
Navigating the Appraisal Process Resources for You

- [Tips for Researching Appraiser](#)
- [Realtor Appraisal Package](#)
- [Appraisal Incident Survey](#)
- [Appraisal Complaint Guide](#)



Recognizing Appraisal Bias

Many Black and Brown families across the South and West side of Chicago have experienced appraisal bias and discrimination resulting in significant devaluation of homes and neighborhoods.

When a home is improperly undervalued, that hurts you, the homeowner, and the surrounding neighborhood

If you have suffered discrimination, please fill out this survey so we can better understand your situation and help you seek relief:

[Appraisal Incident Survey](#)

BLACK VOICES

Home Appraisal
Discrimination Puts a Dent in
Black Wealth

[WTTW](#)

Black Homeowners Face Discrimination in Appraisals

Companies that value homes for sale or refinancing are bound by law not to discriminate. Black homeowners say it happens

anyway

[NYTIMES](#)

Black And Latino Homeowners Are About Twice As Likely As Whites To Get Low Appraisals

September 23, 2021 - 6:00 AM ET

JOE HERNANDEZ



[NPR NEWS](#)

Black homeowner had a white friend stand in for third appraisal. Her home value doubled.

Alexandria Burris Indianapolis Star

Published 5:53 a.m. ET May 13, 2021 | Updated 1:17 p.m. ET Nov. 26, 2021

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[INDYSTAR](#)

Definitions

Appraiser: An appraiser is a person licensed by the state after completing licensing coursework and internship hours



AMC: Appraisal Management Company is an entity through which mortgage lenders order residential real estate valuation services

Comparables: Also known as “comps”, is a real estate appraisal term referring to properties with characteristics that are similar to a subject property whose value is being sought.

Multiple listing services: database that can only be accessed by real estate professionals to find comparable properties.

Reconsideration of value: also known as a ROV, is the process in which you file an appraisal value dispute which can lead to getting a 2nd opinion on your home. The Reconsideration of Value comes into play when an appraiser’s opinion of value is not agreed upon by the parties involved in the transaction

Comparative market analysis: a tool that real estate agents use to estimate the value of a specific property by evaluating similar ones that have recently sold in the area. This is different from an appraisal that can only be completed by an appraiser

What is an Appraisal?

An appraisal determines the value of a home and is performed by a licensed appraiser.

Appraisals are critical to ensure homebuyers:

1. Pay a fair, reasonable price for their home
2. Receive the full value their home is worth
3. Can access all the equity in their home





Tell Us Your Story

If you or someone you know has had issues with their valuation or suffered outright discrimination, fill out this survey so we can better understand your situation and help you seek relief:

[Appraisal Incident Survey](#)

We can help help you:

- File an official complaint
- Speak with your lender
- Get a second opinion





Preparing for the Appraisal

- Realtor Appraisal Package
- Researching your Appraiser



Appraisal Package

Realtors can help clients put together an “Appraisal Package”

This package contains the following for your appraiser to consider:

- Property info
- Listing info
- An offer list if you have received multiple offers on your property
- Condition and room count
- Comparable properties list or comparative market analysis
- Neighborhood market report.
- Property upgrades and recent receipts of improvements



Research the Appraiser



If an appraiser's office isn't local, that can be an indicator that they will not know how to assess the property accurately

Questions for Lender

“What is the name of my appraiser”

“How much field experience does this appraiser have in my neighborhood?”

“What is the physical address of this appraiser's office?”

“What AMC does this appraiser work for?”

Questions for Appraiser

“What is your full contact information? Name, office address, email and telephone”

“How long have you been appraising in my local market?”

“What is the travel distance from your office to my neighborhood of (state census neighborhood name)”

“How familiar are you with the driving forces that affect sales prices from a buyer's perspective in my neighborhood of (state neighborhood name) for my property type of (state your property type)? What are some of those driving forces?”

Research the Appraiser



Tools for Research

- [IDFPR directory](#): Type in first and last name of appraiser to find credentials, status, years active, or if appraiser has been discipling or has an infraction
- Google your appraiser for reviews





**“I need to file a
complaint. Who do I go
to?”**



Agencies to File a Complaint to

Problem

Who to File with

Appraiser not performing job correctly

Illinois Department of Financial and Professional Regulation (IDFPR)

Outright discrimination

Illinois Attorney General

HUD's Office of Fair Housing

Discrimination but no evidence

Illinois Department of Human Rights (IDHR)

I'm not sure

Fill out the NHS Appraisal Survey

I need to be referred

Appraisal Complaint Hotline

Illinois Department of Financial and Professional Regulation (IDFPR)

Who: If you feel your appraiser is not performing their job correctly

What: IDFPR is the regulatory agency for appraisers and grants licenses, they can help look for a pattern of malpractice with a specific appraiser.

Where: You can [submit a complaint here through IDFPR](#)

You can use IDFPR to research [appraisal disciplinary actions](#)



Note: IDFPR cannot provide legal advice or act as an attorney, provide a refund, or award damages.

Illinois Attorney General

Who: If you have suffered outright discrimination

What: The Consumer Protection Division of the Illinois Attorney General helps people who have been victimized by fraud, deception, or suffer discrimination. They can take action against an AMC or a lender

Where: You can [file a consumer complaint](#) through the Illinois Attorney General office online, mail, or in person.



Note: Their attorneys cannot represent you in a lawsuit but can help you resolve the dispute by sending your complaint to the appropriate party.

HUD's Office of Fair Housing

Who: If you have suffered outright discrimination

What: The Fair Housing office will investigate your complaint at no cost

Where: If you have experienced discrimination, you can file a [fair housing complaint](#) directly to HUD or hire an attorney to file a complaint and represent you



If you suspect discrimination, you have 1 year from the date of the alleged discrimination to file a fair housing complaint with HUD.

Illinois Department of Human Rights (IDHR)

Who: If you feel you have a low valuation that had to do with your race or background but you do not have evidence

What: The Illinois Department of Human Rights enforces the Illinois Human Rights Act, which prohibits discrimination in real estate

Where: [File a complaint with IDHR](#)



Note: If you are not sure whether your concern is covered, call their housing inquiry line: 312-814-6229 or [email](#)

Appraisal Complaint National Hotline

Who: If you would like to be referred to another agency

What: The appraisal hotline created by the Appraisal Foundation is an information resource to help people determine the appropriate agency to file your complaint if your appraiser is not performing their job

Where: Fill out a form [online](#) or call the hotline 877-739-0096



Note: They do not initiate or handle complaints but can refer you to the appropriate authority. We encourage you to fill out the NHS [appraisal incident survey](#) to talk to someone about your situation

Thank You!

If you found this helpful and would like to learn more,
please visit,

<https://nhschicago.org/learn/workshops>

To learn more about NHS, please visit our website,

nhschicago.com

