

Condo Project Manager FAQs

Find answers to commonly asked questions about the enhanced Condo Project Manager™ (CPM™).

NOTE: Changes since the last update are marked either **NEW** or **UPDATED**. Minor (non-substantive) wording, number, and heading changes are not marked.

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Access

Q1. Will my current CPM credentials work in the new Condo Project Manager application?

Yes, your current credentials will work in the enhanced CPM application.

Q2. How do I register for CPM?

You will have to get in touch with your Corporate or Technology Manager Administrator to register as a user in Fannie Mae's Technology Manager to access CPM.

For additional information, please contact us at 1-800-2Fannie and press 1, then 1 again.

Q3. Will I be able to access CPM using the same URL?

Clicking on the old URL will direct you to the new URL, but if you have bookmarked the Legacy CPM application, you must re-bookmark to the enhanced CPM application URL. The legacy CPM URL will be retired in early April 2022.

Q4. Will I have access to the legacy CPM application?

No, you will only have access to the enhanced CPM Application. The old URL will automatically direct you to the enhanced CPM application.

Q5. How do I find out who is the Corporate Admin for Technology Manager?

Contact the Technology Support Center at 1-800-2FANNIE and press 1, then 1 again.



General

Q6. **What are the enhancements coming to CPM in March 2022?**

This update will include improved navigation and additional features designed to enhance process efficiency for lenders and increase data-driven risk management. Visit the [CPM page](#) for additional details on the enhanced platform. For further information, refer to the [CPM release notes](#).

Q7. **Where do I find the list of PERS and Fannie Mae approved projects?**

The list of Projects “Approved by Fannie Mae” is now available in the enhanced CPM application. The list that was located initially on the PERS page on Fanniemae.com has been retired. Individuals who are not current CPM users that were previously accessing the list of PERS and Fannie Mae approved projects from the PERS page will need to be granted Read-Only access in CPM. They will be able to perform searches and print reports, however they will not be able to certify a Project or Phase. Need access to CPM? Contact your Corporate or Technology Manager Administrator to gain access.

Q8. **How will my correspondent lenders/brokers get access to the PERS and Fannie Mae approved projects previously located on the PERS page? Will they receive credentials for the enhanced CPM?**

Non-Sellers to Fannie Mae should contact their Aggregators for information regarding project eligibility.

Q9. **How do I find my legacy certifications previously in CPM?**

Within the CPM application, the link to the Fannie Mae Connect™ Lender Certifications from Legacy CPM reports is available on the Reports tab. Additionally, the Lender Certifications from Legacy CPM report will be available in Fannie Mae Connect.

If you don't have access to Fannie Mae Connect, please contact your company's Fannie Mae Corporate Administrator. Otherwise, if you are getting started with Fannie Mae Connect, you can [request access](#).

Q10. **What Reports are available in the new application?**

- **Unavailable Projects & Phases:** All projects and phases where Fannie Mae has applied status of Unavailable.
- **Approved Projects & Phases:** All projects and phases where Fannie Mae has applied approved status.
- **Lender Certification Activity:** Projects and phases where lenders have saved certifications.

NOTE: *The reports are in Excel format, this will allow to filter your data as needed i.e., for your state only*

Q11. **Lender Certifications from Legacy CPM: Lender specific responses on saved certifications. Do I need CPM to deliver a condo property to Fannie Mae?**

Currently CPM is an optional tool to help you certify and search for projects quickly and efficiently. However, you can still deliver loans with a condominium type of property if the proper documents are included. Beginning in September 2022, we will require lenders to use CPM to determine condo project eligibility for certain projects. Additional information and details on the required use of CPM will be announced during the second half of 2022.



Please note: In accordance with LL-2021-14, all lenders must check CPM to ensure the project they are reviewing is not Unavailable.

Q12. What are the technical requirements to use CPM?

Feedback suggests that Chrome provides the best user experience. Please refer to the Technology Requirements page for additional details.

Q13. How can I print a Certification?

See Chapter 2 in the User Guide — Print and save this screen and keep a copy of this lender-specific Certification with the individual loan file

Q14. Why can't I find a Project/Phase that was previously in CPM?

To improve data integrity and accommodate updated requirements, lender project certification data will not be migrated to the new platform. Legacy data will be available to CPM users through FM Connect (or users may save their data before the platform transition). Active lender certifications from the Legacy system will be honored through their existing expiration date. To add a project that had a previous certification on it, please refer to the CPM Request to Add or Update Projects and/or Phases job aid.

Q15. How do I add or update a new project or phase?

Before requesting a project be entered into CPM, you should check whether the project has been approved by Fannie Mae or if it has already been entered in CPM.

Refer to the CPM Request to Add or Update Projects and/or Phases job aid.

Q16. How do I certify a new project or phase?

CPM guides you through the process of certifying a project (or legal phase) by presenting questions on a series of screens. Please refer to the Recertifying a Project (or Phase) section of Chapter 3 in the CPM user guide.

