Instructions for Submission of Multifamily Asset Management Requests to the Division of Credit Assurance

Beginning January 1, 2026, all asset management requests for multifamily affordable housing projects asset managed by the Division of Credit Assurance (DCA) must be submitted through the Project's Procorem WorkCenter.

Asset Management Requests are broken down into 2 primary categories:

1. **Standard Servicing Requests (SSR)** - standard requests that are typically processed within thirty (30) days of submission of a complete request package.
2. **Major Transaction Requests (MTR)** - more complex requests that require analysis of potential risk and impact on a project or Department loans and/or seek to modify the requirements of the Department's loan documents or regulatory requirements.

The following links and documents contain important and useful information for identifying the type of request you are making, determining required documents to be submitted and how to access the Procorem portal to initiate the request:

- Major Servicing Transactions/Requests;
- Standard Servicing Transactions/Requests;
- Procorem Portal Resources

For issues accessing Procorem or your Project WorkCenter - please submit an email to DHCD.prolinksupport@maryland.gov.

Request Submission Process

Pre-Submission Meetings

If you have an atypical or complex request, or one that does not fit within the standard process, and you would like to discuss with DCA staff or leadership, you can submit a request to your Project Manager (PM), Portfolio Administrator (PA) or DCA MF management by email to request a pre-submission meeting.

Until a request has been submitted in Procorem, reviewed and approved for completeness, meetings will not formally initiate a review and approval process. Discussions in the pre-submission process are not a substitute for the Department's formal review, analysis and approval process, but these meetings are often helpful for ensuring that the requestor obtains and submits a complete package to allow the Department to conduct is reviews.

Step 1 – Identify Request Type and Submission Requirements

Review the Asset Management Request matrix to determine the type of request and required documentation to be included with your submission.

Step 2 – Locate Forms and Request Type Specific Instructions

Visit the DCA MF Asset Management website to view instructions and download any forms required to be used in connection with your specific request type. Not all Request types have standardized form templates.

Step 3 – Upload Request and Supporting Documents

Locate the appropriate folder in the Project's Procorem WorkCenter and upload your request, all required supporting documentation, and any additional documents or information.

02 Standard Requests - contains preset subfolders for common types of SSR

03 Non-Standard Requests - all MTR and other requests that are not defined as SSR should be submitted in this folder and will be processed by the assigned DCA lead

Some request types may require supporting documentation to be named with specific information and/or uploaded into specific folders/sub-folders. DCA will try to be flexible and supportive in reviewing non-conforming submissions, but failure to follow submission instructions may cause delays in processing of requests.

If you have any questions, submit a Post to the Project's WorkCenter or contact you PM or Prolink helpcenter.

Step 4 – Notification from Assigned DCA Lead

Following submission, a DCA lead reviewer will be assigned to determine if the submission contains all required documents and complete the intake process.

If complete, you will receive a response from the assigned lead notifying you that

- The submission is complete;
- A folder has been created in the WorkCenter for future documents and communications; and
- If required, an invoice has been issued and included in the WorkCenter that must be paid prior to further action on the request.

If incomplete, you will receive a response from the assigned lead

- notifying you of the reasons that the request is incomplete; and
- providing a deadline for correcting deficiencies.

If deficiencies are not corrected by the deadline, or the deadline is not extended, the assigned lead may terminate the request and you will be required to start the process over.

Note – an initial review and determination that a submission appears to be complete is not a guarantee that additional information may not be required to complete the approval or denial of the request. However, DCA staff will be diligent in conducting its full review and assessment of the request and notifying the requestor of missing or incomplete information and documents.

Step 5 – Submit Review Fees

Many requests require payment of an initial fee prior to DCA undertaking review and analysis. This fee will be invoiced after the DCA assigned lead determines that the submission is complete, but before conducting any review or analysis of the substance or merits of the request. This fee is non-refundable, even if it is later determined that the request is denied or closed due to inactivity by the requestor.

Current fee schedules are maintained on the Department and DCA MF Asset Management websites.

Step 6 – DCA Review; Requests for Additional Information or Documents

Following submission of a complete request and payment of any required fees, the assigned lead will undertake a substantive review of the request and submitted materials.

