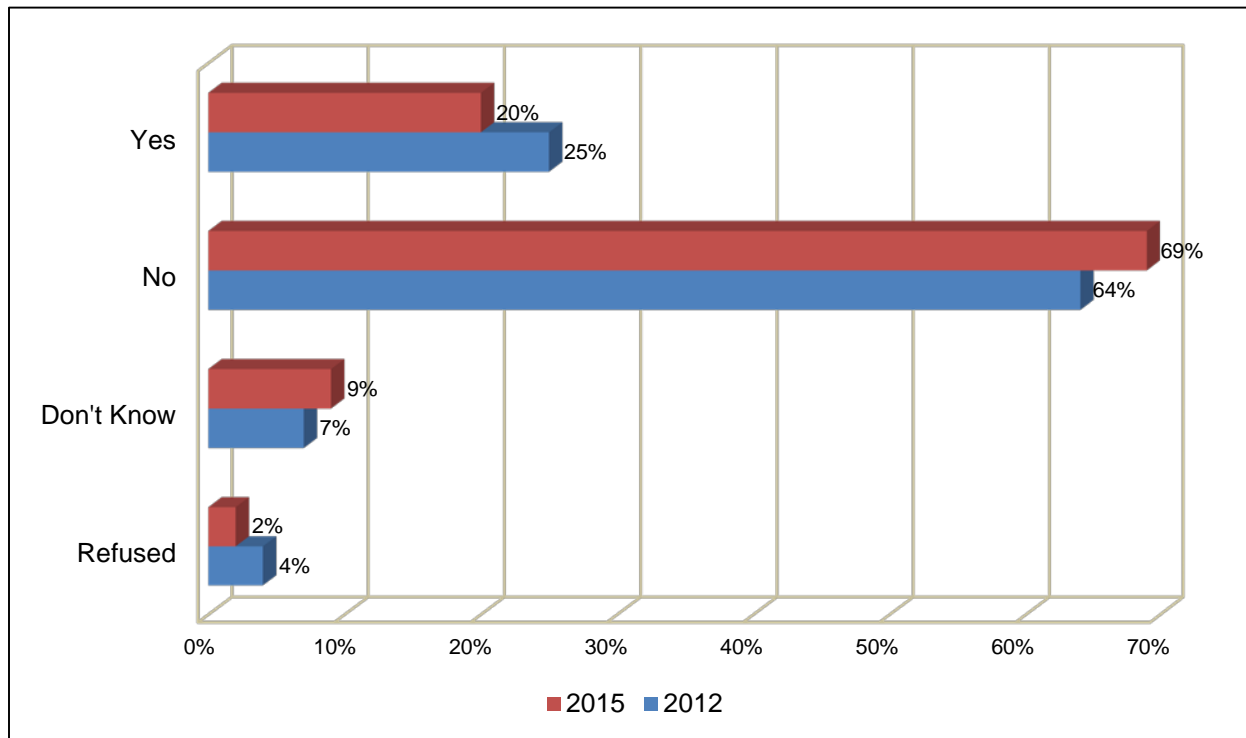
Figure 6. Selection of Previous Appraisers in the Past 12 Months



2015: N=46; 2012: N=55

Figure 6 illustrates that 46 percent of respondents have witnessed their companies forgo working with previous appraisers because the fee was too high in 2015. Similar results were reported in the 2012 survey. The percentage of respondents reporting that their companies did not forgo working with previous appraisers because of their high fees dropped from 38 percent in 2012 to 26 percent in 2015. In addition, there was a significant increase in the percentage of respondents who offered a “don't know” option from 2012 (13 percent) to 2015 (26 percent).

Figure 7. Negotiation of Fees in the Past 12 Months



2015: N=45; 2012: N=55

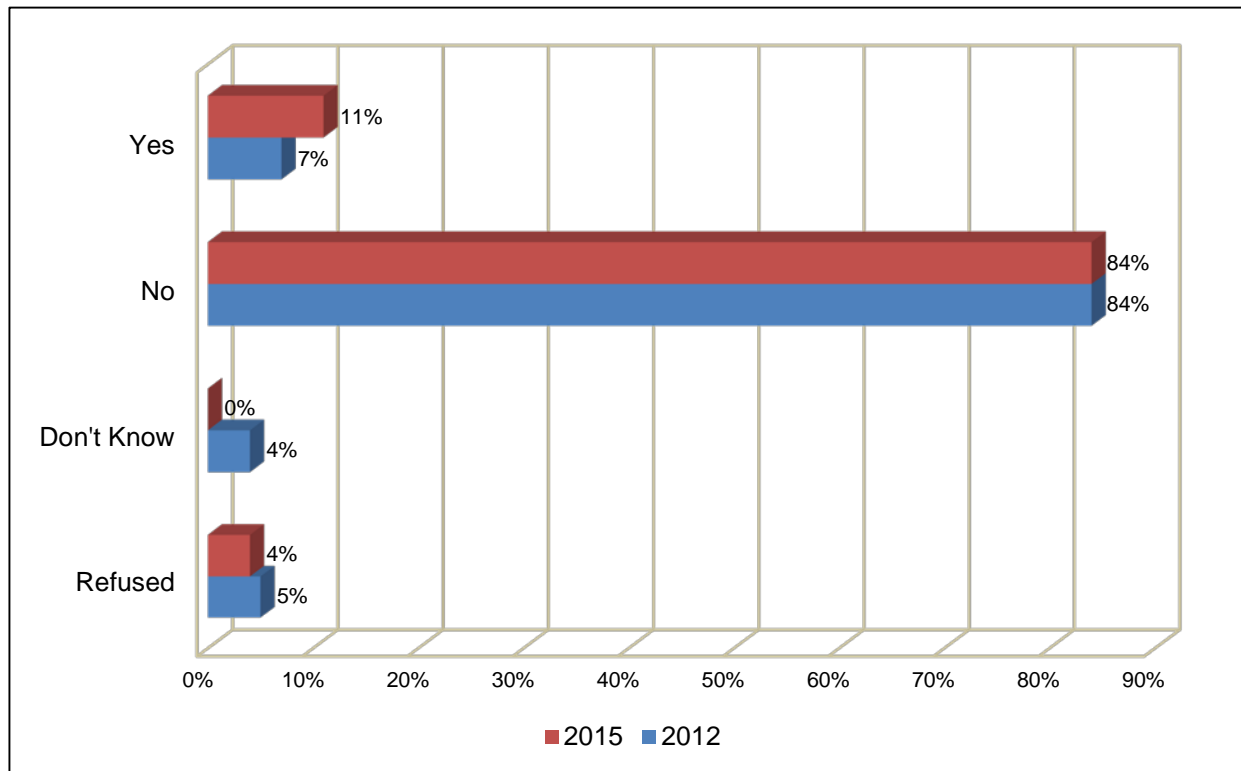
Figure 7 indicates that only one-fifth (20 percent) of respondent companies have asked an appraiser to accept a lower fee than quoted for an appraisal in the past 12 months. That was a decrease of 5 percentage points from 25 percent in 2012 to 20 percent in 2015. By contrast, there was a 5 percentage point increase in respondents who reported that their companies have not asked an appraiser to accept a lower fee than quoted for an appraisal in 2015 (69 percent) compared to 2012 (64 percent).

Table 4. Fees Compared To Others

	Year	Our fees are higher	Our fees are about the same	Our fees are lower	Don't Know	Refused
Other Appraisal Management Companies	2012	51%	27%	2%	18%	2%
	2015	38%	44%	4%	13%	0%
Lenders	2012	13%	51%	9%	25%	2%
	2015	2%	51%	18%	29%	0%
Individuals	2012	13%	35%	5%	45%	2%
	2015	7%	38%	7%	49%	0%
Non Appraisal Companies	2012	7%	22%	5%	64%	2%
	2015	4%	31%	7%	58%	0%

Table 4 shows that 38 percent of respondents indicated that the fees paid by their companies were higher than those paid by other appraisal management companies, which represented a decrease of 13 percentage points in comparison with 2012 (51 percent). Moreover, the percentages of respondents who indicated that the fees paid by their companies were higher than lenders or individuals were respectively 2 percent and 7 percent in 2015, both of which were much lower than those recorded in 2012 (13 percent respectively). On the other hand, 44 percent of respondents reported that the fees paid by their companies were about the same as other appraisal management companies, which represented an increase of 17 percentage points compared to 2012 (27 percent). Equal percentages (51 percent) of respondents demonstrated that the fees paid by their companies were about the same as lenders in both 2015 and 2012. Meanwhile, 18 percent of respondents indicated that the fees paid by their companies were lower compared to lenders, which was two times of the percentage recorded in 2012. Lastly, there was a slight decrease in the percentage of respondents who were not aware of the prices which they compared with non-appraisal companies from 64 percent in 2012 to 58 percent in 2015.

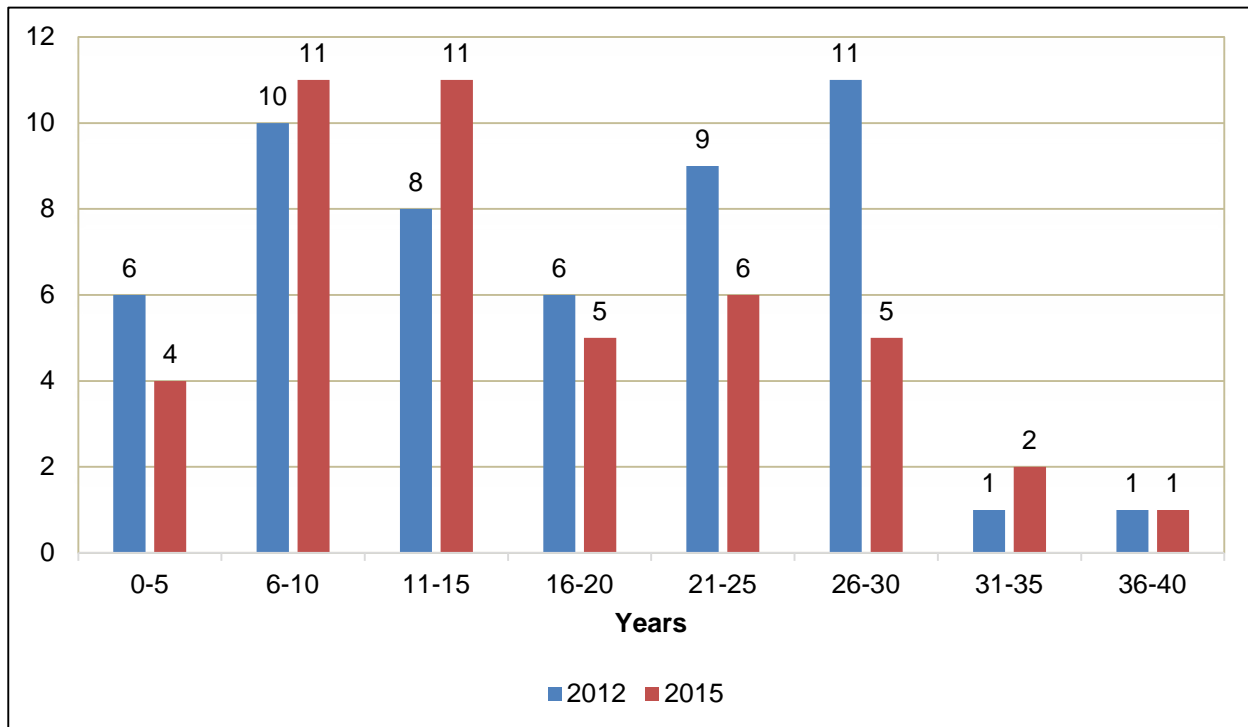
Figure 8. Fees Paid To Appraisers Who Receive Multiple Assignments



2015: N=45; 2012: N=55

Figure 8 indicates that 84 percent of respondents reported that their companies did not reduce fees paid to appraisers who received multiple appraisal assignments within a specified period of time after a threshold number of appraisal assignments was reached in 2015, which was equal to the number reported in 2012. At the same time, there was a slight increase in the percentage of respondents reporting that their companies reduced their fees in 2015 (11 percent) as compared to 2012 (7 percent).

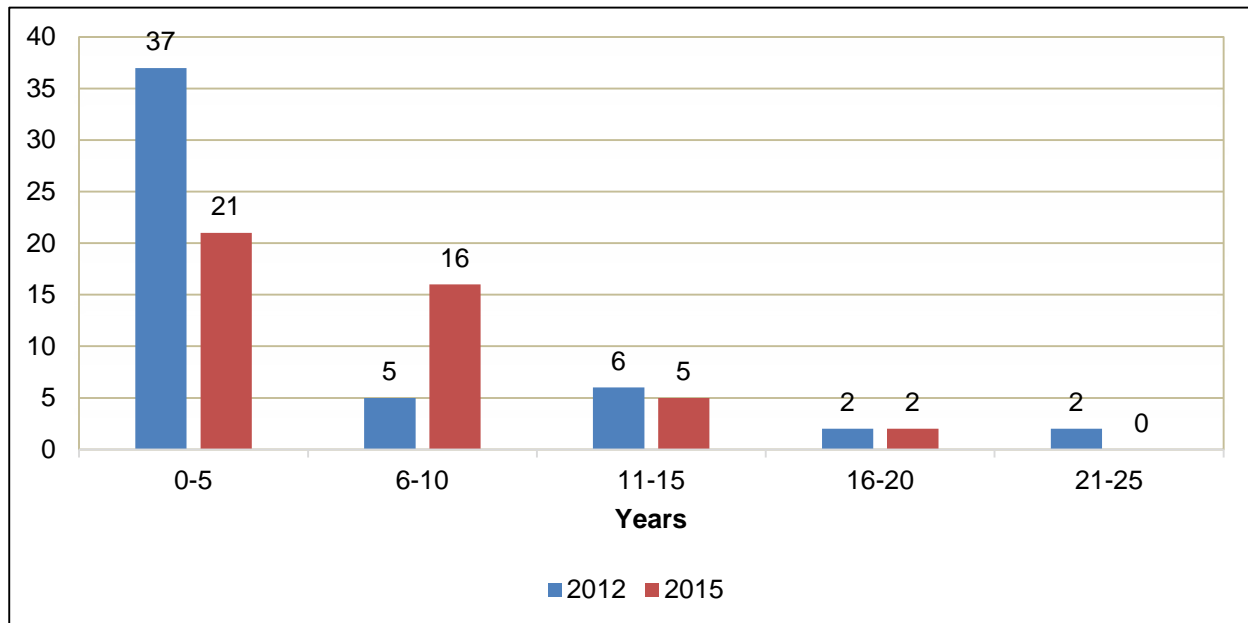
Figure 9. Years of Experience in the Appraisal Business



2015: N=45; 2012: N=52

Figure 9 shows respondents' years of working experience in the appraisal business. A total of 31 respondents (69 percent) have 20 years or less of experience in 2015, which was higher than the percentage in 2012 (55 percent). Very few respondents (3) had over 30 years of experience, which was similar to the number reported in 2012 (only 2).

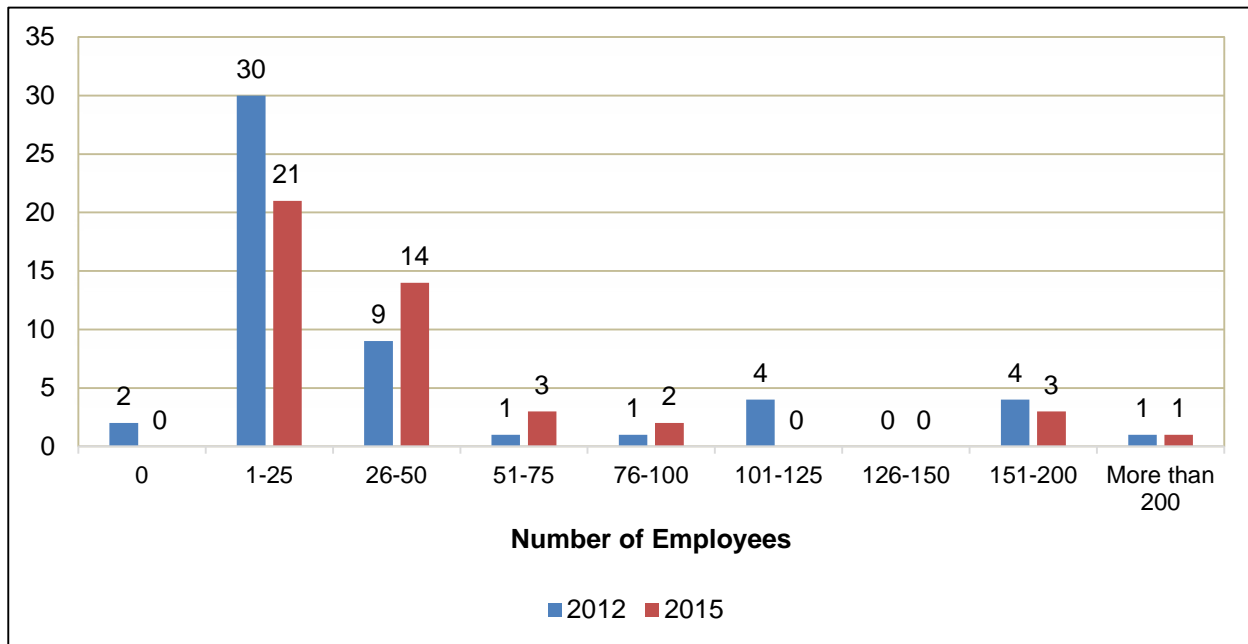
Figure 10. Years Worked In Current Company



2015: N=45; 2012: N=52

Figure 10 indicates that 47 percent (21) of respondents have worked for their current companies for 5 years or less in 2015, which were 20 percentage points lower than those reported in 2012 (67 percent). At the same time, very few respondents (2) have worked for their current companies for more than 15 years (the corresponding number for 2012 was 4).

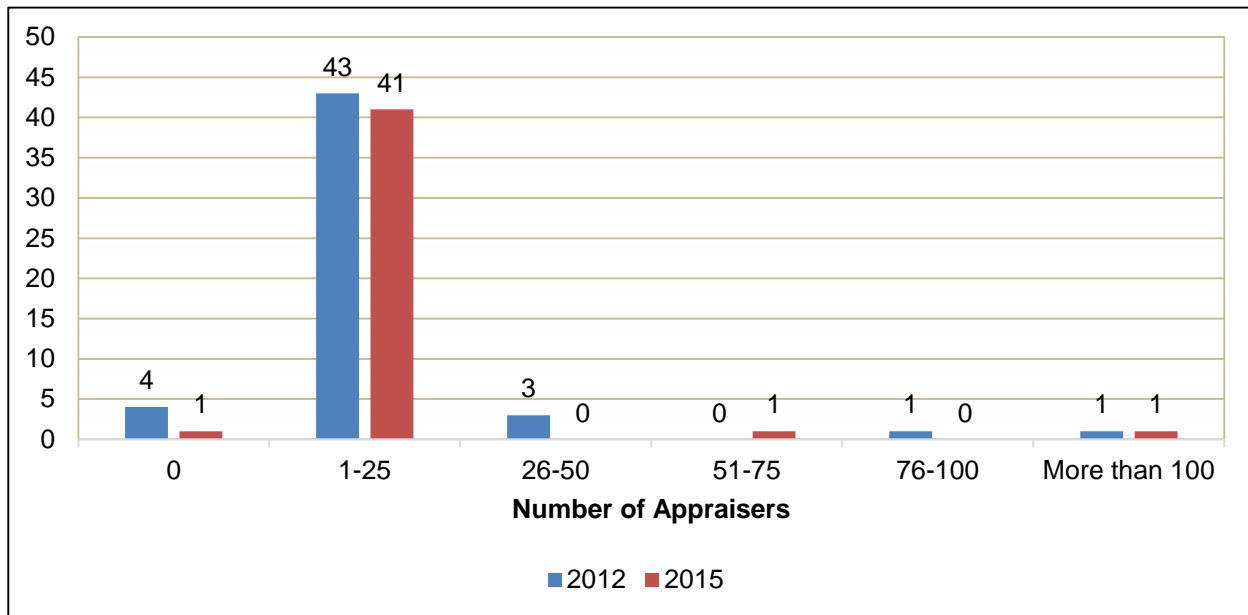
Figure 11. Number of Employees at Company



2015: N=44; 2012: N=52

Figure 11 indicates that about half (21, or 48 percent) of respondents reported that their companies have 25 employees or less in 2015, as compared to 58 percent of respondents in 2012 (that is, 10 percentage points lower). Furthermore, eighty percent of respondents work for companies with 50 employees or less in 2015, which was slightly higher than the 75 percent of respondents in 2012. In contrast, only 4 respondents work for companies with more than 100 employees (the corresponding number for 2012 was 9).

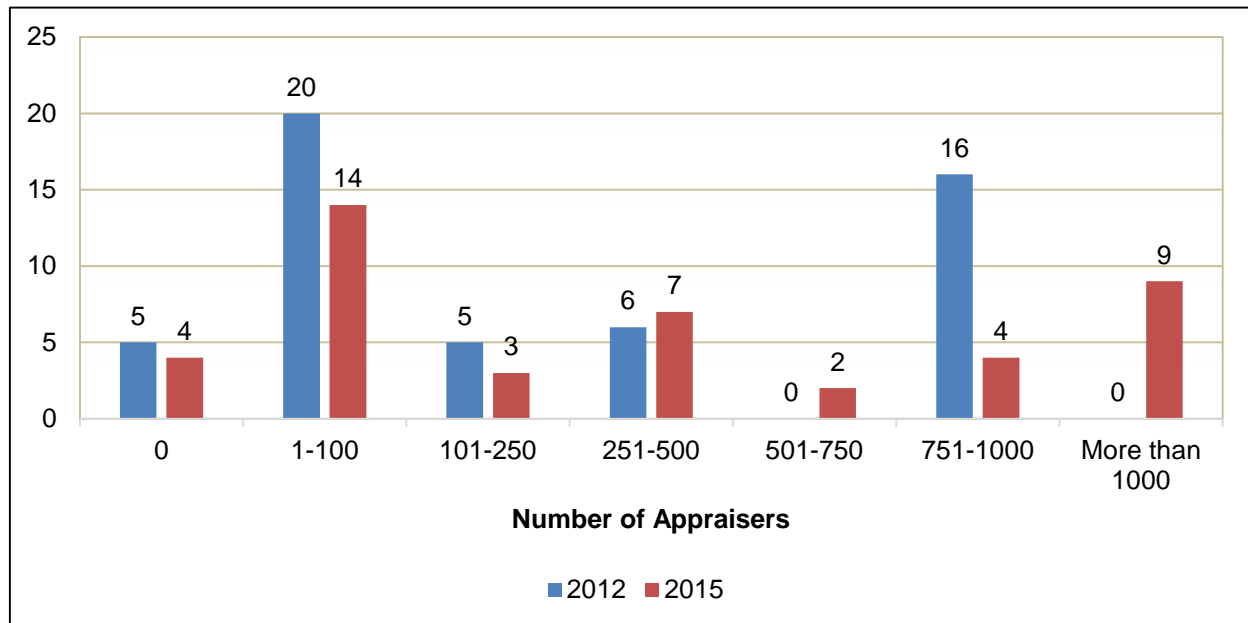
Figure 12. Appraisers on Staff



2015: N=44; 2012: N=52

Figure 12 shows that 93 percent of respondents (41) reported that their companies have between 1 and 25 appraisers on staff in 2015. The proportion was 15 percentage points higher than the 83 percent reported in 2012.

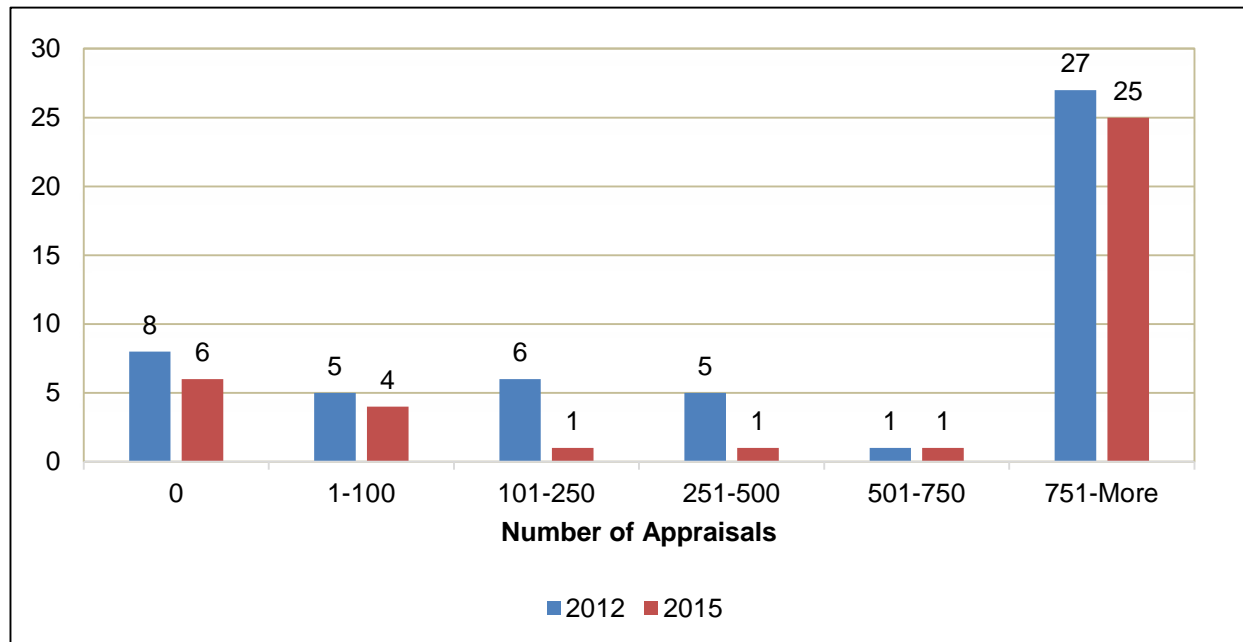
Figure 13. Independent Appraisers



2015: N=43; 2012: N=52

Figure 13 illustrates the number of independent appraisers, who are not in-house staff, that the respondent's company works with. About one-third of respondents' companies (14, or 33 percent) work with 1-100 independent appraisers in 2015, which was slightly lower than the 36 percent (20) recorded in 2012. At the same time, 13 (30 percent) of respondents' companies work with more than 750 independent appraisers in 2015, which was about the same proportion (29 percent) for 2012.

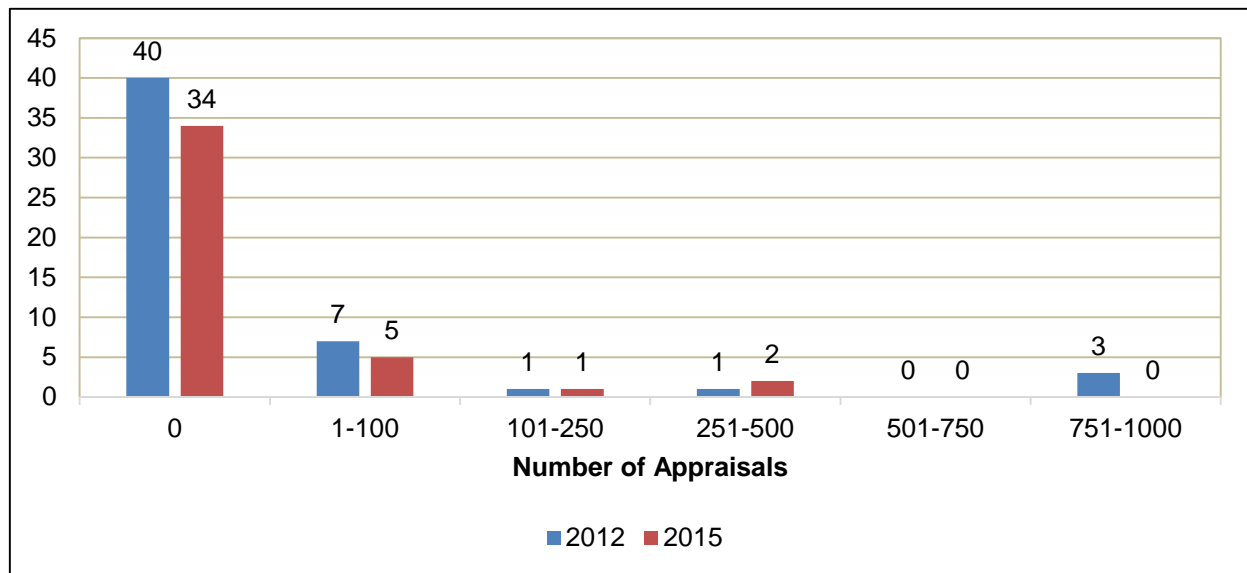
Figure 14. Residential Appraisals



2015: N=38; 2012: N=52

Figure 14 shows that 66 percent (25) of respondents reported that their companies manage more than 750 residential appraisals each year, which were 17 percentage points higher than the number reported in 2012 (52 percent). Very few (6) respondents demonstrated that their companies did not conduct any residential appraisals in 2015 survey (the corresponding number for 2012 was 8).

