

The Texas Appraisers and Appraisal Management Company Survey, 2017



UNIVERSITY of
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HOBBY SCHOOL OF PUBLIC AFFAIRS



REAL ESTATE CENTER
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EXECUTIVE SUMMARY

In March and April 2017, the Texas Appraisers and Appraisal Management Survey surveyed a total of 1,038 appraisers and 59 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 majority (41 percent) of respondents completed assignments within 50 miles of their cities, which was similar to the number in 2012 (42 percent), and was the same as the number in 2017 (41 percent). 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 and 2015.
- 28 percent of respondent appraisers did not complete assignments for appraisal management companies, which slightly increased from 25 percent in 2015. By contrast, 5 percent exclusively completed appraisals for appraisal management companies, which were the same as that in 2015. Furthermore, 42 percent of respondents completed at least half of their assignments for appraisal management companies, whereas 57 percent completed half or less. The percentages in 2017 were higher than the proportions of 2015, which showed that 38 percent of respondents accomplished at least half of their assignments for appraisal management companies and 51 percent accomplished half or less.

- 17 percent of respondent appraisers completed appraisals exclusively for lenders, individuals, or other non-appraisal management companies, which slightly increased from 15 percent in 2015. 11 percent of respondent appraisers did not complete any appraisals for lenders, individuals, or other non-appraisal management companies, which was the same as the number reported in 2015. 49 percent of respondent appraisers completed at least half of their assignments for lenders, individuals, or other non-appraisal management companies, whereas 50 percent completed half or less. The percentages in 2017 were similar to the proportion of 2015, and showed that 47 percent of respondents accomplished at least half of their assignments for lenders, individuals, or other non-appraisal management companies and 51 percent accomplished half or less.
- The majority of respondent appraisers received between \$350 and \$500 for residential appraisals from appraisal management companies. Similarly, they received between \$400 and \$500 from lenders, individuals, or other non-appraisal management companies. It seems that 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 slightly higher than that of 2017. However, we should not overemphasize this difference given the fact that the vast majority of respondents either chose “No Answer” option or refused to answer the questions about fees.
- According to responses from respondent appraisers, the factors that would likely lead to an increased fee included a complex property (91 percent), a property that would require greater travel to complete the appraisal (85 percent), a large property (80 percent), and a property in a rural location (68 percent). By contrast, the factors that would not affect the fee included a property in an urban location (79 percent), a property in a low cost-of-living area (78 percent), a property with many appraisers in the area available to do the appraisal (73 percent), a property in a high cost-of-living area (57 percent), and an appraiser with greater experience (51 percent). Very few factors would decrease the fee, but 10 percent of respondents expressed that having many appraisers in the area to do the work would decrease their fees. Overall, the findings from the 2017 survey were the same as the results from the 2015 survey, although there were minor changes in proportions.
- 65 percent of respondent appraisers mentioned that they have not received an increased fee for completing Market Conditions Addendum, whereas only 12 percent have ever received an increased fee for completing Market Conditions Addendum. The percentages in 2017 were similar to the proportion of 2015 (65 percent and 14 percent, respectively). For those who have received an increased fee for completing Market Conditions Addendum, only 18 percent said that they either always or almost always receive an increased fee, whereas another 5 percent expressed that they receive an increased fee most of the time. The percentages in 2017 were also similar to the proportion of 2015 (21 percent and 4 percent, respectively).
- Nearly all appraisal management companies (95 percent) reported that the complexity of the property would cause an increase in the fee followed by 85 percent citing the location being in a rural area and 83 percent indicating the large size of the property as affecting the fee. 78 percent of appraisal management companies also indicated that an increase in fee was also related to a greater distance traveled to complete the appraisal. On the

other hand, from the perspective of appraisal management companies, the factors that would not affect the fee included a property in an urban location (97 percent), a property in a low cost-of-living area (93 percent), a property with many appraisers in the area available to do the appraisal (69 percent), an appraiser with greater experience (68 percent), and a property in a high cost-of-living area (58 percent). Similarly, very few factors would decrease the fee, but 20 percent of appraisal management companies said that having many appraisers in the area to do the work would decrease the fee. In general, the above results were similar to what were found in 2015, although there were minor changes in proportions.

- According to responses from appraisal management companies, the most important factors influencing the selection of a residential appraiser were the appraiser's experience (78 percent), followed by the appraiser's reputation for quality work (76 percent), previous experience completing appraisals for them (66 percent), and proximity to property (65 percent). The results were very different from what were found in 2015 that the appraiser's proximity to property had the highest percentage (86 percent). The results suggest that appraisal management companies have become more focused on the appraiser's experience and reputation for quality work to select a residential appraiser, whereas the appraiser's proximity to property has become less important when appraisal management companies select a residential appraiser. When further asked which factor was the most important in their selection of a residential appraiser, 51 percent of appraisal management companies viewed the appraiser's reputation for quality work as the most important, which was an increase of 7 percent from 2015.
- 71 percent of respondent appraisers reported that their higher fees were due to refusing to work for less, which was a decrease of 9 percent from 2015. Similar to the result in 2015 (64 percent), 63 percent of respondents appraisers said that more experience enabled them to receive higher fees. Besides, 38 percent of respondent appraisers expressed that a specialization allowed them to charge higher fees, which was a decrease of 2 percent from 2015. By contrast, 45 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 2015, the percentage decreased by 6 percent in 2017. Furthermore, 12 percent said that less experience made them receive lower fees, which was twice the number of 2015.
- 41 percent of appraisal management companies indicated that the Market Conditions Addendum increased the fee they paid for appraisals, whereas 51 percent mentioned that the Market Conditions Addendum had no influence on the fee. The former was lower than that of 2015 by 5 percent, and the latter was higher than that of 2015 by 12 percent. In short, the majority of appraisal management companies thought that the addition of the Market Conditions Addendum in 2009 did not influence the fees they paid. Among appraisal management companies that paid an increased fee for appraisals due to the addition of the Market Conditions Addendum, 10 percent of them have always paid an increased fee, which was a decrease of 4 percent from 2015. By contrast, only 3 percent has never paid an increased fee in 2017, which was a decrease of 8 percent from 2015.
- Only 12 percent of respondent appraisers said that they received an increased fee for completing Market Conditions Addendum, whereas the majority (65 percent) of

respondent appraisers did not. The findings were similar to the results in 2015 (14 percent and 65 percent, respectively). Among respondent appraisers who received an increased fee for completing Market Conditions Addendum, only 15 percent of respondent appraisers reported that they always received an increased fee, which was similar to that of 2015 (17 percent).

- 63 percent of appraisal management companies mentioned that appraisers turned down appraisal assignments for them because the fee was too low, which was higher than that of 2015 by 11 percent, but was similar to that of 2012 (64 percent). 63 percent of appraisal management companies had not chosen an appraiser they previously worked with because the fee was too high, which was much higher than that of 2015 by 17 percentage points. However, the majority (63 percent) of appraisal management companies did not ask an appraiser to accept a lower fee than quoted for an appraisal, which was lower than that of 2015 by 6 percent, but was similar to that of 2012 (64 percent). It is noted that slightly more than one-fourth (27 percent) of appraisal management companies asked an appraiser to accept a lower fee, which was an increase of 7 percent from 2015.
- The great majority (82 percent) of respondent appraisers had turned down an appraisal because the fee was too low, which was the same as the result in 2015. 39 percent of respondent appraisers accepted a job with a fee lower than they wanted because they needed the work, which was a decrease of 4 percent from 2015. Moreover, 27 percent of respondent appraisers mentioned that they had to increase their workload to make up for lower fees, which was a decrease of 9 percent from 2015. However, slightly more than half (53 percent) of respondent appraisers thought that the increase in their workload did not influence the quality of their appraisals, which was similar to the result in 2015 (51 percent). On the other hand, slightly more than three-fourths (78 percent) of respondent appraisers mentioned that they had not been chosen for an appraisal because their fees were too high, which was also similar to that of 2015 (75 percent). On the whole, the findings in 2017 were similar to the results in 2015.
- Nearly all respondent appraisers (98 percent) hold a current license to conduct appraisals in Texas. More than three-fourths (77 percent) of respondents are male and 20 percent are female (3 percent refused to answer). 86 percent of respondents are white, whereas 7 percent of respondents are of Hispanic origin. 54 percent of respondent appraisers have completed a bachelor's degree, with 14 percent achieving a master's degree and 3 percent completing a professional or doctorate degree. In general, the distribution of demographic characteristics of respondents in the 2017 survey was very similar to that observed in the 2015 survey.

I. OBJECTIVE

In January 2017, a representative from the Texas Appraiser Licensing and Certification Board (TALCB)¹ contacted the University of Houston Hobby School of Public Affairs² to update the appraisal fee survey that was done respectively in 2012 and 2015. The purpose of the appraisal fee survey was to elicit information for the 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 and 2015, the questionnaire was the same as the one used in the 2012 and 2015 survey so that we could compare the results between 2012, 2015, and 2017. 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 School of Public Affairs. Web surveys of appraisal management companies and appraisers were programmed and conducted by the Hobby School of Public Affairs' Survey Research Institute (SRI)⁴ from March 6th to April 3rd, 2017. 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 the SRI with a list of potential respondents and their email addresses for each survey. For the appraiser survey, the TALCB supplied a list of 6,249 appraisers. Of those, 188 were unusable because of either non-working email addresses or lack of email address, and 91 were not eligible for use because of duplicated addresses, resulting in a final population of 5,970.

¹ See www.talcb.texas.gov.

² See www.uh.edu/hobby.

³ See www.norc.org.

⁴ See <http://www.uh.edu/class/hobby/cpp/polling>.

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.

The appraiser survey was announced in the TALCB quarterly newsletter prior to the start of the project. The first wave of invitation emails were sent on March 6th, 2017. Four more waves of emails followed a week apart, with the survey closing on April 3rd, 2017. In addition, the TALCB posted the reminder on its website and social media sites on March 15th, 2017, and sent its e-newsletter to all appraisers and appraisal management companies with the survey as the lead story with a final call to action on March 30, 2017. Moreover, the TALCB sent out one last call to action on April 3, 2017. The responses to the invitation emails consisted of 1,038 completed interviews and 4 refusals. Using the American Association for Public Opinion Research (AAPOR) Standard Definitions calculator, this survey's response rate is 19 percent.⁸ Its margin of sampling error is +/- 3.04 points at the 95 percent confidence level.⁹

The appraisal management company survey was conducted during the same period from March 6th to April 3rd, 2017. The TALCB provided a list of email addresses for 170 appraisal management companies registered in Texas. Of those, 3 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 166. There were 59 completed interviews received and 3 refusals. This survey's response rate is 37 percent. Its margin of error is +/- 12.76 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 68, Appendix A shows the questions about the Appraisal Management Company survey, and the questions for the Appraiser survey is found in Appendix B beginning on page 82. Appendix C starting on page 105 reports the answers to the open-ended questions for the appraisal management company survey, whereas Appendix D beginning on page 108 demonstrates the answers to the open-ended questions for the appraiser survey.

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⁸ Response rate calculations are found on page 115 in Appendix E.

⁹ For information about margin of sampling error, see the explanation by the American Association for Public Opinion Research at <http://www.aapor.org/Education-Resources/Election-Polling-Resources/Margin-of-Sampling-Error-Credibility-Interval.aspx>.

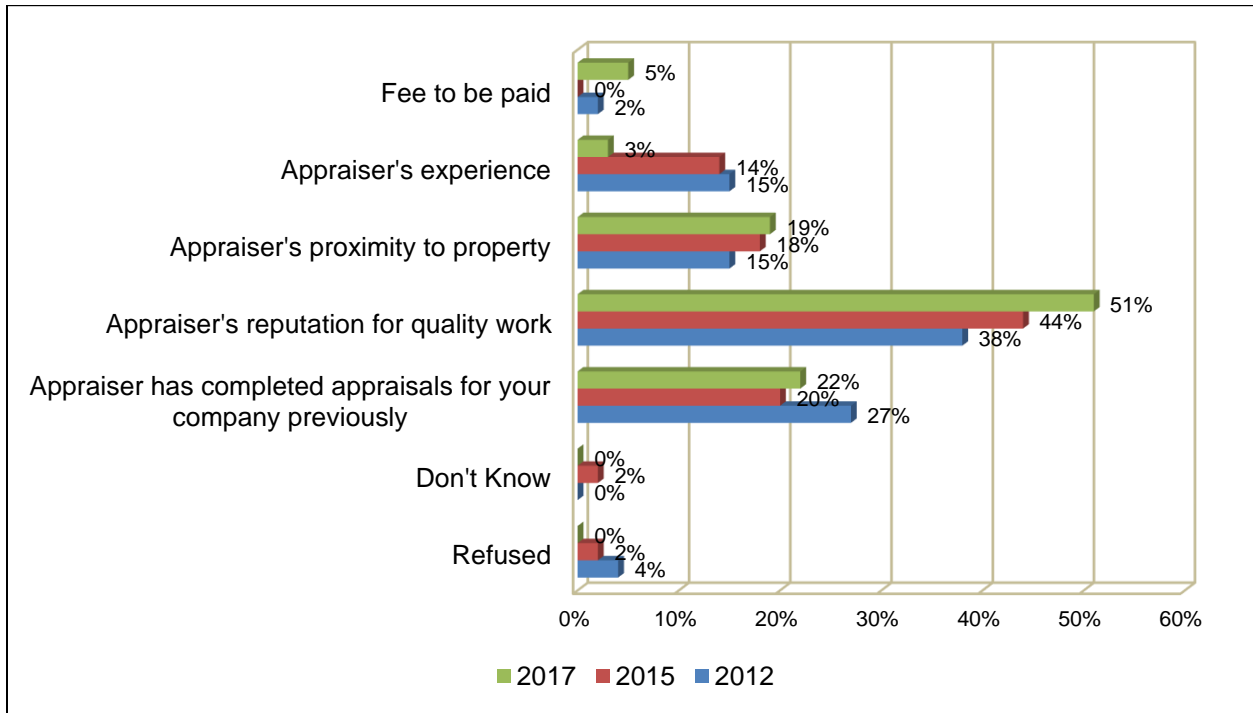
III. RESPONSES FROM APPRAISAL MANAGEMENT COMPANIES

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%
	2017	32%	54%	14%	0%	0%
Appraiser's experience	2012	84%	13%	2%	0%	2%
	2015	84%	16%	0%	0%	0%
	2017	78%	17%	5%	0%	0%
Appraiser's proximity to property	2012	64%	33%	2%	0%	2%
	2015	86%	14%	0%	0%	0%
	2017	65%	32%	3%	0%	0%
Appraiser's reputation for quality work	2012	73%	22%	4%	0%	2%
	2015	84%	10%	4%	2%	0%
	2017	76%	20%	4%	0%	0%
Appraiser's previous experience completing appraisals for your company	2012	76%	20%	2%	0%	2%
	2015	75%	25%	0%	0%	0%
	2017	66%	29%	5%	0%	0%

Table 1 illustrates that 78 percent of respondents regarded appraiser's experience as important when selecting a residential appraiser, followed by the appraiser's reputation for quality work (76 percent) and appraiser's previous experience completing appraisals for your company (66 percent). For the 2017 survey, a decrease of 21 percentage points of respondents viewed appraiser's proximity to property as important to select a residential appraiser in comparison to 2015. Similar to 2015, the percentage of respondents who regarded fee paid to appraiser as important was the lowest (32 percent) in 2017, a slight decrease of 5 percentage points compared to 2015.

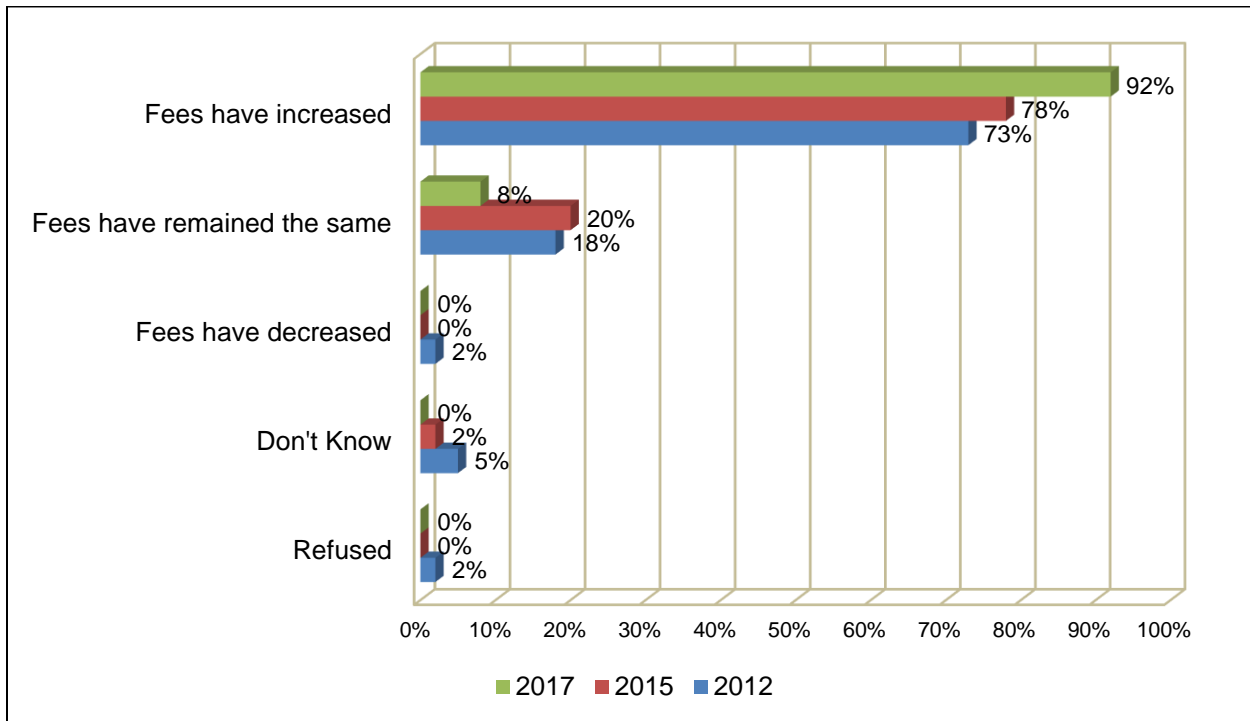
Figure 1. Important Factor In Company's Decision When Selecting an Appraiser for Residential Appraisal



2017: N=59; 2015: N=50; 2012: N=55

Figure 1 illustrates that a majority of respondents (51 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 7 percentage points from 2015. Similar to 2015, about a fifth of the respondents (22 percent) indicated that completion of appraisals for the same company was the most important factor in 2017.