Q17. Are legacy, non-expired certifications from the old CPM still valid if they are not found in the new CPM?

Yes. Non-expired certifications are still valid even though the project listing may not have been found in the new system. If the project is in the new system, the legacy certification and legacy status (i.e., Certified by Lender) will not appear in the new system until the user certifies in the new system.

Q18. How can I review the updated Condominium Project Questionnaire outside the CPM application?

We have updated the Condominium Project Questionnaire (Form 1076) and it is located on the Condo Project Manager page on fanniemae.com.

Q19. How do I search to confirm a project has already been entered in CPM?

From the CPM Welcome screen, enter the project name and the state in which the project is located, then click on the Search button. The Search Results page will list the projects that have been entered into CPM. If the project is not found in CPM, the No Results Found message will appear. To return more results use one or two consecutive key words for the project name.



NOTE: Clear your search results before searching for another project.

Q20. I searched for a project, and I did not get an exact match, should I request the project to be added to CPM?

When searching, use partial names and/or key words in the project name to return more results. The project data may already be in CPM.

For example, Project Name is Sunrise at the Beach, however CPM has it as Sunrise on the Beach. Search key word “Sunrise” will return more Projects. If the project is not returned after your search, refer to the CPM Request to Add or Update Projects and/or Phases job aid.

Q21. My current certification has a “Guide Ineligible” status, how do I go back and make updates in CPM?

Search for the Project and when found, click on the Project/Phase Name and click View Certification. In the View Certification screen where the current certification answers are shown, click on Recertify Project. Enter new/updated information and click on Next Section to display each successive screen.

For more details refer to the Recertifying a Project (or Phase) section of the CPM User Guide.

Q22. I have downloaded the Lender Certification from Legacy CPM Report in Fannie Mae Connect, how do I determine if my project is Certified?

The Lender Certification from Legacy CPM Report is downloaded in an Excel format. Refer to the Review Status Type and Review Expiration Date for the status of the Certification.

NOTE: You will not have access to the actual certification. If the project is currently “Certified by Lender” and has not expired, no further action is needed.

Q23. Under CVAS, if we obtain a waiver, will it be reflected in the project record under Certification Activity?

No, CPM Certifications and Project Eligibility Waivers in CVAS will still be handled separately.

Q24. Will we see other lenders’ entries in the enhanced CPM? Can we use those CPM approvals as well?

No, Lender Certifications are only visible to the organization that performs the certification.

Q25. How does a condo project get added to Condo Project Manager as a Fannie Mae Approved project?

Fannie Mae approved projects in Condo Project Manager may have gone down one of several approval paths, including the Project Eligibility Review Service (PERS). Lenders may still request that Fannie Mae approve projects through PERS as they have always done. Additionally, Fannie Mae has developed proprietary review processes to expand the number of project eligibility decisions we are able to provide lenders. These project eligibility decisions include Fannie Mae approvals and projects that are listed as unavailable.

Q26. How can I tell if a Fannie Mae project approval was completed via the PERS process or another process?

Lenders will see that a project has a Fannie Mae approval in CPM. The CPM Review Status does not disclose the type of Fannie Mae approval used.



Q27. How should lenders document in the loan file that a Fannie Mae project approval from Condo Project Manager was used in lieu of a lender project review?

Lenders are required to insert the CPM ID# in the loan-level ULDD Field FNMCondominiumProjectManagerProjectIdentifier (SID 39) and deliver the loan with Project Type Code T to indicate that they used a Fannie Mae project approval for the transaction. There is no need to include a screen print from CPM or another document in the loan file to evidence the Fannie Mae project approval.

Q28. How can I certify a project in CPM when it has a Fannie Mae eligibility decision such as a project approval or unavailable status?

The option for lenders to certify project eligibility has been removed from CPM when Fannie Mae has made the eligibility determination. Lenders should rely on the Fannie Mae decision.

Q29. NEW Why isn't the project or phase certification button available?

Here are the potential reasons why the certification button may be unavailable:

- The project has a Final Fannie Mae Decision (Approved by Fannie Mae & Unavailable).
- The Project has a Conditional Approval where Fannie Mae must Approve the project prior to accepting loans in the project. This is only applicable to some conditionally approved projects.
- The project is a co-op, manufactured home, or consists of detached units.
- On a New Project, when a project has a construction or marketing phase, the project cannot be certified. If a legal phase has a construction or marketing phase, the phase cannot be certified.
- On a Phase, when the lender has already certified the Entire Project, the phase cannot be certified since the lender has already indicated that the entire project meets the requirements.

Q30. What do I do if I find duplicate entries of my project in CPM when I perform my search?

In these instances, please contact Fannie Mae at CPM_Manage@fanniemae.com with the duplicate project name and associated IDs, and we will research the matter and respond with the project ID that should be certified.