Figure 15. Commercial Appraisals

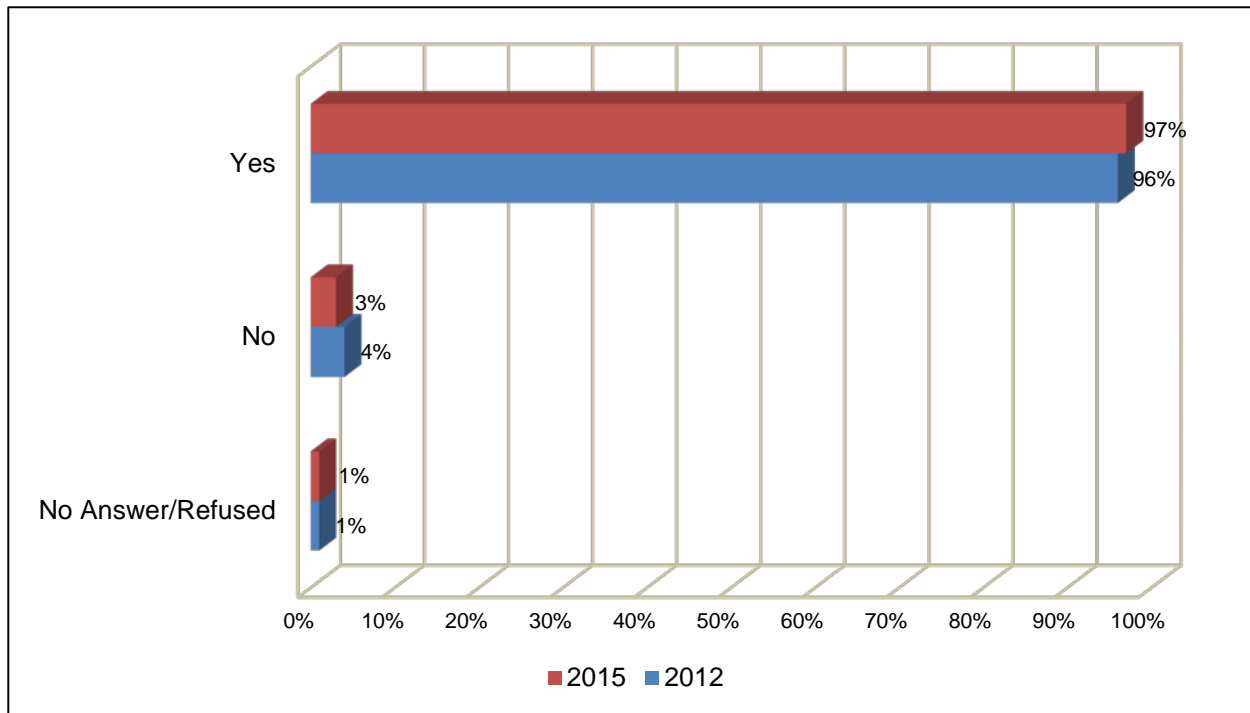


2015: N=42; 2012: N=52

Figure 15 illustrates that a large number (34, or 81 percent) of respondents report that their companies do not manage any commercial appraisals in 2015. The proportion increased by 4 percentage points as compared to 2012 (77 percent). Accordingly, it is known that most appraisal management companies hardly conduct commercial appraisals.

IV. RESPONSES FROM APPRAISERS

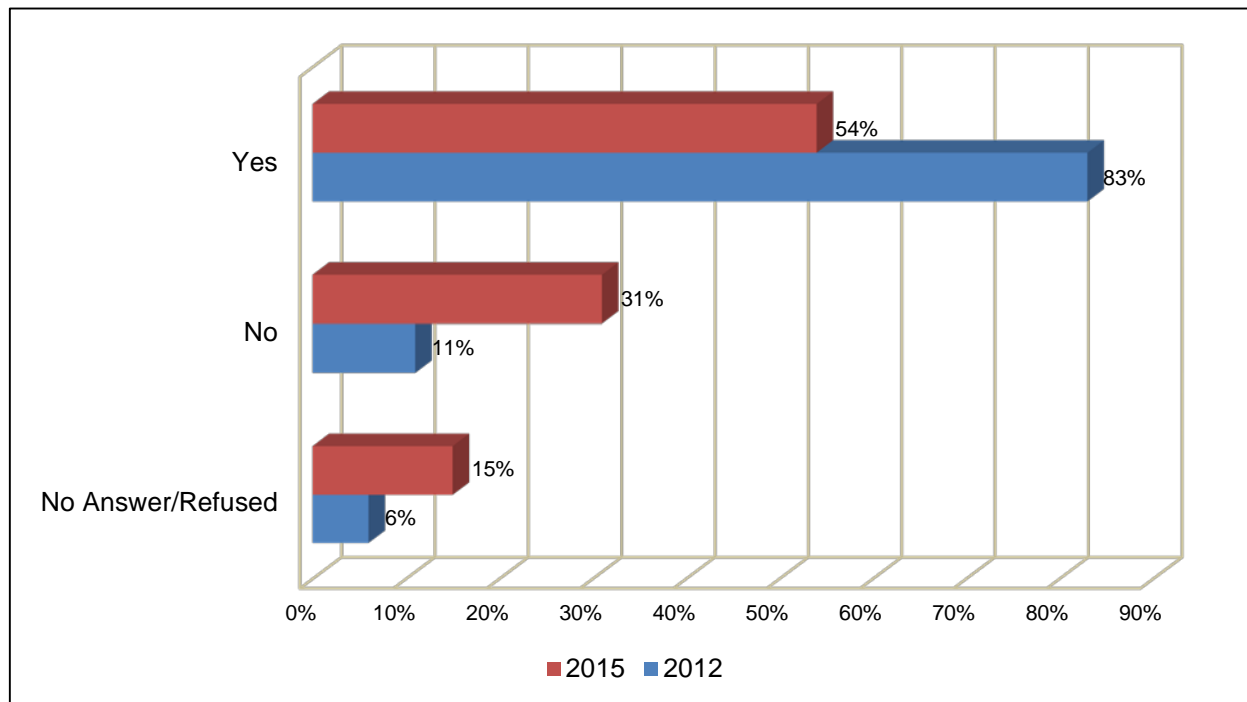
Figure 16. Percentage of Respondents Holding a Current License to Conduct Appraisals in Texas



2015: N=1415; 2012: N=1584

Figure 16 indicates the percentage of respondents holding a current license to conduct appraisals in Texas. In 2015, almost all respondents (97 percent) hold a current license to conduct appraisals in Texas, which is almost the same as the number reported in 2012 (96 percent). Only 3 percent of respondents do not hold a current license in 2015.

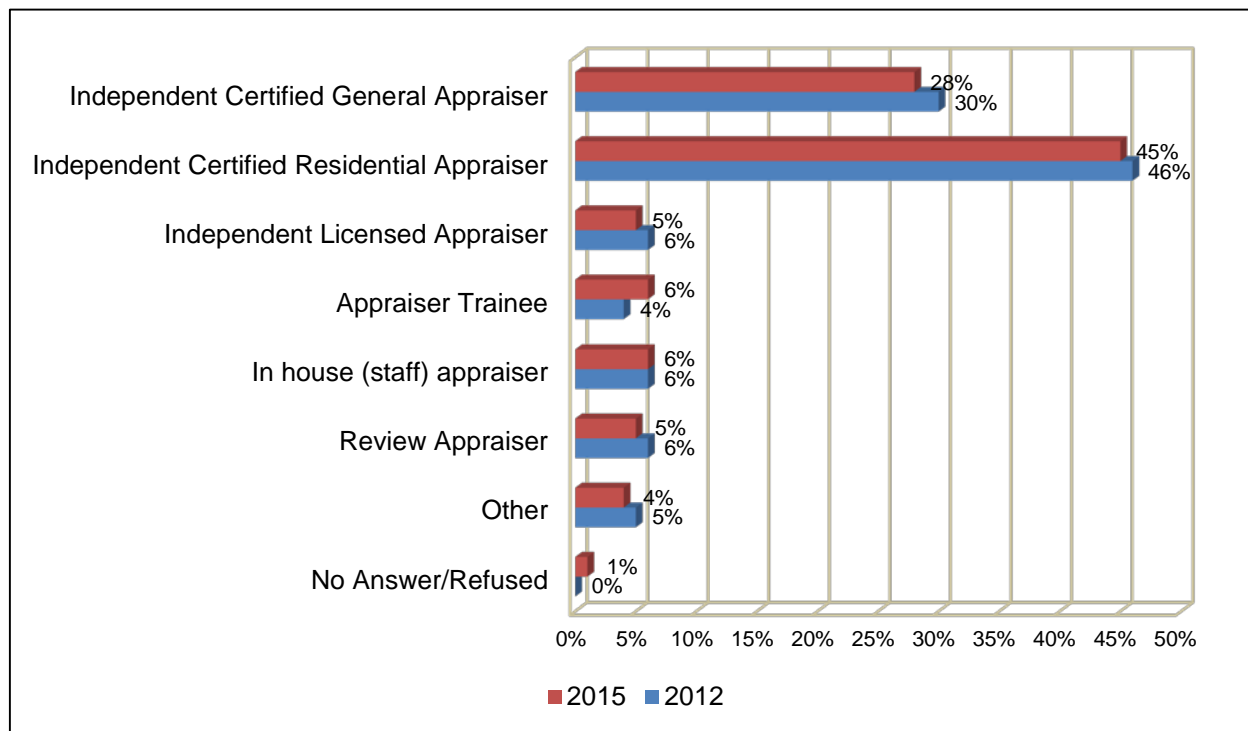
Figure 17. Percentage of Respondents Who Have Been Licensed To Conduct Appraisals in Texas



2015: N=54; 2012: N=70

Figure 17 shows the percentage of respondents who do not hold a current license to conduct appraisals but have been licensed to conduct appraisals in Texas. In the year of 2015, slightly over half (54 percent) of respondents have been licensed, whereas 31 percent have never been licensed. The percentage of respondents who do not hold a current license but have been licensed has experienced a decline of almost 30 percentage points compared to 2012 (83 percent).

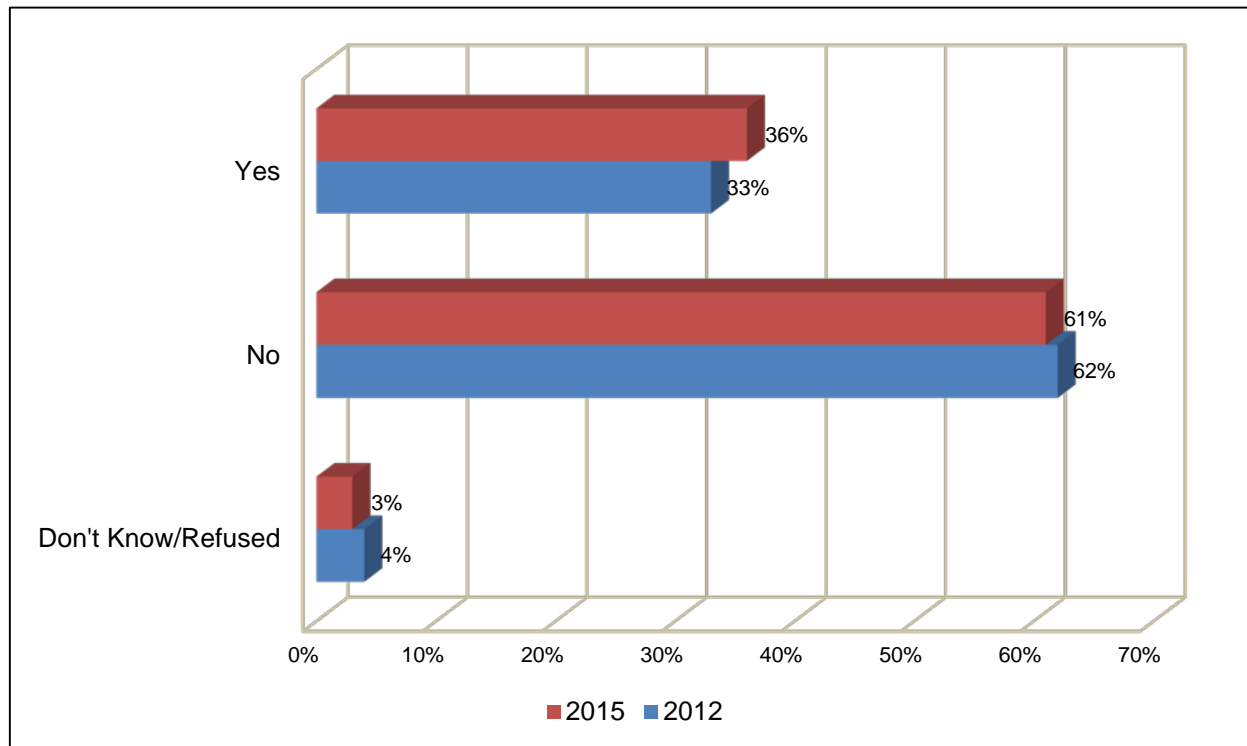
Figure 18. Percentage of Respondents in Current Position



2015: N=1412; 2012: N=1584

Figure 18 illustrates the current position of respondents. Almost one-third of respondents (28 percent) are currently independent certified general appraisers in 2015, which is slightly lower compared to 2012 (30 percent). A near majority (45 percent) are currently independent certified residential appraisers and this percentage is similar to that of 2012 (46 percent). On the whole, 78 percent of respondents are independent appraisers in 2015, which is 4 percentage points lower than the number for 2012 (82 percent).

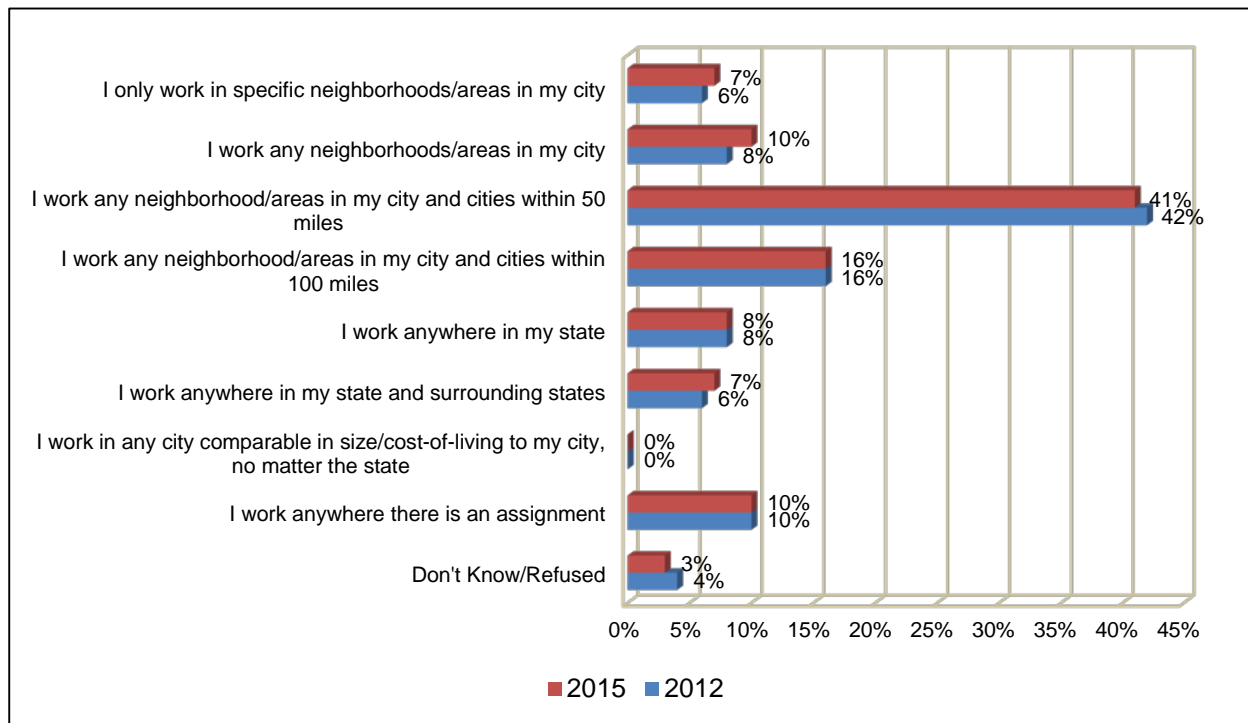
Figure 19. Percentage of Respondents with a Recognized Specialty in the Appraisal Field



2015: N=1408; 2012: N=1584

Figure 19 shows the percentage of respondents with a recognized specialty in the appraisal field. More than one-third (36 percent) of respondents stated that they do have a recognized specialty, while around two-thirds (61 percent) do not have a recognized specialty. The corresponding percentages in 2012 were 33 percent and 62 percent, respectively. The proportion of respondents who have a recognized specialty has slightly increased 3 percentage points from 2012 to 2015.

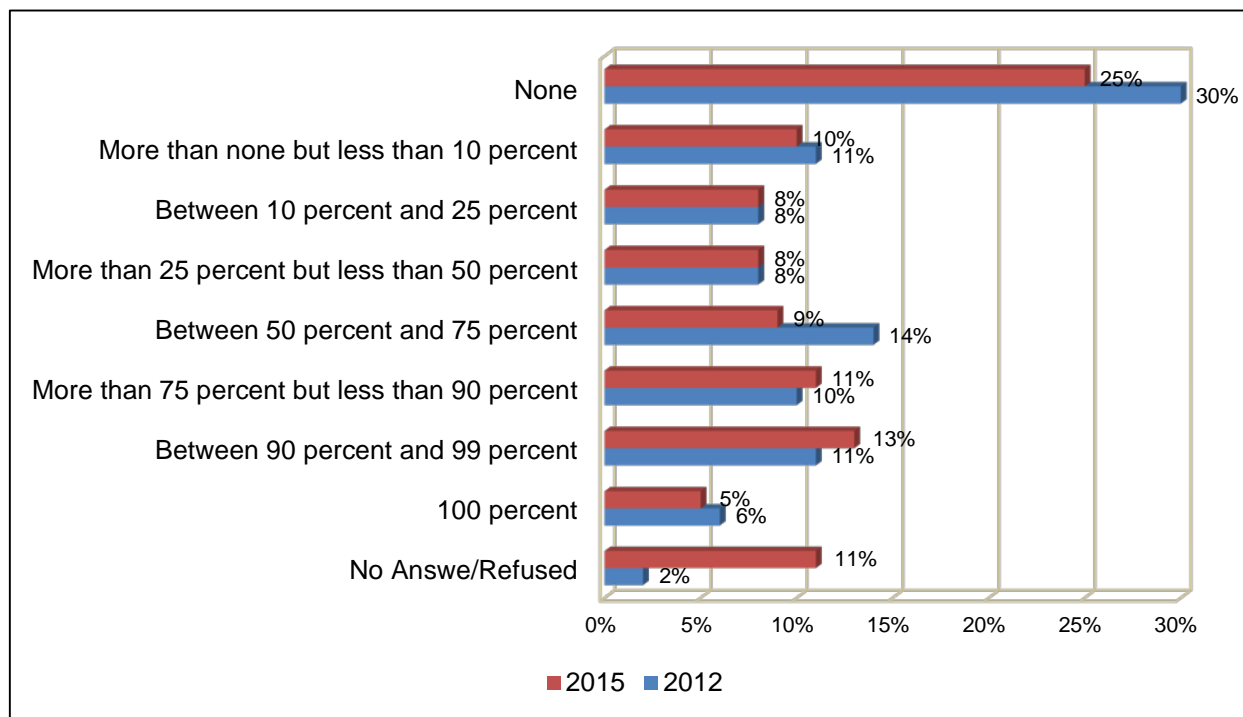
Figure 20. Percentage of Respondents Describing the Area in Which They Complete Assignments



2015: N=1405; 2012: N=1584

Figure 20 shows the percentage of respondents describing the area in which they complete assignments. In 2015, a vast plurality (41 percent) of respondents completed assignments within 50 miles of their cities, which is one percentage point lower than that of 2012. 16 percent completed assignments within 100 miles of their cities, while 10 percent completed assignments regardless of their location. Basically, there is almost no difference in the percentages of respondents' working areas between 2012 and 2015.

Figure 21. Percentage of Appraisals Respondents Have Completed for an Appraisal Management Company



2015: N=1252; 2012: N=1584

Figure 21 illustrates the percentage of appraisals that respondents have completed for appraisal management companies in the past 12 months. It is shown that one-fourth (25 percent) of respondents did not complete assignments for appraisal management companies, which is 5 percentage points lower than that of 2012 (30 percent). Moreover, 5 percent of respondents exclusively completed appraisals for appraisal management companies. 38 percent of respondents completed at least half of their assignments for appraisal management companies, which is lower than the number reported in 2012 (41 percent). On the other hand, slightly more than half (51 percent) of respondents completed half or less of their appraisals for appraisal management companies in 2015, whereas 57 percent completed half or less in 2012.

Table 5. Fee Respondents Usually Receive for Types of Appraisals When Working for an Appraisal Management Company

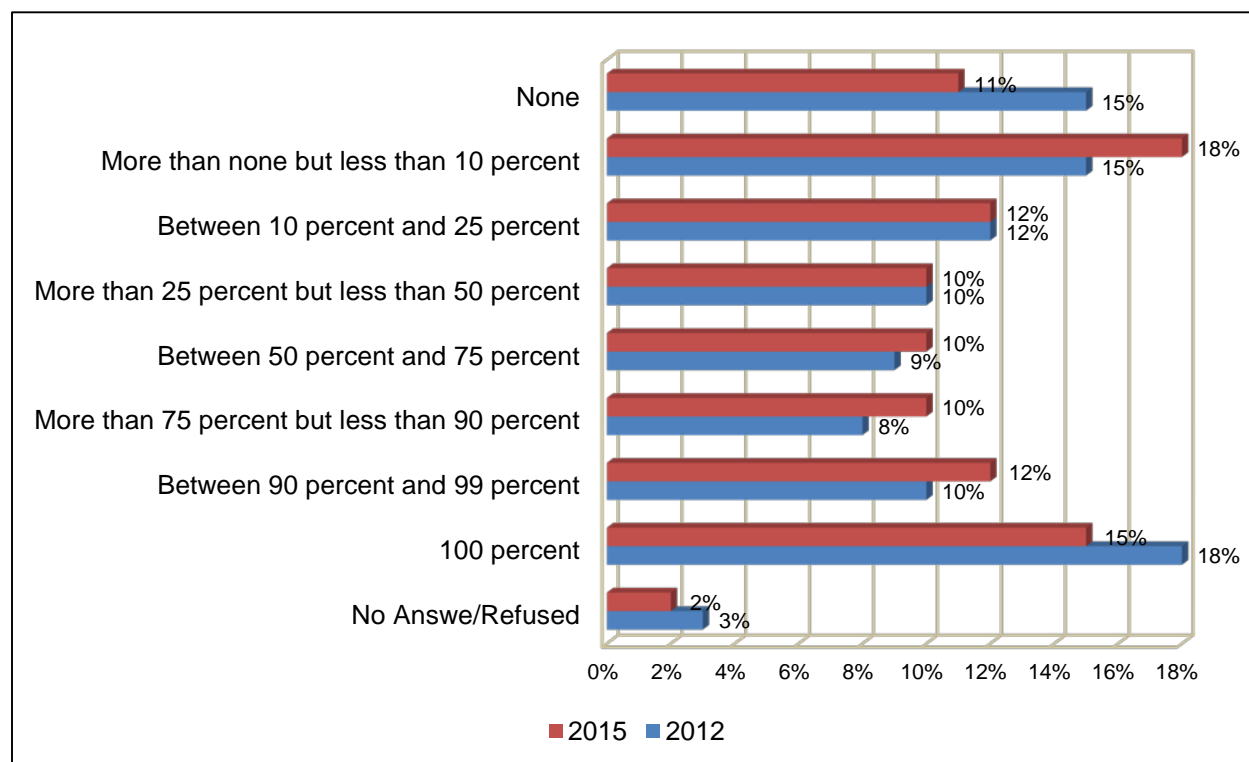
	Year	Less than \$150	\$151-\$200	\$201-\$250	\$251-\$300	\$301-\$350	\$351-\$400	\$401-\$450	\$451-\$500	\$501-\$550	\$551-\$600	\$601+	No Answer	Refused
1004 (Single-family detached) Fannie Mae and Freddie Mac Urban	2012	1%	3%	7%	13%	25%	23%	9%	2%	0%	0%	0%	14%	4%
	2015	1%	2%	2%	6%	18%	25%	19%	4%	2%	0%	0%	19%	3%
1004 (Single-family detached) Fannie Mae and Freddie Mac Suburban	2012	1%	3%	6%	13%	24%	22%	10%	2%	1%	0%	0%	14%	3%
	2015	1%	2%	2%	6%	18%	25%	18%	5%	2%	0%	1%	18%	3%
1004 (Single-family detached) Fannie Mae and Freddie Mac Rural	2012	0%	1%	4%	8%	15%	18%	13%	8%	2%	1%	1%	20%	7%
	2015	0%	1%	1%	3%	10%	15%	18%	12%	6%	2%	2%	25%	4%
1004 (Single-family detached) FHA Urban	2012	1%	2%	3%	8%	18%	22%	16%	4%	1%	0%	0%	21%	5%
	2015	1%	1%	1%	3%	11%	19%	22%	9%	2%	0%	0%	26%	4%
1004 (Single-family detached) FHA Suburban	2012	0%	2%	3%	8%	17%	22%	17%	4%	1%	0%	0%	21%	5%
	2015	1%	1%	1%	3%	10%	19%	22%	9%	3%	0%	1%	25%	4%
1004 (Single-family detached) FHA Rural	2012	0%	1%	2%	5%	10%	15%	17%	11%	2%	1%	1%	26%	8%
	2015	0%	1%	1%	2%	6%	11%	18%	13%	8%	2%	2%	31%	6%
1004 (Single-family detached) with REO addendum Urban	2012	1%	2%	4%	6%	15%	15%	12%	6%	2%	1%	1%	29%	8%
	2015	1%	1%	1%	3%	9%	12%	16%	9%	6%	2%	1%	34%	6%
1004 (Single-family detached) with REO addendum Suburban	2012	1%	2%	4%	6%	15%	15%	12%	6%	2%	1%	1%	28%	8%
	2015	1%	1%	1%	3%	8%	12%	15%	9%	6%	2%	2%	33%	6%
1004 (Single-family detached) with REO addendum Rural	2012	0%	1%	3%	6%	10%	12%	12%	7%	4%	1%	2%	32%	11%
	2015	1%	1%	1%	2%	6%	8%	12%	10%	6%	3%	4%	38%	8%
1004C Single Family	2012	5%	2%	3%	5%	9%	11%	8%	4%	2%	1%	1%	36%	13%
	2015	4%	1%	1%	3%	5%	9%	10%	6%	3%	1%	2%	43%	11%
Manufactured Housing Urban	2012	1%	1%	2%	4%	7%	10%	8%	4%	2%	1%	1%	42%	18%
	2015	0%	0%	0%	2%	4%	7%	10%	6%	3%	1%	2%	49%	16%