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



2017: N=59; 2015: N=50; 2012: N=55

Figure 2 shows that a large majority (92 percent) of respondents reported an increase in fees paid by their companies for residential appraisals over the past two years, which represented an increase of 14 percentage points in comparison with 2015. Similar to 2015, no one reported a decrease in fees in 2017.

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%
	2017	0%	0%	0%	2%	24%	15%	29%	12%	5%	0%	0%	7%	7%
(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%
	2017	0%	0%	0%	2%	15%	20%	32%	12%	5%	0%	0%	5%	8%
(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%
	2017	0%	0%	0%	2%	7%	8%	25%	20%	10%	5%	7%	7%	8%
(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%
	2017	0%	0%	0%	2%	3%	20%	32%	17%	7%	2%	0%	10%	7%
(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%
	2017	0%	0%	0%	2%	3%	17%	29%	25%	7%	2%	0%	8%	7%
(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%
	2017	0%	0%	0%	2%	3%	5%	15%	25%	17%	7%	10%	8%	7%
(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%
	2017	0%	0%	0%	2%	3%	10%	14%	10%	5%	0%	5%	41%	10%

	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) 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%
	2017	0%	0%	0%	2%	2%	12%	14%	7%	10%	0%	3%	41%	10%
(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%
	2017	0%	0%	0%	2%	0%	7%	10%	8%	7%	10%	5%	41%	10%
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%
	2017	5%	0%	2%	2%	5%	12%	14%	15%	10%	0%	3%	19%	14%
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%
	2017	2%	0%	0%	2%	5%	14%	14%	17%	12%	2%	3%	20%	10%
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%
	2017	2%	0%	0%	2%	5%	10%	15%	19%	14%	2%	3%	19%	10%
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%
	2017	2%	0%	0%	2%	3%	7%	10%	14%	12%	7%	14%	19%	12%
(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%
	2017	0%	2%	2%	10%	24%	14%	12%	3%	2%	0%	0%	22%	10%
(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%
	2017	0%	2%	3%	8%	22%	15%	12%	2%	2%	0%	0%	22%	12%
(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%
	2017	0%	2%	3%	5%	14%	15%	17%	5%	0%	2%	0%	25%	12%

	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
(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%
	2017	0%	0%	0%	2%	20%	17%	24%	10%	3%	2%	3%	10%	8%
(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%
	2017	0%	0%	0%	2%	15%	19%	25%	12%	2%	3%	3%	10%	8%
(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%
	2017	0%	0%	0%	0%	2%	2%	12%	15%	14%	17%	19%	14%	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%
	2017	0%	0%	0%	0%	2%	2%	8%	17%	14%	19%	20%	12%	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%
	2017	0%	0%	0%	0%	2%	2%	7%	10%	15%	10%	29%	17%	8%
(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%
	2017	2%	2%	5%	15%	14%	15%	3%	3%	3%	0%	2%	24%	12%
(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%
	2017	2%	3%	7%	12%	15%	17%	2%	3%	3%	2%	0%	24%	10%
(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%
	2017	2%	3%	5%	3%	8%	25%	8%	2%	3%	2%	3%	24%	10%

2017: N=59; 2015: N=46; 2012: N=55

As shown in Table 2, the fees paid by the respondent companies for residential appraisals over the past two years varied with the type of property tax work and the type of appraisal. Consistent with findings in the past, very low percentages of respondent companies received less than \$300 for almost all types of residential appraisals in 2017. Similar to 2015, higher percentages of respondent companies received fees of \$300 to \$450 for most types of residential appraisals in 2017. However, there were noticeable increases in respondent companies receiving more than \$450 for some types of residential appraisals in 2017.

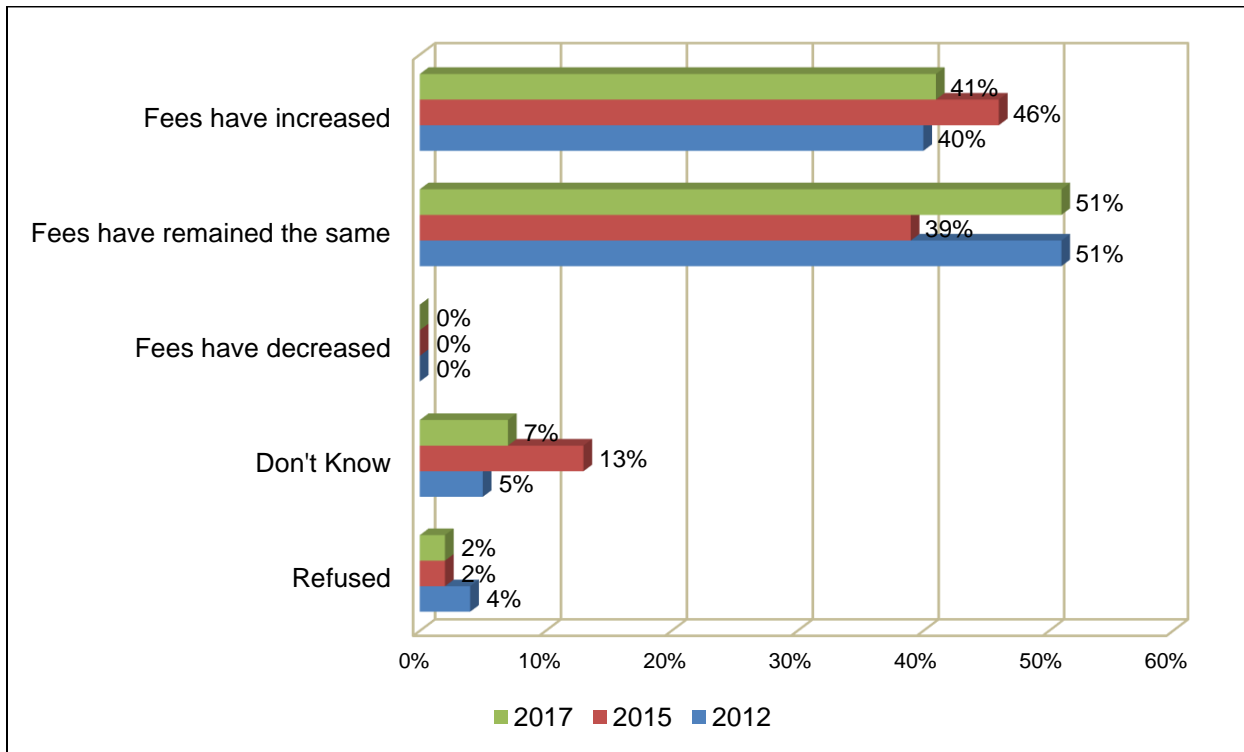
Table 3. Factors That Impact the Fee Companies Paid for Appraisals

	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%
	2017	0%	97%	2%	2%	0%
Property in rural location	2012	85%	9%	0%	2%	4%
	2015	83%	13%	2%	2%	0%
	2017	85%	14%	0%	2%	0%
Property in high cost-of-living area	2012	33%	55%	0%	7%	5%
	2015	30%	70%	0%	0%	0%
	2017	39%	58%	0%	3%	0%
Property in low cost-of-living area	2012	2%	82%	2%	9%	5%
	2015	2%	98%	0%	0%	0%
	2017	3%	93%	0%	3%	0%
Size of property is large	2012	85%	7%	0%	5%	2%
	2015	78%	17%	0%	4%	0%
	2017	83%	15%	0%	2%	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%
	2017	95%	3%	0%	2%	0%
Many appraisers in the area available to do the work	2012	0%	73%	22%	4%	2%
	2015	0%	85%	13%	2%	0%
	2017	7%	69%	20%	3%	0%
Greater travel distance to complete appraisal	2012	80%	15%	0%	4%	2%
	2015	70%	20%	0%	9%	2%
	2017	78%	17%	0%	5%	0%
Appraiser with greater experience	2012	27%	64%	0%	7%	2%
	2015	17%	74%	0%	4%	4%
	2017	27%	68%	0%	5%	0%

2017: N=59; 2015: N=46; 2012: N=55

Table 3 reports the impact of various factors on the fee that respondents' companies paid for an appraisal. Large proportions of respondents in 2017 indicated that the complexity of the property would cause an increase in the fee, but property in urban location had no influence on the fee. Similar to 2015, 85 percent stated that a fee would increase if the property was located in a rural area and 83 percent indicated a large property would increase the fee in 2017. There was an 8 percentage point increase from 2015 (70 percent) to 2017 (78 percent) in the respondents who stated that the distance travelled to complete the appraisal would raise the fee. According to 93 percent of the respondents, the property being located in a low cost-of-living area would not affect the fee. Twenty percent of the respondents thought that the availability of many appraisers in the area decreased the fee.

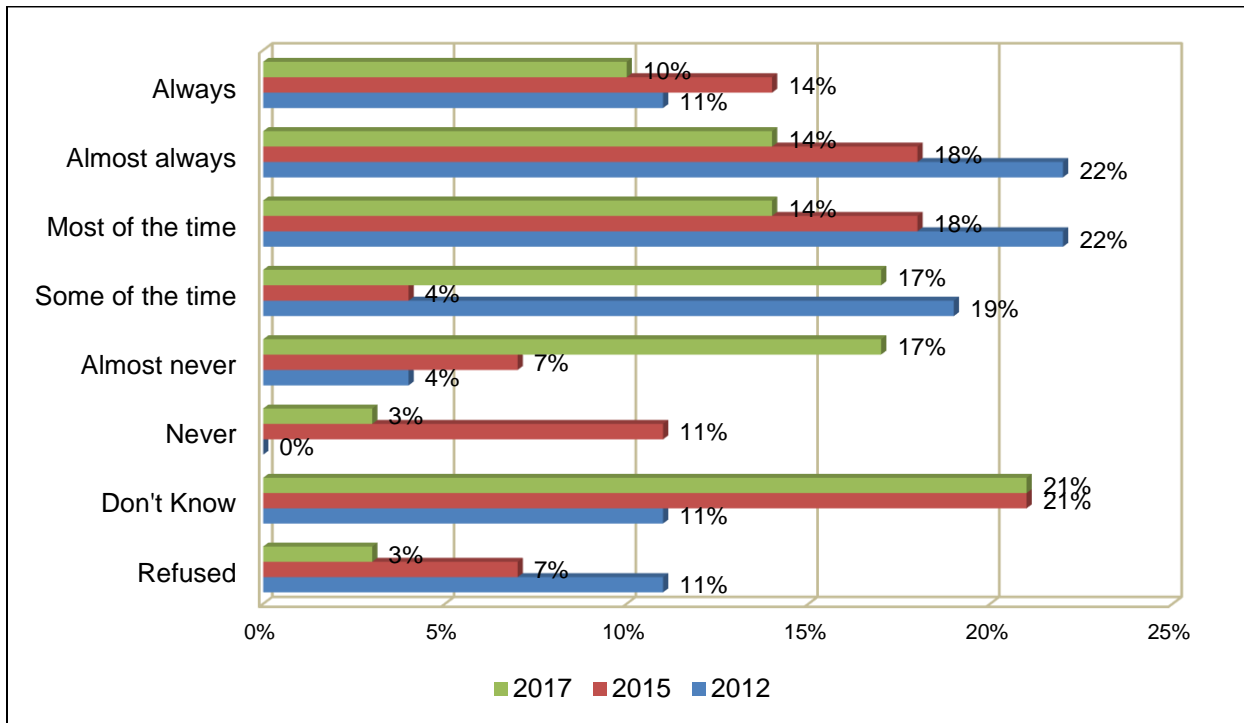
Figure 3. Impact of Market Conditions Addendum



2017: N=59; 2015: N=46; 2012: N=55

Figure 3 indicates that 41 percent of the respondents thought that the Market Conditions Addendum led to an increase in the fees their companies paid for appraisals in 2017. On the other hand, there was a 12 percentage points increase in the respondents who did not witness a change in fees from 2015 (39 percent) to 2017 (51 percent).

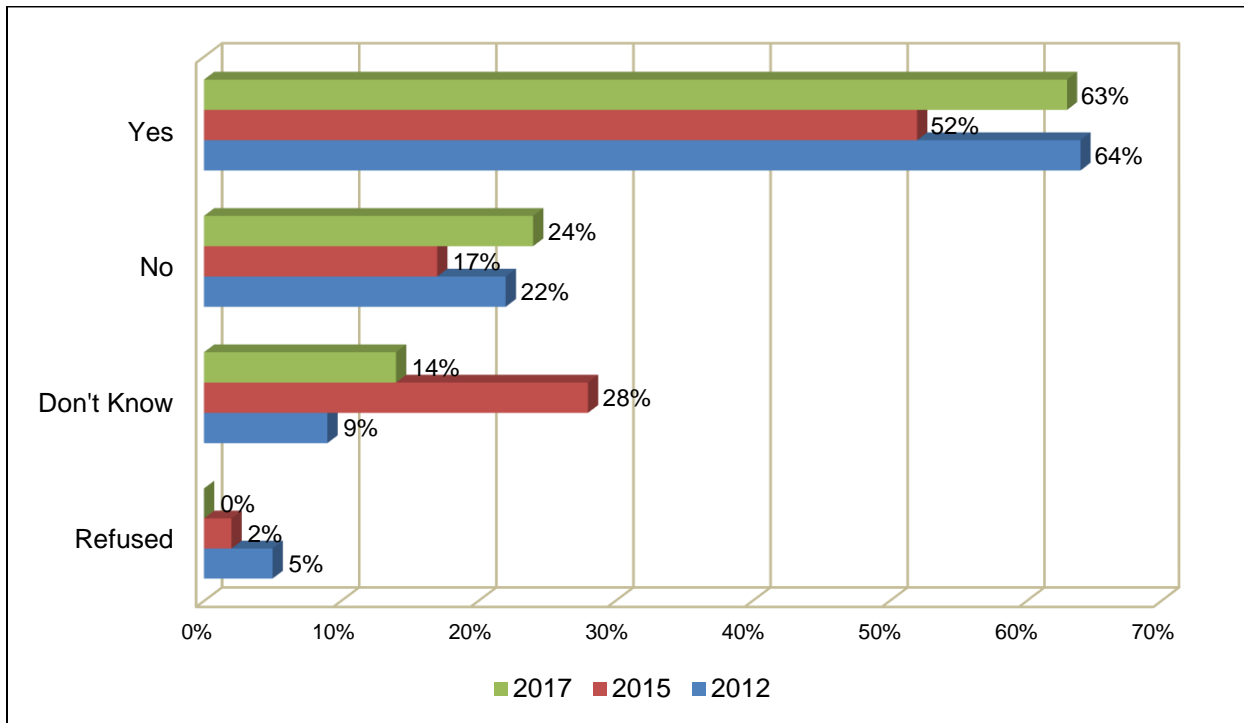
Figure 4. Frequency of Increased Fee Due to Addition of the Market Conditions Addendum



2017: N=29; 2015: N=28; 2012: N=27

Figure 4 shows that in 2017, 10 percent of respondents have always seen their companies paid an increased fee for appraisals due to the addition of the Market Conditions Addendum, which was a slight decrease of 4 percentage points in comparison with 2015. Equal percentages of respondents (14 percent) reported that their companies have paid an increased fee either “almost always” or “most of the time,” both of which decreased by 8 percentage points since 2012. In contrast to the 11 percent reported in 2015, only 3 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 2017.

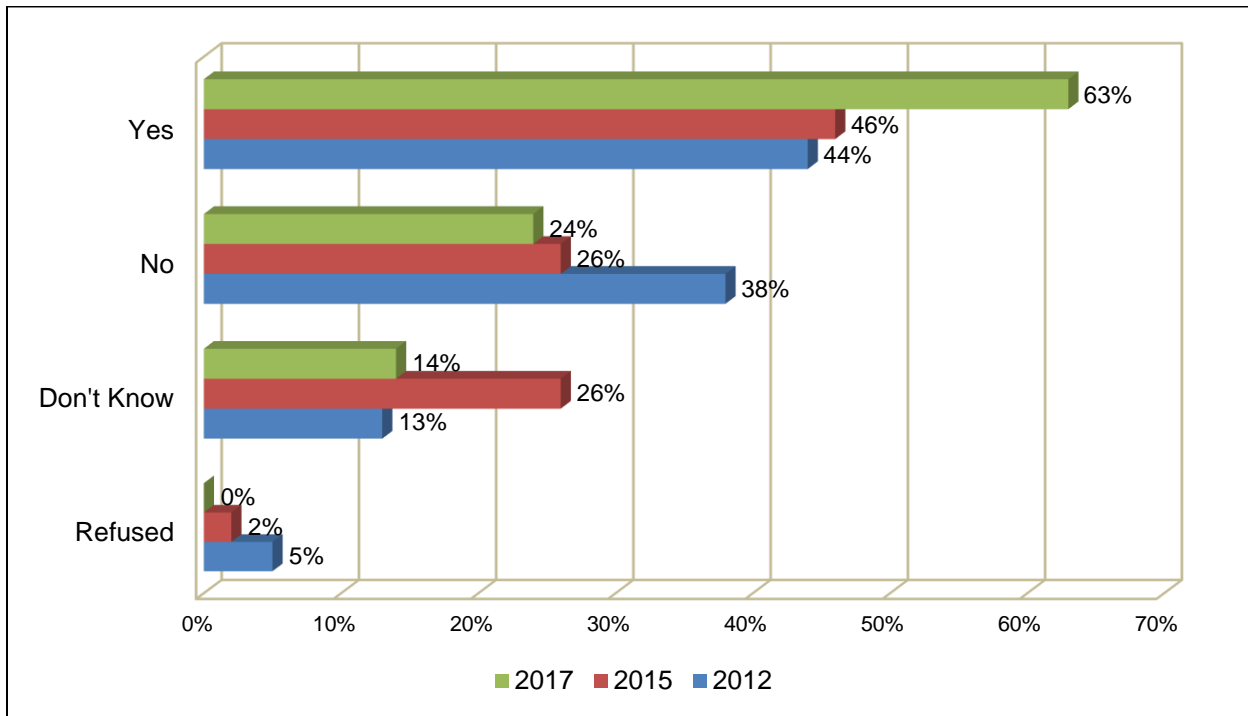
Figure 5. Refuse Appraisal Assignments Because of Low Fees in the Past 12 Months



2017: N=59; 2015: N=46; 2012: N=55

Figure 5 indicates that 63 percent of respondents said that appraisers have turned down appraisal assignments for their companies because the fee was too low. This represented an increase of 11 percentage points compared to 2015. About a quarter (24 percent) of respondents thought that appraisers have not turned down appraisal assignments for their companies because the fee was too low.