To the extent necessary to complete their review and analysis of the request, the DCA assigned lead may request additional information and documents via Post in the Project's Procorem WorkCenter. If the additional information or documents are not provided in a timely manner the request may be closed or placed on hold. The assigned lead will provide at least 2 weeks notice prior to closing the request or placing a request on hold.

The complete review and analysis should take 2 – 3 weeks or less for most SSRs. The initial review for most MTRs should take less than 2 weeks. However, depending upon the scope and complexity of the request, the final determination or recommendation for the request may take additional time and require the assigned lead to pull files, engage additional staff and team members, conduct their review and obtain internal approvals.

The Department and DCA are committed to diligent review and processing, and communication with requesting parties throughout the process.

Step 7 – Notification of Outcome

After the request has been analyzed and a determination has been made, including any required approvals needing to be obtained, the assigned lead will provide notification to the requesting party via a Post to the Project's Procorem WorkCenter of the outcome of the review.

If approval is conditioned on additional terms or requirements, the notification will provide a list of additional terms and requirements that must be agreed to or completed prior to obtaining approval.

Approvals/consents for SSRs are typically documented through a Post or an approval uploaded into the Project's Procorem WorkCenter, along with any post-approval requirements. This may happen immediately upon internal review and approval by the assigned lead.

For most MTRs, the formal approval/consent will be documented through consent letters and/or legal documents prepared by counsel and executed by the Department and other parties. Notification of an approval, or conditional approval, is generally referring to the business terms and requirements submitted in the request, and additional legal due diligence may be required prior to obtaining final approval or modification of any terms or requirements of the Department's loan documents or agreements with the Department.

Step 8 – Closing; Post-Closing

Following business review and approval of an MTR, the assigned DCA lead will engage the necessary parties within DCA and the Department, including any assigned legal counsel, and work with the requestor to schedule closing, closing calls and plan remaining due diligence items. The requestor should notify the assigned lead of any requested or anticipated closing dates and deadlines.

At this point, communications outside of the Procorem WorkCenter may be appropriate or necessary. However, any new or updated transaction documents or required submissions should continue to be submitted to the Procorem WorkCenter - not via email.

To the extent that the requestor has engaged legal counsel to work on the request or documentation, the requestor should communicate and share documents directly with the Department's counsel.

Any Post-Closing requirements or submissions are to be uploaded into the Project's management request folder in Procorem within the required timelines imposed as a condition of approval.

Step 9 - Reconsideration of Denials or Feedback

If a Requestor believes an error was made or disagrees with the outcome of a request, they may submit a request for reconsideration, along with an explanation of their disagreement or additional information that they believe should be considered. The Department also welcomes any feedback regarding the process or procedure for reviewing, analyzing and responding to requests and how we can be more efficient and effective.

Communications should be submitted to the Assigned Lead and their supervisor, as well as to the MF Director, DCA Deputy Director or DCA Director via email.

Additional Useful Information Related to Asset Management Requests

Communication with 3rd Parties and Counsel

Asset management requests are to be initiated by a project owners and loan obligors or their authorized agents on their behalf. The Department may communicate directly with other parties in the review process – e.g. purchasers and their agents, other lenders and stakeholders, and their owners/members – as necessary to expedite the review process. To the extent that the requesting party specifically wants the assigned lead to communicate or obtain information from certain persons/parties or does not want the Department to discuss with certain persons or parties, it should be stated in the initial asset management request submission into Procorem.

Requests and communications with DCA staff should generally be made through the employees/agents, not their counsel. To the extent that the nature or complexity of a request necessitates the inclusion of counsel for communications and reviews prior to completion of the internal business review and approval, the Assigned Lead may engage counsel during the business review and analysis phase to communicate with the requesting parties' counsel.

Exceptions and Substitutions

DCA's asset management team will consider requests to waive, delay or substitute different items from those set forth in the Asset Management Request matrices and submission guidelines. DCA has a diverse array of loan programs and funding sources that it asset manages, and it is difficult to make a process that is straightforward and works with every one of them. Accordingly, the Department always reserves the right to require different or additional information in conducting its reviews and approvals.