	Year	Less than \$150	\$151- \$200	\$201- \$250	\$251- \$300	\$301- \$350	\$351- \$400	\$401- \$450	\$451- \$500	\$501- \$550	\$551- \$600	\$601+	No Answer	Refused
Manufactured Housing Suburban	2012	1%	1%	2%	4%	7%	10%	9%	4%	2%	1%	1%	40%	18%
	2015	0%	1%	0%	2%	4%	8%	9%	6%	3%	2%	2%	47%	15%
Manufactured Housing Rural	2012	0%	1%	2%	3%	6%	8%	9%	7%	3%	1%	2%	39%	18%
	2015	0%	1%	0%	1%	3%	6%	9%	8%	4%	2%	3%	47%	15%
2000 (Single-Family Field Review) Urban	2012	4%	6%	10%	10%	9%	7%	3%	1%	1%	1%	1%	35%	14%
	2015	3%	2%	6%	9%	9%	7%	5%	2%	1%	1%	0%	44%	12%
2000 (Single-Family Field Review) Suburban	2012	4%	6%	9%	10%	9%	7%	3%	2%	1%	1%	1%	34%	14%
	2015	3%	2%	6%	9%	9%	7%	5%	2%	0%	1%	1%	43%	12%
2000 (Single-Family Field Review) Rural	2012	3%	5%	7%	8%	7%	7%	5%	2%	1%	1%	1%	37%	15%
	2015	2%	2%	5%	7%	7%	7%	6%	4%	1%	1%	1%	45%	13%
1073 (Condominium) Urban	2012	1%	3%	6%	8%	17%	16%	8%	3%	1%	0%	1%	27%	9%
	2015	1%	2%	2%	5%	12%	17%	15%	6%	2%	1%	1%	31%	6%
1073 (Condominium) Suburban	2012	1%	3%	6%	8%	17%	15%	8%	3%	1%	0%	1%	27%	9%
	2015	1%	2%	1%	5%	12%	17%	14%	6%	3%	1%	1%	31%	6%
1025 (Small Residential Income Property - Duplex, Triplex, 4-plex) Urban	2012	0%	1%	2%	3%	5%	9%	12%	12%	9%	5%	5%	27%	10%
	2015	1%	0%	0%	1%	2%	4%	9%	14%	10%	8%	10%	32%	8%
1025 (Small Residential Income Property - Duplex, Triplex, 4-plex) Suburban	2012	0%	1%	2%	3%	4%	8%	11%	13%	9%	5%	6%	27%	10%
	2015	1%	0%	1%	1%	2%	4%	9%	14%	11%	8%	10%	31%	8%
1025 (Small Residential Income Property - Duplex, Triplex, 4-plex) Rural	2012	0%	0%	2%	3%	3%	5%	9%	9%	7%	5%	6%	35%	14%
	2015	1%	0%	0%	1%	2%	3%	6%	11%	8%	6%	10%	40%	12%
2055 (Exterior only) Urban	2012	4%	9%	16%	19%	15%	7%	2%	1%	0%	0%	0%	20%	6%
	2015	2%	4%	10%	17%	18%	9%	4%	2%	0%	0%	0%	27%	6%
2055 (Exterior only) Suburban	2012	4%	10%	16%	19%	14%	8%	3%	1%	0%	0%	0%	19%	6%
	2015	2%	4%	10%	18%	18%	10%	4%	2%	0%	0%	0%	25%	6%
2055 (Exterior only) Rural	2012	3%	7%	11%	13%	14%	9%	5%	1%	1%	0%	1%	27%	10%
	2015	2%	3%	5%	11%	14%	12%	7%	3%	1%	1%	1%	32%	9%

2015: N=1013; 2012: N=1121

Table 5 shows that the fees respondents usually receive for types of appraisals when working for an appraisal management company vary with the type of property tax work and the type of appraisal. On the one hand, similar to the year of 2012, the majority of respondents in 2015 received fees of \$300 to \$450 for a residential appraisal from appraisal management companies. Specifically, in both 2012 and 2015, the (single-family detached) Fannie Mae and Freddie occupied the highest percentage in the fees of \$300 to \$400; while the (single-family detached) FHA held the greatest proportion of \$400 to \$450 range. On the other hand, compared to the year of 2012, the percentage of respondents receiving more than \$450 has experienced a slight increase across all types of appraisals; whereas there was a decline of the proportion of those who received less than \$300.

Figure 22. Percentage of Appraisals Respondents Have Completed Directly for a Lender, Individual, or Other Non-Appraisal Management Company



2015: N=1333; 2012: N=1584

Figure 22 reflects the percentage of appraisals that respondents have completed directly for lenders, individuals, or other non-appraisal management companies in the past 12 months. Nearly one-fifth (15 percent) of respondents completed appraisals exclusively for lenders, individuals, or other non-appraisal management companies, which was slightly lower than the percentage (18 percent) of 2012. Around one-tenth (11 percent) of respondents did not complete any appraisals for lenders, individuals, or other non-appraisal management companies, while the corresponding proportion was greater in 2012 (15 percent). Almost half (47 percent) of respondents completed between 50 and 100 percent, whereas 51 percent completed between half or less, which were similar to the percentages in 2012 (45 percent and 52 percent, respectively).

Table 6. Fee Respondents Usually Receive for Types of Appraisals When Working for a Lender, Individual, or Other Non-Appraisal Management Company

	Year	Less than \$150	\$151-\$200	\$201-\$250	\$251-\$300	\$301-\$350	\$351-\$400	\$401-\$450	\$451-\$500	\$501-\$550	\$551-\$600	\$601+	No Answer	Refused
1004 (Single-family detached) Fannie Mae and Freddie Mac Urban	2012	0%	0%	0%	1%	13%	32%	15%	2%	1%	0%	1%	28%	6%
	2015	0%	0%	0%	1%	7%	23%	26%	6%	1%	0%	1%	28%	4%
1004 (Single-family detached) Fannie Mae and Freddie Mac Suburban	2012	0%	0%	0%	1%	13%	30%	16%	3%	1%	1%	1%	28%	6%
	2015	0%	0%	0%	1%	7%	23%	26%	7%	1%	0%	1%	27%	4%
1004 (Single-family detached) Fannie Mae and Freddie Mac Rural	2012	0%	0%	0%	1%	8%	20%	18%	8%	3%	1%	2%	31%	8%
	2015	0%	0%	0%	1%	4%	13%	20%	14%	5%	2%	3%	32%	6%
1004 (Single-family detached) FHA Urban	2012	0%	0%	0%	1%	5%	21%	23%	4%	1%	0%	1%	36%	8%
	2015	0%	0%	0%	1%	3%	12%	28%	10%	2%	0%	1%	35%	6%
1004 (Single-family detached) FHA Suburban	2012	0%	0%	0%	1%	5%	20%	24%	4%	1%	0%	0%	35%	8%
	2015	0%	0%	0%	1%	3%	12%	28%	11%	3%	0%	1%	35%	6%
1004 (Single-family detached) FHA Rural	2012	0%	0%	0%	1%	4%	13%	19%	11%	3%	1%	1%	38%	10%
	2015	0%	0%	0%	1%	2%	7%	19%	14%	6%	2%	3%	38%	8%
1004 (Single-family detached) with REO addendum Urban	2012	0%	0%	0%	1%	4%	14%	16%	7%	2%	1%	1%	42%	9%
	2015	0%	0%	0%	1%	2%	8%	16%	11%	5%	1%	2%	45%	9%
1004 (Single-family detached) with REO addendum Suburban	2012	0%	0%	0%	1%	4%	14%	16%	8%	3%	1%	1%	42%	9%
	2015	0%	0%	0%	1%	2%	7%	16%	10%	5%	2%	2%	45%	9%
1004 (Single-family detached) with REO addendum Rural	2012	0%	0%	0%	0%	3%	10%	13%	8%	5%	1%	2%	44%	11%
	2015	0%	0%	0%	1%	2%	6%	10%	12%	6%	3%	4%	47%	10%
1004C Single Family	2012	3%	1%	1%	1%	4%	13%	11%	4%	1%	1%	1%	46%	14%
	2015	2%	1%	0%	1%	2%	8%	11%	7%	4%	1%	2%	49%	13%
Manufactured Housing Urban	2012	0%	0%	0%	0%	4%	9%	9%	6%	2%	2%	1%	49%	17%
	2015	0%	0%	0%	1%	1%	6%	9%	7%	4%	1%	2%	53%	16%

	Year	Less than \$150	\$151- \$200	\$201- \$250	\$251- \$300	\$301- \$350	\$351- \$400	\$401- \$450	\$451- \$500	\$501- \$550	\$551- \$600	\$601+	No Answer	Refused
Manufactured Housing Suburban	2012	0%	0%	0%	0%	4%	9%	9%	6%	2%	2%	1%	48%	17%
	2015	0%	0%	0%	1%	2%	6%	9%	7%	5%	1%	3%	51%	15%
Manufactured Housing Rural	2012	0%	0%	0%	0%	3%	7%	9%	6%	4%	2%	2%	48%	17%
	2015	0%	0%	0%	0%	2%	4%	8%	9%	4%	2%	4%	51%	15%
2000 (Single-Family Field Review) Urban	2012	1%	1%	4%	8%	9%	8%	3%	1%	1%	1%	1%	47%	15%
	2015	1%	1%	2%	6%	8%	7%	4%	3%	2%	0%	1%	52%	12%
2000 (Single-Family Field Review) Suburban	2012	1%	2%	5%	7%	9%	8%	3%	1%	1%	1%	1%	47%	15%
	2015	1%	1%	2%	6%	8%	8%	4%	3%	1%	0%	1%	52%	12%
2000 (Single-Family Field Review) Rural	2012	0%	1%	3%	5%	8%	6%	5%	3%	1%	1%	1%	48%	16%
	2015	1%	1%	2%	4%	6%	8%	4%	4%	2%	1%	2%	53%	13%
1073 (Condominium) Urban	2012	0%	0%	0%	1%	9%	20%	12%	3%	2%	1%	1%	39%	11%
	2015	0%	0%	0%	2%	4%	13%	19%	8%	3%	1%	2%	40%	8%
1073 (Condominium) Suburban	2012	0%	0%	0%	1%	9%	19%	13%	3%	2%	1%	1%	40%	11%
	2015	0%	0%	0%	2%	4%	13%	19%	8%	3%	1%	2%	40%	8%
1025 (Small Residential Income Property - Duplex, Triplex, 4-plex) Urban	2012	0%	0%	0%	0%	1%	3%	10%	12%	11%	5%	7%	38%	11%
	2015	0%	0%	0%	0%	1%	2%	6%	13%	11%	8%	10%	39%	9%
1025 (Small Residential Income Property - Duplex, Triplex, 4-plex) Suburban	2012	0%	0%	0%	0%	1%	3%	10%	12%	11%	5%	7%	38%	11%
	2015	0%	0%	0%	1%	1%	2%	5%	12%	12%	8%	10%	39%	9%
1025 (Small Residential Income Property - Duplex, Triplex, 4-plex) Rural	2012	0%	0%	0%	0%	1%	2%	7%	10%	9%	5%	8%	44%	14%
	2015	0%	0%	0%	1%	0%	2%	4%	9%	9%	6%	11%	46%	12%
2055 (Exterior only) Urban	2012	1%	1%	7%	17%	16%	9%	4%	1%	0%	0%	1%	35%	8%
	2015	0%	1%	4%	12%	16%	13%	5%	2%	0%	0%	1%	37%	7%
2055 (Exterior only) Suburban	2012	1%	1%	7%	17%	16%	9%	4%	1%	0%	0%	1%	35%	8%
	2015	0%	1%	4%	12%	16%	13%	6%	2%	0%	0%	1%	36%	7%
2055 (Exterior only) Rural	2012	0%	1%	5%	11%	15%	9%	6%	2%	1%	0%	1%	38%	11%
	2015	0%	1%	3%	7%	12%	13%	7%	4%	1%	1%	1%	40%	9%

2015: N=1087; 2012: N=1352

Table 6 shows that the fees respondents usually receive for types of appraisals when working for lenders, individuals, or other non-appraisal management company vary with the type of property assessed and the type of appraisal. For all types of appraisals, lower percentage of respondents received less than \$401 - \$450 for the year 2015 compared to the year 2012. However, the trend reverses with higher fees. Higher percentage of respondents receive more than \$401 - \$450 for the years 2015 compared to year 2012. This trend holds true for almost all types of appraisals.

Table 7. Factors that Impact the Fee Respondents Received for Appraisals

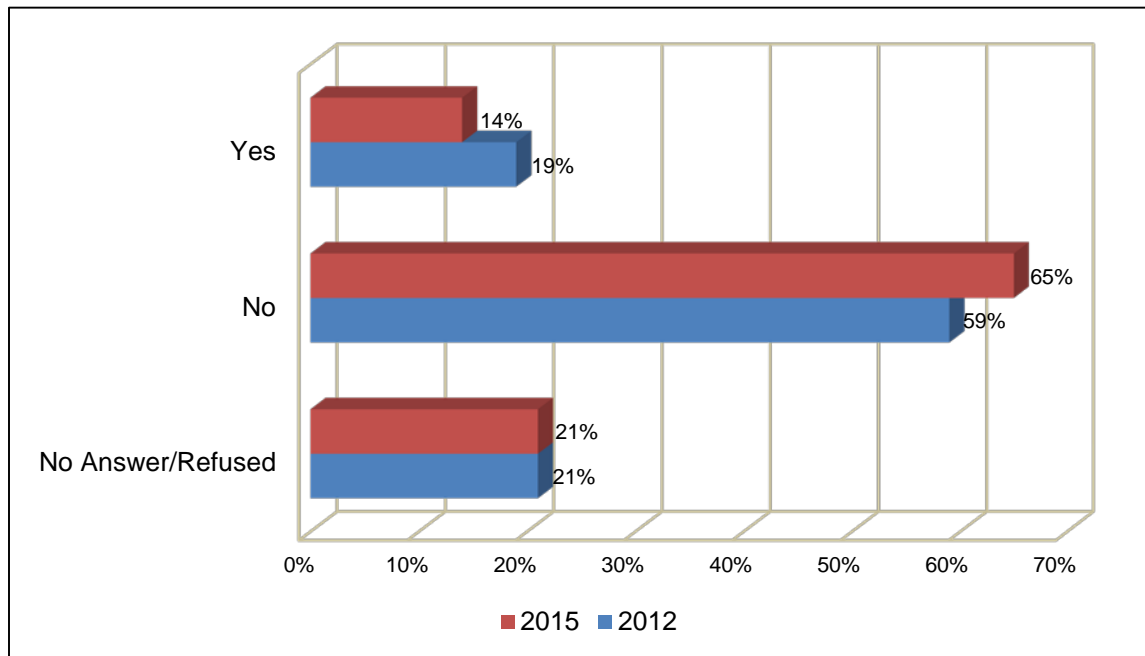
	Year	Increase Fee	Would not Affect Fee	Decrease Fee	Don't Know	Refused
Property in urban location	2012	5%	81%	1%	7%	5%
	2015	6%	80%	2%	8%	5%
Property in rural location	2012	63%	23%	0%	7%	6%
	2015	65%	23%	0%	7%	5%
Property in high cost-of-living area	2012	25%	60%	0%	10%	5%
	2015	30%	55%	0%	10%	5%
Property in low cost-of-living area	2012	5%	79%	1%	10%	5%
	2015	6%	77%	1%	10%	5%
Size of property is large	2012	75%	14%	0%	6%	5%
	2015	77%	12%	0%	6%	4%
Property is complex (e.g. unique characteristics, lakefront or oceanfront, multiple buildings)	2012	85%	5%	0%	5%	5%
	2015	88%	3%	0%	5%	4%
Many appraisers in the area available to do the work	2012	2%	72%	11%	10%	5%
	2015	2%	69%	12%	11%	5%
Greater travel distance to complete appraisal	2012	80%	9%	0%	5%	6%
	2015	80%	10%	0%	5%	5%
Appraiser with greater experience	2012	33%	53%	0%	9%	5%
	2015	34%	51%	0%	10%	4%

2015: N=1203; 2012: N=1584

Table 7 presents the results for the impact of various factors on the fee respondents' companies paid for an appraisal. The factors that would likely lead to a fee increase included a property in a rural location (65 percent), a large property (77 percent), a complex property (88 percent), and a property that would require greater travel to complete the appraisal (80 percent) in 2015. The factors that would not affect the fee included a property in an urban location (80 percent), a property in a high cost-of-living area (55 percent), a property in a low cost-of-living area (77 percent), a property with many appraisers in the area available to do the appraisal (69 percent), and an appraiser with greater experience (51 percent) in 2015. Few factors would have the impact of decreasing fees, but 12 percent of respondents stated that having many appraisers in the area to do the work would decrease their fee in 2015. Overall, there is not much difference

in the percentages of factors that influence the fee respondents received for an appraisal between 2012 and 2015.

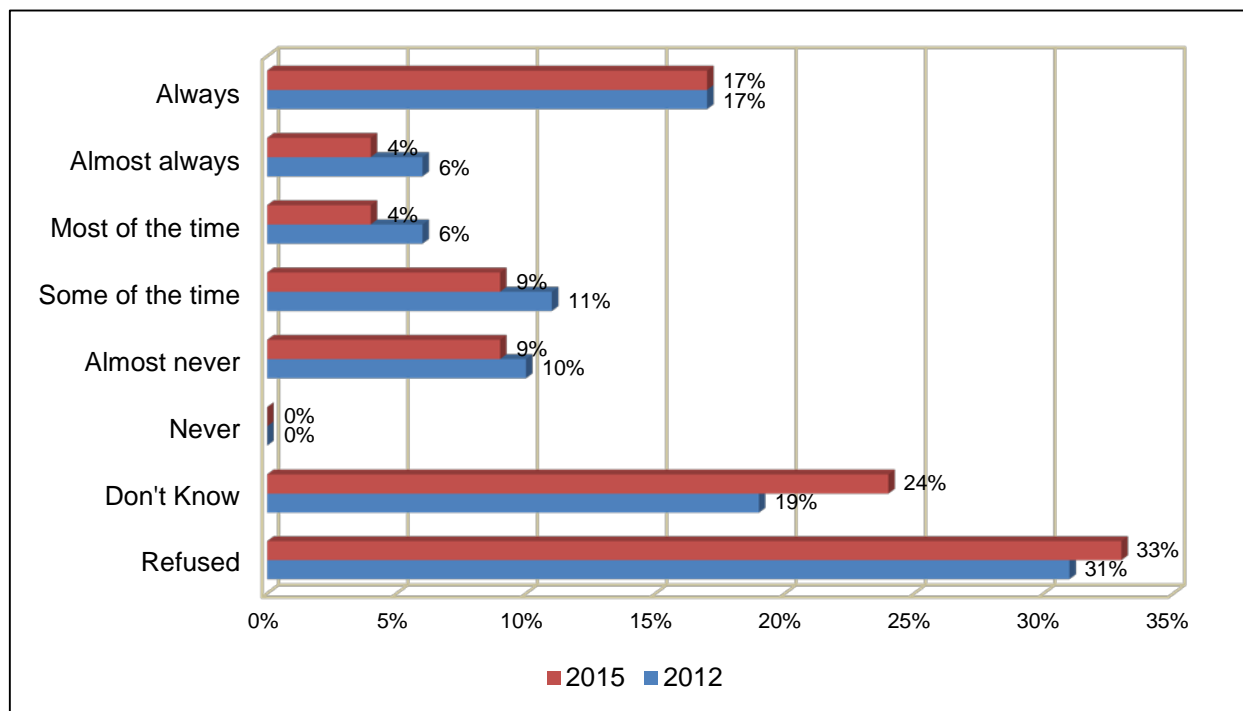
Figure 23. Percentage of Respondents Who Have Received an Increased Fee for Completing Market Conditions Addenda



2015: N=1198; 2012: N=1584

Figure 23 shows the percentage of respondents who have received an increased fee for completing market conditions addenda. For the year 2015, more than half of respondents (65 percent) have not received an increased fee for completing market conditions addenda, whereas only 14 percent of respondents have received an increased fee. There was a five percentage point difference between 2012 and 2015. It concludes that appraisers were less likely to receive an increased fee for completing market conditions addenda in 2015 compared to 2012.

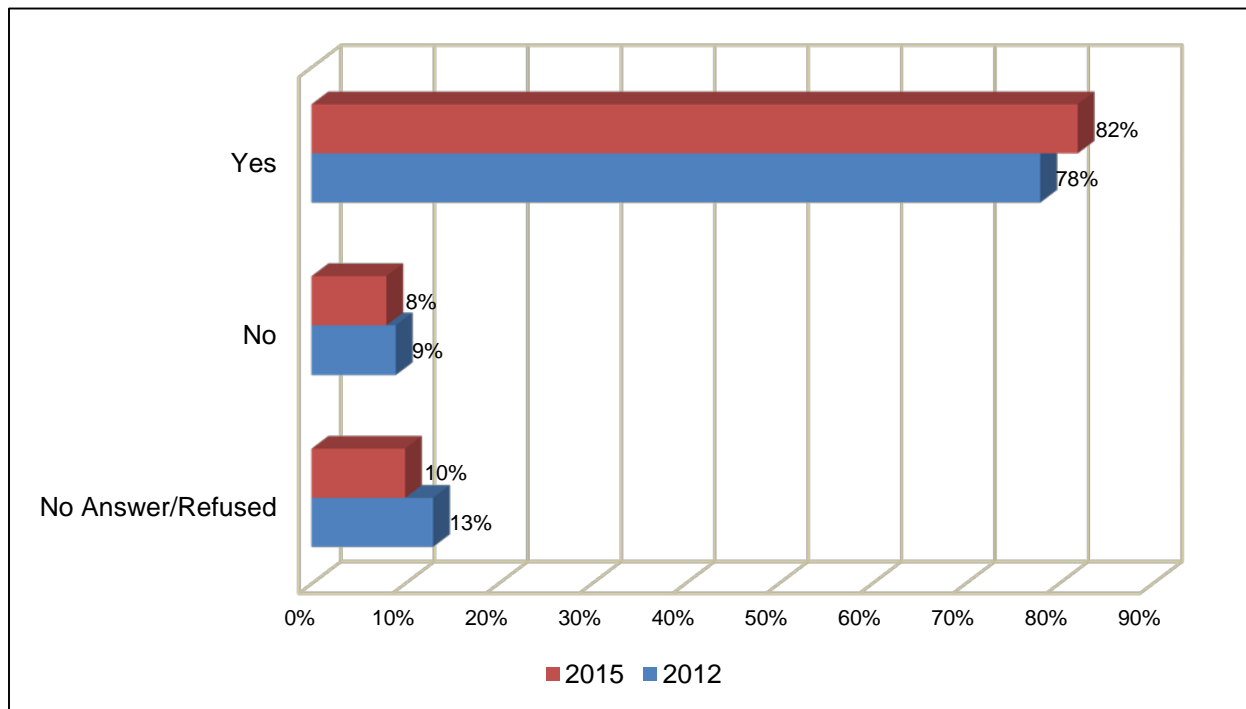
Figure 24. How Often Respondents Receive an Increased Fee for Completing Market Conditions Addenda



2015: N=413; 2012: N=640

Figure 24 illustrates how often respondents received an increased fee for completing market conditions addenda. For both years 2012 and 2015, 17 percent of respondents always received an increased fee, whereas no respondents never received an increased fee. For 2012, 31 percent refused to answer the question and 19 percent did not know if they received an increase or not, while 10 percent almost never received an increase in the fee. By contrast, for the year 2015, 33 percent refused to answer the question. Compared to 2012, besides those who always received an increase, fewer respondents received an increased fee almost always, most of the time, or some of the time (4 percent, 4 percent, and 9 percent respectively) in 2015.

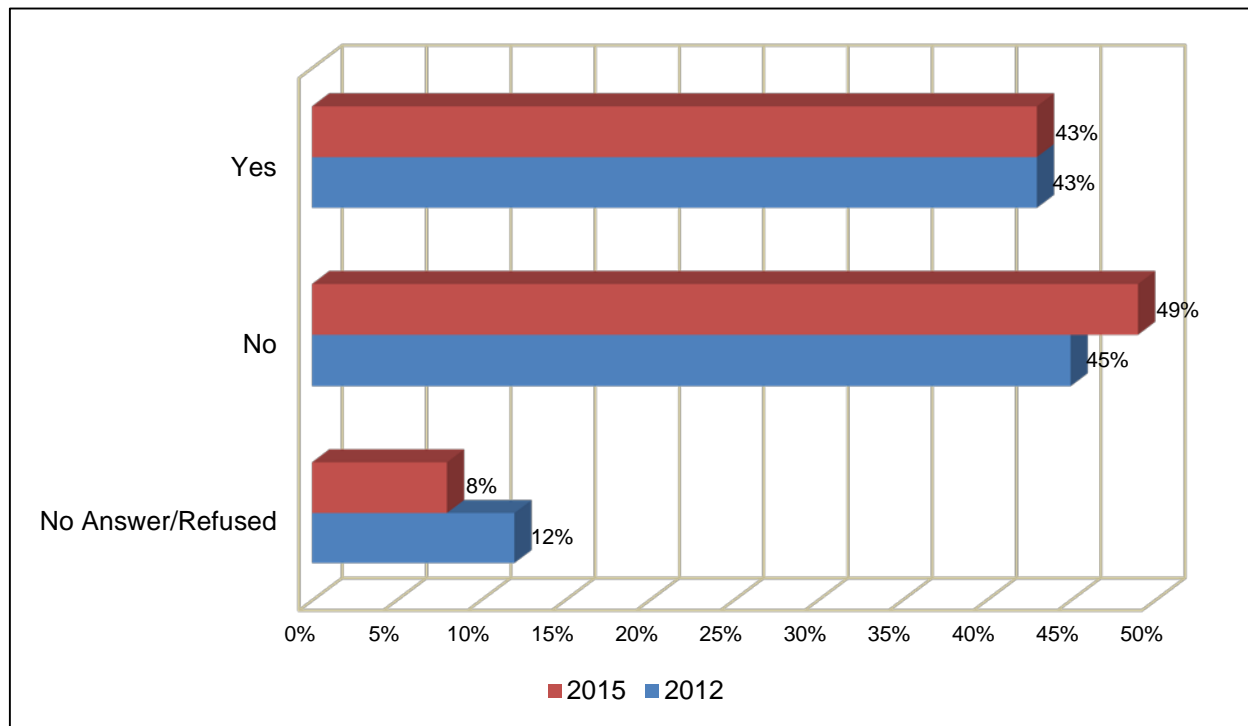
Figure 25. Percentage of Respondents Who Have Turned Down an Appraisal Because the Fee Was Too Low



2015: N=1191; 2012: N=1572

Figure 25 shows the percentage of respondents who have turned down an appraisal because the fee was too low. For the year 2015, slightly more than four-fifths of respondents (82 percent) have turned down an appraisal because of low fees, which is 4 percentage points higher than that of 2012 (78 percent). For both years, the percentage of respondents who did not turn down an appraisal because of low fees is almost similar (8 percent for 2015 and 9 percent for 2012).