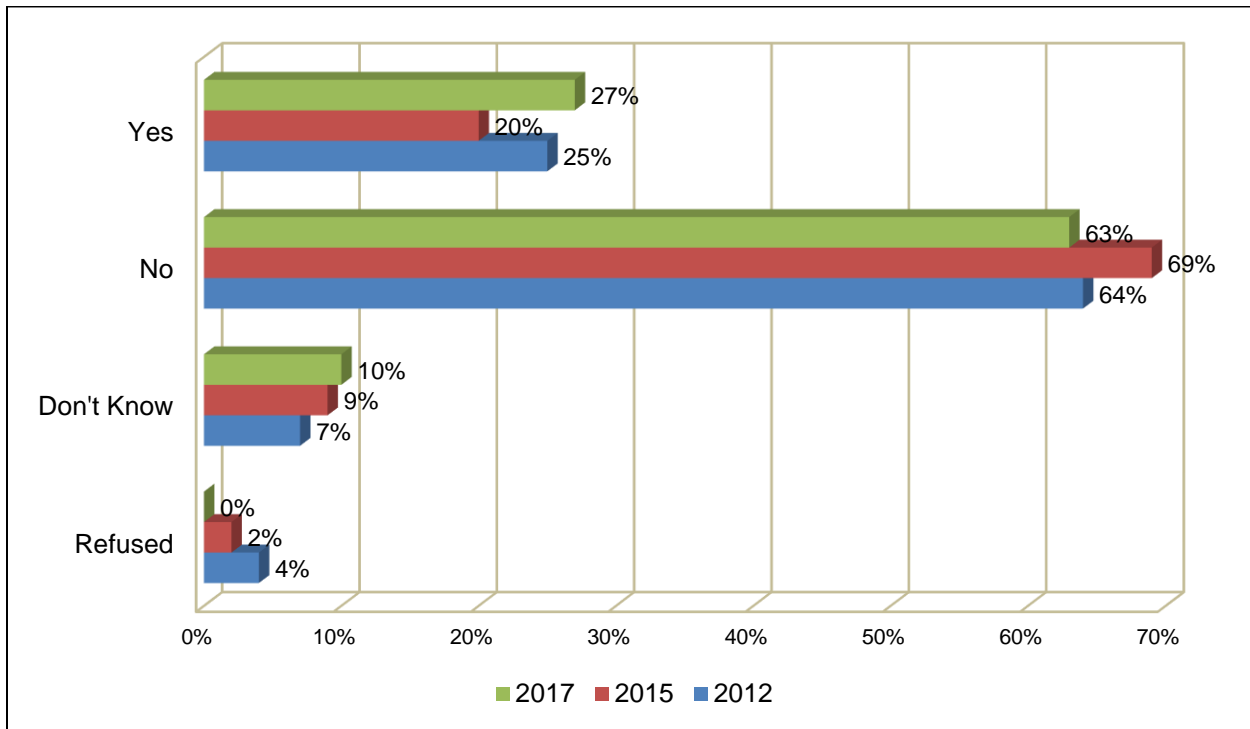
Figure 6. Non-Selection of Previous Appraisers Due to High Fees in the Past 12 Months



2017: N=59; 2015: N=46; 2012: N=55

Figure 6 illustrates that 63 percent of respondents have witnessed their companies forgo working with previous appraisers because the fee was too high in 2017. This represented an increase of 17 percentage points compared to 2015. Another 24 percent of respondents reported that their companies did not forgo working with previous appraisers because of their high fees in 2017.

Figure 7. Negotiation of Fees in the Past 12 Months



2017: N=59; 2015: N=46; 2012: N=55

Figure 7 indicates that only 27 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 an increase of 7 percentage points from 2015. By contrast, there was a 6 percentage point decrease in respondents who reported that their companies have not asked an appraiser to accept a lower fee than quoted for an appraisal in 2017 (63 percent) compared to 2015 (69 percent).

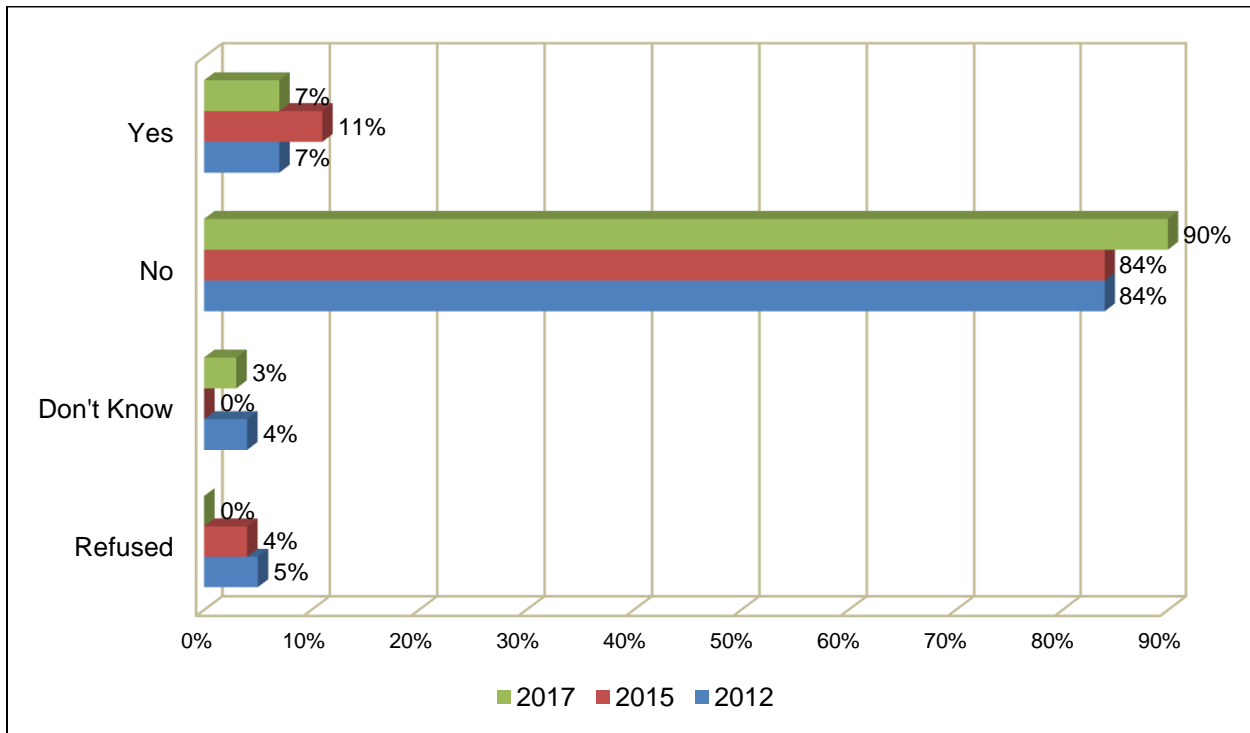
Table 4. Fees Compared To Others

	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%
	2017	37%	47%	0%	15%	0%
Lenders	2012	13%	51%	9%	25%	2%
	2015	2%	51%	18%	29%	0%
	2017	14%	46%	19%	20%	2%
Individuals	2012	13%	35%	5%	45%	2%
	2015	7%	38%	7%	49%	0%
	2017	12%	36%	7%	46%	0%
Non Appraisal Companies	2012	7%	22%	5%	64%	2%
	2015	4%	31%	7%	58%	0%
	2017	7%	31%	8%	54%	0%

2017: N=59; 2015: N=46; 2012: N=55

Table 4 shows that 37 percent of respondents indicated that the fees paid by their companies were higher than those paid by other appraisal management companies, which was similar to 2015. Moreover, the percentages of respondents who indicated that the fees paid by their companies were higher than lenders or individuals were respectively 14 percent and 12 percent in 2017, both of which were much higher than those recorded in 2015 (2 percent and 7 percent, respectively). On the other hand, 47 percent of respondents reported that the fees paid by their companies were about the same as other appraisal management companies in the 2017 survey. There was a slight drop of 5 percentage points in respondents saying that the fees paid by their companies were about the same as lenders from 2015 (51 percent) to 2017 (46 percent). Similar to 2015, 19 percent of respondents indicated that the fees paid by their companies were lower compared to lenders. Lastly, 54 percent of respondents were not aware of their price differences with non-appraisal companies.

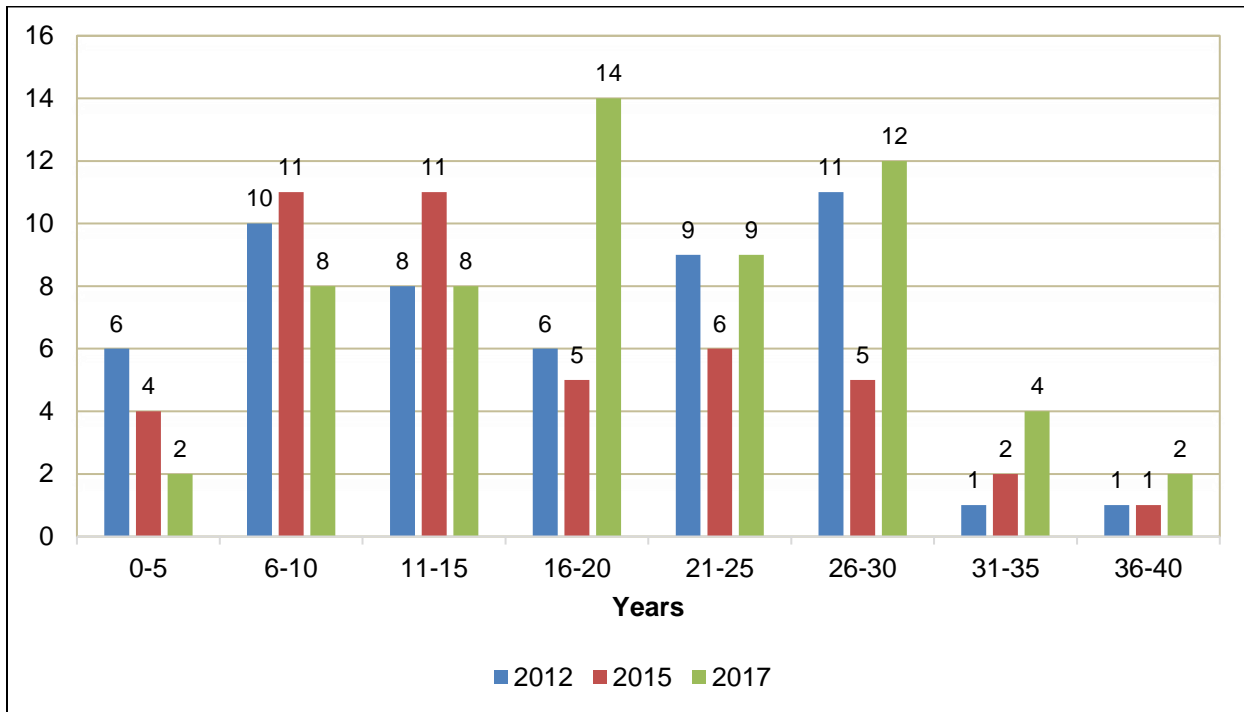
Figure 8. Fees Paid To Appraisers Who Receive Multiple Assignments



2017: N=59; 2015: N=46; 2012: N=55

Figure 8 indicates that 90 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 2017. This was an increase of 6 percentage points from 2015. At the same time, there was a slight decrease in the percentage of respondents reporting that their companies reduced their fees in 2017 (7 percent) as compared to 2015 (11 percent).

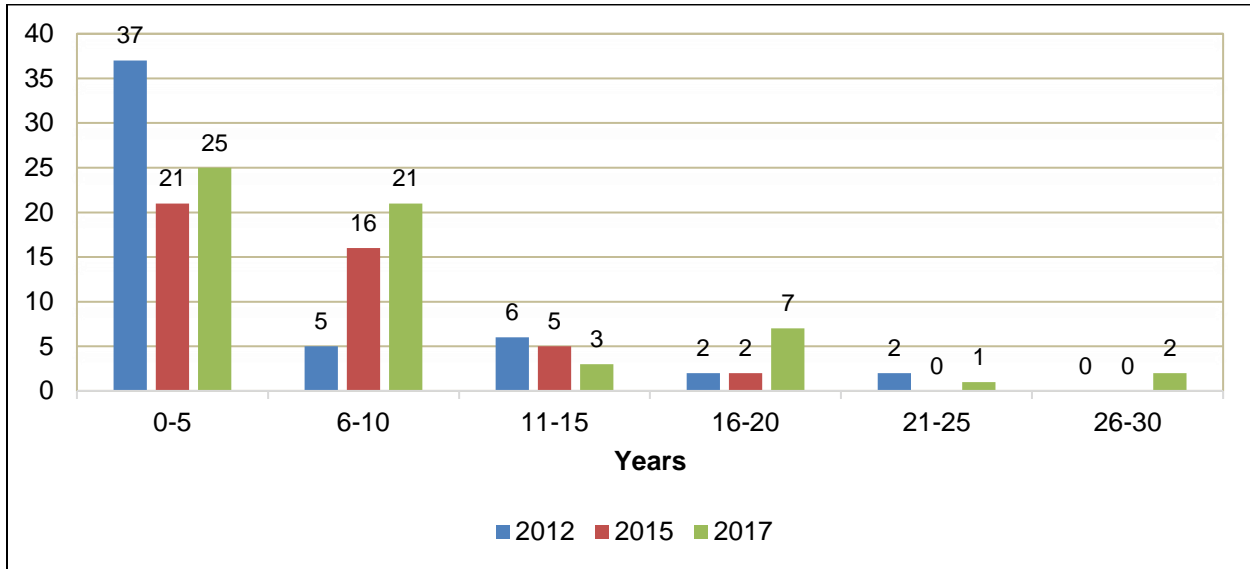
Figure 9. Years of Experience in the Appraisal Business



2017: N=59; 2015: N=45; 2012: N=52

Figure 9 shows respondents' years of working experience in the appraisal business. A total of 32 respondents (54 percent) have 20 years or less of experience in 2017, which was lower than the percentage in 2015 (69 percent). In contrast, 27 respondents (46 percent) have more than 20 years of experience in 2017, which was higher than the percentage in 2015 (31 percent).

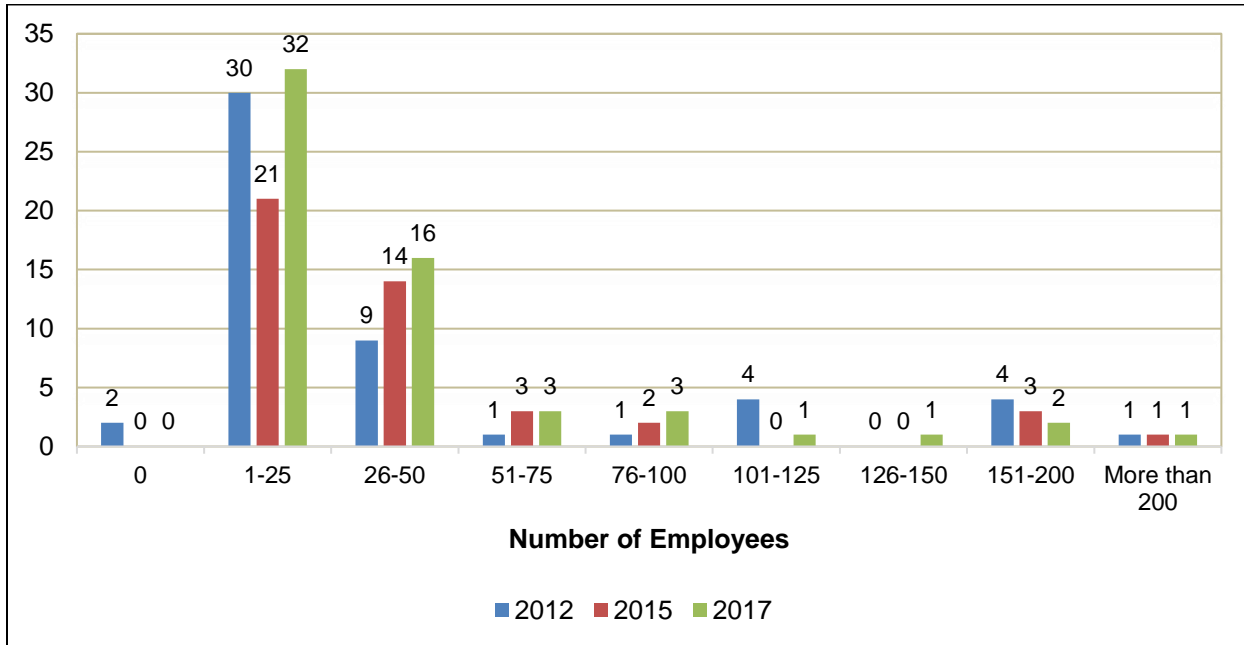
Figure 10. Years Worked In Current Company



2017: N=59; 2015: N=45; 2012: N=52

Figure 10 indicates that 42 percent (25) of respondents have worked for their current companies for 5 years or less in 2017, which were 5 percentage points lower than those reported in 2015 (47 percent). At the same time, 10 respondents (17 percent) have worked for their current companies for more than 15 years (the corresponding proportion for 2015 was 5 percent).