Q31. Do Limited Reviews go through the CPM process?

No, however, you will need to search CPM to ensure the project status is not Unavailable.

Q32. Has the HOA Questionnaire been updated, so we can it distribute to the HOAs?

The questionnaire has been updated; however, it is not required. You must underwrite according to the Selling Guide requirements.

Q33. What if I do not know the answer to a specific question in the Certification?

You can use the Save & Exit feature to exit and research further. Your progress will be saved for the project or phase certification. The information can be updated by performing a search by Project ID, Name or Address, or the "Incomplete" status under Lender Certification Statuses.

Q34. How do I search for a specific project? Can I use different keywords?



For details on search, refer to Chapter 3 in the User Guide under “Searching for Fannie Mae-Approved Projects, Projects Already Entered in CPM, and Requesting a Project to be added to CPM.”

Q35. How do I review the status of projects/phases?

See Chapter 5 in the User Guide — Generating Reports — to view the status of projects or phases.

Q36. How do you see the status of a project or phase?

This is available on the Project or Phase Details Page. For additional details, please refer to the CPM User Guide.

Q37. What do the various statuses in CPM mean?

The Fannie Mae Review Process and Lender Certification statuses and their definitions can be found in the CPM User Guide.

Q38. Will there be a link to the Credit Variance Administration System (CVAS) in the CPM application?

No, there are no plans to directly link to the CVAS platform from CPM at this time. CVAS can be found on fanniemae.com.

Q39. Can I export search results from CPM?

The enhanced CPM application will not allow you to export search results, however there is an Unavailable Report, an Approved Projects and Phases Report, and a Lender Certification Activity Report in the reports tab. Refer to the CPM User Guide for more information on Reports.

Q40. Does the activity feed update each time a status is changed?

Yes, all Fannie Mae status changes will be updated to reflect the latest status.

Q41. Is there a printable or savable PDF version of the CPM Quick Start Guide?

The Quick Start Guide is set up as a dynamic e-learning experience and is not printable. However, the user guide contains all the content available in the Quick Start Guide and is available for printing.

Fannie Mae Approvals / Policy

Q42. What if the Fannie Mae approval status doesn't differentiate between PERS and non PERS approvals?

Projects with the status “Approved by Fannie Mae” can be treated the same regardless of the method of approval, and delivered as type “T.”

Q43. What are lenders responsible for when using a Fannie Mae project approval in CPM?

When a condo or co-op project has a Fannie Mae approved status in CPM, the lender is responsible for confirming borrower and property eligibility requirements are met. Fannie Mae has completed the project review. Lenders are required to validate that the project and unit have the required insurance coverage as described in Selling Guide Chapter B7. They are also required to notify Fannie Mae if they discover a circumstance that might cause the project



to be ineligible. The notification must occur within five business days of such discovery. These requirements can be found in Selling Guide B4-2.2-02: Additional Obligations of the Lender for Projects Approved by Fannie Mae.

Q44. Are lenders responsible for confirming compliance with LL-2021-14, Temporary Requirements for Condo and Co-op Projects, which references significant deferred maintenance and special assessments?

Lenders are not required to complete a project review on a project that has a current Fannie Mae project approval in CPM. If the lender knows or becomes aware of significant deferred maintenance or large special assessments impacting a project that has a Fannie Mae approval, they must notify Fannie Mae of the circumstances. The notification must occur within five business days of such discovery so that Fannie Mae can determine whether it is appropriate to maintain or suspend the project approval.

Q45. Where can I find information in the Selling Guide on Fannie Mae project approvals?

Additional information can be found in Selling Guide B4-2.2-02: Additional Obligations of the Lender for Projects Approved by Fannie Mae and in B4-2.2-06, Project Eligibility Review Service (PERS).

Support

Q46. What is the purpose of the CPM mailbox?

Types of requests/question that should go to the mailbox include:

- Add a Project or Phase
- Update a Project or Phase
- Supporting information about a Fannie Mae Approved Project
- Policy questions regarding project standards
- CPM functionality

Q47. Where can I get answers to policy-related questions?

Visit AskPoli® to get answers to most condo policy questions or refer to section B4-2 of the Selling Guide. All other inquiries, including project review questions and other guide related matters, should be directed to the Selling Guide Support Team or your Customer Account Manager.

Q48. How do I contact Fannie Mae for questions on CPM?

For access and technical questions, contact 1800-2Fannie. For all other questions about the Condo certification process or delivery requirement questions, contact us at cpm_manage@fanniemae.com.

Q49. What support/training materials are available?

Various materials are available for training and support. This includes: promo video, fact sheet, quick start guide, user guide, instructions and forms for adding projects and/or phases, and these FAQs.

Q50. Will there be a live lender training opportunities on the enhanced CPM?



We plan on hosting periodic training webinars. Please check the CPM page for additional resources and training as more become available.