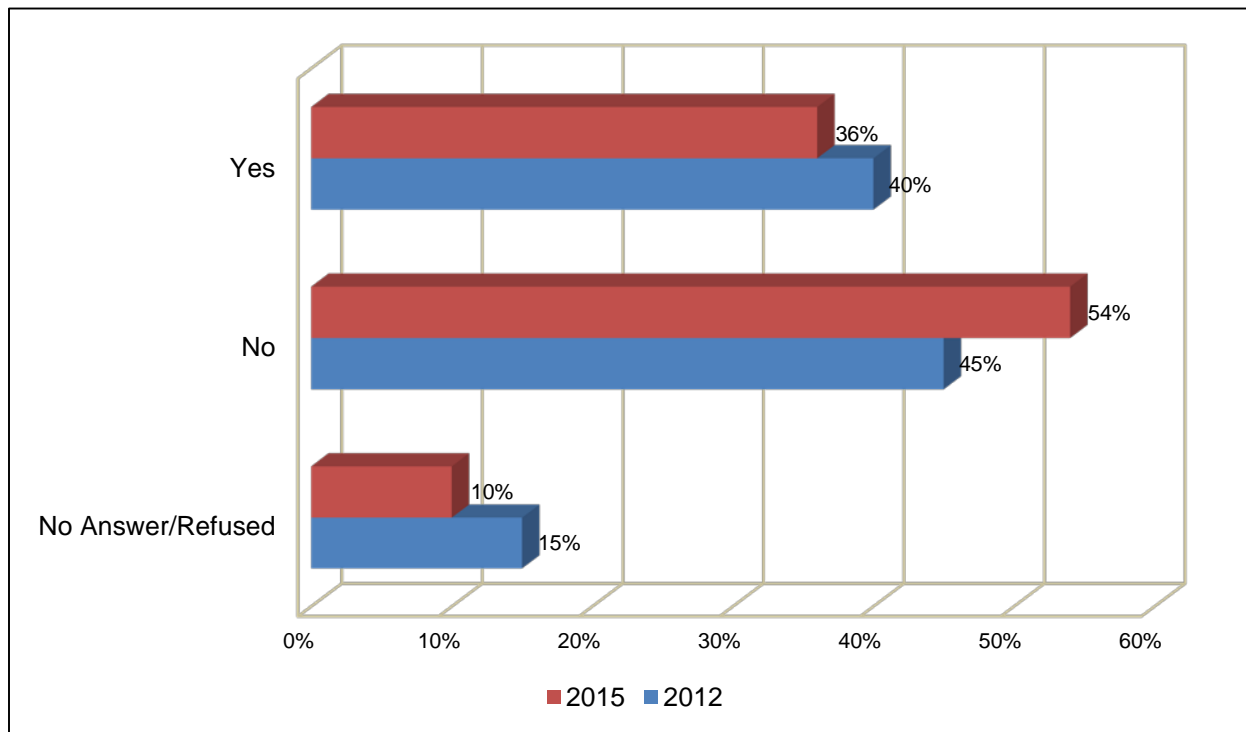
Figure 26. Percentage of Respondents Who Have Accepted a Job with a Fee Lower Than Wanted Because They Needed the Work



2015: N=1186; 2012: N=1571

Figure 26 depicts that the percentage of respondents who have accepted a job with a fee lower than wanted because they needed the work is the same (43 percent) in both 2012 and 2015. However, the percentage of respondents who did not accept a job with a lower fee is higher for the year 2015 (49 percent) than the year 2012 (45 percent).

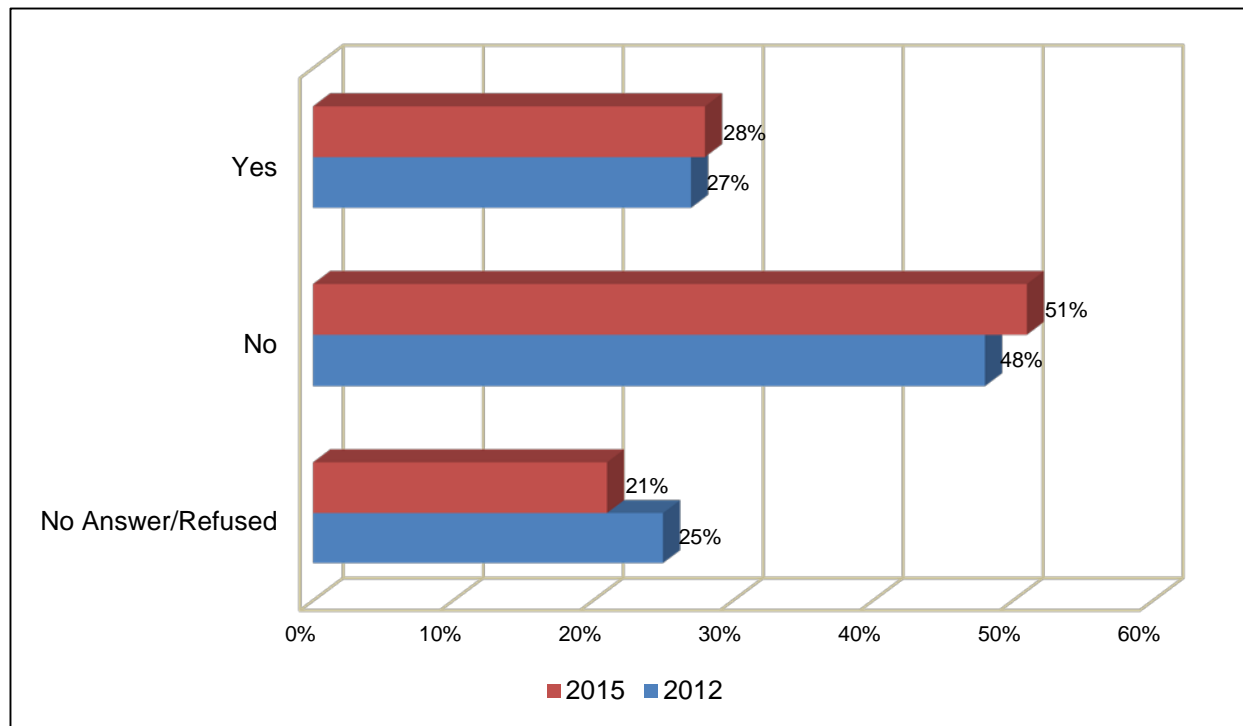
Figure 27. Percentage of Respondents Who Have Had To Increase Their Workloads to Make Up For Lower Fees



2015: N=1185; 2012: N=1569

Figure 27 shows a strong divide over increasing workloads to make up for lower fees. 36 percent of respondents reported that they had to increase their workloads to make up for lower fees in the past 12 months in 2015, which is 4 percentage points lower than that of 2012 (40 percent). Moreover, slightly more than half (54 percent) of respondents said that they did not have to increase their workloads to make up for lower fees in 2015, while less than half (45 percent) of respondents did not have to do that in 2012.

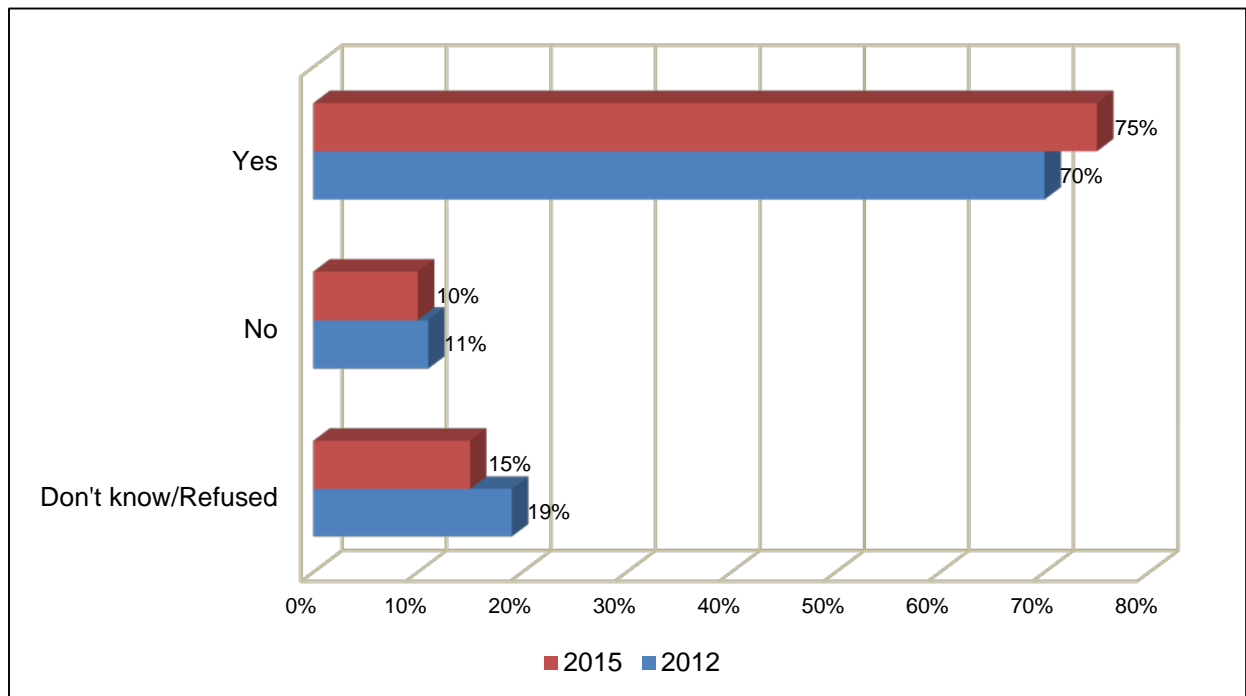
Figure 28. Percentage of Respondents Reporting Increase in Workload Has Negatively Affected the Quality of Their Appraisals



2015: N=547; 2012: N=863

Figure 28 illustrates the effect of increased workloads on the quality of appraisals conducted by respondents. In both 2012 and 2015, a majority of respondents reported that the quality of their appraisals did not get negatively affected (48 percent for 2012 and 51 percent for 2015) due to increase in workload. About equal percentages of respondents said that the quality of their appraisals were negatively affected due to an increased workload in both 2012 and 2015 (27 percent and 28 percent, respectively). It is also noted that approximately one-fifth (21 percent) of respondents offered the non-response option in 2015, whereas a quarter of respondents did it in 2012.

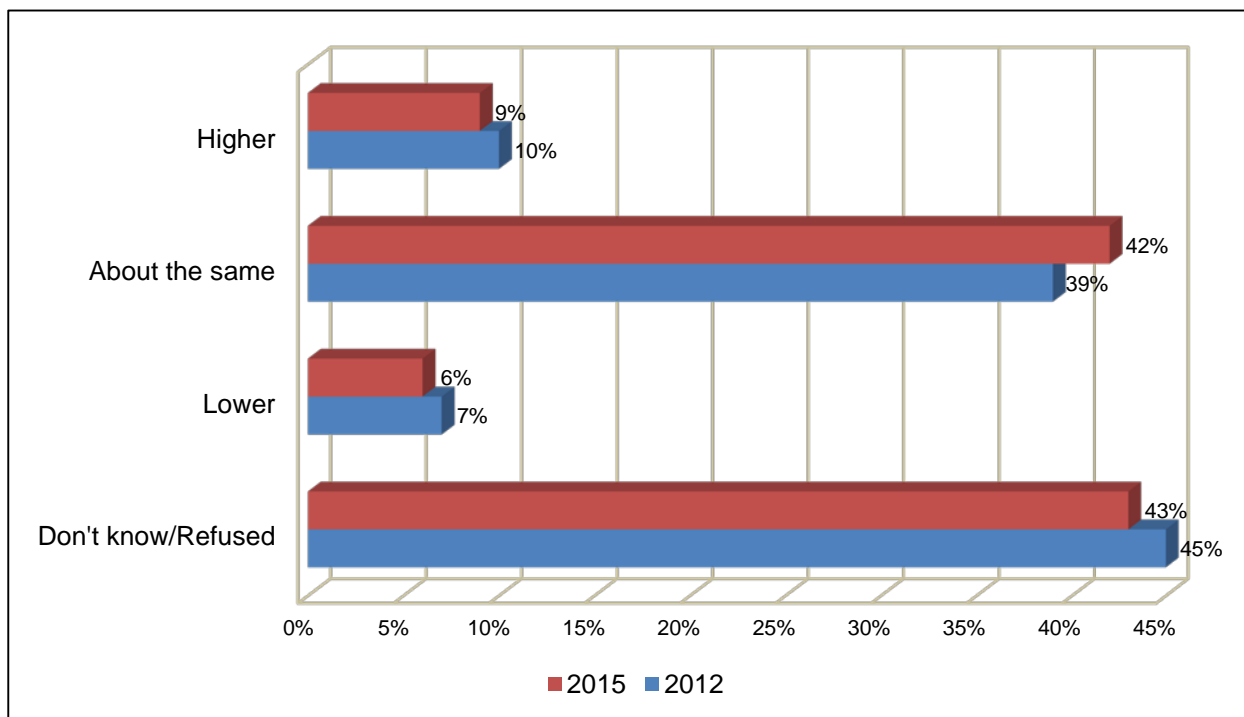
Figure 29. Percentage of Respondents Who Have Not Been Chosen For an Appraisal Because Their Fee Was Too High



2015: N=1176; 2012: N=1567

Figure 29 illustrates the percentage of respondents who have not been chosen for an appraisal because their fee was too high. In 2012, a significant majority (70 percent) of the respondents had not been chosen for an appraisal because their fees were too high. In 2015, this proportion has increased to 75 percent. Ten percent of respondents reported that high fee was not the reason for non-selection in 2015. This percentage was marginally higher at 11 percent in the year 2012. Nineteen percent of the respondents either did not know or refused to answer this question in 2012, while 15 percent of the respondents chose this option in 2015.

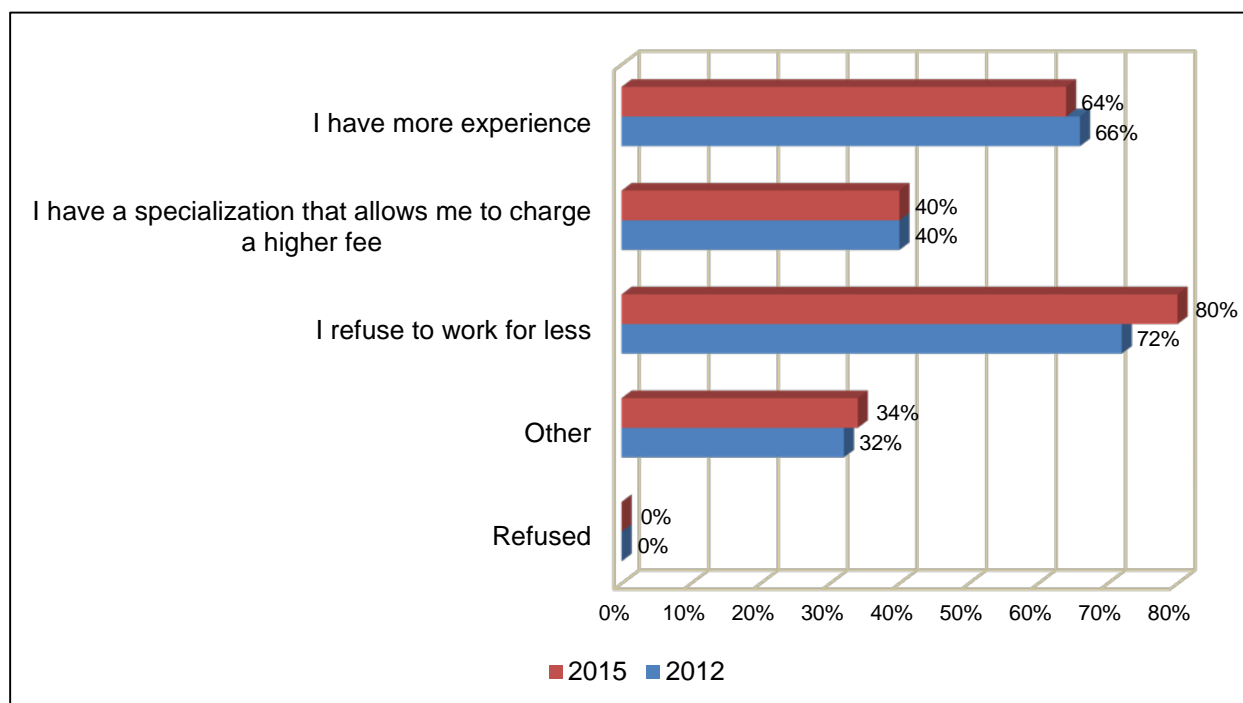
Figure 30. How the Fees Respondents Are Currently Paid For Residential Appraisals Compare to the Fees Others in Their Area Are Paid



2015: N=1173; 2012: N=1563

Figure 30 illustrates a comparison of the fees respondents receive in contrast to others in their area/profession. Forty-five percent of respondents did not know or refused to answer this question in 2012. This proportion has almost remained the same in 2015 (43 percent). In 2015, 42 percent of respondents reported that their fees were about the same as others in their area. This proportion is 3 percentage points higher compared to the corresponding figure of 39 percent in 2012. Almost one-tenth of respondents in both 2012 and 2015 said that they were paid higher than others in their area (10 percent in 2012 and 9 percent in 2015, respectively). A small proportion of similar magnitude in both years indicated that their fees were lower compared to others in the same area (7 percent in 2012 and 6 percent in 2015, respectively).

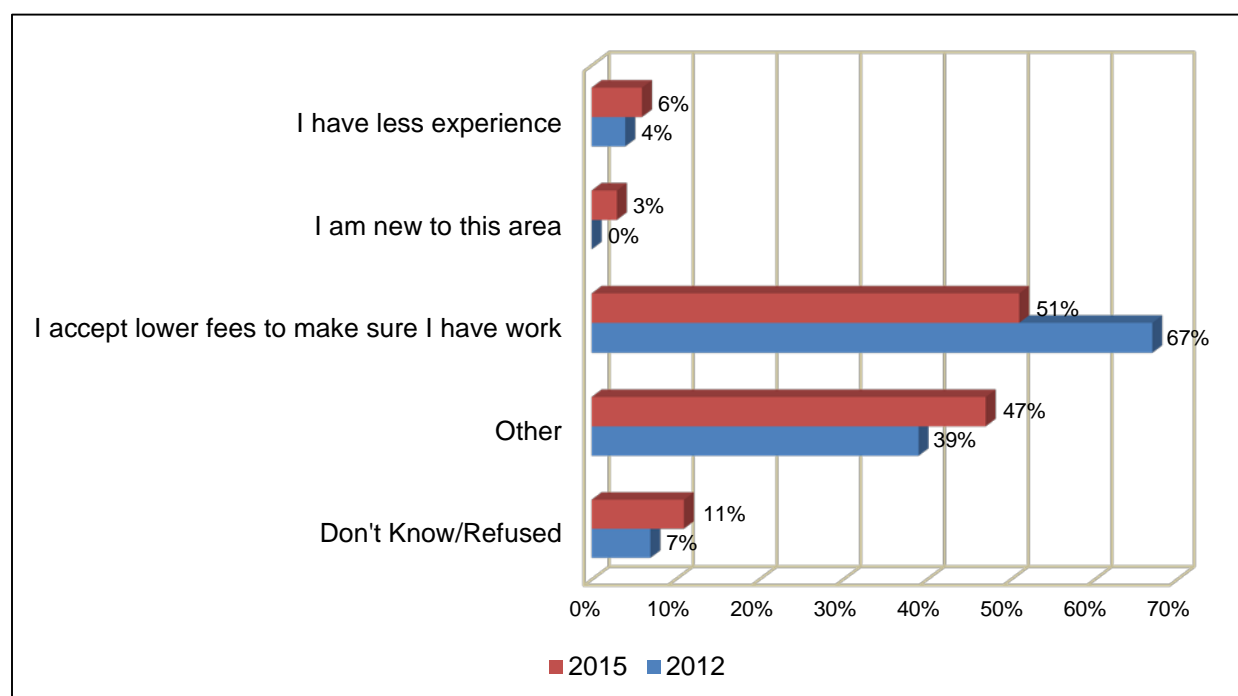
Figure 31. The Reasons Respondents Have Received Higher Fees



2015: N=112; 2012: N=149

Figure 31 presents the reasons respondents have received higher fees. In both 2012 and 2015, we see that nearly similar proportion of respondents attributed their higher fees to having more experience. This proportion was 66 percent in 2012 and 64 percent in 2015. Furthermore, in both years, 40 percent of respondents reported that their specializations contributed to their higher fees. A very large proportion of respondents in both years attributed their higher fees to their refusal to work for lesser fees. The figure shows that this proportion has increased to a hefty figure of 80 percent in 2015 (compared to 72 percent in 2012). Slightly more than one-third (34 percent) of respondents in 2015 mentioned that other reasons contributed to their higher fees, which was similar to the number reported in 2012. Regarding other reasons respondents have received higher fees, please see Appendix B (page 85).

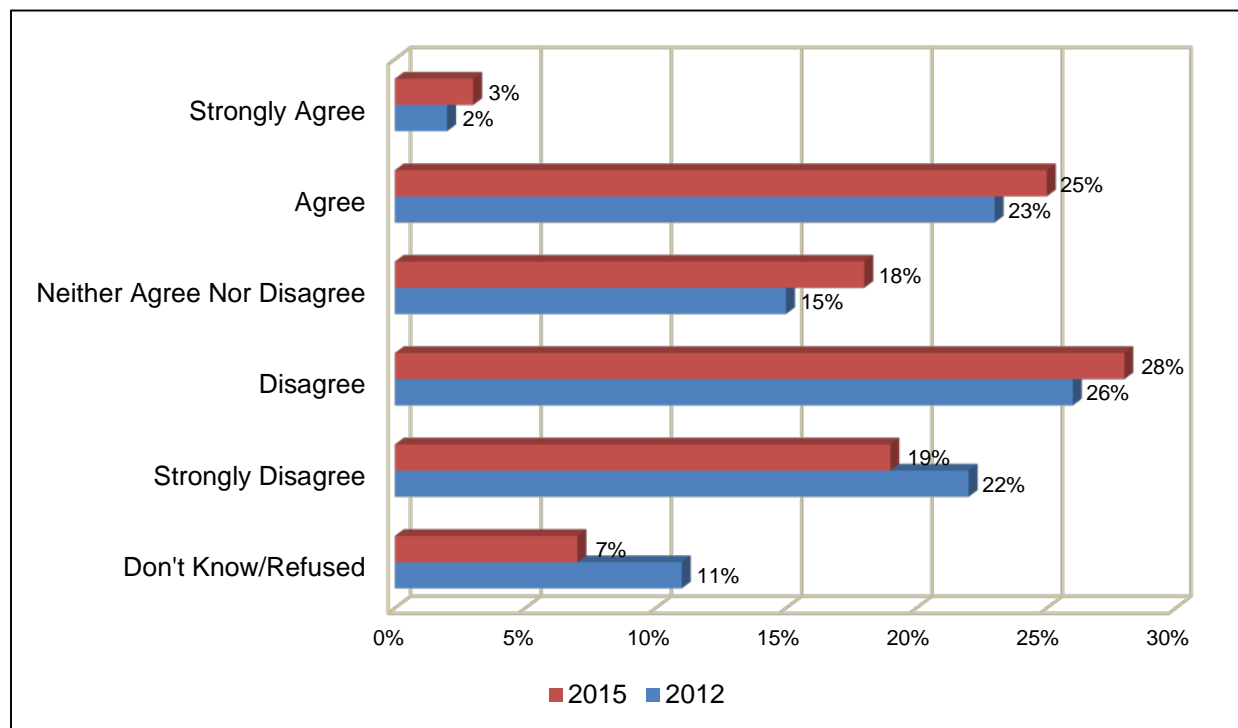
Figure 32. The Reasons Respondents Have Received Lower Fees



2015: N=70; 2012: N=102

Figure 32 presents the reasons respondents have received lower fees. In 2012, 67 percent responded that they accepted lower fees to ensure that they have work. This proportion has reduced to 51 percent in 2015. In both years, only a small percentage of respondents (4 percent in 2012 and 6 percent in 2015) attributed their lower fees to the fact that they had less experience. It is interesting to observe that more than one-third of the respondents (39 percent) in 2012 thought that their lower fees have been caused by other reasons. This proportion has increased to 47 percent in the year 2015. Regarding other reasons respondents have received lower fees, please see Appendix B (page 87).

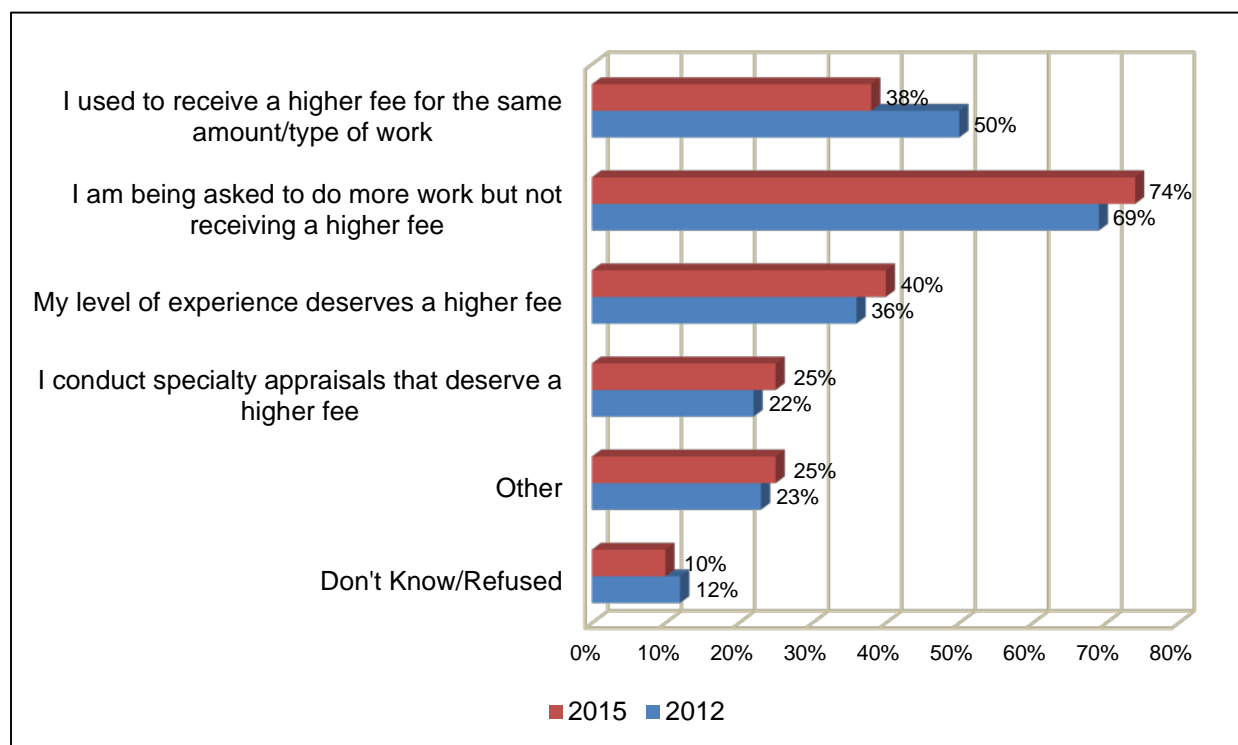
Figure 33. Response to the Statement “In the Past 12 Months, the Fees You Have Been Paid For Appraisals Have Been Fair.”



2015: N=1169; 2012: N=1558

Figure 33 indicates respondents' beliefs about the fairness of the fees paid to them for appraisals in the past twelve months. We can discern an interesting trend from this figure. Only a small percentage of respondents strongly agreed that they received a fair amount for their fees. This proportion was just 2 percent in 2012, while it was 3 percent in 2015. In 2012, nearly one quarter (26 percent) of respondents did not believe that they had been paid fairly, whereas nearly similar proportion of respondents (28 percent) did not believe in the fairness of the amount of their fees in 2015. Roughly one-fifth of respondents in both years strongly disagreed with the fairness of their fees (22 percent in 2012 and 19 percent in 2015, respectively). Fifteen percent neither agreed nor disagreed with the matter of fairness of their fees in 2012. This proportion has increased to 18 percent in 2015. Combining the categories we find that nearly half (48 percent) of respondents either disagree or strongly disagree with the fairness of their fees in 2012. Similarly, this proportion was 47 percent in 2015. On the other hand, one-fourth (25 percent) of respondents either agreed or strongly agreed with the fairness of their fees in 2012. This proportion has increased to 28 percent in 2015.