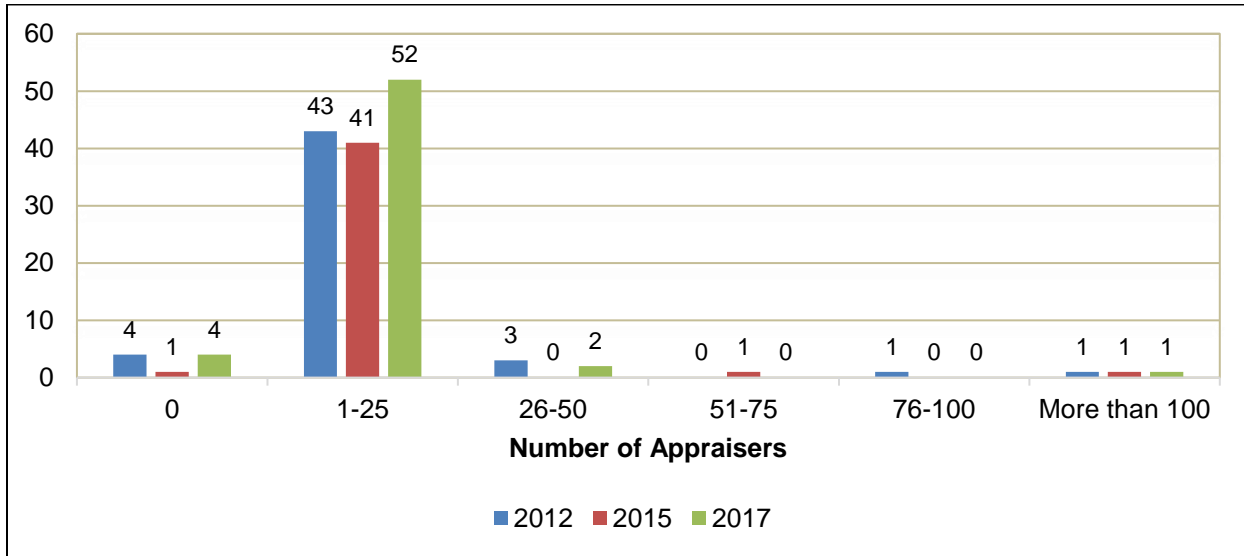
Figure 11. Number of Employees at Company



2017: N=59; 2015: N=44; 2012: N=52

Figure 11 indicates that more than half (32, or 54 percent) of respondents reported that their companies have 25 employees or less in 2017, as compared to 48 percent of respondents (21) in 2015. Furthermore, 81 percent of respondents work for companies with 50 employees or less in 2017, which was similar to the 80 percent recorded in 2015. Very few (5) respondents work for companies with more than 100 employees (the corresponding number for 2015 was 4).

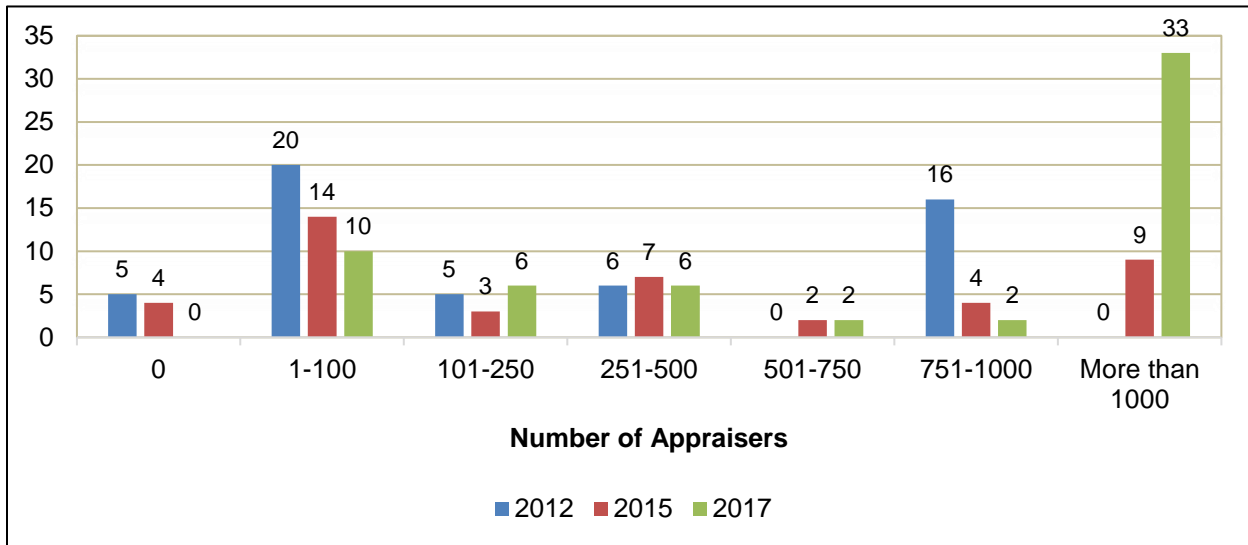
Figure 12. Appraisers on Staff



2017: N=59; 2015: N=44; 2012: N=52

Figure 12 shows that 88 percent of respondents (52) reported that their companies have between 1 and 25 appraisers on staff in 2017. The proportion was slightly lower than the 93 percent reported in the 2015 survey.

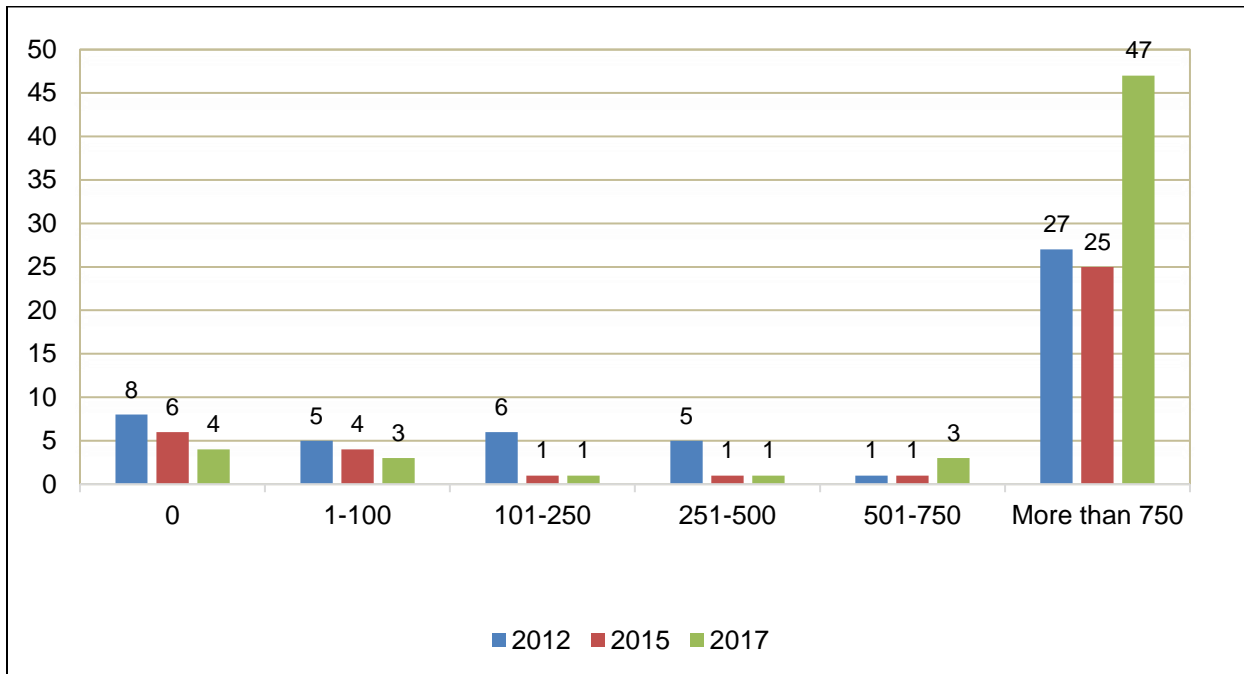
Figure 13. Independent Appraisers



2017: N=59; 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. A total of 33 (56 percent) work with more than 1,000 independent appraisers in 2017, which was much higher than the 21 percent (9) recorded in 2015. At the same time, only 10 (17 percent) of the respondents work with 1-100 independent appraisers in 2017, which was lower than the 33 percent (14) recorded in 2015.

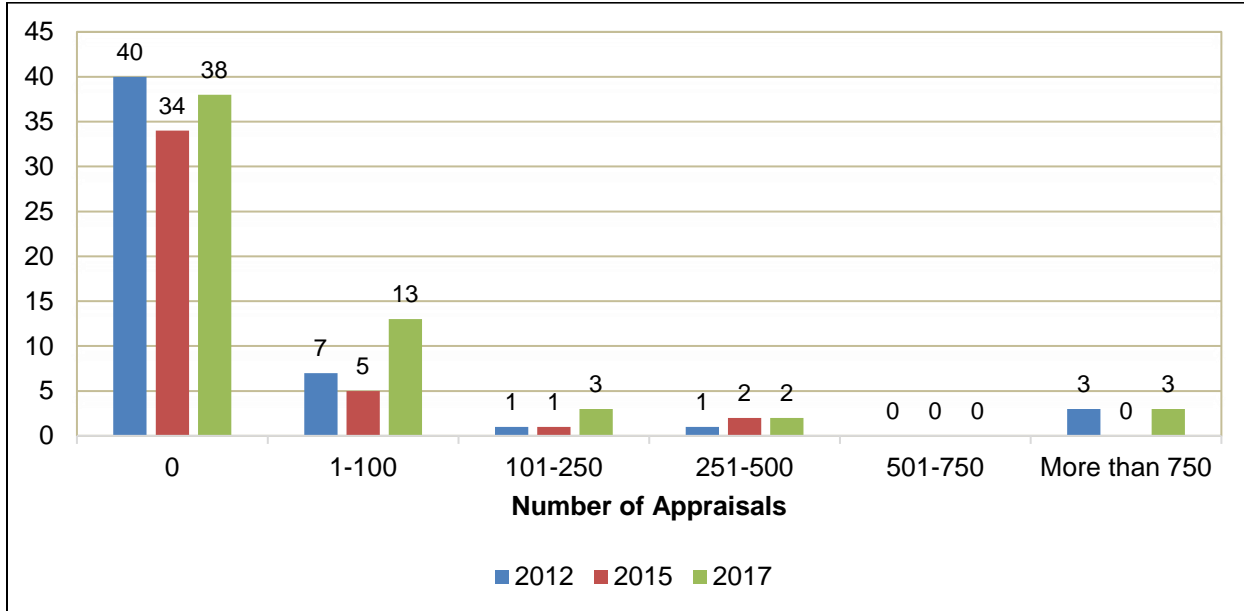
Figure 14. Residential Appraisals



2017: N=59; 2015: N=38; 2012: N=52

Figure 14 shows that 80 percent (47) of respondents reported that their companies manage more than 750 residential appraisals each year, which were 14 percentage points higher than the number reported in 2015 (66 percent). Very few (4) respondents indicated that their companies did not conduct any residential appraisals in 2017 survey (the corresponding number for 2015 was 6).

Figure 15. Commercial Appraisals

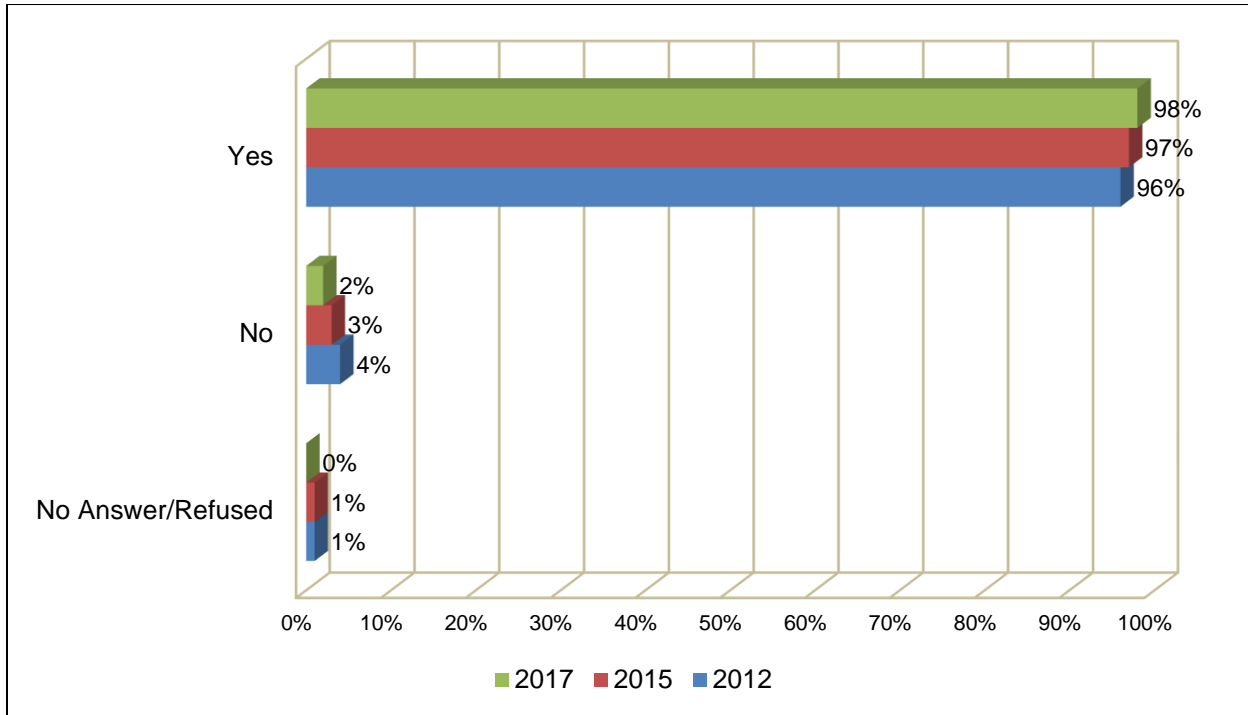


2017: N=59; 2015: N=42; 2012: N=52

Figure 15 illustrates that a large number (38, or 64 percent) of respondents reported that their companies do not manage any commercial appraisals in 2017. The proportion decreased by 17 percentage points as compared to 2015 (81 percent). On the other hand, 22 percent (13) of respondents reported that the number of commercial appraisals their companies conduct fall into the range between 1 and 100 in 2017, as compared to 12 percent in 2015. Overall, most appraisal management companies hardly conduct commercial appraisals.

IV. RESPONSES FROM APPRAISERS

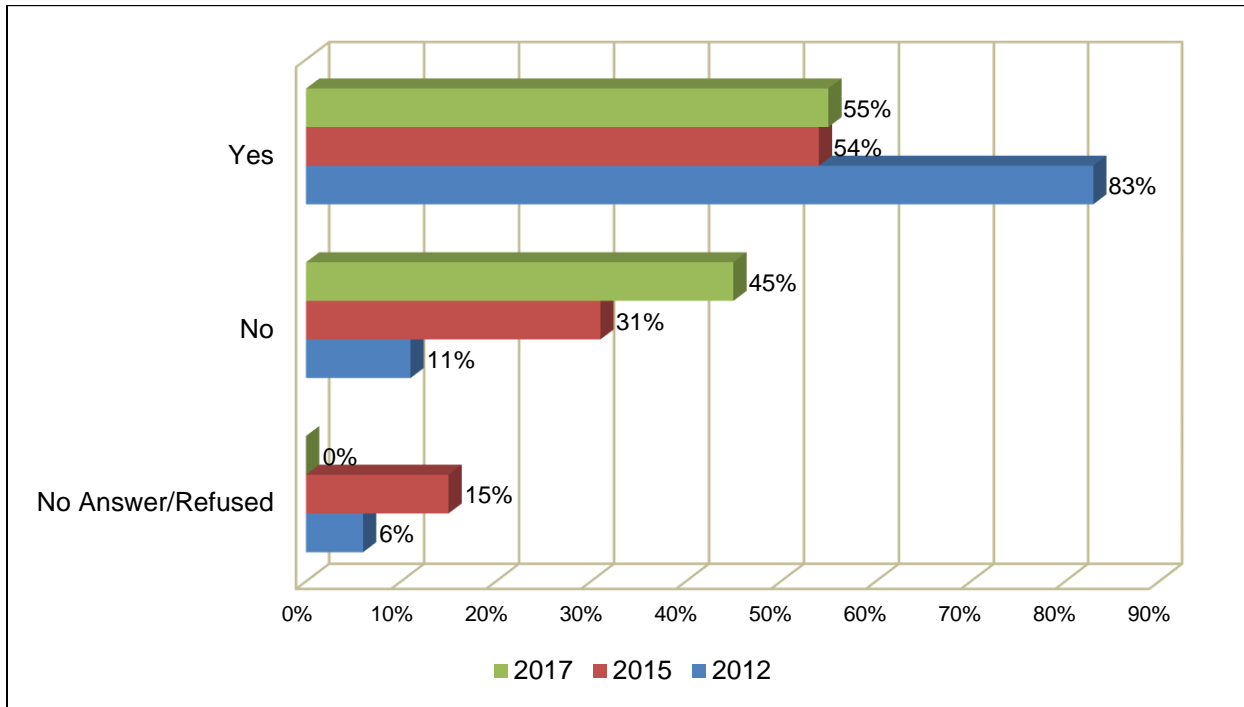
Figure 16. Percentage of Respondents Holding a Current License to Conduct Appraisals in Texas



2017: N=1038; 2015: N=1415; 2012: N=1584

Figure 16 indicates the percentage of respondents holding a current license to conduct appraisals in Texas. In 2017, almost all respondents (98 percent) hold a current license to conduct appraisals in Texas, which is almost the same as the number reported in 2015 (97 percent). Only 2 percent of respondents do not hold a current license in 2017.

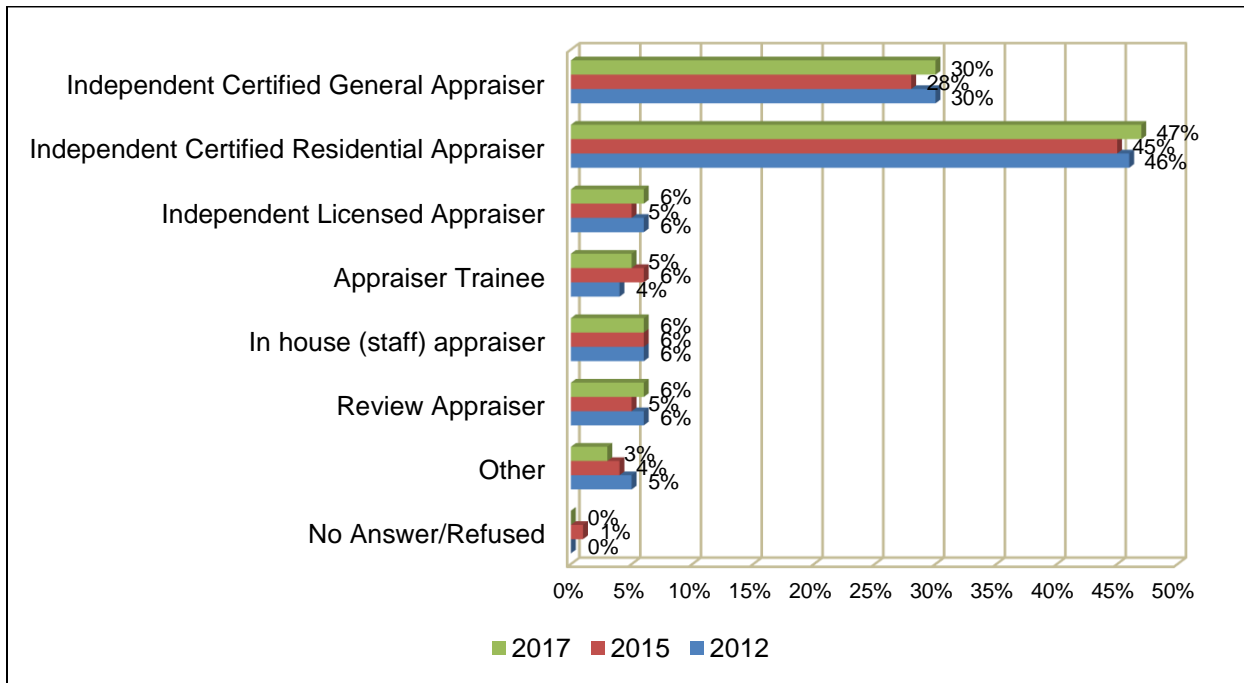
Figure 17. Percentage of Respondents Who Have Been Licensed To Conduct Appraisals in Texas



2017: N=22; 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 2017, slightly over half (55 percent) of respondents have been licensed, whereas 45 percent have never been licensed. The corresponding proportions in 2015 were 54 percent and 31 percent, respectively.

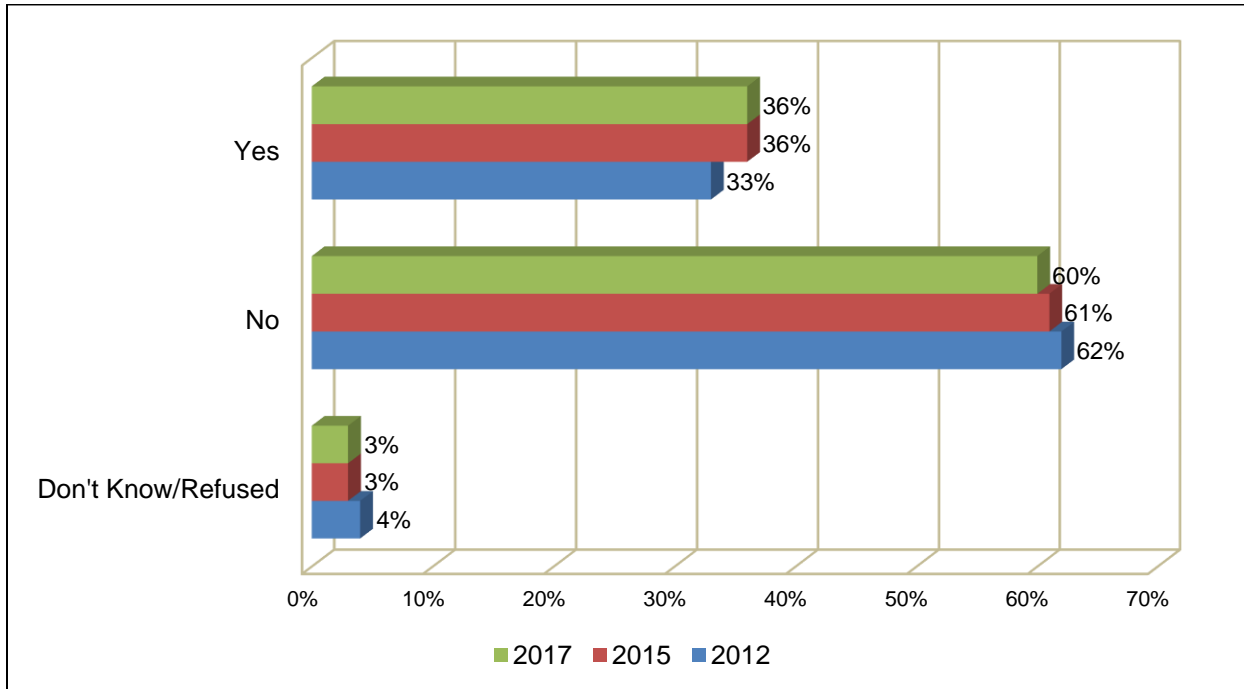
Figure 18. Percentage of Respondents in Current Position



2017: N=1038; 2015: N=1412; 2012: N=1584

Figure 18 illustrates the current position of respondents. About one-third of respondents (30 percent) are currently independent certified general appraisers in 2017, which was slightly higher compared to 2015 (28 percent). A near majority (47 percent) are currently independent certified residential appraisers, and this percentage was similar to that of 2015 (45 percent). On the whole, 83 percent of respondents were independent appraisers in 2017, which was 5 percentage points higher than the number for 2015 (78 percent).

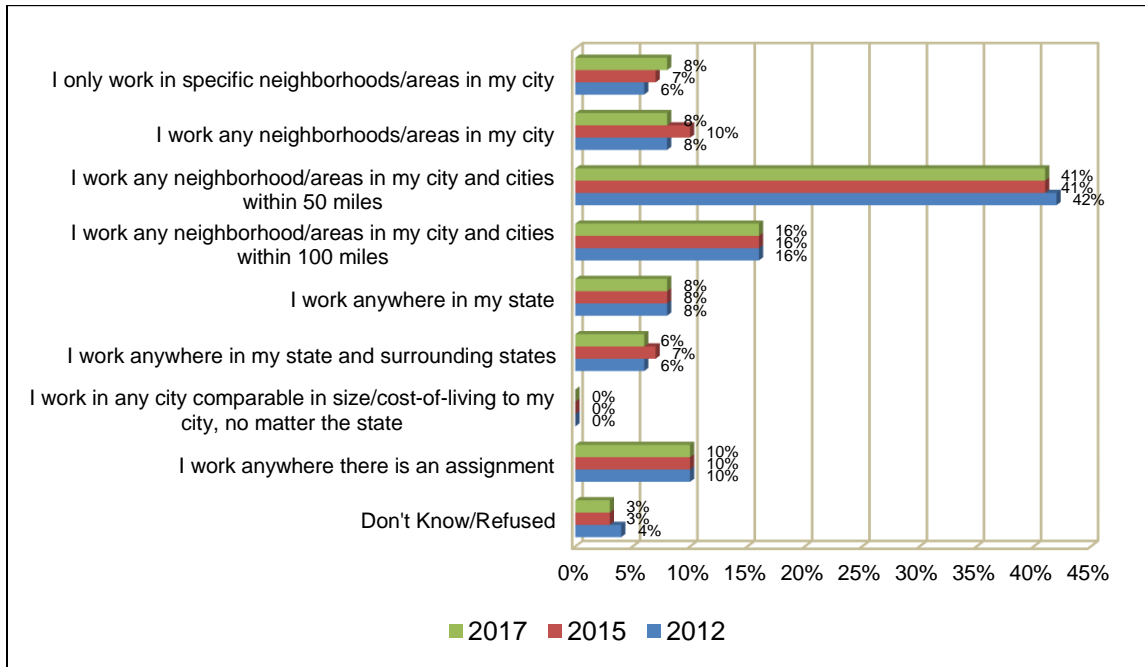
Figure 19. Percentage of Respondents with a Recognized Specialty in the Appraisal Field



2017: N=1038; 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 in 2017, 60 percent indicated that they do not have a recognized specialty, while the corresponding percentages in 2015 were 36 percent and 61 percent, respectively.

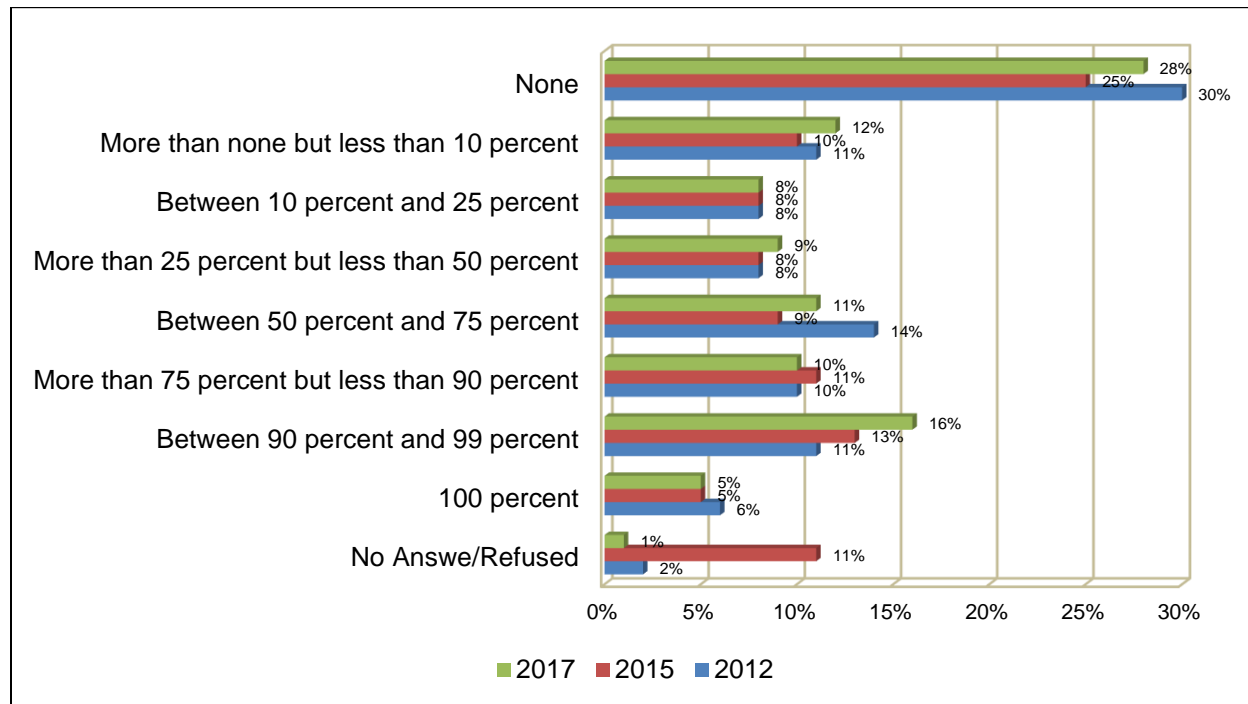
Figure 20. Percentage of Respondents Describing the Area in Which They Complete Assignments



2017: N=1038; 2015: N=1405; 2012: N=1584

Figure 20 shows the percentage of respondents describing the area in which they complete assignments. In general, there was almost no difference in the percentages of respondents' working areas between 2015 and 2017. In 2017, a vast plurality (41 percent) of respondents completed assignments within 50 miles of their cities, which was the same as reported in 2015. Similar to 2015, 16 percent completed assignments within 100 miles of their cities, while 10 percent completed assignments regardless of their location.

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



2017: N=1038; 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 more than one-fourth (28 percent) of respondents did not complete assignments for appraisal management companies, which was slightly higher than in 2015 (25 percent). Similar to 2015, 5 percent of respondents in the 2017 survey indicated that they exclusively completed appraisals for appraisal management companies. A total of 42 percent of respondents in 2017 completed at least half of their assignments for appraisal management companies, which was higher than the number reported in 2015 (38 percent). On the other hand, 57 percent of respondents completed half or less of their appraisals for appraisal management companies in 2017, as compared to the 51 percent reported in 2015.

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%
	2017	0%	0%	0%	1%	8%	20%	26%	16%	5%	2%	2%	16%	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%
	2017	0%	0%	0%	1%	7%	20%	26%	17%	5%	2%	3%	15%	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%
	2017	0%	0%	0%	1%	4%	7%	17%	15%	12%	6%	10%	21%	6%
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%
	2017	0%	0%	0%	1%	2%	10%	20%	20%	9%	4%	2%	27%	5%
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%
	2017	0%	0%	0%	1%	2%	10%	20%	21%	9%	4%	3%	26%	5%
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%
	2017	0%	0%	0%	1%	1%	6%	8%	17%	11%	7%	9%	32%	8%
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%
	2017	0%	0%	0%	0%	3%	6%	10%	15%	9%	4%	6%	37%	9%
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%
	2017	0%	0%	0%	0%	3%	6%	10%	15%	8%	5%	6%	37%	9%

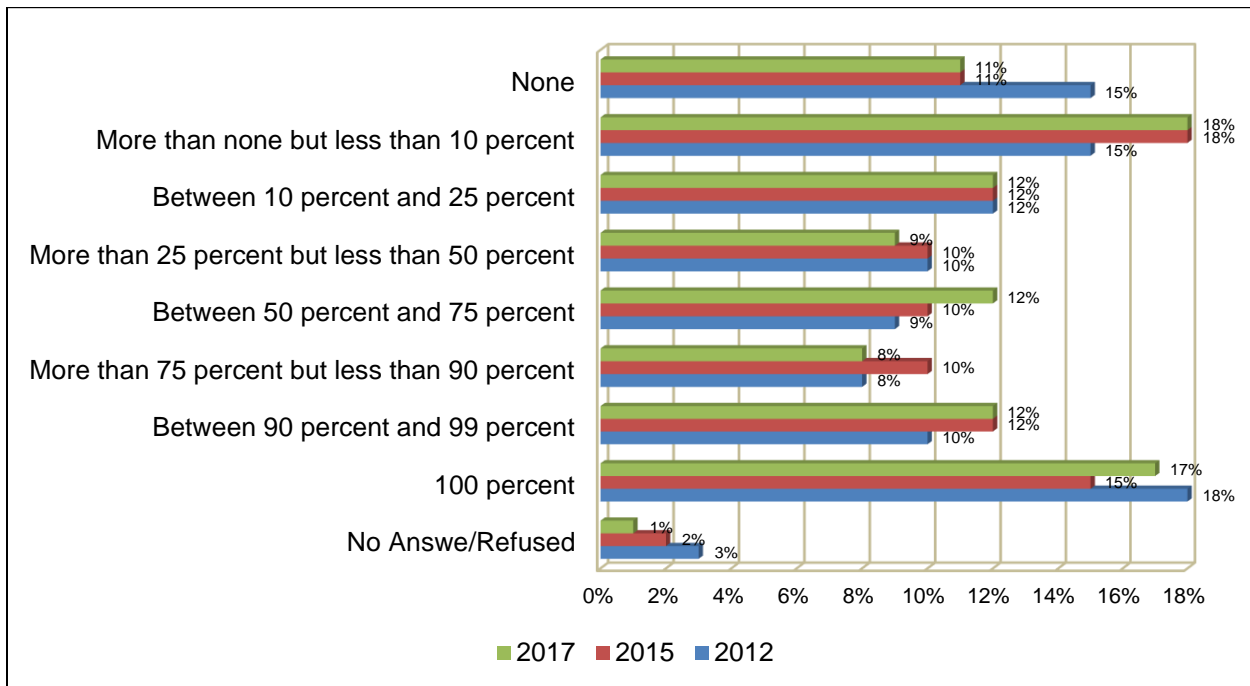
	Year	Less than \$150	\$151-\$200	\$201-\$250	\$251-\$300	\$301-\$350	\$351-\$400	\$401-\$450	\$451-\$500	\$501-\$550	\$551-\$600	\$601+	No Answer	Refused
1004 (Single-family detached) with REO addendum Rural	2012	0%	1%	3%	6%	10%	12%	12%	7%	4%	1%	2%	32%	11%
	2015	1%	1%	1%	2%	6%	8%	12%	10%	6%	3%	4%	38%	8%
	2017	0%	0%	0%	0%	2%	4%	5%	11%	9%	6%	11%	41%	10%
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%
	2017	3%	2%	1%	0%	1%	5%	7%	8%	6%	3%	5%	46%	12%
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%
	2017	0%	0%	0%	0%	1%	3%	5%	7%	6%	3%	5%	51%	18%
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%
	2017	0%	0%	0%	0%	0%	3%	6%	7%	7%	4%	6%	49%	17%
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%
	2017	0%	0%	0%	0%	0%	2%	4%	6%	6%	4%	10%	49%	18%
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%
	2017	1%	1%	2%	5%	6%	8%	5%	3%	2%	1%	2%	47%	16%
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%
	2017	1%	1%	3%	5%	7%	8%	5%	3%	2%	1%	2%	46%	16%
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%
	2017	1%	1%	2%	3%	5%	6%	5%	5%	3%	2%	3%	49%	17%

	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
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%
	2017	0%	1%	0%	1%	6%	13%	16%	13%	5%	1%	3%	32%	9%
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%
	2017	0%	1%	0%	1%	5%	13%	16%	13%	5%	2%	3%	32%	9%
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%
	2017	0%	0%	0%	0%	0%	2%	3%	8%	11%	11%	16%	37%	11%
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%
	2017	0%	0%	0%	0%	0%	3%	3%	8%	12%	11%	17%	35%	11%
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%
	2017	0%	0%	0%	0%	0%	2%	2%	5%	6%	8%	17%	44%	15%
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%
	2017	1%	2%	5%	13%	13%	15%	7%	5%	3%	1%	1%	29%	8%
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%
	2017	1%	2%	5%	13%	14%	15%	7%	5%	3%	1%	1%	28%	7%
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%
	2017	1%	1%	3%	6%	9%	10%	10%	6%	4%	2%	3%	34%	11%

2017: N=752; 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. In general, the majority of respondents in 2017 received fees of \$351 to \$500 for a residential appraisal from appraisal management companies. The fees range was slightly higher than the \$300 to \$450 observed in 2015. Similar to 2015, a large proportion of the fees received in 2017 were for the appraisals of (single-family detached) Fannie Mae and Freddie Mac, and the (single-family detached) FHA. Besides, there were noticeable increases in the fees of \$401 to \$500 received in 2017 for the appraisals of 1073 (Condominium) of both urban and suburban types.