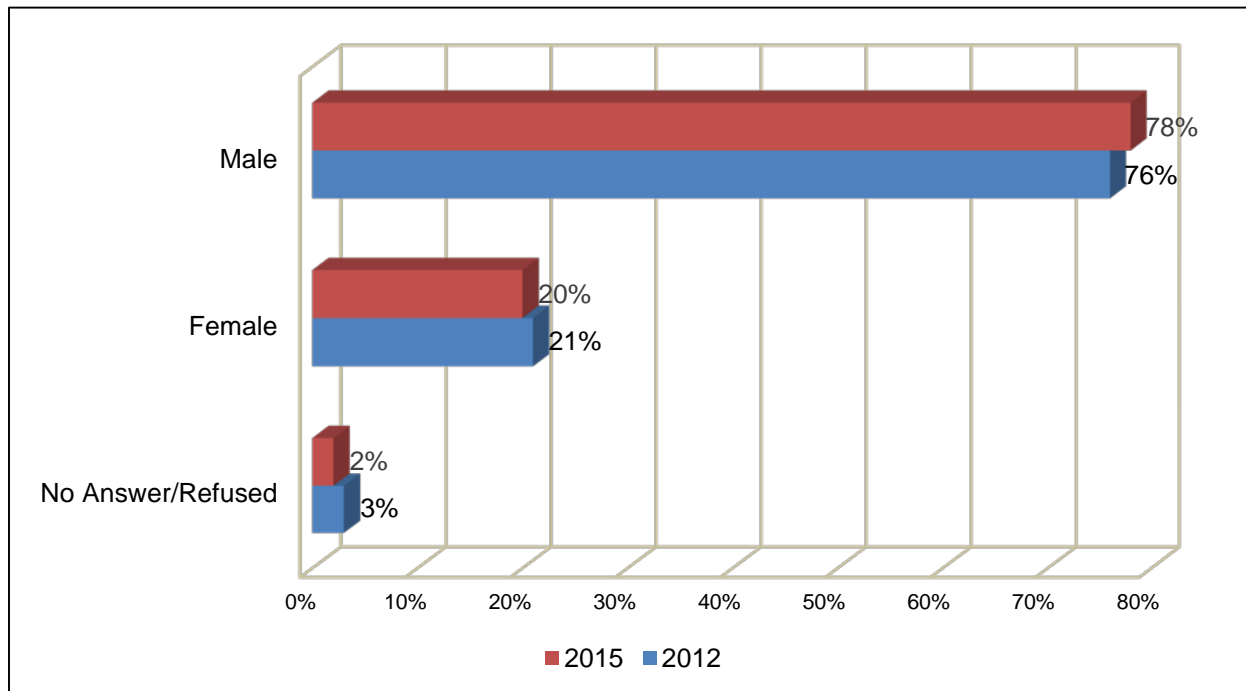
Figure 34. Respondents' Statement about Why Fees Have Been Unfair



2015: N=637; 2012: N=915

Figure 34 highlights the reasons that respondents attributed to the receipt of fee amounts deemed unfair. A very high proportion of respondents in both years attributed unfairness to not receiving sufficiently higher fees for disproportionately more workloads. This proportion has even increased from 69 percent in 2012 to 74 percent in 2015. In 2012, half of respondents (50 percent) stated that the fees they were receiving were less than the fees they used to receive for the same amount/type of work. This proportion has decreased to 38 percent in 2015. This decrease might suggest a momentum in pay-scale equalization process across different companies dealing with appraisals. In 2012, over one-third (36 percent) of respondent believed that their level of experience justifies a higher fee. This proportion has shown a marginal increase to 40 percent in 2015. Twenty-five percent of respondents in 2015 believed that they deserved a higher fee for conducting specialty appraisals. This proportion was nearly the same as the number reported in 2012 (22 percent). Besides, one-fourth of respondents mentioned other reasons why the fees they received have been unfair. Please see appendix B for more detailed information (page 88).

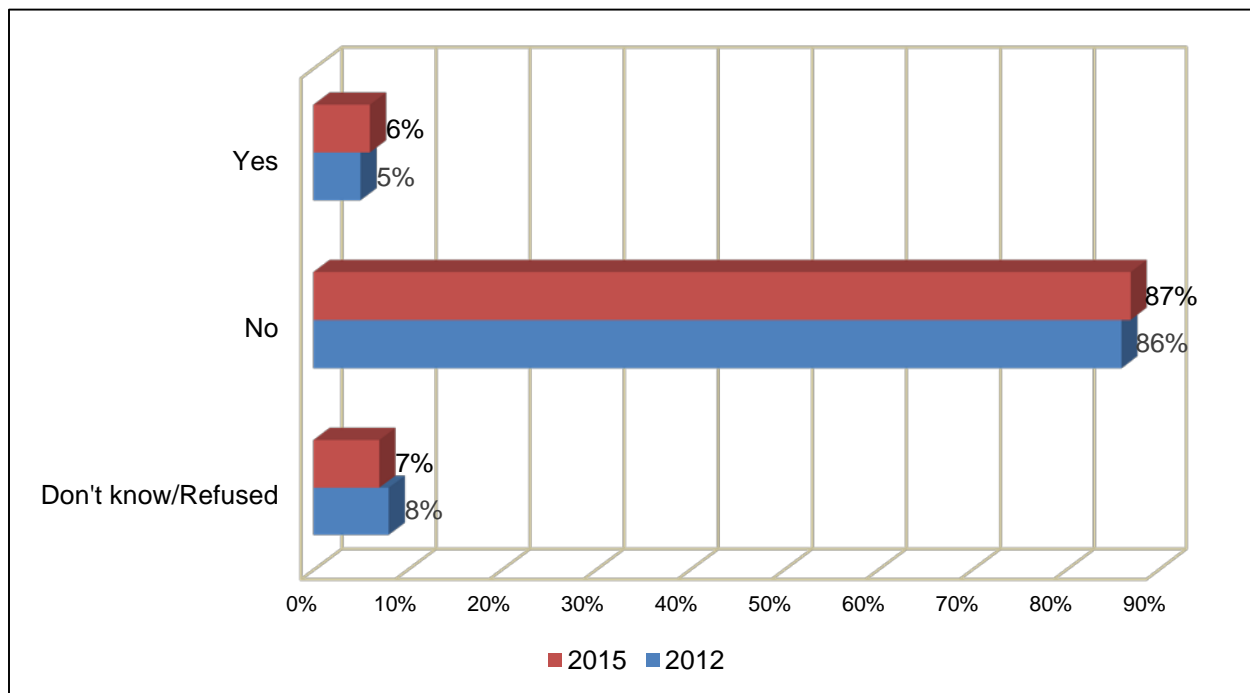
Figure 35. Gender of Respondents



2015: N=1168; 2012: N=1553

Figure 35 illustrates the gender composition of respondents. The figure shows preponderance of males among the respondents. More than three-fourths (78 percent) of respondents were male, whereas the share of the female respondents was only 20 percent in 2015. The percentage of male and female respondents in 2015 was similar to that of 2012.

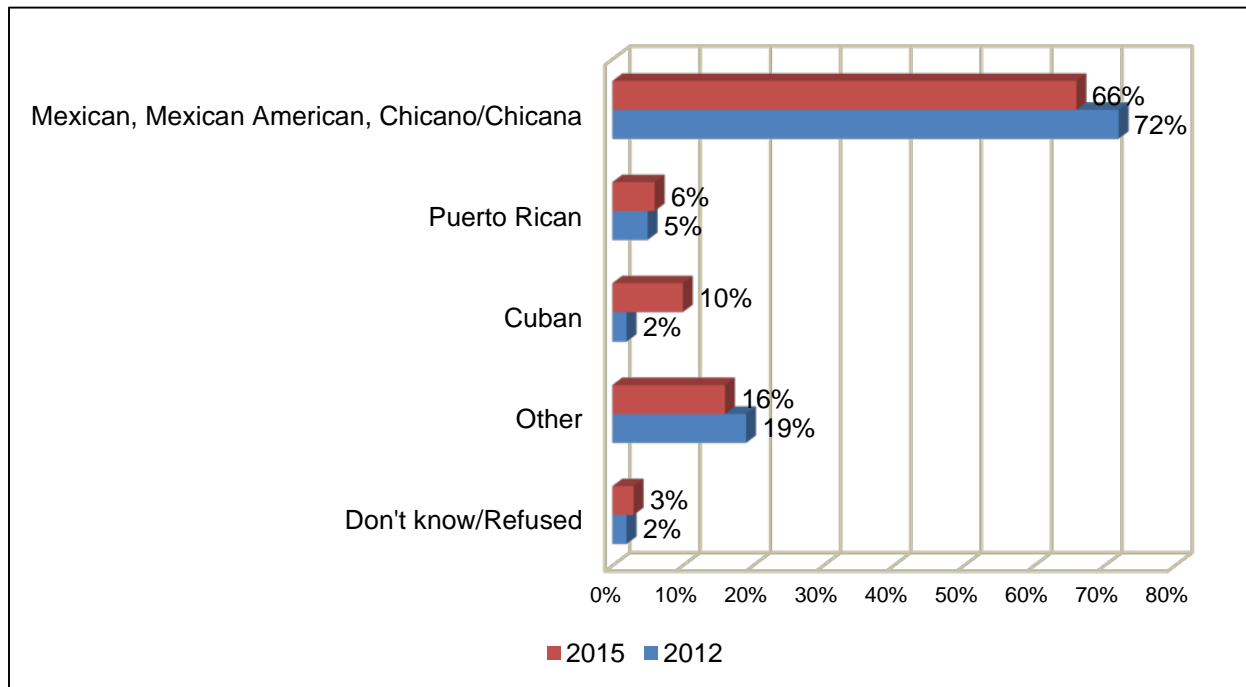
Figure 36. Percentage of Respondents Who Are Spanish, Hispanic, or Latino



2015: N=1167; 2012: N=1551

Figure 36 shows the percentage of respondents who are Spanish, Hispanic, or Latino. Only six percent of respondents were Spanish, Hispanic, or Latino in 2015. The percentage of Spanish, Hispanic, or Latino respondents in 2015 was almost the same as the proportion in 2012.

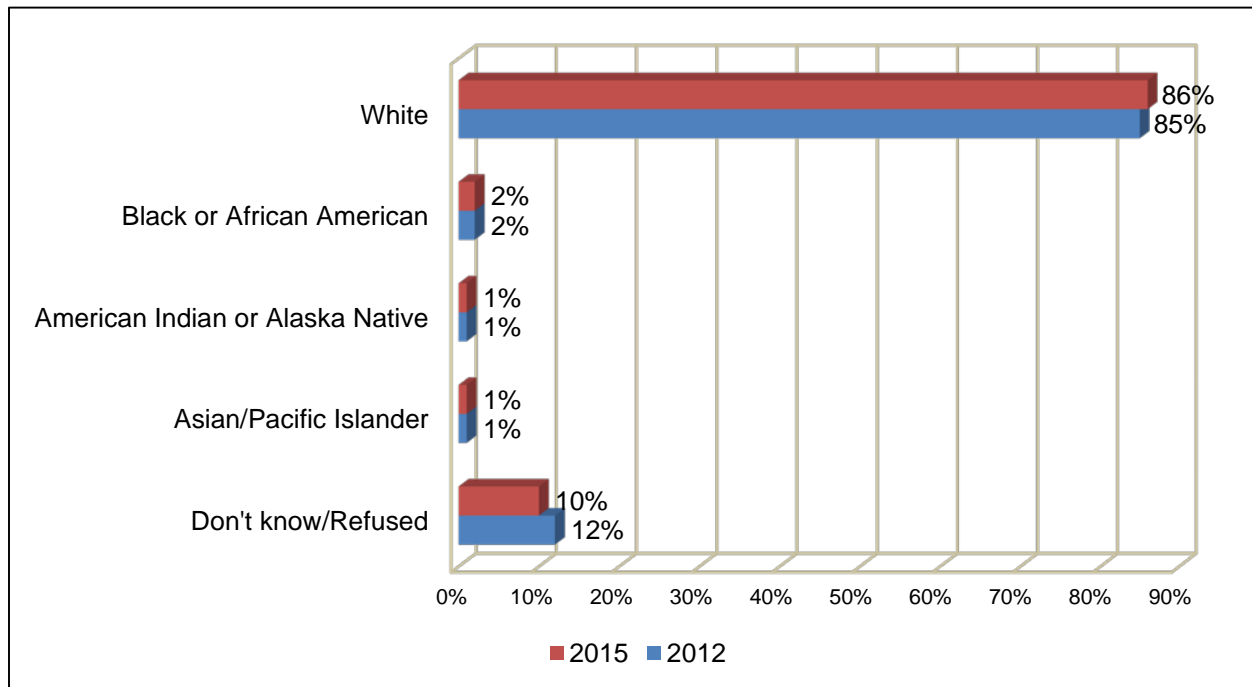
Figure 37. Percentage of Spanish, Hispanic, or Latino Respondents in Each Group



2015: N=70; 2012: N=81

Figure 37 reports the specific ethnicity of respondents who stated they are Spanish, Hispanic, or Latino. Among the Spanish, Hispanic, or Latino respondents in 2015, a significant majority (66 percent) were Mexican, Mexican American, or Chicano/Chicana; six percent were Puerto Rican and 10 percent were Cuban; moreover, 16 percent of the Latino respondents were of different ethnicities (other than the three categories: Mexican, Puerto Rican and Cuban). The composition of Spanish, Hispanic, or Latino respondents in 2015 was similar to that of 2012 except for a higher percentage of Cuban respondents in 2015 compared to 2012.

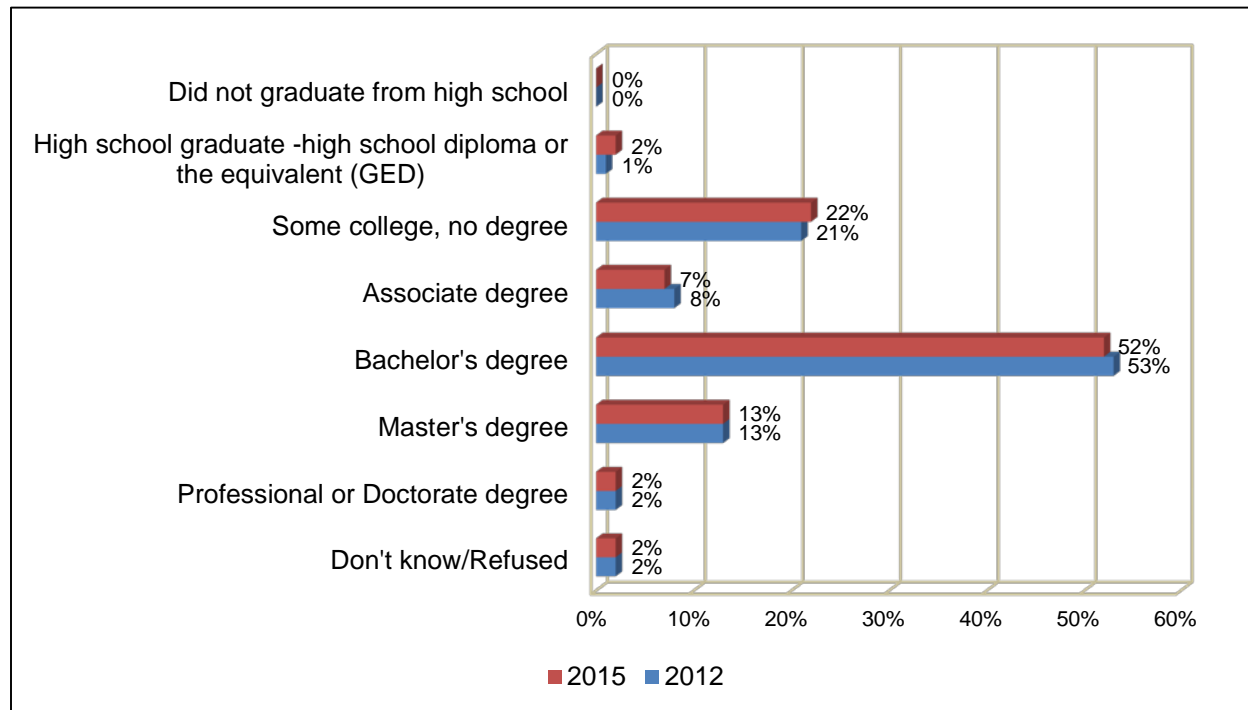
Figure 38. Race of Respondents



2015: N=1100; 2012: N=1471

Figure 38 shows the racial composition of respondents. A very large majority of respondents (86 percent) were White in 2015. Only two percent were black or African American. One percent were Asian/Pacific Islanders. American Indians or Alaska Natives also comprised one percent of respondents. Besides, 10 percent did not know or refused to provide the information on their race. The racial composition of respondents in 2015 was almost identical to that of 2012.

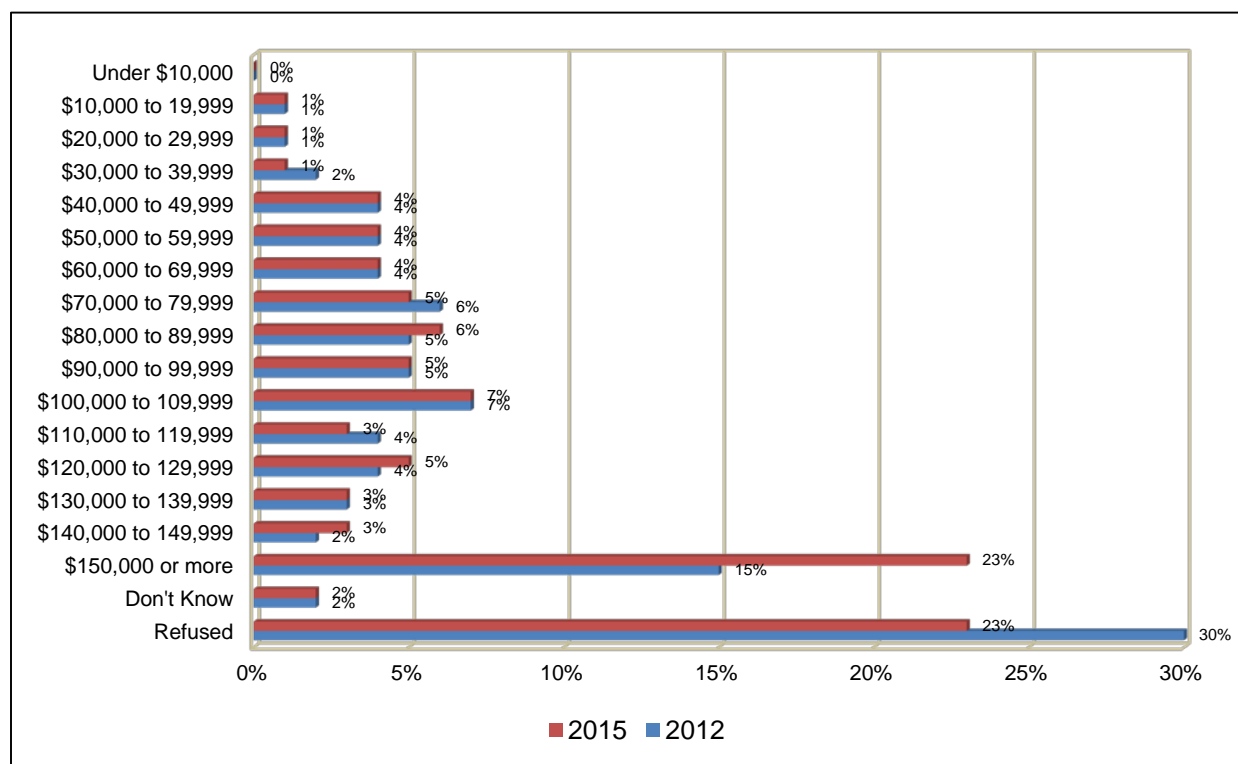
Figure 39. Highest Level of School Completed By Respondents



2015: N=1167; 2012: N=1549

Figure 39 provides information about the highest level of education completed by the respondents. More than half (52 percent) of respondents held a bachelor's degree in 2015. Twenty-two percent of respondents had some college experience without a formal degree. Only two percent of respondents had high school degrees as their highest level of education. Seven percent had associate degrees as the final level of education. Thirteen percent of the respondents had a Master's degree, while only two percent of the respondents had a professional or doctorate degree. The composition of respondents' educational levels in 2015 was nearly identical to that of 2012.

Figure 40. Respondents' Total Family Income before Taxes In 2014



2015: N=1166; 2012: N=1546

Figure 40 illustrates the respondents' total family income before taxes. In 2015, 23 percent of respondents refused to answer this question. Analyzing the answers of respondents, we find that everyone earned at least \$10,000. Twenty-three percent of respondents earned \$150,000 or more, while 52 percent of the respondents earned below \$150,000. The composition of respondents' family income in 2015 was similar to that of 2012 except for a higher percentage of respondents whose family income was \$150,000 or more in 2015 compared to 2012.

V. SUMMARY

In January and February 2015, the Texas Appraisers and Appraisal Management Survey surveyed a total of 1,421 appraisers and 55 appraisal management companies doing business in the state of Texas. The purpose of this study is to update the information about appraisal practice in Texas collected in 2012. Overall, the findings in 2015 are similar to the results in 2012. The following are key findings of this study:

- Appraisal Management Companies regard appraisers' experience, proximity to property, and reputation for quality work as important factors when they select residential appraisers. Specifically, more than two-fifths (44 percent) of Appraisal Management Companies view appraisers' reputation for quality work as the most important factor for their selection of residential appraisers.
- The fees paid to appraisers by Appraisal Management Companies may be less than the fees paid by non-AMC clients for residential appraisals, although a majority of respondent appraisers declined to reveal any information about their charges.
- Both Appraisal Management Companies and appraisers agree that the complexity and size of the property, the location of the property in a rural area, and a greater travel distance required to complete the appraisal are key factors that affect the fees paid for appraisals.
- Although nearly half (46 percent) of Appraisal Management Companies think that the addition of the market conditions addendum increases the fees they pay for appraisals, only fourteen percent of appraisers say that they receive an increased fee for completing market conditions addenda. There is a significant perception gap in the impact of the market conditions addenda between Appraisal Management Companies and appraisers.
- Slightly more than half (52 percent) of Appraisal Management Companies have had the experience of being rejected by appraisers for appraisal assignments due to low fees, whereas almost half (46 percent) of them have had the experience of forgoing appraisers they previously work with because of high fees. Only one-fifth (20 percent) of Appraisal Management Companies ever ask appraisers to accept lower fees than quoted for appraisals.
- The vast majority (82 percent) of appraisers have had the experience of rejecting appraisal assignments because the fees are too low. However, 43 percent of appraisers say that they have accepted appraisal assignments with lower fees than they wanted because they need the work. Moreover, 36 percent of appraisers have to increase their workload to make up for lower fees, while about half (51 percent) of appraisers say that the increase in their workload does not negatively influence the quality of their appraisals. Lastly, three-fourths (75 percent) of appraisers have had the experience of non-selection for appraisals because of their high fees.

- Most Appraisal Management Companies think that they pay about the same fees as other Appraisal Management Companies and lenders (44 percent and 51 percent, respectively). Furthermore, a great majority (84 percent) of Appraisal Management Companies do not reduce fees paid to appraisers who receive multiple appraisal assignments.
- The majority (42 percent) of appraisers think that the fees they receive for residential appraisals are about the same as other appraisers in their areas. Some appraisers receive higher fees mainly because they have more experience and refuse to be paid less. By contrast, some appraisers receive lower fees mainly because they are willing to accept lower fees in order to make sure they have work.
- Nearly half (47 percent) of appraiser disagree that they are fairly paid for appraisals. The perceptions of unfair pay are mainly due to the fact that appraisers are asked to do more work, but they do not receive higher fees for this extra work.

APPENDIX A

Appraisal Management Companies Survey

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The Hobby Center for Public Policy at the University of Houston is conducting this study to learn more about the experiences of appraisal management companies that operate in the state of Texas. This survey asks questions about how you select appraisers, fees your company typically pays to appraisers, and the factors that affect these fees. Your company is being asked to participate because [you are an appraisal management company operating in the state of Texas]. The survey should take about 5 minutes to complete. Your participation is completely voluntary and all surveys and answers will be confidential. You may skip any question you do not want to answer and discontinue your participation at any time without penalty. If you have any questions about this survey, please contact Chris Mainka at cmainka@uh.edu or 713-743-1529

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55 100%

Press NEXT to begin survey..... 01 D

55 100%

«INTRO »

3:

Q1

simple
min = 0 max = 1 l = 1

How important are each of the factors in your company's decision when selecting a residential appraiser?

N =

0 100%

«Q1 »

4:

Q1A

simple
min = 1 max = 1 l = 1

écran [modèle 2] -> Q1E

	<i>Important</i>	<i>Somewhat Important</i>	<i>Not Important</i>	<i>Don't Know</i>	<i>Refused</i>
<i>Fee to be paid to appraiser</i>	19 (37%)	27 (53%)	5 (10%)	0 (0%)	0 (0%)

Appraiser's experience	43 (84%)	8 (16%)	0 (0%)	0 (0%)	0 (0%)
Appraiser's proximity to property	44 (86%)	7 (14%)	0 (0%)	0 (0%)	0 (0%)
Appraiser's reputation for quality work	43 (84%)	5 (10%)	2 (4%)	1 (2%)	0 (0%)
Appraiser's previous experience completing appraisals for your company.	38 (75%)	13 (25%)	0 (0%)	0 (0%)	0 (0%)

«Q1A »

9:

Q2

simple
min = 1 max = 1 l = 1

Which is MOST important in your company's decision when selecting an appraiser for a residential appraisal?

rotation -> 5		
N =	50	100%
Fee to be paid..... 1	0	0%
Appraiser's experience..... 2	7	14%
Appraiser's proximity to property..... 3	9	18%
Appraiser's reputation for quality work..... 4	22	44%
Appraiser has completed appraisals for your company previously 5	10	20%
Don't Know..... 6	1	2%
Refused..... 9	1	2%

«Q2 »

10:

Q3

simple
min = 1 max = 1 l = 1

Which best describes the trend in fees paid by your company for residential appraisals over the past 2 years?

N =	50	100%
Fees have increased..... 1	39	78%
Fees have remained the same..... 2	10	20%
Fees have decreased..... 3	0	0%
Don't Know..... 4	1	2%
Refused..... 9	0	0%

«Q3 »

11:

Q4

simple
min = 1 max = 1 l = 1

Which best describes the trend in fees paid by your company for residential appraisals over the past 2 years?

N =

50 100%

Press Next..... 1 D

50 100%

«Q4 »

12:

Q4A1

multiple
min = 1 max = 2 l = 2

écran [modèle 2] -> Q4I3

	<i>Less than \$150</i>	<i>\$151 \$200</i>	<i>\$201 \$250</i>	<i>\$251 \$300</i>	<i>\$301 \$350</i>	<i>\$351 \$400</i>	<i>\$401 \$450</i>	<i>\$451 \$500</i>	<i>\$501 \$550</i>	<i>\$551 \$600</i>	<i>\$601 +</i>	<i>No Answer</i>	<i>Refused</i>
1004 (Single-family detached) Fannie Mae and Freddie Mac Urban	0 (0%)	0 (0%)	0 (0%)	3 (7%)	18 (39%)	15 (33%)	5 (11%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (7%)	2 (4%)
1004 (Single-family detached) Fannie Mae and Freddie Mac Suburban	0 (0%)	0 (0%)	0 (0%)	2 (4%)	18 (39%)	16 (35%)	5 (11%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (7%)	2 (4%)
1004 (Single-family detached) Fannie Mae and Freddie Mac Rural	0 (0%)	0 (0%)	0 (0%)	1 (2%)	4 (9%)	16 (35%)	14 (30%)	4 (9%)	2 (4%)	0 (0%)	0 (0%)	3 (7%)	2 (4%)
1004 (Single-family detached) FHA Urban	0 (0%)	0 (0%)	0 (0%)	0 (0%)	12 (26%)	16 (35%)	11 (24%)	1 (2%)	0 (0%)	0 (0%)	0 (0%)	4 (9%)	2 (4%)
1004 (Single-family detached) FHA Suburban	0 (0%)	0 (0%)	0 (0%)	0 (0%)	11 (24%)	15 (33%)	13 (28%)	1 (2%)	0 (0%)	0 (0%)	0 (0%)	4 (9%)	2 (4%)
1004 (Single-family detached) FHA Rural	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (7%)	10 (22%)	17 (37%)	8 (17%)	1 (2%)	1 (2%)	0 (0%)	4 (9%)	2 (4%)
1004 (Single-family detached) with REO addendum Urban	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (13%)	11 (24%)	7 (15%)	0 (0%)	1 (2%)	0 (0%)	0 (0%)	18 (39%)	3 (7%)
1004 (Single-family detached) with REO addendum Suburban	0 (0%)	0 (0%)	0 (0%)	0 (0%)	5 (11%)	11 (24%)	7 (15%)	1 (2%)	1 (2%)	0 (0%)	0 (0%)	18 (39%)	3 (7%)
1004 (Single-family detached) with REO addendum Rural	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (2%)	8 (17%)	9 (20%)	3 (7%)	1 (2%)	1 (2%)	0 (0%)	20 (43%)	3 (7%)

1004C Single Family	1 (2%)	1 (2%)	0 (0%)	0 (0%)	9 (20%)	4 (9%)	7 (15%)	4 (9%)	1 (2%)	0 (0%)	1 (2%)	16 (35%)	3 (7%)
Manufactured Housing Urban	0 (0%)	0 (0%)	0 (0%)	0 (0%)	12 (26%)	5 (11%)	7 (15%)	5 (11%)	0 (0%)	0 (0%)	0 (0%)	14 (30%)	3 (7%)
Manufactured Housing Suburban	0 (0%)	0 (0%)	0 (0%)	0 (0%)	11 (24%)	4 (9%)	9 (20%)	4 (9%)	1 (2%)	0 (0%)	0 (0%)	14 (30%)	3 (7%)
Manufactured Housing Rural	0 (0%)	0 (0%)	0 (0%)	0 (0%)	4 (9%)	9 (20%)	7 (15%)	5 (11%)	3 (7%)	1 (2%)	0 (0%)	14 (30%)	3 (7%)
2000 (Single-Family Field Review) Urban	1 (2%)	1 (2%)	5 (11%)	10 (22%)	7 (15%)	6 (13%)	1 (2%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	11 (24%)	4 (9%)
2000 (Single-Family Field Review) Suburban	1 (2%)	1 (2%)	5 (11%)	9 (20%)	8 (17%)	5 (11%)	2 (4%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	11 (24%)	4 (9%)
2000 (Single-Family Field Review) Rural	1 (2%)	1 (2%)	5 (11%)	3 (7%)	8 (17%)	9 (20%)	0 (0%)	2 (4%)	2 (4%)	0 (0%)	0 (0%)	11 (24%)	4 (9%)
1073 (Condominium) Urban	0 (0%)	0 (0%)	0 (0%)	3 (7%)	18 (39%)	12 (26%)	4 (9%)	1 (2%)	0 (0%)	0 (0%)	0 (0%)	5 (11%)	3 (7%)
1073 (Condominium) Suburban	0 (0%)	0 (0%)	0 (0%)	2 (4%)	17 (37%)	14 (30%)	4 (9%)	1 (2%)	0 (0%)	0 (0%)	0 (0%)	5 (11%)	3 (7%)
1025 (Small Residential Income Property - Duplex, Triplex, 4-plex) Urban	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (2%)	7 (15%)	10 (22%)	5 (11%)	6 (13%)	6 (13%)	1 (2%)	7 (15%)	3 (7%)
1025 (Small Residential Income Property - Duplex, Triplex, 4-plex) Suburban	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (13%)	10 (22%)	7 (15%)	6 (13%)	6 (13%)	1 (2%)	7 (15%)	3 (7%)
1025 (Small Residential Income Property - Duplex, Triplex, 4-plex) Rural	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	5 (11%)	4 (9%)	9 (20%)	7 (15%)	5 (11%)	4 (9%)	9 (20%)	3 (7%)
2055 (Exterior only) Urban	0 (0%)	0 (0%)	7 (15%)	18 (39%)	9 (20%)	3 (7%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (13%)	3 (7%)
2055 (Exterior only) Suburban	0 (0%)	0 (0%)	7 (15%)	17 (37%)	10 (22%)	3 (7%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	6 (13%)	3 (7%)
2055 (Exterior only) Rural	0 (0%)	0 (0%)	3 (7%)	10 (22%)	14 (30%)	6 (13%)	2 (4%)	1 (2%)	0 (0%)	0 (0%)	0 (0%)	7 (15%)	3 (7%)

«Q4A1_01 »

«Q4A1_02 »

36:

Q5

simple
min = 1 max = 1 l = 1

Please indicate how each of the factors below would impact the fee your company paid for an appraisal?

N = 46 100%
Press Next 1 D 46 100%

«Q5 »

37:

Q5A

simple
min = 1 max = 1 l = 1

écran [modèle 2] -> Q5I

	<i>Increase Fee</i>	<i>Would not Affect Fee</i>	<i>Decrease Fee</i>	<i>Don't Know</i>	<i>Refused</i>
<i>Property in urban location</i>	0 (0%)	46 (100%)	0 (0%)	0 (0%)	0 (0%)
<i>Property in rural location</i>	38 (83%)	6 (13%)	1 (2%)	1 (2%)	0 (0%)
<i>Property in high cost-of-living area</i>	14 (30%)	32 (70%)	0 (0%)	0 (0%)	0 (0%)
<i>Property in low cost-of-living area</i>	1 (2%)	45 (98%)	0 (0%)	0 (0%)	0 (0%)
<i>Size of property is large</i>	36 (78%)	8 (17%)	0 (0%)	2 (4%)	0 (0%)
<i>Complexity of property (e.g. unique characteristics,, lakefront or oceanfront, multiple buildings)</i>	46 (100%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
<i>Many appraisers in the area available to do the work</i>	0 (0%)	39 (85%)	6 (12%)	1 (2%)	0 (0%)
<i>Greater travel distance to complete appraisal</i>	32 (70%)	9 (20%)	0 (0%)	4 (9%)	1 (2%)
<i>Appraiser with greater experience</i>	8 (17%)	34 (74%)	0 (0%)	2 (4%)	2 (4%)

«Q5A »

46:**Q6**

simple
min = 1 max = 1 l = 1

The Market Conditions Addendum is meant to provide a clear and accurate picture of the market trends and conditions in the neighborhood around a property. This addendum has been required for all one to four unit appraisals since April 1, 2009 and is associated with loans delivered to Fannie Mae. How has the addition of the market conditions addendum in 2009 impacted the fees your company pays?

N =		46	100%
Fees have increased	1	21	46%
Fees have remained the same	2	18	39%
Fees have decreased.....	3	0	0%
Don't Know.....	4	6	13%
Refused.....	9	1	2%

«Q6 »

47:**Q7**

simple
min = 1 max = 1 l = 1

Which best describes how often your company has paid an increased fee for appraisals due to the addition of the market conditions addendum?

N =		28	100%
Always.....	1	4	14%
Almost always	2	5	18%
Most of the time.....	3	5	18%
Some of the time.....	4	1	4%
Almost never	5	2	7%
Never	6	3	11%
Don't Know.....	7	6	21%
Refused.....	9	2	7%

«Q7 »

48:**Q8**

simple
min = 1 max = 1 l = 1

In the past 12 months, has an appraiser turned down an appraisal assignment for your company because the fee was too low?

N =		46	100%
No	1	8	17%
Yes.....	2	24	52%
Don't Know.....	3	13	28%
Refused.....	9	1	2%

«Q8 »

49:

Q9

simple
min = 1 max = 1 l = 1

In the past 12 months, has your company not chosen an appraiser you previously worked with because the fee was too high?

N =	46	100%
No	12	26%
Yes.....	21	46%
Don't Know.....	12	26%
Refused.....	1	2%

«Q9 »

50:

Q10

simple
min = 1 max = 1 l = 1

In the past 12 months, has your company asked an appraiser to accept a lower fee than quoted for an appraisal?

N =	45	100%
No	31	69%
Yes.....	9	20%
Don't Know.....	4	9%
Refused.....	1	2%

«Q10 »

51:

Q11

simple
min = 1 max = 1 l = 1

How do the fees your company pays for residential appraisals compare to the fees paid by each of the following:

N =	45	100%
Press Next.....	45	100%

«Q11 »

52:

Q11A

simple
min = 1 max = 1 l = 1

écran [modèle 2] -> Q11D

	<i>Our fees are higher</i>	<i>Our fees are about the same</i>	<i>Our fees are lower</i>	<i>Don't Know</i>	<i>Refused</i>
<i>Other Appraisal Management Companies</i>	17 (38%)	20 (44%)	2 (4%)	6 (13%)	0 (0%)
<i>Lenders</i>	1 (2%)	23 (51%)	8 (18%)	13 (29%)	0 (0%)
<i>Individuals</i>	3 (7%)	17 (38%)	3 (7%)	22 (49%)	0 (0%)
<i>Non Appraisal Companies</i>	2 (4%)	14 (31%)	3 (7%)	26 (58%)	0 (0%)

«Q11A »

56:

Q12A

simple
min = 1 max = 1 l = 1

Does your company reduce fees paid to appraisers who receive multiple appraisal assignments within a specified period of time, such as a "bulk" discount, or a reduced "per report" fee after a threshold number of appraisal assignments is reached?

N =	45	100%
No	38	84%
Yes.....	5	11%
Don't Know.....	0	0%
Refused.....	2	4%

«Q12A »

57:

Q12B

simple
min = 1 max = 1 l = 2

The next questions are about your experience in the appraisal business. How many years have you worked in the appraisal business?

\$R.0 0 99

Mean =	16.36	
Standard deviation =	9.12	
N =	45	100%

«Q12B »

58:

Q13

simple
min = 1 max = 1 l = 2

How many years have you worked for your current appraisal management company?

\$R.0 0 99

Mean =	6.80	
Standard deviation =	4.57	
N =	44	100%

«Q13 »

59:

Q14

simple, ouverte
min = 1 max = 1 l = 1

What is your job title?

N =	44	100%
Enter Job Title	44	100%

«Q14 »

«O_Q14 »

60:**Q15**

simple
min = 1 max = 1 l = 3

These last questions are about your appraisal management company. How many people are employed by your company? Please indicate the number of part-time and full-time staff.

\$R.0 0 999

Mean =	42	
Standard deviation =	56	
N =	44	100%

«Q15 »

61:**Q16**

simple
min = 1 max = 1 l = 3

How many appraisers do you have on staff?

\$R.0 0 999

Mean =	9	
Standard deviation =	19	
N =	44	100%

«Q16 »

62:**Q17**

simple
min = 1 max = 1 l = 3

How many independent appraisers (not in-house staff) does your company work with?

\$R.0 0 999

Mean =	992	
Standard deviation =	1779	
N =	44	100%

«Q17 »

63:**Q18**

simple
min = 1 max = 1 l = 3

How many residential appraisals does your company manage each year?

\$R.0 0 999

Mean =	1814	
Standard deviation =	2650	
N =	38	100%

«Q18 »

64:

Q19

simple
min = 1 max = 1 l = 3

How many commercial appraisals does your company manage each year?

\$R.0 0 999

Mean = 29

Standard deviation = 85

N = 55 100%

«Q19 »

65:

Q20

simple, ouverte
min = 1 max = 1 l = 1

IS THERE ANTHING ELSE YOU WANT TO SAY ABOUT YOUR EXPERIENCE AS AN APPRAISAL COMPANY DOING BUSINESS IN TEXAS?

N = 43 100%

Enter your response in the box 1 DO 43 100%

«Q20 »

«O_Q20 »

66:

THANK

simple
min = 1 max = 1 l = 1

Thanks for completing the survey. Press Next to Exit.

N = 42 100%

Press NEXT to enter 1 D 42 100%

«THANK »

Open Ended Question Responses for Appraisal Management Companies

Question 20. Is there anything else you want to say about your experience as an appraisal company doing business in Texas?

No.
The number of appraisers used and appraisal performed is much higher than 999. The field would not allow an accurate answer, and would not accept no answer.
As a very small AMC the fees imposed by the state of TX have dramatically impacted our ability to do business. We are a well-established AMC who places the highest level of integrity into each assignment we complete. Unfortunately the small/regional AMC has not been given a fair chance to continue to work in TX as the "mega" AMC's have dictated the market, cost, consequences etc. We have always provided quality appraisals to lenders while paying appraisers very fair fees (we follow the cost+model). I do believe more scrutiny needs to be placed on Real Estate agents in this industry. Appraisers and AMC's are required to rely on the data they supply to the public and are not held

accountable for many important aspects of data reporting.
The field for appraisals per year stopped at 3 digits, not allowing accurate information.
No.
No.
No.
No.
The boxes on prior responses limited to three characters. We worked with roughly 3000 appraisers in last 12 months and completed over 15000 reports.
As an AMC manager, I have found appraisers have a poor opinion of AMCs over all. NOT all AMCs are alike. We pay C&R fees in any given area, pay weekly, don't hound our appraisers and are not "upping" our fees to clients by huge margins. Appraisers have forgotten why AMCs are in place and they serve to protect the appraisers and the lenders. Very little appreciation is given to the "middleman."
Nothing at this time.
Not all AMCs dictate fees to the appraiser.
No.
Thanks.
The regulatory fees are much higher in TX than most other states.
None.
We have experienced consistent delays with the website and panel invitations and this process affects our ability to meet customer expectations. We fully support customary and reasonable fee studies, but our own research has shown that geographic region, in addition to suburban/urban/rural, has a strong influence on fees. We also feel that \$50 range between fees is too large of a spread.
No.
No.
No.
The process of discontinuing a relationship with a panel appraiser is overly burdensome. If a vendor is unprofessional and provides poor service, just like in most other industries, we should be able to sever ties without a laborious process.
A free market economy is based on supply and demand. You can't get customary and reasonable fees from a survey. If you call any business person and ask them for a fee, they will give you their highest - similar to calling a hotel, they give you the rack rate. However, if you set up a system with an appraiser to get work done and do their interaction with clients for them and bring them work for no marketing cost, then they realize the savings on their end and give AMCs a discount - similar to going to a site like Orbitz or Travelocity and getting a better rate for a hotel. There needs to be a better way to set customary and reasonable fees than conducting a survey.
No.
Smaller companies like mine are automatically put at a disadvantage in Texas despite being a Texas company. Who do you think can better afford \$3,000 to \$4,000 at renewal, me or a national company doing 50 times the volume but paying \$50-\$100 less per report to the appraisers? So your fee structure only continues to hurt the appraisal business since the big players that pay the low fees will be the only ones that can afford to do business. Also, I think it is ridiculous for the state to be charging \$10 to add appraisers to our fee panel, when it is a software program that takes no manual effort -- it's not like I am sending a letter asking some staffer to add this person to our roster. And even worse is you charge me to remove them from the panel also??? So of course I just leave those appraisers on there.
No.

The fee's Texas collect per appraiser is a usurious fee/tax. AMC's manage the business flow and are not a substitute for a State Licensing Agency. States like Texas should lobby to form a Federal AMC License management Office for a Federal License. The AQB/ASC does NOT have separate rules for Texas.
No.
I feel we need implement a clear and concise amount for customary and reasonable.
No.
What is the value added for the \$10 we pay to work with each appraiser?
Q.18 - Text field only allows up to 999, we do far more than that.
We are primarily a Commercial AMC. We do not perform appraisals, only appraisal reviews. Our fees are added to the Appraisers' fees which are conducted on a bid basis almost 90 - 95% of the time. We are not a volume SFR AMC, like most. Fees are reflective of the market due to bid process.
No, thanks.
We appreciate the opportunity to work in the state.
The fees that are charged to Appraisal Management companies are the highest in the country.
No.
Nothing.
No.
No, thank you.
I was not able to input larger numbers of appraisal reports. Only allowed 3 digits. Survey was confusing in most questions because there is more to each question that needs to be specified. Confused about fees, because it talks about them in general, not about our fee separate from appraisers, or how that differs in the industry. Is that the fees we charge lenders, or is that the fees we pay appraisers? Almost every question needs some re-working for this survey to be more accurate.
We do 9,000 reports in an avg. year. Your software would only accept 3 digits. Texas is one of the most difficult and expensive states for a foreign state to do business.
The fee paid to add an Appraiser to our list of Appraiser's we are allowed to use is unlike any other state and less conducive.
Our company has been very lucky in finding top quality appraisers in Texas. We do feel we get a better quality appraisers by paying higher fees than our competitors. It also reduces the amount of revision request so in the end, costs less.

N=43

APPENDIX B

APPRAISER SURVEY

1:

PIN

simple
min = 1 max = 1 l = 7

=> +1

si 1 > 0

N = 1421 100%
«PIN »

2:

INTRO

simple
min = 1 max = 1 l = 2

The Hobby Center for Public Policy at the University of Houston is conducting this study to learn more about the experiences of appraisers in the state of Texas. You are being asked to participate because you are a member of the Real Estate Valuation Advocacy Association (REVAA). This survey asks questions about your level of experience in the field, the types of appraisals you conduct, the fees you are paid, and the factors that affect these fees. The survey should take about 5 minutes to complete. Your participation is completely voluntary and all surveys and answers will be confidential. You may skip any question you do not want to answer and discontinue your participation at any time without penalty. If you have any questions about this survey, please contact Chris Mainka at cmainka@uh.edu or 713-743-1529

N = 1421 100%
Press NEXT to begin survey..... 01 D 1421 100%
«INTRO »

3:

Q1

simple
min = 1 max = 1 l = 1

Do you hold a current license to conduct appraisals in the state of Texas?

N = 1415 100%
No 1 42 3%
Yes..... 2 => Q4 1366 96%
No Answer/Refused..... 3 7 1%
«Q1 »

4:**Q2**

simple
min = 1 max = 1 l = 1

Have you ever been licensed to conduct appraisals in the state of Texas?

N =		54	100%
No	1	17	31%
Yes.....	2	29	54%
No Answer/Refused.....	3	8	15%

=> Q4

«Q2 »

5:**Q3**

simple
min = 1 max = 1 l = 4

9999 = Refuse

What was the most recent year you were a licensed appraiser?

\$R.0 0000 9999

Mean =	2013	
Standard deviation =	3.04	
N =	28	100%

«Q3 »

6:**Q4**

multiple, ouverte
min = 1 max = 2 l = 1

Which best describes your current position [the position you most recently held]?

N =	1412	100%
Independent Certified General Appraiser	394	28%
Independent Certified Residential Appraiser.....	644	46%
Independent Licensed Appraiser	69	5%
Appraiser Trainee	83	6%
In house (staff) appraiser	87	6%
Review Appraiser	75	5%
OTHER (please type your answer in the box)	59	4%
No Answer/Refused.....	1	0%

«Q4_01 »

«Q4_02 »

«O_Q4 »

7:

Q5

simple
min = 1 max = 1 l = 2

How many years have you been in the appraisal business? (Type in answer at the bottom)

\$R.0 0 99

Mean =	21.0	
Standard deviation =	11.5	
N =	1409	100%

«Q5 »

8:

Q6

simple, ouverte
min = 1 max = 1 l = 1

Do you have a recognized specialty in the appraisal field?

N =	1408	100%
No	857	61%
Yes (What is your specialty)..... 2 O	502	36%
Don't Know/Refused..... 9	49	3%

«Q6 »

«O_Q6 »

9:

Q7

simple
min = 1 max = 1 l = 1

Which best describes the area in which you complete assignments?

N =	1405	100%
I only work in specific neighborhoods/areas in my city 1	93	7%
I work any neighborhoods/areas in my city..... 2	137	10%
I work any neighborhood/areas in my city and cities within 50 miles.... 3	570	41%
I work any neighborhood/areas in my city and cities within 100 miles.. 4	219	16%
I work anywhere in my state..... 5	106	8%
I work anywhere in my state and surrounding states 6	98	7%
I work in any city comparable in size/cost-of-living to my city, no matter the state 7	4	0%
I work anywhere there is an assignment..... 8	137	10%
Don't Know/Refused..... 9	41	3%

«Q7 »

10:

Q8

simple
min = 1 max = 1 l = 1

In the past 12 months, what percentage of appraisals you have completed have been for an appraisal management company?

rotation -> 5			
N =	1252	100%	
None	1	=> Q10	315 25%
More than none but less than 10 percent	2		121 10%
Between 10 percent and 25 percent	3		102 8%
More than 25 percent but less than 50 percent	4		103 8%
Between 50 percent and 75 percent	5		109 9%
More than 75 percent but less than 90 percent	6		136 11%
Between 90 years and 99 percent	7		161 13%
100 percent	8		65 5%
Don't Know/Refused.....	9		140 11%

«Q8 »

11:

Q9

simple
min = 1 max = 1 l = 1

Which category best describes the fee you usually receive for each of the following types of appraisals when working for an appraisal management company?

N =	1098	100%
Press Next.....	1 D	1098 100%

«Q9 »

12:

Q9A1

simple
min = 1 max = 1 l = 2

écran [modèle 2] -> Q9I3

	Less than \$150	\$151 -\$200	\$201 -\$250	\$251 -\$300	\$301 -\$350	\$351 -\$400	\$401 -\$450	\$451 -\$500	\$501 -\$550	\$551 -\$600	\$601 +	No Answer	Refused
1004 (Single-family detached) Fannie Mae and Freddie Mac Urban	8 (1%)	17 (2%)	17 (2%)	61 (6%)	181 (18%)	254 (25%)	189 (19%)	39 (4%)	16 (2%)	4 (0%)	4 (0%)	194 (19%)	29 (3%)
1004 (Single-family detached) Fannie Mae and Freddie Mac Suburban	8 (1%)	18 (2%)	18 (2%)	59 (6%)	182 (18%)	251 (25%)	183 (18%)	51 (5%)	22 (2%)	2 (0%)	6 (1%)	186 (18%)	27 (3%)
1004 (Single-family detached) Fannie Mae and Freddie Mac Rural	5 (0%)	14 (1%)	11 (1%)	34 (3%)	102 (10%)	148 (15%)	183 (18%)	121 (12%)	60 (6%)	22 (2%)	21 (2%)	251 (25%)	41 (4%)
1004 (Single-family detached) FHA Urban	7 (1%)	14 (1%)	6 (1%)	27 (3%)	107 (11%)	195 (19%)	223 (22%)	90 (9%)	25 (2%)	5 (0%)	4 (0%)	266 (26%)	44 (4%)

1004 (Single-family detached) FHA Suburban	7 (1%)	14 (1%)	6 (1%)	29 (3%)	105 (11%)	191 (19%)	226 (22%)	95 (9%)	34 (3%)	2 (0%)	7 (1%)	254 (25%)	43 (4%)
1004 (Single-family detached) FHA Rural	5 (0%)	8 (1%)	6 (1%)	20 (2%)	65 (6%)	108 (11%)	180 (18%)	132 (13%)	76 (8%)	18 (2%)	24 (2%)	312 (31%)	59 (6%)
1004 (Single-family detached) with REO addendum Urban	11 (1%)	12 (1%)	7 (1%)	30 (3%)	87 (9%)	124 (12%)	158 (16%)	91 (9%)	60 (6%)	17 (2%)	14 (1%)	345 (34%)	57 (6%)
1004 (Single-family detached) with REO addendum Suburban	12 (1%)	12 (1%)	8 (1%)	31 (3%)	85 (8%)	121 (12%)	156 (15%)	95 (9%)	57 (6%)	23 (2%)	16 (2%)	338 (33%)	59 (6%)
1004 (Single-family detached) with REO addendum Rural	6 (1%)	10 (1%)	7 (1%)	20 (2%)	64 (6%)	86 (8%)	124 (12%)	101 (10%)	63 (6%)	32 (3%)	40 (4%)	383 (38%)	77 (8%)
1004C Single Family	43 (4%)	12 (1%)	13 (1%)	27 (3%)	52 (5%)	92 (9%)	106 (10%)	61 (6%)	30 (3%)	13 (1%)	17 (2%)	435 (43%)	112 (11%)
Manufactured Housing Urban	5 (0%)	5 (0%)	4 (0%)	18 (2%)	36 (4%)	73 (7%)	98 (10%)	56 (6%)	28 (3%)	15 (1%)	19 (2%)	497 (49%)	159 (16%)
Manufactured Housing Suburban	5 (0%)	6 (1%)	4 (0%)	18 (2%)	36 (4%)	80 (8%)	96 (9%)	63 (6%)	35 (3%)	19 (2%)	22 (2%)	474 (47%)	156 (15%)
Manufactured Housing Rural	5 (0%)	6 (1%)	4 (0%)	13 (1%)	28 (3%)	57 (6%)	90 (9%)	81 (8%)	42 (4%)	24 (2%)	33 (3%)	474 (47%)	156 (15%)
2000 (Single-Family Field Review) Urban	26 (3%)	22 (2%)	62 (6%)	88 (9%)	91 (9%)	69 (7%)	49 (5%)	21 (2%)	6 (1%)	9 (1%)	5 (0%)	443 (44%)	123 (12%)
2000 (Single-Family Field Review) Suburban	26 (3%)	25 (2%)	63 (6%)	89 (9%)	90 (9%)	68 (7%)	53 (5%)	23 (2%)	5 (0%)	7 (1%)	6 (1%)	437 (43%)	122 (12%)
2000 (Single-Family Field Review) Rural	21 (2%)	24 (2%)	46 (5%)	66 (7%)	66 (7%)	70 (7%)	58 (6%)	42 (4%)	12 (1%)	13 (1%)	12 (1%)	452 (45%)	132 (13%)
1073 (Condominium) Urban	6 (1%)	18 (2%)	17 (2%)	52 (5%)	123 (12%)	177 (17%)	147 (15%)	60 (6%)	22 (2%)	6 (1%)	10 (1%)	314 (31%)	62 (6%)
1073 (Condominium) Suburban	6 (1%)	19 (2%)	15 (1%)	55 (5%)	117 (12%)	175 (17%)	142 (14%)	59 (6%)	26 (3%)	9 (1%)	11 (1%)	315 (31%)	65 (6%)
1025 (Small Residential Income Property - Duplex, Triplex, 4-plex) Urban	6 (1%)	5 (0%)	5 (0%)	13 (1%)	20 (2%)	40 (4%)	92 (9%)	140 (14%)	103 (10%)	78 (8%)	99 (10%)	329 (32%)	84 (8%)
1025 (Small Residential Income Property - Duplex, Triplex, 4-plex) Suburban	6 (1%)	4 (0%)	6 (1%)	14 (1%)	16 (2%)	37 (4%)	91 (9%)	142 (14%)	112 (11%)	80 (8%)	103 (10%)	318 (31%)	85 (8%)

1025 (Small Residential Income Property - Duplex, Triplex, 4-plex) Rural	7 (1%)	4 (0%)	4 (0%)	14 (1%)	17 (2%)	30 (3%)	58 (6%)	109 (11%)	83 (8%)	56 (6%)	99 (10%)	411 (40%)	123 (12%)
2055 (Exterior only) Urban	24 (2%)	38 (4%)	103 (10%)	176 (17%)	180 (18%)	95 (9%)	39 (4%)	22 (2%)	2 (0%)	2 (0%)	5 (0%)	269 (27%)	60 (6%)
2055 (Exterior only) Suburban	23 (2%)	41 (4%)	103 (10%)	179 (18%)	183 (18%)	97 (10%)	44 (4%)	21 (2%)	5 (0%)	3 (0%)	4 (0%)	256 (25%)	56 (6%)
2055 (Exterior only) Rural	17 (2%)	34 (3%)	53 (5%)	111 (11%)	140 (14%)	123 (12%)	68 (7%)	31 (3%)	10 (1%)	9 (1%)	10 (1%)	322 (32%)	87 (9%)

«Q9A1 »

36:

Q10

simple
min = 1 max = 1 l = 1

In the past 12 months, what percentage of appraisals you have completed have been directly for a lender, individual or other non-appraisal management company?