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



2017: N=1038; 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 (17 percent) of respondents completed appraisals exclusively for lenders, individuals, or other non-appraisal management companies, which was slightly higher than the 15 percent of 2015. Around one-tenth (11 percent) of respondents did not complete any appraisals for lenders, individuals, or other non-appraisal management companies, which was the same as reported in the 2015 survey. Almost half (49 percent) of respondents completed between 50 and 100 percent, and the other half (50 percent) completed between half or less, which were similar to the percentages in 2015 (47 percent and 51 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%
	2017	0%	0%	0%	0%	2%	8%	20%	23%	5%	2%	3%	31%	5%
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%
	2017	0%	0%	0%	0%	2%	8%	20%	23%	6%	2%	3%	30%	5%
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%
	2017	0%	0%	0%	0%	1%	4%	11%	18%	9%	5%	8%	35%	7%
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%
	2017	0%	0%	0%	0%	0%	4%	12%	20%	8%	4%	3%	41%	8%
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%
	2017	0%	0%	0%	0%	0%	4%	12%	19%	8%	4%	3%	41%	8%
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%
	2017	0%	0%	0%	0%	0%	2%	6%	14%	9%	7%	7%	45%	10%
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%
	2017	0%	0%	0%	0%	0%	3%	6%	11%	8%	4%	5%	52%	11%

	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) 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%
	2017	0%	0%	0%	0%	0%	3%	6%	11%	8%	4%	5%	51%	10%
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%
	2017	0%	0%	0%	0%	0%	2%	4%	9%	7%	5%	8%	53%	12%
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%
	2017	2%	1%	0%	0%	0%	2%	6%	8%	6%	2%	5%	54%	14%
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%
	2017	0%	0%	0%	0%	0%	2%	4%	7%	6%	3%	5%	56%	17%
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%
	2017	0%	0%	0%	0%	0%	2%	4%	7%	6%	4%	5%	55%	17%
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%
	2017	0%	0%	0%	0%	0%	1%	2%	6%	5%	4%	7%	56%	18%
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%
	2017	0%	1%	2%	2%	4%	6%	5%	3%	2%	1%	1%	58%	15%
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%
	2017	0%	1%	2%	2%	4%	6%	6%	3%	2%	1%	2%	58%	15%

	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
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%
	2017	0%	1%	1%	2%	2%	4%	5%	3%	2%	1%	3%	59%	16%
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%
	2017	0%	0%	0%	0%	2%	5%	9%	15%	7%	3%	3%	45%	10%
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%
	2017	0%	0%	0%	0%	2%	5%	10%	14%	7%	3%	4%	45%	10%
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%
	2017	0%	0%	0%	0%	0%	1%	2%	6%	7%	9%	16%	47%	12%
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%
	2017	0%	0%	0%	0%	0%	0%	1%	6%	8%	9%	17%	47%	11%
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%
	2017	0%	0%	0%	0%	0%	0%	1%	4%	5%	6%	16%	53%	14%
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%
	2017	0%	0%	2%	5%	10%	11%	7%	6%	3%	2%	1%	43%	9%
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%
	2017	1%	0%	2%	5%	10%	11%	7%	7%	3%	1%	1%	42%	9%

	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
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%
	2017	1%	0%	1%	3%	5%	9%	7%	8%	4%	2%	3%	47%	11%

2017: N=929; 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 2017 compared to the year 2015. However, the trend reverses with higher fees. In general, higher percentage of respondents received more than \$401 - \$450 for the years 2017 compared to year 2015. Similar trends were observed between 2015 and 2012.

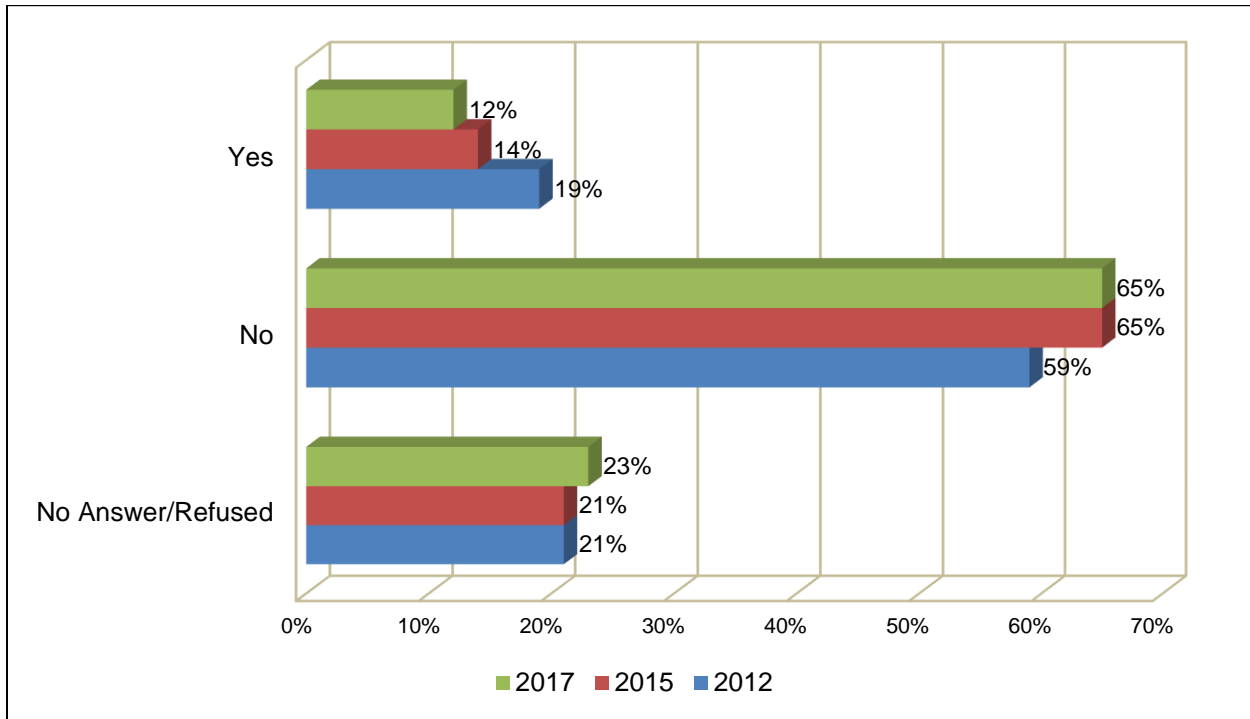
Table 7. Factors That Impact the Fee Respondents Received for Appraisals

	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%
	2017	7%	79%	1%	9%	4%
Property in rural location	2012	63%	23%	0%	7%	6%
	2015	65%	23%	0%	7%	5%
	2017	68%	19%	1%	8%	4%
Property in high cost-of-living area	2012	25%	60%	0%	10%	5%
	2015	30%	55%	0%	10%	5%
	2017	29%	57%	0%	10%	4%
Property in low cost-of-living area	2012	5%	79%	1%	10%	5%
	2015	6%	77%	1%	10%	5%
	2017	8%	78%	1%	9%	4%
Size of property is large	2012	75%	14%	0%	6%	5%
	2015	77%	12%	0%	6%	4%
	2017	80%	12%	0%	6%	3%
Property is complex (e.g. unique characteristics, lakefront or oceanfront, multiple buildings)	2012	85%	5%	0%	5%	5%
	2015	88%	3%	0%	5%	4%
	2017	91%	2%	0%	4%	3%
Many appraisers in the area available to do the work	2012	2%	72%	11%	10%	5%
	2015	2%	69%	12%	11%	5%
	2017	2%	73%	10%	12%	3%
Greater travel distance to complete appraisal	2012	80%	9%	0%	5%	6%
	2015	80%	10%	0%	5%	5%
	2017	85%	8%	0%	4%	3%
Appraiser with greater experience	2012	33%	53%	0%	9%	5%
	2015	34%	51%	0%	10%	4%
	2017	35%	51%	0%	10%	3%

2017: N=1038; 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. Overall, there was not much difference in the factors that influence the fee respondents received for an appraisal between 2015 and 2017. The factors that would likely lead to a fee increase included a property in a rural location (68 percent), a large property (80 percent), a complex property (91 percent), and a property that would require greater travel to complete the appraisal (85 percent) in 2017. The factors that would not affect the fee included a property in an urban location (79 percent), a property in a high cost-of-living area (57 percent), a property in a low cost-of-living area (78 percent), a property with many appraisers in the area available to do the appraisal (73 percent), and an appraiser with greater experience (51 percent) in 2017. Few factors would have the impact of decreasing fees, but 10 percent of respondents stated that having many appraisers in the area to do the work would decrease their fee in 2017, which was similar to the 12 percent in 2015.

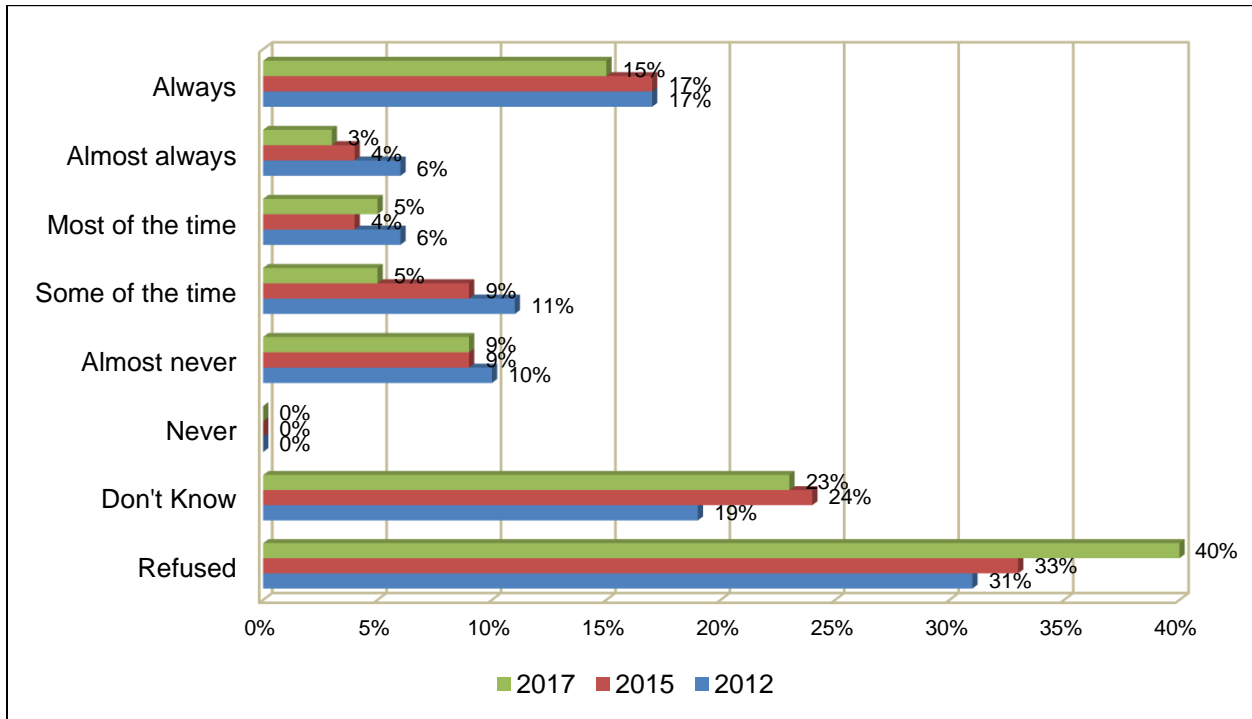
Figure 23. Percentage of Respondents Who Have Received an Increased Fee for Completing Market Conditions Addendum



2017: N=1038; 2015: N=1198; 2012: N=1584

Figure 23 shows the percentage of respondents who have received an increased fee for completing Market Conditions Addendum. For the year 2017, 65 percent have not received an increased fee for completing Market Conditions Addendum, whereas only 12 percent of respondents have received an increased fee. The proportions were similar between 2015 and 2017.

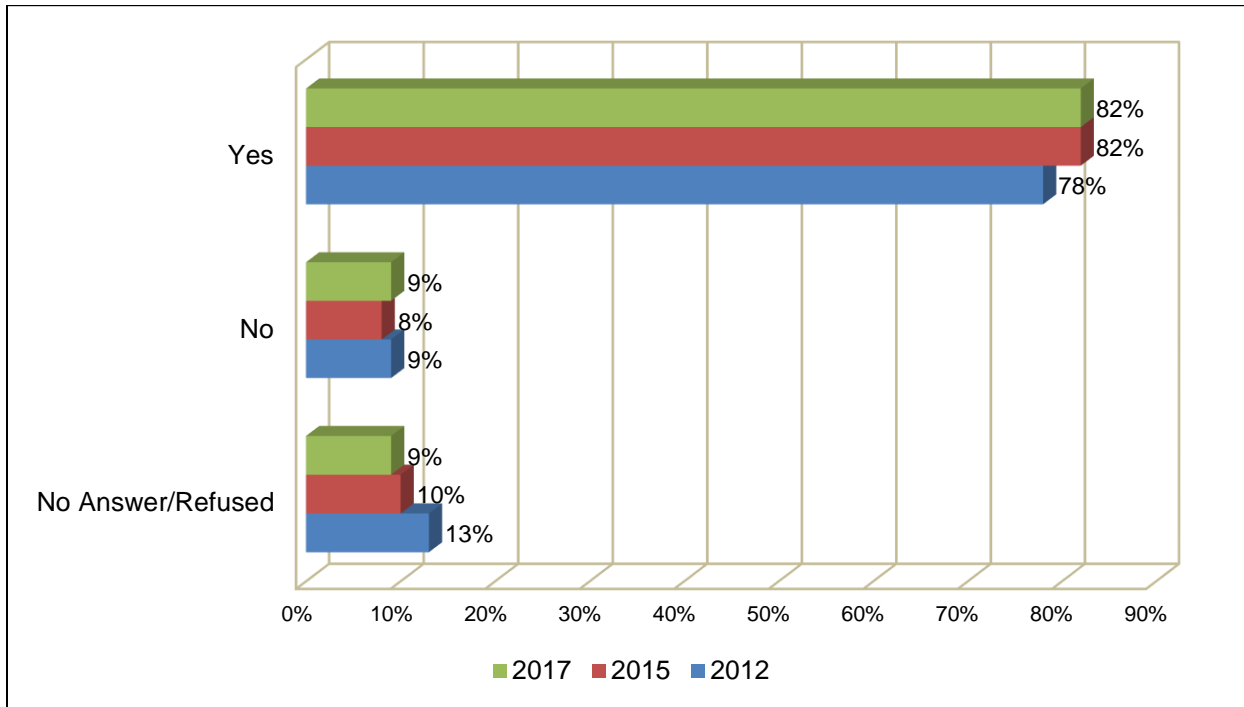
Figure 24. How Often Respondents Receive an Increased Fee for Completing Market Conditions Addendum



2017: N=369; 2015: N=413; 2012: N=640

Figure 24 illustrates how often respondents received an increased fee for completing Market Conditions Addendum. Similar to 2015, 15 percent of respondents in 2017 always received an increased fee, whereas no respondents never received an increased fee. Besides those who always received an increase, fewer respondents received an increased fee almost always, most of the time, or some of the time (3 percent, 5 percent, and 5 percent respectively) in 2017. A total of 40 percent of respondents refused to answer the question and 23 percent did not know whether they received an increase or not in 2017.

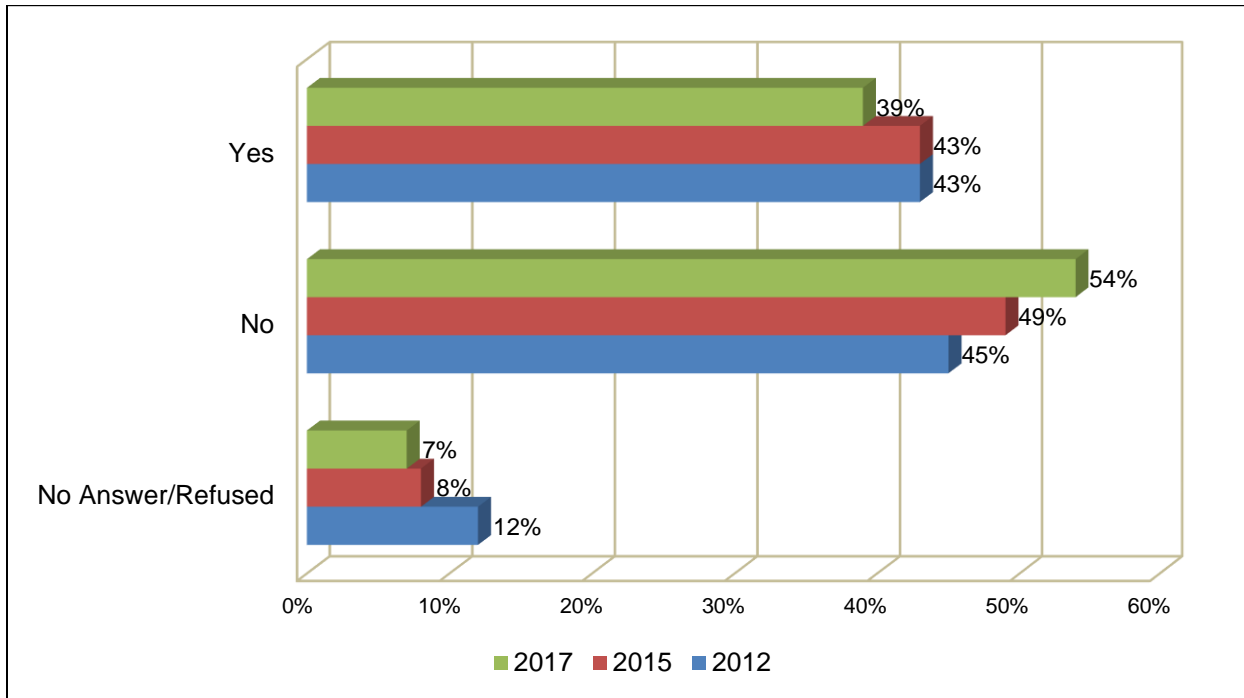
Figure 25. Percentage of Respondents Who Have Turned Down an Appraisal Because the Fee Was Too Low



2017: N=1038; 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. Same as 2015, a large majority of 82 percent of respondents have turned down an appraisal because of low fees. Only a small percentage of respondents reported that they did not turn down an appraisal because of low fees in 2017 (9 percent).