N =		1333	100%
None	1	=> Q12 141	11%
More than none but less than 10 percent	2	238	18%
Between 10 percent and 25 percent	3	166	12%
More than 25 percent but less than 50 percent	4	132	10%
Between 50 percent and 75 percent	5	132	10%
More than 75 percent but less than 90 percent	6	132	10%
Between 90 years and 99 percent	7	160	12%
100 percent	8	201	15%
Don't Know/Refused.....	9	31	2%

«Q10 »

37:

Q11

simple
min = 1 max = 1 l = 1

Which category best describes the fee you usually receive for each of the following types of appraisals when working for a lender, individual or other non-appraisal management company?

N =		1189	100%
Press Next.....	1 D	1189	100%

«Q11 »

38:

Q11A1

simple

min = 1 max = 1 l = 2

écran [modèle 2] -> Q1113

	Less than \$150	\$151 -\$200	\$201 -\$250	\$251 -\$300	\$301 -\$350	\$351 -\$400	\$401 -\$450	\$451 -\$500	\$501 -\$550	\$551 -\$600	\$601 +	No Answer	Refused
1004 (Single-family detached) Fannie Mae and Freddie Mac Urban	5 (0%)	1 (0%)	3 (0%)	12 (1%)	81 (7%)	254 (23%)	283 (26%)	63 (6%)	12 (1%)	5 (0%)	15 (1%)	305 (28%)	48 (4%)
1004 (Single-family detached) Fannie Mae and Freddie Mac Suburban	5 (0%)	1 (0%)	3 (0%)	13 (1%)	79 (7%)	253 (23%)	285 (26%)	76 (7%)	15 (1%)	3 (0%)	15 (1%)	292 (27%)	47 (4%)
1004 (Single-family detached) Fannie Mae and Freddie Mac Rural	3 (0%)	1 (0%)	0 (0%)	13 (1%)	45 (4%)	143 (13%)	217 (20%)	151 (14%)	54 (5%)	25 (2%)	29 (3%)	345 (32%)	61 (6%)
1004 (Single-family detached) FHA Urban	4 (0%)	1 (0%)	0 (0%)	7 (1%)	36 (3%)	132 (12%)	304 (28%)	108 (10%)	27 (2%)	4 (0%)	13 (1%)	383 (35%)	68 (6%)
1004 (Single-family detached) FHA Suburban	4 (0%)	1 (0%)	0 (0%)	7 (1%)	35 (3%)	125 (12%)	302 (28%)	119 (11%)	31 (3%)	4 (0%)	13 (1%)	378 (35%)	68 (6%)
1004 (Single-family detached) FHA Rural	3 (0%)	1 (0%)	1 (0%)	6 (1%)	20 (2%)	74 (7%)	208 (19%)	157 (14%)	66 (6%)	27 (2%)	31 (3%)	411 (38%)	82 (8%)
1004 (Single-family detached) with REO addendum Urban	5 (0%)	2 (0%)	1 (0%)	6 (1%)	26 (2%)	90 (8%)	170 (16%)	115 (11%)	52 (5%)	14 (1%)	20 (2%)	489 (45%)	97 (9%)
1004 (Single-family detached) with REO addendum Suburban	5 (0%)	2 (0%)	1 (0%)	6 (1%)	26 (2%)	81 (7%)	175 (16%)	110 (10%)	56 (5%)	18 (2%)	22 (2%)	488 (45%)	97 (9%)
1004 (Single-family detached) with REO addendum Rural	4 (0%)	2 (0%)	1 (0%)	6 (1%)	19 (2%)	62 (6%)	104 (10%)	134 (12%)	63 (6%)	34 (3%)	41 (4%)	507 (47%)	110 (10%)
1004C Single Family	22 (2%)	8 (1%)	1 (0%)	11 (1%)	24 (2%)	86 (8%)	121 (11%)	76 (7%)	38 (4%)	6 (1%)	24 (2%)	534 (49%)	136 (13%)
Manufactured Housing Urban	2 (0%)	1 (0%)	1 (0%)	6 (1%)	16 (1%)	64 (6%)	97 (9%)	74 (7%)	47 (4%)	12 (1%)	25 (2%)	573 (53%)	169 (16%)
Manufactured Housing Suburban	2 (0%)	0 (0%)	1 (0%)	6 (1%)	19 (2%)	62 (6%)	103 (9%)	77 (7%)	54 (5%)	15 (1%)	28 (3%)	555 (51%)	165 (15%)
Manufactured Housing Rural	2 (0%)	1 (0%)	1 (0%)	3 (0%)	17 (2%)	45 (4%)	85 (8%)	100 (9%)	48 (4%)	22 (2%)	43 (4%)	553 (51%)	167 (15%)
2000 (Single-Family Field Review) Urban	8 (1%)	10 (1%)	27 (2%)	63 (6%)	87 (8%)	78 (7%)	48 (4%)	34 (3%)	17 (2%)	2 (0%)	13 (1%)	568 (52%)	132 (12%)

2000 (Single-Family Field Review) Suburban	9 (1%)	10 (1%)	26 (2%)	65 (6%)	88 (8%)	82 (8%)	46 (4%)	35 (3%)	14 (1%)	5 (0%)	13 (1%)	564 (52%)	130 (12%)
2000 (Single-Family Field Review) Rural	8 (1%)	7 (1%)	20 (2%)	44 (4%)	70 (6%)	82 (8%)	41 (4%)	46 (4%)	17 (2%)	14 (1%)	20 (2%)	575 (53%)	143 (13%)
1073 (Condominium) Urban	4 (0%)	1 (0%)	3 (0%)	20 (2%)	47 (4%)	137 (13%)	207 (19%)	88 (8%)	29 (3%)	6 (1%)	19 (2%)	438 (40%)	88 (8%)
1073 (Condominium) Suburban	2 (0%)	1 (0%)	3 (0%)	18 (2%)	47 (4%)	138 (13%)	202 (19%)	89 (8%)	33 (3%)	8 (1%)	26 (2%)	435 (40%)	85 (8%)
1025 (Small Residential Income Property - Duplex, Triplex, 4-plex) Urban	2 (0%)	0 (0%)	1 (0%)	5 (0%)	8 (1%)	22 (2%)	65 (6%)	137 (13%)	121 (11%)	91 (8%)	111 (10%)	426 (39%)	98 (9%)
1025 (Small Residential Income Property - Duplex, Triplex, 4-plex) Suburban	2 (0%)	0 (0%)	2 (0%)	6 (1%)	7 (1%)	20 (2%)	58 (5%)	133 (12%)	129 (12%)	91 (8%)	113 (10%)	427 (39%)	99 (9%)
1025 (Small Residential Income Property - Duplex, Triplex, 4-plex) Rural	1 (0%)	0 (0%)	2 (0%)	9 (1%)	5 (0%)	19 (2%)	45 (4%)	97 (9%)	98 (9%)	67 (6%)	117 (11%)	501 (46%)	126 (12%)
2055 (Exterior only) Urban	5 (0%)	11 (1%)	47 (4%)	135 (12%)	170 (16%)	143 (13%)	56 (5%)	20 (2%)	5 (0%)	4 (0%)	12 (1%)	399 (37%)	80 (7%)
2055 (Exterior only) Suburban	5 (0%)	11 (1%)	45 (4%)	133 (12%)	174 (16%)	143 (13%)	65 (6%)	23 (2%)	5 (0%)	3 (0%)	10 (1%)	391 (36%)	79 (7%)
2055 (Exterior only) Rural	3 (0%)	8 (1%)	31 (3%)	78 (7%)	135 (12%)	143 (13%)	77 (7%)	42 (4%)	11 (1%)	9 (1%)	16 (1%)	433 (40%)	100 (9%)

«Q11A1 »

62:

Q12

simple
min = 1 max = 1 l = 1

Please indicate how each of the factors below would impact the fee your company paid for an appraisal?

N = 1219 100%

Press Next 1 D 1219 100%

«Q12 »

63:

Q12A

simple
min = 1 max = 1 l = 1
 écran [modèle 2] -> Q12I

	<i>Increase Fee</i>	<i>Would not Affect Fee</i>	<i>Decrease Fee</i>	<i>Don't Know</i>	<i>Refused</i>
<i>Property in urban location</i>	67 (6%)	958 (80%)	20 (2%)	97 (8%)	61 (5%)
<i>Property in rural location</i>	776 (65%)	281 (23%)	0 (0%)	83 (7%)	63 (5%)
<i>Property in high cost-of-living area</i>	363 (30%)	658 (55%)	3 (0%)	122 (10%)	57 (5%)
<i>Property in low cost-of-living area</i>	76 (6%)	931 (77%)	10 (1%)	126 (10%)	60 (5%)
<i>Size of property is large</i>	929 (77%)	144 (12%)	2 (0%)	78 (6%)	50 (4%)
<i>Property is complex (e.g. unique characteristics, lakefront or oceanfront, multiple buildings)</i>	1055 (88%)	35 (3%)	0 (0%)	61 (5%)	52 (4%)
<i>Many appraisers in the area available to do the work</i>	22 (2%)	834 (69%)	149 (12%)	138 (11%)	60 (5%)
<i>Greater travel distance to complete appraisal</i>	966 (80%)	115 (10%)	1 (0%)	61 (5%)	60 (5%)
<i>Appraiser with greater experience</i>	407 (34%)	611 (51%)	5 (0%)	126 (10%)	54 (4%)

«Q12A »

72:

Q13

simple
min = 1 max = 1 l = 1

The Market Conditions Addendum is meant to provide a clear and accurate picture of the market trends and conditions in the neighborhood around a property. This addendum has been required for all one to four unit appraisals since April 1, 2009 and is associated with loans delivered to Fannie Mae. Have you ever received an increased fee for completing market conditions addenda?

N =		1198	100%
No	1	781	65%
Yes.....	2	166	14%
No Answer/Refused.....	3	251	21%

«Q13 »

73:**Q14**

simple
min = 1 max = 1 l = 1

How often do you receive an increased fee for completing market conditions addenda?

N =	413	100%
Always..... 1	69	17%
Almost always 2	17	4%
Most of the time..... 3	15	4%
Some of the time..... 4	39	9%
Almost never 5	37	9%
Don't Know..... 8	98	24%
Refused 9	138	33%

«Q14 »

74:**Q15**

simple
min = 1 max = 1 l = 1

In the past 12 months, have you turned down an appraisal because the fee was too low?

N =	1191	100%
No 1	96	8%
Yes..... 2	976	82%
No Answer/Refused..... 3	119	10%

«Q15 »

75:**Q16**

simple
min = 1 max = 1 l = 1

In the past 12 months, have you accepted a job with a fee lower than you wanted because you needed the work?

N =	1186	100%
No 1	578	49%
Yes..... 2	512	43%
No Answer/Refused..... 3	96	8%

«Q16 »

76:**Q17**

simple
min = 1 max = 1 l = 1

In the past 12 months, have you had to increase your workload to make up for lower fees?

N =	1185	100%
No 1	637	54%
Yes..... 2	431	36%
No Answer/Refused..... 3	117	10%

«Q17 »

77:**Q18**

simple
min = 1 max = 1 l = 1

Despite your best efforts, has the increase in your workload negatively affected the quality of your appraisals in anyway?

N =	547	100%
No	281	51%
Yes.....	153	28%
No Answer/Refused.....	113	21%

«Q18 »

78:**Q19**

simple
min = 1 max = 1 l = 1

In the past 12 months, have you not been chosen for an appraisal because your fee was too high?

N =	1176	100%
No	112	10%
Yes.....	888	76%
Don't Know/Refused.....	176	15%

«Q19 »

79:**Q20**

simple
min = 1 max = 1 l = 1

How do the fees you are currently paid for residential appraisals compare to the fees others in your area are paid? Are the fees you are paid generally higher, lower or about the same as the fees paid to others?

N =	1173	100%
Higher	111	9%
About the same	493	42%
Lower.....	68	6%
Don't Know/Refused.....	501	43%

«Q20 »

80:**Q21**

multiple, ouverte
min = 1 max = 4 l = 1

What is the reason you have received HIGHER fees? PLEASE SELECT ALL THAT APPLY

N =			112	100%
I have more experience..... 1	=> Q23	72	64%	
I have a specialization that allows me to charge a higher fee 2	=> Q23	45	40%	
I refuse to work for less 3	=> Q23	89	79%	
OTHER (please type your answer in the box) 4	O => Q23	38	34%	
Refused..... 9	=> Q23	0	0%	

«Q21_01 »

«Q21_02 »

«Q21_03 »

«Q21_04 »

«O_Q21 »

81:**Q22**

multiple, ouverte
min = 1 max = 4 l = 1

What is the reason you have received LOWER fees? PLEASE SELECT ALL THAT APPLY

N =		70	100%
I have less experience..... 1		4	6%
I am new to this area..... 2		2	3%
I accept lower fees to make sure I have work..... 3		36	51%
OTHER (please type your answer in the box) 4	O	33	47%
Don't Know/Refused..... 9		8	11%

«Q22_01 »

«Q22_02 »

«Q22_03 »

«Q22_04 »

«O_Q22 »

82:**Q23**

simple
min = 1 max = 1 l = 1

Please indicate how strongly you agree or disagree with the following statement. In the past 12 months, the fees you have been paid for appraisals have been fair.

N =			1169	100%
Strongly Agree..... 1	=> Q25	32	3%	
Agree 2	=> Q25	293	25%	
Neither Agree Nor Disagree 3	=> Q25	207	18%	
Disagree 4		331	28%	
Strongly Disagree 5		221	19%	
Don't Know/Refused..... 8		85	7%	

«Q23 »

83:**Q24**

multiple, ouverte
min = 1 max = 5 l = 1

What about the fees has been unfair? PLEASE SELECT ALL THAT APPLY

N =		637	100%
I used to receive a higher fee for the same amount/type of work 1		241	38%
I am being asked to do more work but not receiving a higher fee 2		474	74%
My level of experience deserves a higher fee 3		252	40%
I conduct specialty appraisals that deserve a higher fee 4		161	25%
OTHER (please type your answer in the box) 5 O		161	25%
Don't Know/Refused..... 9		63	10%

«Q24_01 »

«Q24_02 »

«Q24_03 »

«Q24_04 »

«Q24_05 »

«O_Q24 »

84:**Q25**

simple
min = 1 max = 1 l = 1

We would like some information about your background. What is your gender?

N =		1168	100%
Male..... 1		909	78%
Female 2		232	20%
No Answer/Refused..... 3		27	2%

«Q25 »

85:**Q26**

simple
min = 1 max = 1 l = 4
9999 = Refusal

In what year were you born? (Type the year)

\$R.0 0000 9999

Mean =	1961	
Standard deviation =	12.26	
N =	1082	100%

«Q26 »

86:**Q27**

simple
min = 1 max = 1 l = 1

Are you Spanish, Hispanic, or Latino?

N =		1167	100%
Yes..... 1		68	6%
No 2	=> Q29	1019	87%
Don't Know/Refused..... 9	=> Q29	80	7%

«Q27 »

87:**Q28**

simple
min = 1 max = 1 l = 1

Which group are you from?

N =		70	100%
Mexican, Mexican American, Chicano/Chicana 1	=> Q30	46	66%
Puerto Rican 2	=> Q30	4	6%
Cuban..... 3	=> Q30	7	10%
Other 4	=> Q30	11	16%
Don't Know/Refused..... 9	=> Q30	2	3%

«Q28 »

88:**Q29**

simple
min = 1 max = 1 l = 1

What is your race? Indicate one or more races that you consider yourself to be.

N =		1100	100%
White 1		946	86%
Black or African American..... 2		20	2%
American Indian or Alaska Native 3		10	1%
Asian/Pacific Islander 4		9	1%
Don't Know/Refused..... 9		115	10%

«Q29 »

89:

Q30

simple
min = 1 max = 1 l = 1

What is the highest level of school you have completed?

N =	1167	100%
Did not graduate from high school	0	0%
High school graduate -high school diploma or the equivalent (GED)....	21	2%
Some college, no degree	258	22%
Associate degree	84	7%
Bachelor's degree	601	52%
Master's degree	154	13%
Professional or Doctorate degree	24	2%
Don't Know/Refused.....	25	2%

«Q30 »

90:

Q31

simple
min = 1 max = 1 l = 2

2012/08/13 18:00

What was your total family income before taxes from all sources in 2014. Total income includes interests or dividends, rent, Social Security, other pensions, alimony or child support, unemployment compensation, public aid (welfare), armed forces or veteran's allotment.

N =	1166	100%
UNDER \$10,000	0	0%
\$10,000 to 19,999	2	0%
\$20,000 to 29,999	13	1%
\$30,000 to 39,999	17	1%
\$40,000 to 49,999	45	4%
\$50,000 to 59,999	50	4%
\$60,000 to 69,999	49	4%
\$70,000 to 79,999	56	4%
\$80,000 to 89,999	65	6%
\$90,000 to 99,999	55	4%
\$100,000 to 109,999	87	7%
\$110,000 to 119,999	39	3%
\$120,000 to 129,999	63	5%
\$130,000 to 139,999	32	3%
\$140,000 to 149,999	32	3%
\$150,000 or more	268	23%
Don't Know.....	28	2%
Refused	265	23%

«Q31 »

91:

Q32

simple
min = 1 max = 1 l = 5
99999=Refusal

Please tell us your zip code. (Please type Zip Code)

99999

N =

1165 100%

«Q32 »

92:

Q33

simple, ouverte
min = 1 max = 1 l = 1

What County do you live in?

N =

1163 100%

Type name of County in box 1 DO

1163 100%

«Q33 »

«O_Q33 »

93:

THANK

simple
min = 1 max = 1 l = 1

Thanks for completing the survey. Press Next to Exit.

N =

1162 100%

Press NEXT to enter 1 D

1162 100%

«THANK »

Open Ended Questions for Appraiser Survey

Question 21.What is the reason you have received HIGHER fees? Please select all that apply.

Complexity of assignment plays a part.
I pick and choose offered assignments based on many variables, one being fee. I have accepted only about 30% of work offered to me through AMC's due to low fees and/or too little time for turn around.
Provide superior quality appraisals due to experience and additional time spent in review, etc. prior to submission. Refuse to provide lower quality product for lower fees.
Most of my appraisal work is conducted in high-end mansion size homes and are complex assignments or it litigation related assignments.
Only one of my AMC clients pays a reasonable fee, they make up 85% of my work. I keep the others as well, because I need to maintain relationships in case something changes with my main client.
I refuse to work for AMCs that do not pay my fee.
I have access to 6 MLS Systems whereas most appraisers have access to only 1 system (HARMLS). This makes me more qualified for appraisals in outlying areas.

I put out a good report and I meet due dates.
I have slowly replaced lower fee AMC's with higher fee AMC's.
Recognized company in the field with quality work.
More knowledge and experience, and college level professor of Real Estate.
Quality work.
I am good at customer service. Companies pay me higher than others because I treat them well.
My work quality is higher. My reports are much more extensive and informative.
My regular clients know I do good work and so don't usually have a problem paying me a bit more than others, especially for complex properties.
I pay for more data, I take more time and research, I do all the work to ensure quality, I do not farm out parts of process to get higher profit margin.
I have narrowed my field of clients to those that appreciate the superior quality of my work and customer service.
Dependable.
The best always costs more.
I tend to only accept work from clients that pay acceptable fees, unless work is slow.
I do not accept the AMC fee's which is why they usually send the appraisal to a cheaper, less experienced appraiser.
I apply more diligence to reports than what I have seen from my peers.
I started working with clients that had a minimum fee paid of \$375 and most are typically \$400. Others allow me to set my fee which is typically 400 for a 1004-full residential appraisal. Fees can be higher due to the size, location, complexity or other circumstance. I have accepted lower fees when I was able to take on the work. These typically come from AMC's that set the pay rate versus paying me what I ask for. It is usually an average number around \$350 per appraisal.
I ask for more money.
Clients are willing to pay more for a product that will reduce their overall risk and financial loss than one that carries with it more significant risk of losses. For an AMC, this includes not only our mutual client, the Lenders, but their own financial gains/losses. Less time spent on product review (both pre and post-delivery) equates to larger profits all around.
Location.
We do better quality work than most of what I see the typical residential appraiser performing.
30+ years of experience should be worth something though not much in current lending environment. Still primarily dependent on lowest fee fastest turn time.
We do a lot of work outside of mortgage appraisal.
Do not work with AMCs. They have to suppress fees so they can get their middle man fee that does not add to the reliability of the appraisal.
Rural property expertise high end property expertise.
I have more experience as well as education. Plus MAI and SRA designations, yet emphasis in SFR.
I do not work for AMC. I work for the actual client whether it is the bank, client, attorney, federal, state, county, or local government.
For partial acquisition appraisal work, the product is more complex and there is little competition.
I complete narrative style reports with greater detail, analysis, and discussion than typical form reports.
Though I have only been appraising 11 years. I was taught well, do not take shortcuts and explain/describe my adjustments & comparables. I deal almost exclusively with individuals who want the truth and not something that looks good only on paper with all the "right" checkboxes marked.

Our appraisals are generally higher quality and due to using technology(Mobile sketching and writing software) to decrease turn times we can get them back faster than other appraisal firms.
Fees negotiated by the national firm I work for.

N=1173

Question 22.What is the reason you have received LOWER fees? Please select all that apply.

AMC slip lower fees by appraisers by various means
I work for one lender and do a good amount of work for them.
My clients give me volume, so I give them a reduced fee.
I work for an AMC and they refuse to raise the fees to the appraiser. Stating that they are competitive.
Just have not raised fees recently.
I base my fee on the VA approved fee as it they have determined what was customary and reasonable. Some of my peers have always charged at least \$50 more.
Large volume from major AMC which pays appraisal fee within 2 days after inspection.
AMC seems to be hiring the cheapest appraiser out there. I know for a fact they are collecting \$475 to \$550 for an appraisal but only want to fork out \$275-\$300.
AMC's pay to the lowest bidder, so if I want work from them, I am forced to accept lower fees.
AMC's selectively monitor how many appraisals an appraiser gets via computer monitoring.
AMC makes up the fee for appraisers I always get calls about twice a year asking to lower my fee for guaranteed work flow similar to others in my area, typical fee paid by AMCS are 210 for a full with MC and they are charging owner 450. This is wrong and the appraisers have no one to stand behind them as the appraisers need the work, Please HELP.
Lenders only use appraisal management companies and there are no other possibilities to receive work. Appraisal management companies prey on the appraisers and always seem to find someone who will do the appraisal for less!
When I ask management companies for a higher fee, they stop ordering.
AMCS will ask for fee quotes and quick turn times. They will send to the lowest fee and shortest turn time.
I am a staff appraiser who is required to accept company imposed fees.
The AMC & Appraisal Co. that I contract with sets the fees. Told it is due to competition.
Have not raised fees.
The company accepts pretty much anything.
Bank too cheap to pay a reasonable fee.
I have been in appraisal business for five years. I now have over two years of experience being certified. Many AMCs that I have applied to their panel have a two and sometime three year minimum to even sign up.
Due to the fact of current laws the management companies utilize leverage against you in order to obtain lower fees but they still want full fee service.
Lower fees are sometimes accepted in an attempt to gain new customers from which we have yet to receive work.
AMC does not pay a reasonable and customary rate for my market.
To be competitive.

AMC's charge the lender a rate that is what appraisers should be getting paid and then from there they shop it around to find the lowest fee for the job so that they can make the highest profit for the AMC. Banks have should me their invoice from the AMC's and what they pay the actual appraiser completing the work. A majority of the time, the AMC is making 3/4's of the actual fee collected from the borrower. How can any appraiser realistically make it being paid \$200 from the AMC's?
Appraisal management companies feel they can dictate lower fees making more for themselves or impressing lenders to get more business.
I work for an AMC which has a contract with another AMC, so I am 3rd in line for fee. I hate AMC's.
Cheap skates.
We just raised them to \$400 and were told that everyone charges at least 400 for an URAR, but we do get some higher fees from others.
Cannot get on any other lists because I'm not certified.
Licensed and not Certified ... already passed Certified test on 12/30/14 ... waiting on state review of workfiles.
Management companies typically pay below the average fee for our area.
I am not Certified, therefore cannot accept FHA loans, which excludes me from much of the AMC work.

N=1173

Question 24.What about the fees has been unfair? Please select all that apply.

The current fees are generally less than they were when I started appraising in 1986. Also We set our fees then not some AMC.
AMC are getting a disproportionate percentage of the fee charged to the customer.
AMC's are robbing appraisers. I work as staff for an AMC because they have all the work. The fees I noted in this survey are low because of my fee split. I get only 40%. Appraisers should get full customary fees!!!!!! If a consumer pays \$395 for a 1004, then the appraiser should be paid that fee!!!! This is reasonable and fair
The amount of work has increased but the fees have not.
Unrealistic turn times.
F-ing management companies steal all they can get. If they cannot f you on fees they go elsewhere.
Driving distance is not compensated.
Management companies pay less fee than market or a fee to receive appraisals is charged.
No! Portion of an appraisal fee should be paid to an AMC. They should be paid a separate fee.
Appraisers should get a 50% increase (I am not kidding). Head of FHA in Denver says a fair fee should be 625 for a basic FHA appraisal. Increase would be fair due to compounding underwriting and pending CU demands
I have been receiving the same fees for appraisals for many years and the Lenders will not raise the rates.
The AMC wants more work in the appraisal. When does this change from a Summary Appraisal to a Narrative Appraisal.
More and more work is being required (i.e. MC Form) (floor plan content) (interior photographs) (expanded comments) without any fee increases in past several years. Most of my work comes from the VA programs, and they have not raised fees in many years.
The requirements keep increasing but the fees do not increase with the amount of time required to fulfill the requirements in a professional manner.
Have not been doing fee appraisals.

I do not mind the additional requirements, time and responsibility. I just want to pay for it.
We are the lowest paid transaction fee in the mortgage process, the most important, and have more people that make a living on our fee than any other. Our skills are questioned constantly by people that know nothing or those that have not been in the field in 10-15 years and with every appraisal we have to give Appraisal 101 and be accountable to, well, all those that make a living on our fees. An appraisal should be no less than \$1,500 and pressure should be removed with the learning and trade respected. "They" have ran out all appraisers that have the ability to get another career. Adios Amigos! P.S. I was an 8-9 on a scale of 1-10.
Some national AMC's are decreasing fees on same products for profitability. Regional AMC's do not seem to be.
We are constantly being asked for more information and/or make ridiculous revisions. Many times it is the AMC that simply dreams up things that they claim is a lender requirement when a little investigating reveals that the revision is not Lender generated but is in fact AMC generated. The AMC's sole purpose is to provide a buffer between the lender and appraiser. Many of these folks are setting policy as a matter of doing business in an attempt to impress the lender that the reports they will be receiving will be "over the top". Typically they are. We could probably do the reports for less money if the AMC's would just do their job and stay out of the policy making business.
I used to be selected because I was familiar with certain areas, now I am just put on a rotation list with all other appraisers. Experience is not a factor any longer.
The increase in revisions, investor conditions, lender specific requirements and questioning of why market data that is not comparable was not used warrants higher fee.
The fees from AMC's, specifically Landsafe, have been under market.
I am a staff review appraiser for a lender.
Large acreage properties, waterfront and high value 500-1M+ require higher fees due to complexity and time involved.
Most AMC's continue to offer lower fees that I decline.
We attempt to pay at or above UCF levels thus have higher levels of appraiser vendor retention and appears quality is commensurate with rewards. In effect, AMC's pay lower fees to the appraiser and work received is reflective...panel appraisers are typically higher quality.
AMC's are taking upwards of 35% of the customer charged appraisal fee just to facilitate. They will typically select the lowest appraisal fee to increase their profit.
The liability that a real estate appraiser takes on has increased exponentially since the 1980's. The fees have decreased because of the extra layer of management that has been placed in between the consumer and the appraiser.
AMC's negotiate fees down! Low fee low skilled mills get the work.
I am a retired appraiser.
AMC's taking a "Cut" in appraiser fees have adversely effected the entire process.
I am not compensated on a fee per report basis.
Because of the increasing number of client requirements, each report takes longer to complete and therefore, I cannot complete as many reports as I used to.
Rural locations demand higher fees. Multiple MLS throughout coverage area dictates higher fees.
The AMC takes tries to take a larger % of the fee paid by the client. Many AMC will take the lowest bid to make more money. CoreLogic and JP Chase Morgan are the worst.
Currently getting paid a lesser amount per hour than I received in 1980's and 90's due to the increased report requirements.
Fees have actually dropped in the last 20 years in some cases. I have been asked to do an appraisal for \$290...\$35 less than I received for an appraisal in 1995!

Specific lender guidelines which are not FNMA requirements extend report writing times. Continued new boilerplate and "content specific" answers to lenders require unnecessary revisions just to retype the same information. The conformity we're being asked to do in the 1004 with the UAD form and these new CU reviews is suffocating the art of appraising. The report is getting close to 40 pages. Really? Job is getting to be a tedious bore. Glad I'm getting closer to retirement. I would not suggest anyone get into this profession. The pay is horrendous. But in fairness to the process, it was my choice. Just tough to work pretty hard, long hours some months and not scratch making 100k in today's world. 70-80k isn't much of a living these days for a job someone's been doing 20 years with pretty much a \$50-\$75 in fees over than span of time. I wish they'd go ahead and come out with a short regression analysis form and just be done with it. That's what the lender wants so let them have it.
My fees have been at \$400 for the last 8 years. We now have to work much harder, have more forms to complete, more research, UAD which takes longer, abusive modification request from AMC's and the price has not gone up.
Appraisals go out for bid where less experienced or unqualified appraisers are accepting work at low fees which distort the reasonable and customary fees.
The management companies are collecting obscene portions of the total fee charged to the borrower.
I take on more complex assignments that many appraisers decline therefore enabling me to charge a higher fee.
Clients keep increasing the scope of work (clients specific guidelines). My reports feel more like a forensic report than a summary.
Fee have not increased in the 17 years I have been appraising. Everything else has gone up. Gas, MLS, Maps, supplies. The work required has also increased.
Fees have not increased or changed significantly in the 15 years that I have been working as a residential fee appraiser. However, the amount of reporting and appraisal expectations have increased during this time.
Cost due to business continues to rise in addition to the added requirements of a report. Others in the RE field have increased their prices of service (i.e. surveyor). The VA plays a crucial role in my market as they dictate the fees and the FHA and conventional markets follow this same pay scale.
Appraisal fees have not gone up in the past 15 years. They seem to be going down and require more work.
Research takes longer and comps are limited in my areas.
The fees that AMC's now broadcast are lower than what was the standard in 1998.
AMC's, and banks AMC' (i.e., LandSafe and RELS) will lower fees and put statements that you are working for market fee's whenever they know that the fees are not market. While fees for lenders have increased over the past 10 years, the fees being paid to the appraisers, have not. Every AMC want to charge appraisers \$35 for background checks, so if you do some work for 30 AMC's, it cost over \$1000 per year. This survey will be printed and show what fees should be, but no one enforces and everything will remain status quo. The current educational requirement call for a 4 year degree and apprenticeship involving additional classes, state test and continuing education similar to accountants & lawyers, yet we are paid like unskilled working by over 75% of the companies ordering appraisals.
AMC's have low balled the fees and will take whoever is willing to do it the cheapest. It appears they have been price fixing even before 2008 and more so since we have been forced to use them. A monopoly comes to mind when you are talking about AMC's.
Since I have been in the appraisal business over the last 14 years, the fees have not increased proportionately with the amount of information and time required for most assignments.
Overall scope of work, analysis, and reporting commentary have significantly increased. Fees have remained the same. We are told that fess paid are market based. Reality is there is always an appraiser who will cut fees to get whatever work they can.
Lenders/AMC are wanting more, more, more and I am seeing more orders with reduced fees from a year ago
I used to receive a higher fee but am being asked to do much more work.

Appraisal fees need to be higher. Appraisal fees are almost the same as they were in the 1980's.
It does not pay to have experience in this market, they (the AMC) only cares about low fee and quick turn times. I have been asked to lower my fee to 225 to receive further work from a major client in the past year.
I work in areas with no MLS system therefore have to hand dig all comparables, therefore a higher fee is needed.
I do not get paid a fee until 30 to 180 days after the AMC receives the appraisal so actually I get paid \$1.00 a day. So the only way to make a living is to accept as many appraisal as possible.
In 15 years 1004 fees have only risen \$50. That is not fair. We are still under paid for what we are asked to do and what we are liable for and now with "bidding" systems we are being undercut even more.
The content, scope of work, analysis, and time required to complete an appraisal has increased dramatically over the past 12 years, however fees are about the same. You can't make a respectable living due to the significant decrease in productivity.
Fees are lower or stagnant and do not reflect the added work or the cost of living.
AMCs that want a turn time of 5 days or less but not willing to pay more.
We are required to add more addendums (1004mc) and are required to add more details about the appraisal and pictures (driving comps) with no increase in fees.
My fees have remained the same for the past ten years yet the cost of business and cost of living has increased dramatically.
The fees regardless of work, complexity are the same, I ask for a 50 increase and they said they will have to ask the client and ask for details, I tell them the details and then an hour later I get a fee request email asking what I would do the appraisal for and it was the appraisal I asked for the fee increase on. So the AMC shops the appraisal around for the lowest fee.
The clients keep adding work and not increasing the fee. The new GSE Blacklisting/CU/UCDP XML validation tools are a disaster. Much higher liability for the appraiser with no fee increase.
The appraisals reports are longer, more photos required and the reviews are stricter. Everything is sent back for more commentary. Fees should be higher to compensate for additional work in all aspects.
The fees given from the AMC's are not fair compared to what they receive.
1. Most AMC's request fee quotes and rarely offer job since it is clear they are searching for lowest fee appraiser. 2. Broadcast appraisals are the absolute lowest fee to appraisers in dire need for work. This practice should be banned. 3. AMC rarely care for complexity, want lowest fee.
Do not get additional compensation for additional/expanded information already in the report.
They do not take into consideration a rural location like many of mine are.
More keeps being added to the appraisal process but the fee is never adjusted up for the increasing work.
The AMC fees typically not high enough for complex assignments and require due dates that do not provide sufficient time to complete them correctly.
Fees have not kept up with cost of living.
Expected turn around times are getting shorter while lenders are requiring more comparable sales. Also many appraisals are being rejected for minor "corrections" over several separate occasions causing the appraisal to be reopened and resent several times. This is a large amount of time wasted for everyone involved. Especially when the "corrections" are regarding incorrect information provided by the lender or AMC as well as necessary information not provided by the lender or AMC.
I am an employee.
My fees averaged (10 years ago) was \$350-\$425, lender direct. Basically my average fee now is \$250-325, with management companies. I make less than I did 10 years ago and spend more time on reports. I now tell my son not to get into appraising after college, it is not worth the risk.

As the market increases realtors and lenders are paid off by percentage and the amount in money has increased. Yet, lenders want to pay same fees as in 2000 with much more work involved in each report.
Appraisal Management Companies are keeping entirely too much of the fee that the borrower usually has to pay for the appraisal. Some cases it is 40-50%, which is an atrocity and completely unfair to the appraiser.
Turn times are of greater concern to most clients than quality. Since quality must come first the amount of assignments accepted is decreased due to increasing lender requirements.
I believe AMC's should have a separate fee from appraisers and not pay the appraisers based on a fee they collect from the lender as a whole.
Lender and AMC so called, software, tech, internet fees are being pass off to the appraiser to pay or partially pay.
As an industry in general that licensed by the state, has CE, should to carry E&O for good business practice and who have the liability and responsibilities that we have, I believe that our profession should be paid at least 50% more across the board.
It appears more AMC's are charging a higher than typical transaction fee for appraisal.
Because of the degree requirement to get into this field, along with the required 2500 internship hours, the fee offered for the service should better than currently offered. Unfortunately, it is hard to fight for a higher fee when the orders are broadcast to all the appraisers in the area.
Most lenders and AMC's are still dictating lower fees.
Fees for everything to do this job are going up and appraisal fees are going down.
My overall health and quality of life has been significantly diminished due to the management company overlays, compliance issues, scope creep, time Limits and constant reminders to set appointments within 24 hours of receiving appraisal and 3 day expected turn time. There is simply no way to adequately schedule, route and complete a reasonable and consistent workload to maintain our homes, families and lives. There is no time off and the system has become more abusive.
I have to repeatedly "correct" appraisals to satisfy requirements that are not specified prior to acceptance of the assignment.
In order to complete the work necessary to produce a USPAP compliant appraisal, and include all the AMC or client requirements it takes more time. Appraisers are going to get themselves in trouble rushing to produce reports without the data needed to back it up. Fees need to increase.
AMC's take Fees when appraisers complete the work.
I only do internal reviews for a bank and much of this does not apply to me.
Fannie, Freddie and others have been trying to make our profession a science. If we lived in a perfect market and had perfect comps that might work. However, in many markets including mine it is more of an art than it is a science. With all the push for detailed scientific analysis every step of the way makes this profession much less desirable than I have seen in 37 years.
I am a commercial appraiser.
Risk has increased and so has costs, with scope creep out of control.
Competition in my market likes to work for minimum wage.
In a zip code with lots of appraisers, management companies should be prohibited from going outside that zip code for appraisers. This is a geographic competence issue.
Level of competence for reviewers and underwriters is appalling.
I work for a governmental agency in litigation this does not apply to me.

I feel that the quality of reports and experience carry little weight in determining who receives an appraisal assignment, especially with residential appraisals. As a General Certified Appraiser, I am competing with Licensed appraisers or Certified Residential appraisers, and in some cases even with Appraiser Trainees, and the only factor that appears to be considered is our fee. I refuse to work for Appraisal Management Companies who want to pay lower fees and demand additional work without compensation. Therefore, the majority of my work is for smaller banks where I can still have some kind of a client/vendor relationship. Providing good customer service does not compromise integrity or influence value estimates!!!
Additional work load requirements particularly by AMC. Response to "stips."
My SF Fees were reduced due to Dodd-Frank and didn't have to put up with management companies.
Vehicle cost we are paying for higher E&O Higher comp cost.
Fees have become stagnant or decreased in relation to work involved.
AMC's Feed base assignments on fee rather than experience of the appraisal. This drives down the fee and results in poor quality reports as those willing to accept the fees are the least qualified appraisers in the business.
Scope creep has caused extra hours to complete the same work as 20 years ago, and fees are less.
AMC dictate the fees. Just had an AMC decrease the fees by 12% with borrower had same appraisal fees. AMC just brought another AMC and decreased the appraisal fees. Totally unfair.
Other appraisers have received work because their fee is lower, while their quality of work is inferior to mine.
Do not accept fee assignments.
Work is being contracted on. A fee basis only with no consideration of experience or expertise, resulting in inferior appraisals.
Management companies get bids for "FHA" assignment then add supplemental requirements and contract us to agree to their micromanagement without disclosing requirements upfront!
VA panel board. Same fee to do a residential appraisal whether the unit is small or large.
All answers apply to commercial assignment.
The amount of work required over twenty years ago as compared to the increased regulations and work is nowhere near the fee appraisers should be charging.
I am a commercial review appraiser with a large financial lending institution. Our department does not do residential other than 4 units or more.
I am a property tax consultant and generally do not work on a fixed fee.
The industry was paying \$350 per appraisal back in 2005 now they are asking for more work for \$250 per appraisal. The cost have gone up and if you are not willing to take the scraps they throw you, you do not work. I do not get many AMC jobs because I will not lower my fee. How many people are working for less than what they made 10 years ago?
I did appraisals in 1994 for the same as I am in 2015. That is 21 years with and fees have basically remained the same. Appraisers need a union or advocate group to represent us. Any borrower, seller, buyer, lender, Realtor etc. can file a bogus complaint and make our live miserable for months until TALCB rules on it. It should not be this way complaints could be processed faster and dismissed based on the merits without a full investigation. We have no group like the Bar Association, Realtors or CPAs do to advocate for us. This has become a miserable over regulated profession with increasing work requirements, additional forms, backup, follow ups, attachments and questioning. As if the appraiser is a criminal who is wrong until proven otherwise by some unlicensed reviewer, loan officer or under educated Realtor. We are getting killed out here!
I am out of the market.
This survey is not applicable to me since I am not performing residential appraisals.
I am a commercial appraiser so the residential questions don't apply. But fees are MUCH lower than ten years ago.

Our fees have not kept up with inflation over the years. For all the increased data we have to include in our reports, our fees should be significantly higher.
Price fixing by virtue of collaboration is against the law.
I try to keep the fee lower for non-income, modest properties, being purchased even though they frequently take more time.
While I am not a residential appraiser, I started out in the res. appraisal business and am familiar with the current market for res. appraisal services and appraisal services in general. Due to market forces being what they are, fees for appraisals services have not kept pace with inflation over the past 25 years. The amount of time and effort it takes to properly complete an appraisal has increased. This does not bode well for the future of the residential appraisal business. In my opinion, fees should be at least 50% or 75% higher than the average fee for a residential appraisal, when taking into consideration the amount of work it takes to properly complete an appraisal
As a staff appraisal reviewer, I only review commercial appraisals nationwide for lending at our company. Do NOT do any work for fee, especially housing.
Fees appear to be same as 20 years ago...I have to pay to send reports to clients...MUCH MORE demands and requirements are placed on appraisers for same fees - ridiculous!!!
I am no longer practicing.
I mainly review complex appraisals for government agencies through an engineering consulting corporation.
In regards to appraisals for loan purposes: Given the scrutiny of our work and the priority of determining a correct/reasonable value, our fees are extremely out of balance commensurate with other aspects of appraising for loan purposes.
Clients are commonly expecting shorter turn times and lower fees.
Appraisal Management Companies are controlling the market and not allowing markets to control the fees.
Fees have increased minimally over the past 17 years.
It is unfair to have an intermediary who gets part of my fee. Lenders can have their own department for assigning appraisals and still keep the banker out of it.
I am not a residential appraiser. Most of this survey does not apply to me.
I do not complete residential appraisals.
I appraise commercial real estate – I do not perform appraisals for residential properties.
I am designated from a national professional appraisal organization.
We do commercial appraisals – No residential except for legal or estate.
I am a staff appraisal and do not receive fees.
I am charged a fee to get the appraisal assignment by all appraisal management companies.
AMC's have too many instances of scope creep and use the implied threat of not receiving work or payment to coerce work assignments and there is no real way to contact state authorities to report abusive behavior because those comments are never made through email only via the phone where the sophistication or legality to record those comments exceed the appraiser's war chest.
The whole AMC thing is a farce and has made the industry not worth participating in. They take a huge chunk of the fee for placing an order. The fees have gone down because of their cut and the work required has doubled. I haven't talk to anyone that enjoys the profession anymore in years. The AMC only deserve a set fee for the order.
AMC set their own fees and do not provide work if you do not use their fee.
Rural or complex properties should always command higher fees.

The AMC's are subjecting my reports to their automated review systems that then require additional work to explain why I did or did not present the sales the computer feels are the best indicators of value. They feel they should not have to pay us more when they charge the lender/ user for the service.
The borrower is charged \$300-\$500 for the appraisal fee, stated at the property to me and I receive about 50% of the appraisal fee.
Because only Licensed you cannot get the better fees. Also some AMC's are just taking the lowest bid and not the most experience ... many unfair factors when working with the large AMC's. Some are good and pay C&R, Servicelink, Streetlinks and Clear Capital pay the worst fees and demand shorter turn times to get the work.
AMC's/box checkers are looking to make a big spread on the fee which ultimately cost consumers more money.
I am aware of the cost of appraisals charged to borrowers, with AMC's and individual lenders holding back the difference. In one case an AMC charged a borrower \$700 for an appraisal which I was paid \$475.
AMC companies send work to the lowest bidder, regardless of quality of work, or anything else above.
The fees received are not reflective of the Costs of licensing; certification; CE; education; etc.
The banks still pay reasonable fees. Appraisers are no longer allowed to work directly for banks. The AMC's take a large percentage of the fee paid by the bank. Additionally, we have to wait for weeks and sometimes months go be paid which is unacceptable. I am still waiting to be paid for work I did in October of 2014. Unacceptable.
Increased liability and additions such as the MC Report, cost to cure, AMC's requiring substantial/multiple revisions that were not previously needed and detailed explanations despite having the info saved to work file and AMC's taking higher percentages.
(All work is supervised/accompanied by supervising appraiser - responses reflect fees for the office). Fees are *terrible* from some AMCs and categorically do not reflect the work required for credible appraisals. Examples: \$330 offered for a 1004 on a waterfront home most recently listed for over a million. Or \$375 for a manufactured home with outbuildings on 5 acres in a flood plain with a huge utility easement. Nothing extra/minimal extra offered for extra forms/work is common for REOs, or investment properties, or complex assignments, or acreage, or rural property, etc. Orders are commonly broadcast, with the lowest fee "winning" the assignment. The biggest lender now wants 24 hour turn times from inspection time with no additional compensation for a "rush". Scope creep is out of control. Fees do not reflect the onerous expectations of AMCs (revision requests received at 11pm on a Saturday night, due in 4 hours, or your ranking as a vendor is reduced ... for a report they sat on in their "QC" department for the last 4 days). This, coupled with an inability to request/receive a higher fee when you determine, upon inspection, that the assignment is more complex, means the appraisers are *always* at the losing end of the fee "negotiation". There is NO free market for appraisal fees any more. The majority of the market is controlled by a small number of AMCs and a small number of mega-banks, and appraisers either accept low-ball fees or go out of business, and then go out of business anyhow due to the low fees. We spend a lot of (uncompensated!!!) time researching properties for potential assignments, then lose the order due to requesting a fee that is closer to R&C, or because it was broadcast and someone more desperate took the assignment.
Some AMC will not pay a higher fee for a complex assignment. There reassigning it to another appraiser who will accept the complex assignment for a lower fee. We had this happened plenty of times.
Fees have been the same for a couple of years now.
I am not paid on a fee basis by my company, but paid an annual salary. I do find that in comparison to others in my office whom are on a fee/commission structure, they work less and make more money.
In order to provide a quality appraisal and meet my income requirements I am having to work longer hours.

N=1173

APPENDIX C

AAPOR Outcome Rate Calculator Version 3.1 November, 2010

This spreadsheet will calculate outcome rates based on AAPOR's *Standard Definitions*, Version 4 (2009) and earlier. Enter final dispositions in the columns below. For more complete instructions about how to classify final dispositions see the complete *Standard Definitions* and *Eligibility Calculation* documents at <http://www.aapor.org>.

	Final Disposition Codes	AMC Survey	Appraiser Survey
Interview (Category 1)			
Complete		46	1182
Partial	1.0/1.10	9	233
Eligible, non-interview (Category 2)	1.2000		
Refusal and breakoff	2.0000		
Refusal	2.1000		
Household-level refusal	2.1100		
Known-respondent refusal	2.1110		
Implicit refusal (mail surveys of individuals)	2.1120		
Break off/ Implicit refusal (internet surveys) Commercial appraiser or not in business	2.1130		
Logged on to survey, did not complete any item	2.1200	0	6
Read receipt confirmation, refusal	2.1210		
	2.1220		
Non-contact			
Respondent never available	2.2000		
Telephone answering device (confirming HH)	2.2100		
Answering machine household-no message left	2.2200		
Answering machine household-message left	2.2210		
Respondent unavailable during field period (mail surveys)	2.2220		
Respondent unavailable during field period (internet surveys)	2.2500		
Completed questionnaire, but not returned during field period (mail and internet)	2.2600	106	4875
	2.2700		
Other, non-refusals			
Deceased respondent	2.3000		
Physically or mentally unable/incompetent	2.3100		
Language problem	2.3200		
Household-level language problem	2.3300		
Respondent language problem	2.3310		
No interviewer available for needed language/Wrong language questionnaire	2.3320		
Literacy problems (mail surveys)	2.3330		

Location/Activity not allowing interview	2.3400		
Miscellaneous	2.3500		
Unknown eligibility, non-interview (Category 3)	2.3600		
Unknown if housing unit/unknown about address	3.0000		
Not attempted or worked/not mailed/No invitation sent (internet surveys)	3.1000		
Always busy	3.1100		
No answer	3.1200		
Answering machine-don't know if household	3.1300		
Call blocking	3.1400		
Technical phone problems	3.1500		
Unable to reach/unsafe area (in-person surveys)	3.1600		
Unable to locate address (in-person surveys)	3.1700		
Nothing returned (mail surveys)	3.1800		
	3.1900		
Housing unit, unknown if eligible respondent			
No screener completed	3.2000		
USPS: Refused by addressee	3.2100		
USPS: Refused to accept	3.2300		
USPS: Refused to pay postage	3.2310		
USPS: Returned to sender due to various USPS violations by addressee	3.2320		
USPS: Cannot be delivered	3.2400		
USPS: Illegible address	3.2500		
USPS: Insufficient address on mail from one P.O to another P.O.	3.2510		
USPS: No mail receptacle	3.2520		
USPS: Delivery suspended to commercial mailing agency	3.2530		
	3.2540		
Unknown if person is a HH resident/ mail returned undelivered (mail, internet surveys)			
USPS: Undeliverable as addressed	3.3000		
USPS: Attempted -- Addressee not known at place of address	3.3100		
USPS: Postal box closed	3.3110		
No such address (mail surveys)	3.3120		
USPS: No such number	3.3130		
USPS: No such post office in state	3.3131		
USPS: No such street	3.3132		
USPS: Vacant	3.3133		
Not delivered as addressed (mail surveys)	3.3134		
USPS: Unable to forward, no deliverable as addressed	3.3140		
USPS: Outside delivery limits	3.3141		
USPS: Returned for better address	3.3142		
USPS: Moved, left no address	3.3143		
USPS: Returned for postage	3.3200		
USPS: Temporarily away, holding period expired	3.3300		
USPS: Unclaimed -- failure to call for held mail	3.3400		

USPS: No one signed	3.3500		
	3.3600		
Returned with forwarding information			
Returned unopened -- address correction provided	3.4000		
Returned opened -- address correction provided	3.4100		
	3.4200		
USPS: In dispute about which party has rights to deliver			
	3.5000		
Other			
Returned from an unsampled email address (internet surveys)	3.9000		
Not eligible (Category 4)	3.9100		
Out of sample - other strata than originally coded	4.0000		
	4.1000		
Fax/data line			
	4.2000		
Duplicate name			
Non-working email	4.3000	14	87
Disconnected number	4.3100	1	362
Temporarily out of service	4.3200		
	4.3300		
Special technological circumstances			
Number changed	4.4000		
Call forwarding	4.4100		
Residence to residence	4.4300		
Non-residence to residence	4.4310		
Pager	4.4320		
Cell phone	4.4400		
Landline phone	4.4500		
	4.4600		
Nonresidence			
Business, government office, other organizations	4.5000		
Institution	4.5100		
Group quarters	4.5200		
Person not HH resident	4.5300		
	4.5400		
Vacant housing unit			
Regular, vacant residences	4.6000		
Regular/Vacation/Temporary residences	4.6100		
Other (in-person HH surveys)	4.6200		
	4.6300		
No eligible respondent			
	4.7000		
Quota filled			
	4.8000		
Other / duplicate listing (mail surveys)			

	4.9000		
Total phone numbers used		175	7004
I=Complete Interviews (1.1)		46	1182
P=Partial Interviews (1.2)		9	233
R=Refusal and break off (2.1)		0	6
NC=Non Contact (2.2)		106	4875
O=Other (2.0, 2.3)		0	0
Calculating e : e is the estimated proportion of cases of unknown eligibility that are eligible. Enter a different value or accept the estimate in this line as a default. This estimate is based on the proportion of eligible units among all units in the sample for which a definitive determination of status was obtained (a conservative estimate). This will be used if you do not enter a different estimate. For guidance about how to compute other estimates of e , see AAPOR's 2009 <i>Eligibility Estimates</i> .		0	0
UH=Unknown Household (3.1)		0.953	0.627
UO=Unknown other (3.2-3.9)		0	0
Response Rate 1			
$I/(I+P) + (R+NC+O) + (UH+UO)$		0.284	0.188
Response Rate 2			
$(I+P)/(I+P) + (R+NC+O) + (UH+UO)$		0.340	0.225
Response Rate 3			
$I/((I+P) + (R+NC+O) + e(UH+UO))$		0.286	0.188
Response Rate 4			
$(I+P)/((I+P) + (R+NC+O) + e(UH+UO))$		0.342	0.225
Cooperation Rate 1			
$I/(I+P)+R+O)$		0.836	0.832
Cooperation Rate 2			
$(I+P)/((I+P)+R+O))$		1.000	0.996
Cooperation Rate 3			
$I/((I+P)+R))$		0.836	0.832
Cooperation Rate 4			
$(I+P)/((I+P)+R))$		1.000	0.996
Refusal Rate 1			
$R/((I+P)+(R+NC+O) + UH + UO))$		0.000	0.001

Refusal Rate 2			
$R/((I+P)+(R+NC+O) + e(UH + UO))$		0.000	0.001
Refusal Rate 3			
$R/((I+P)+(R+NC+O))$		0.000	0.001
Contact Rate 1			
$(I+P)+R+O / (I+P)+R+O+NC+ (UH + UO)$		0.340	0.226
Contact Rate 2			
$(I+P)+R+O / (I+P)+R+O+NC + e(UH+UO)$		0.342	0.226
Contact Rate 3			
$(I+P)+R+O / (I+P)+R+O+NC$		0.342	0.226

Notes and general directions:
Data in the gold columns are examples from a real RDD survey; you can enter your final disposition results in the other columns.
Each sampled element in the sample should be assigned a single, final disposition code (e.g., complete, 1.1, or language problem, 2.33).
Enter the total for each of the codes in their appropriate cells in the straw or blue-colored column.
Final disposition codes are mutually exclusive and are constructed to capture fine levels of detail.
Two examples are helpful: If you know only that the interview was refused in an eligible household, but nothing else about the call in an RDD survey, the outcome could be coded 2.11; if the interview was refused in an eligible household by a known respondent, then it could be coded 2.112. If a more precise code is used, the outcome would not be entered in a higher-level code. E.g., once coded 2.112, a final disposition would not appear in both 2.0 and 2.112.
More specific directions for classifying final dispositions for outcomes are in the published version of <i>Standard Definitions</i> . AAPOR's Standard Definitions Committee recognizes that there are some minor inconsistencies in outcome code labeling between this version and earlier versions. Those inconsistencies do not affect outcome rate calculations and will be addressed in the next version of Standard Definitions. Version 3.1 corrects the calculation for "e" in V. 3.0.
About the calculator
This calculator was developed as a service to the research industry and survey research profession by AAPOR's Standard Definitions Committee.
Rob Daves lead a team that designed the original calculator, which also benefitted from Tom Smith's contributions; Daves rewrote this version to take additions to <i>Standard Definitions</i> into account. Questions or suggestions should be addressed to standards@aapor.org.