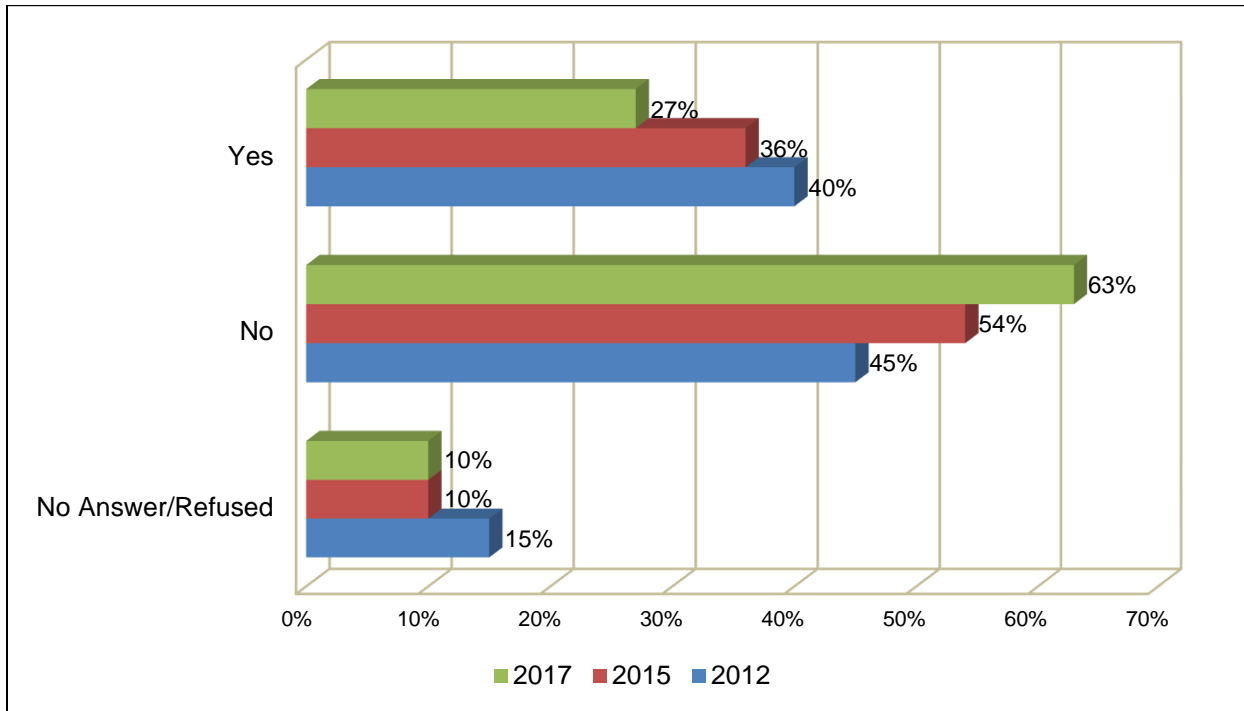
Figure 26. Percentage of Respondents Who Have Accepted a Job with a Fee Lower Than Wanted Because They Needed the Work



2017: N=1038; 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 was similar in 2015 (43 percent) and 2017 (39 percent). In contrast, the percentage of respondents who did not accept a job with a lower fee was slightly higher for the year 2017 (54 percent) than the year 2015 (49 percent).

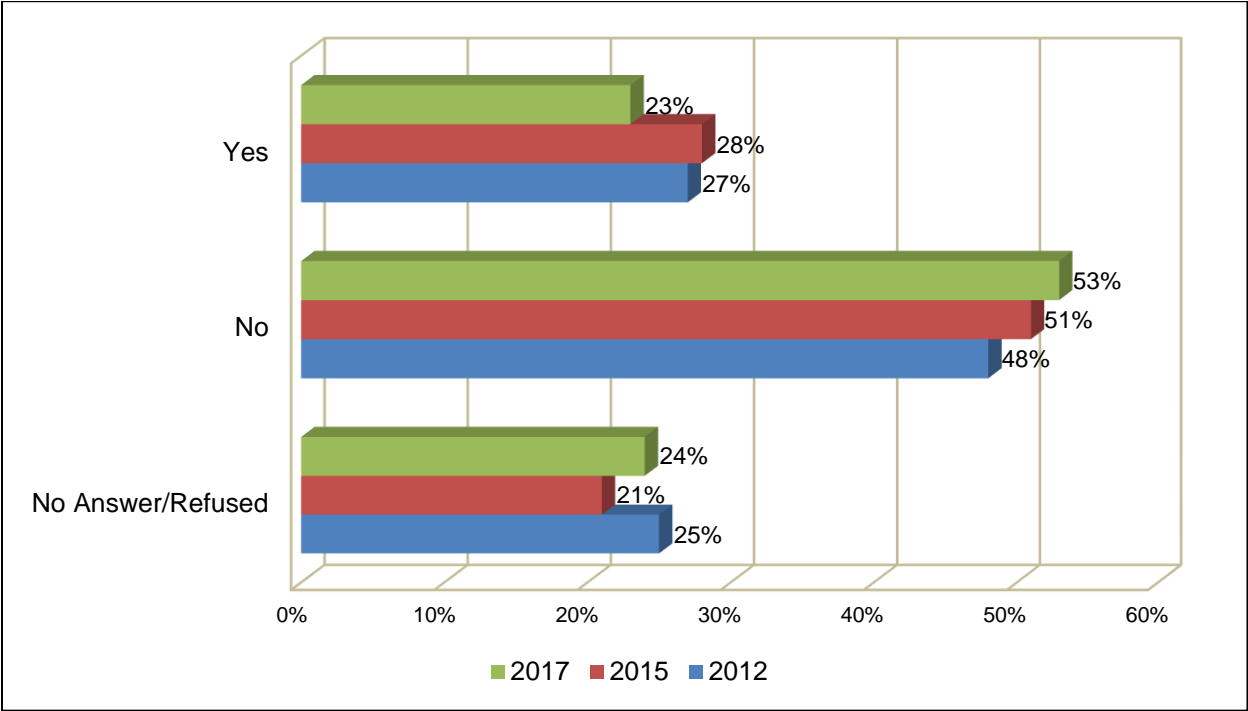
Figure 27. Percentage of Respondents Who Have Had To Increase Their Workloads to Make Up For Lower Fees



2017: N=1038; 2015: N=1185; 2012: N=1569

Figure 27 shows a strong divide over increasing workloads to make up for lower fees. About two-third (63 percent) of respondents said that they did not have to increase their workloads to make up for lower fees in 2017. A lower proportion (54 percent) of respondents reported the same in 2015. On the contrary, 27 percent of respondents reported that they had to increase their workloads to make up for lower fees in the past 12 months in 2017, which was 9 percentage points lower than that of 2015 (36 percent).

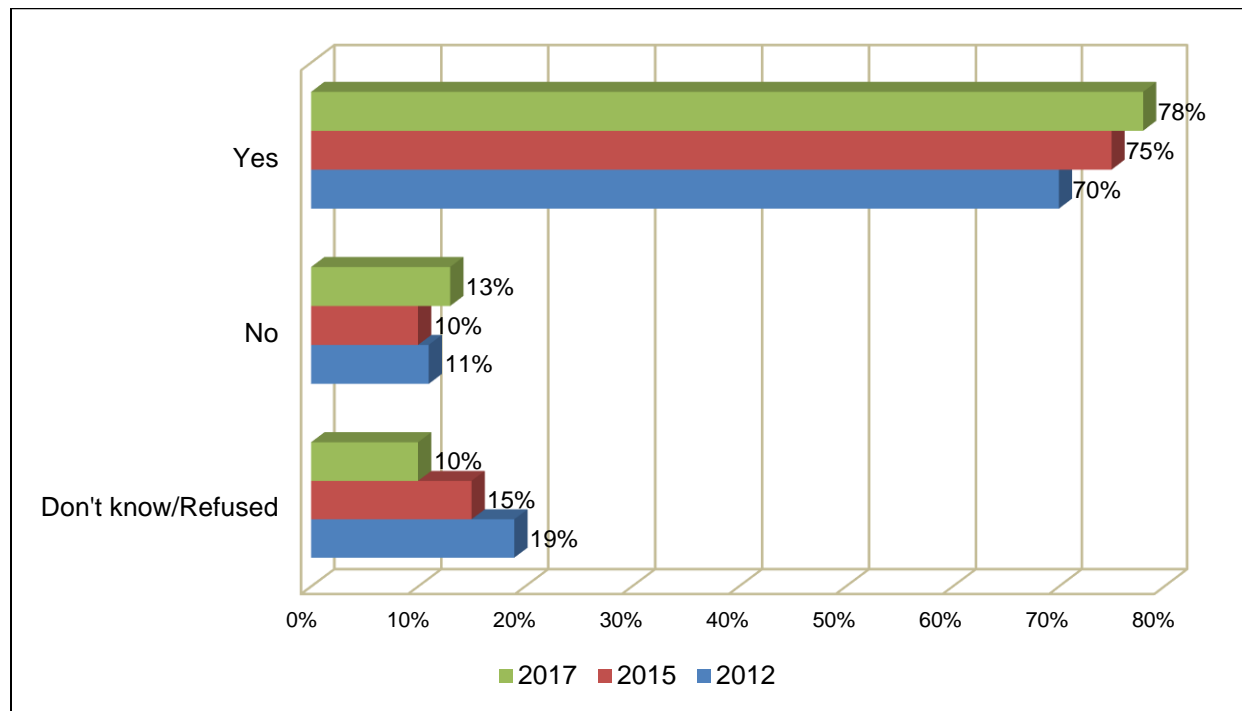
Figure 28. Percentage of Respondents Reporting Increase in Workload Has Negatively Affected the Quality of Their Appraisals



2017: N=386; 2015: N=547; 2012: N=863

Figure 28 illustrates the effect of increased workloads on the quality of appraisals conducted by respondents. In both 2015 and 2017, a similar proportion of respondents reported that the quality of their appraisals did not get negatively affected (51 percent for 2015 and 53 percent for 2017) due to increase in workload. Likewise, about similar percentages of respondents said that the quality of their appraisals was negatively affected due to an increased workload in both 2015 and 2017 (28 percent and 23 percent, respectively). It is also noted that approximately one-fifth (24 percent) of respondents offered the non-response option in 2017.

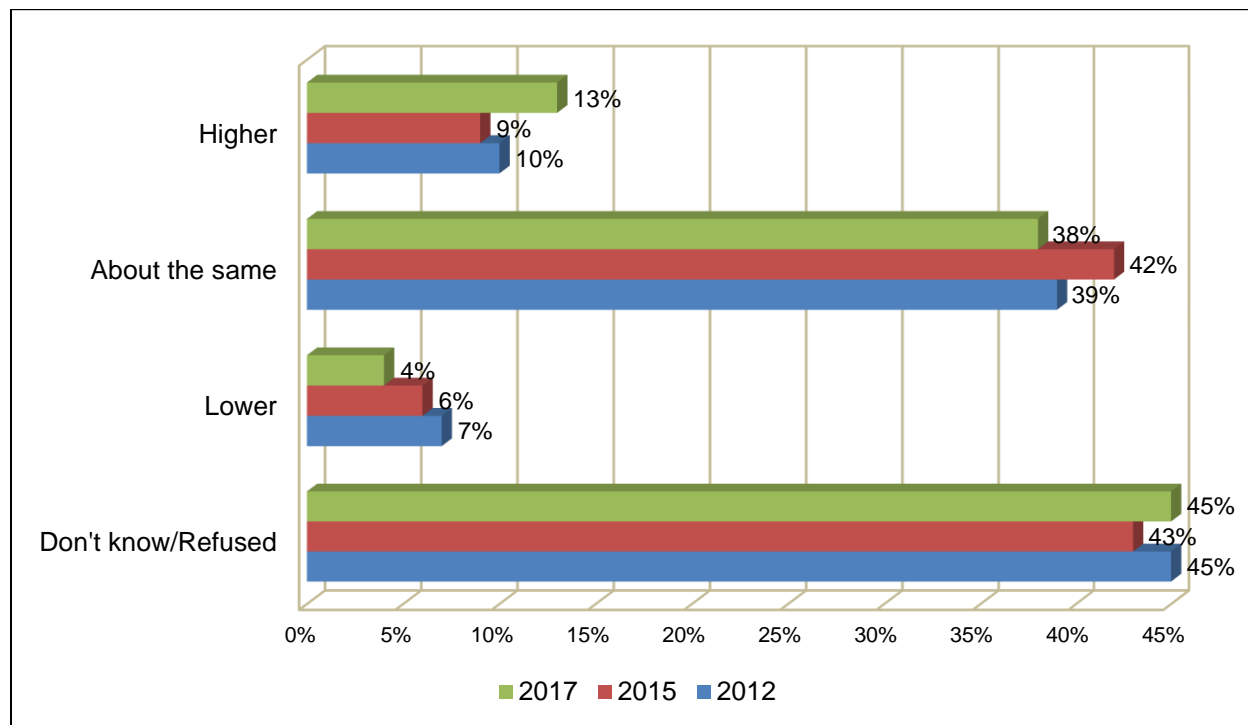
Figure 29. Percentage of Respondents Who Have Not Been Chosen For an Appraisal Because Their Fee Was Too High



2017: N=1038; 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 2015, three-fourth (75 percent) of the respondents had not been chosen for an appraisal because their fees were too high. In 2017, this proportion has increased slightly to 78 percent. Thirteen percent of respondents reported that high fee was not the reason for non-selection in 2017. Fifteen percent of the respondents either did not know or refused to answer this question in 2015, while only 10 percent of the respondents chose this option in 2017.

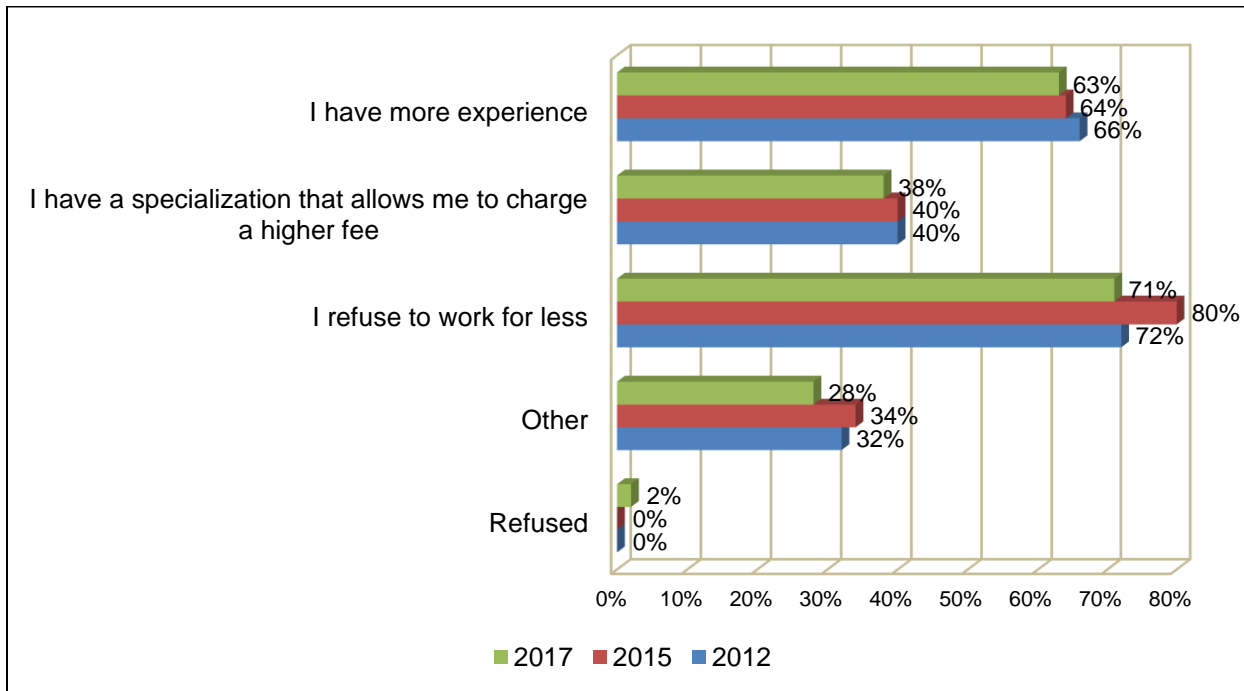
Figure 30. How the Fees Respondents Are Currently Paid For Residential Appraisals Compare to the Fees Others in Their Area Are Paid



2017: N=1038; 2015: N=1173; 2012: N=1563

Figure 30 illustrates a comparison of the fees respondents receive in contrast to others in their area/profession. Similar to 2015, slightly less than half (45 percent) of respondents in 2017 did not know or refused to answer this question. A total of 38 percent of respondents reported that their fees were about the same as others in their area in 2017. This proportion was 4 percentage points lower compared to the corresponding figure of 42 percent in 2015. About one-tenth of respondents in both 2015 and 2017 said that they were paid higher than others in their area (9 percent in 2015 and 13 percent in 2017, respectively). A small proportion of similar magnitude in 2015 (6 percent) and in 2017 (4 percent) indicated that their fees were lower compared to others in the same area.

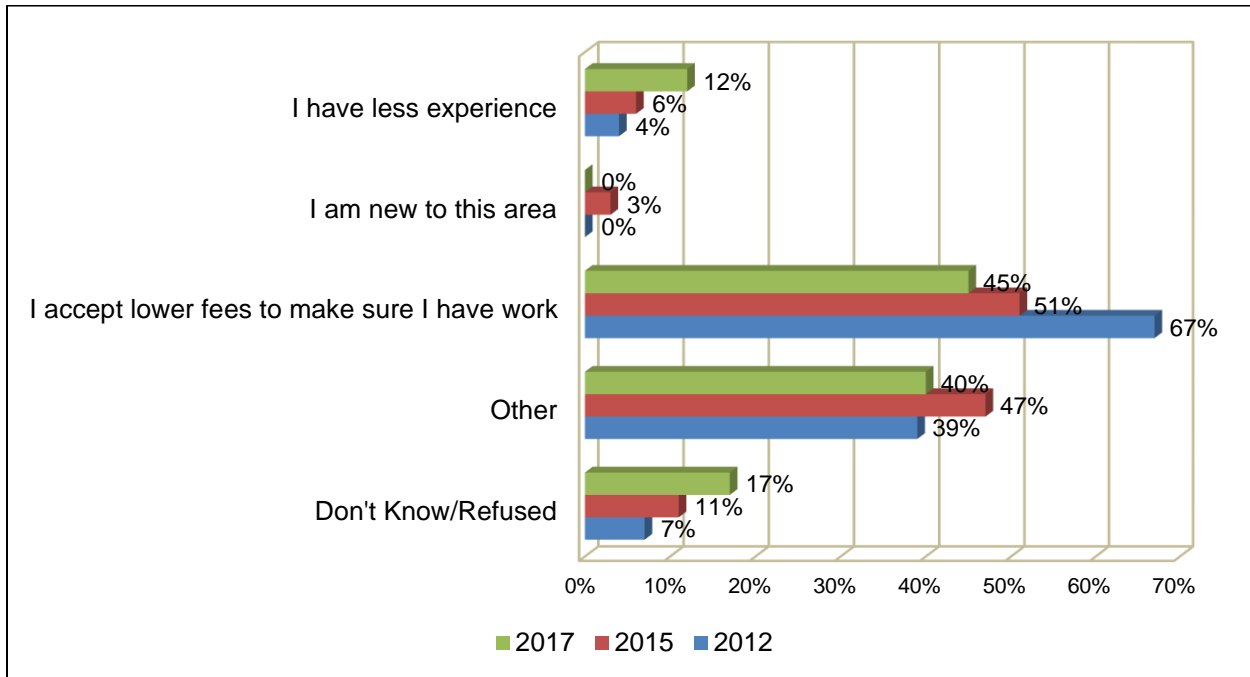
Figure 31. The Reasons Respondents Have Received Higher Fees



2017: N=131; 2015: N=112; 2012: N=149

Figure 31 presents the reasons respondents have received higher fees. In both 2015 and 2017, we see that nearly similar proportion of respondents attributed their higher fees to having more experience. This proportion was 64 percent in 2015 and 63 percent in 2017. Furthermore, 38 percent of respondents reported in 2017 that their specializations contributed to their higher fees. A large proportion of respondents (71 percent) in 2017 attributed their higher fees to their refusal to work for lesser fees. The corresponding figure in 2015 was 80 percent. About one-third (28 percent) of respondents in 2017 mentioned that other reasons contributed to their higher fees, which was lower than the proportion reported in 2015 (34 percent). Regarding other reasons respondents have received higher fees, please see Appendix D (pages 108 to 109).

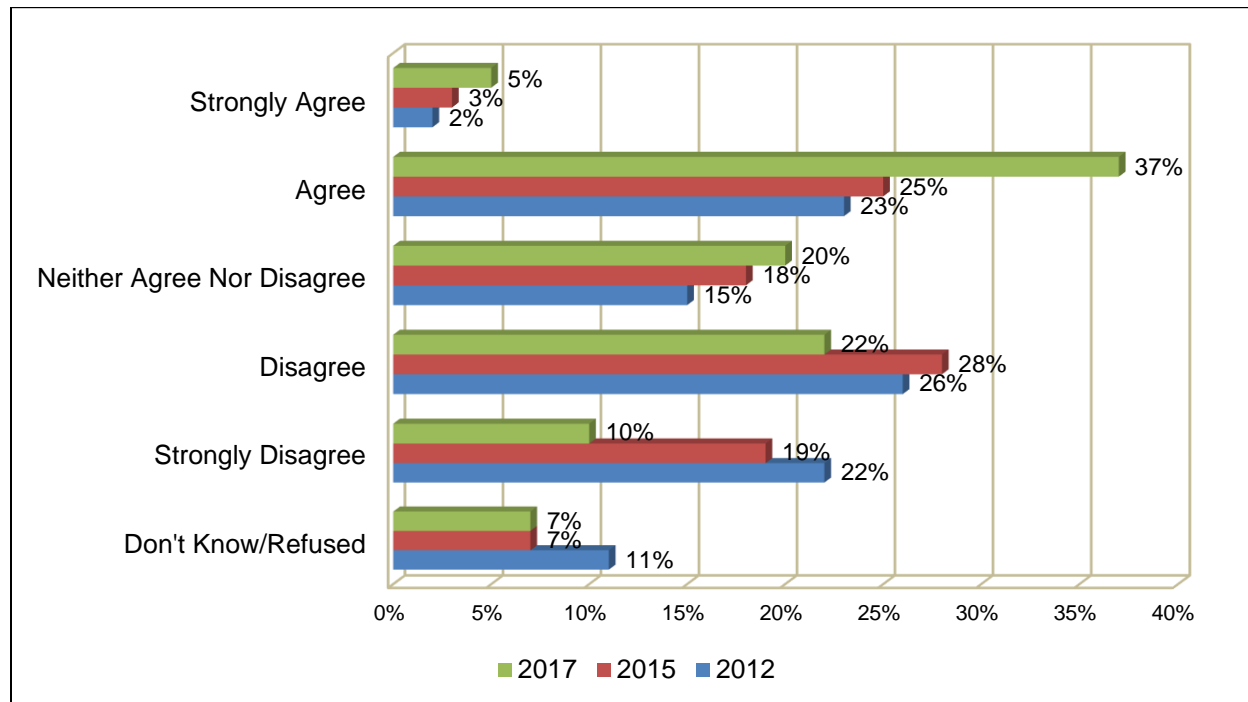
Figure 32. The Reasons Respondents Have Received Lower Fees



2017: N=42; 2015: N=70; 2012: N=102

Figure 32 presents the reasons respondents have received lower fees. In 2017, 45 percent responded that they accepted lower fees to ensure that they have work. This proportion was lower than the 51 percent in 2015. In 2017, some 12 percent of respondents attributed their lower fees to the fact that they had less experience. This proportion was higher than the 6 percent reported in 2015. Two-fifths of the respondents (40 percent) in 2017 thought that their lower fees have been caused by other reasons. For the details of the other reasons respondents provided for receiving lower fees, please see Appendix D (page 109).

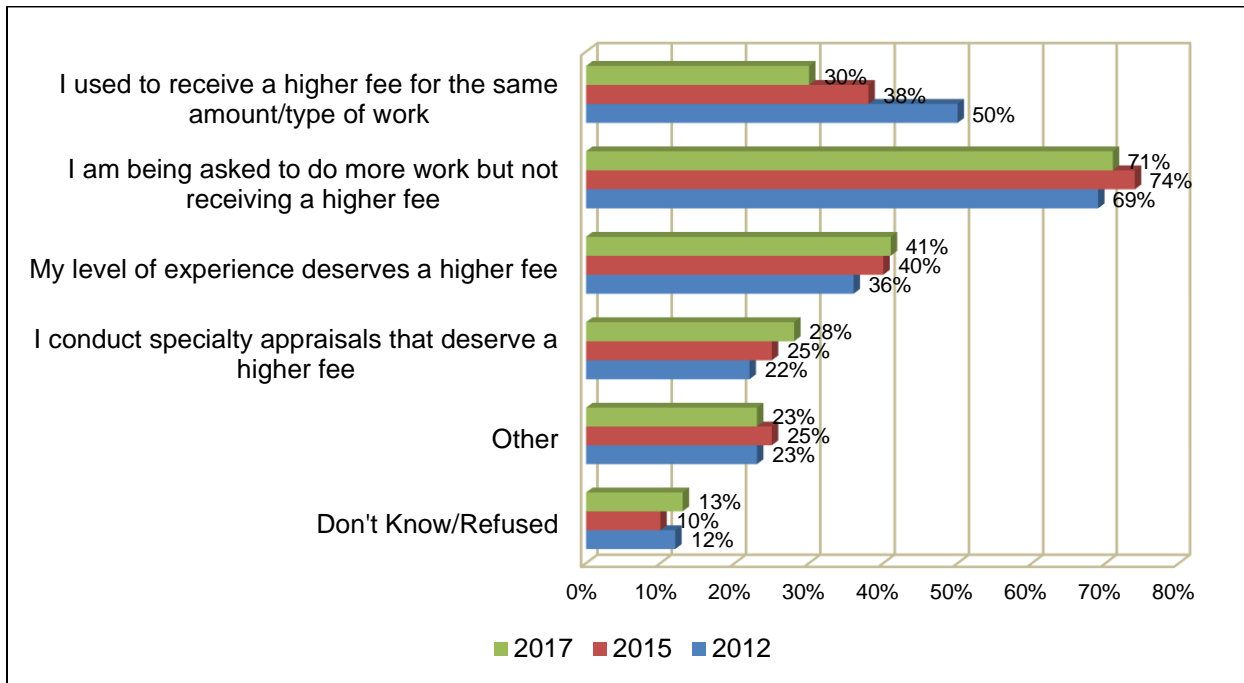
Figure 33. Response to the Statement “In the Past 12 Months, the Fees You Have Been Paid For Appraisals Have Been Fair.”



2017: N=1038; 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. In general, there were improvements in respondents’ beliefs on the fairness of the fees paid to them in 2017. A total of 37 percent of respondents agreed that they received a fair amount for their fees. This proportion was 12 percentage points higher than in 2015. A small proportion of respondents (5 percent) strongly agreed that they received a fair amount for their fees in 2017. In 2015, 28 percent of respondents did not believe that they had been paid fairly, whereas a lower proportion of respondents (28 percent) did not believe in the fairness of the amount of their fees in 2017. Roughly one-fifth of respondents (19 percent) in 2015 strongly disagreed with the fairness of their fees. This proportion has decreased to 10 percent in 2017. Combining the categories, we find that 32 percent of respondents either disagree or strongly disagree with the fairness of their fees in 2017, whereas in 2015 the proportion was 47 percent. On the other hand, 42 percent of respondents either agreed or strongly agreed with the fairness of their fees in 2017, as compared to only 28 percent in 2015.

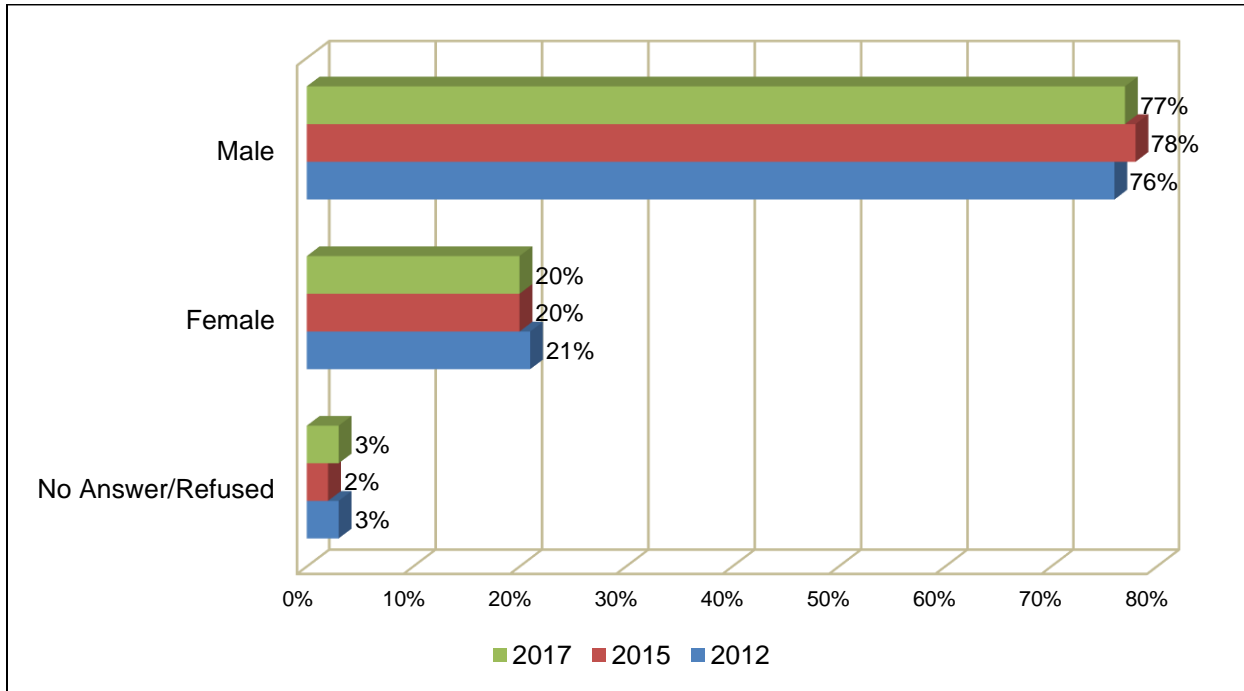
Figure 34. Respondents' Statement About Why Fees Have Been Unfair



2017: N=402; 2015: N=637; 2012: N=915

Figure 34 highlights the reasons that respondents attributed to the receipt of fee amounts deemed unfair. A high proportion of respondents (71 percent) reported in 2017 of not receiving sufficiently higher fees for disproportionately more workloads, although the proportion was slightly lower than in 2015 (74 percent). However, only 30 percent of respondents 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 was 20 percentage points lower than in 2012. Similar to 2015, two-fifths (41 percent) of respondent in 2017 believed that their level of experience justifies a higher fee. Another 28 percent of respondents believed that they deserved a higher fee for conducting specialty appraisals. In addition, 23 percent of respondents mentioned other reasons why the fees they received have been unfair. Please see Appendix D for more detailed information (pages 110 to 114).

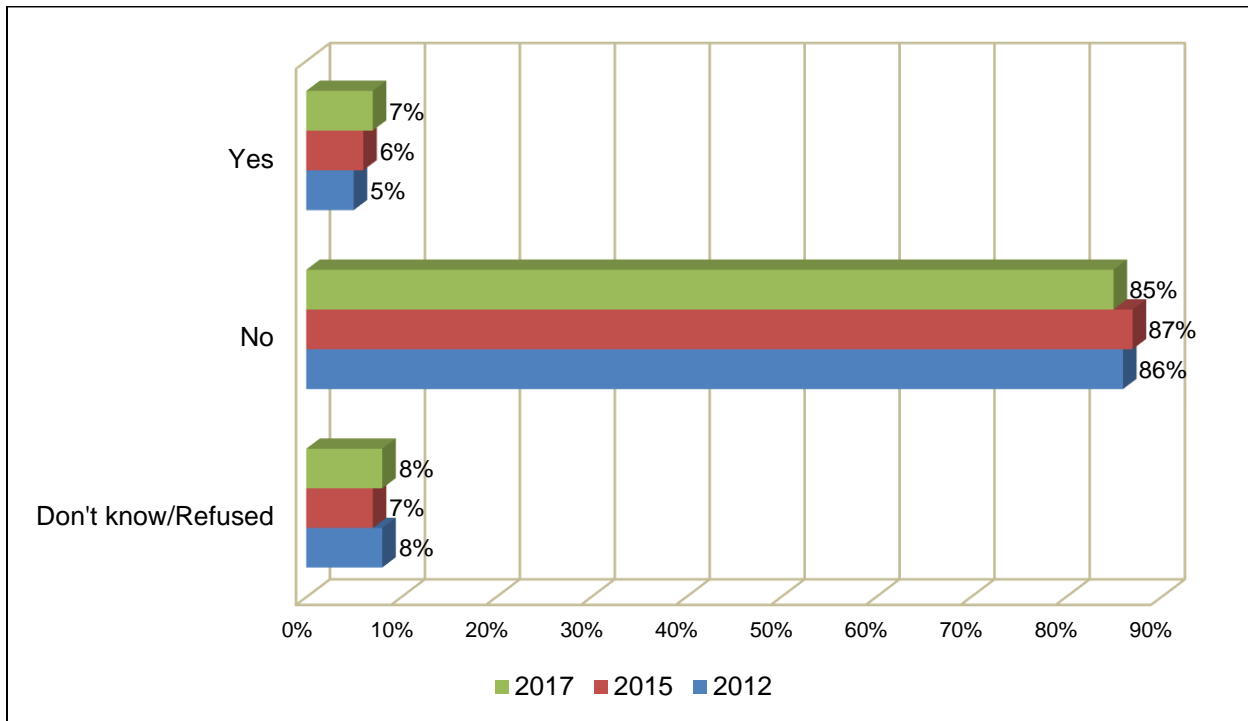
Figure 35. Gender of Respondents



2017: N=1038; 2015: N=1168; 2012: N=1553

Figure 35 illustrates the gender composition of respondents. The percentage of male and female respondents in 2017 was similar to that of 2015. The figure shows preponderance of males among the respondents. More than three-fourths (77 percent) of respondents were male, whereas the share of the female respondents was only 20 percent, same as in 2015.

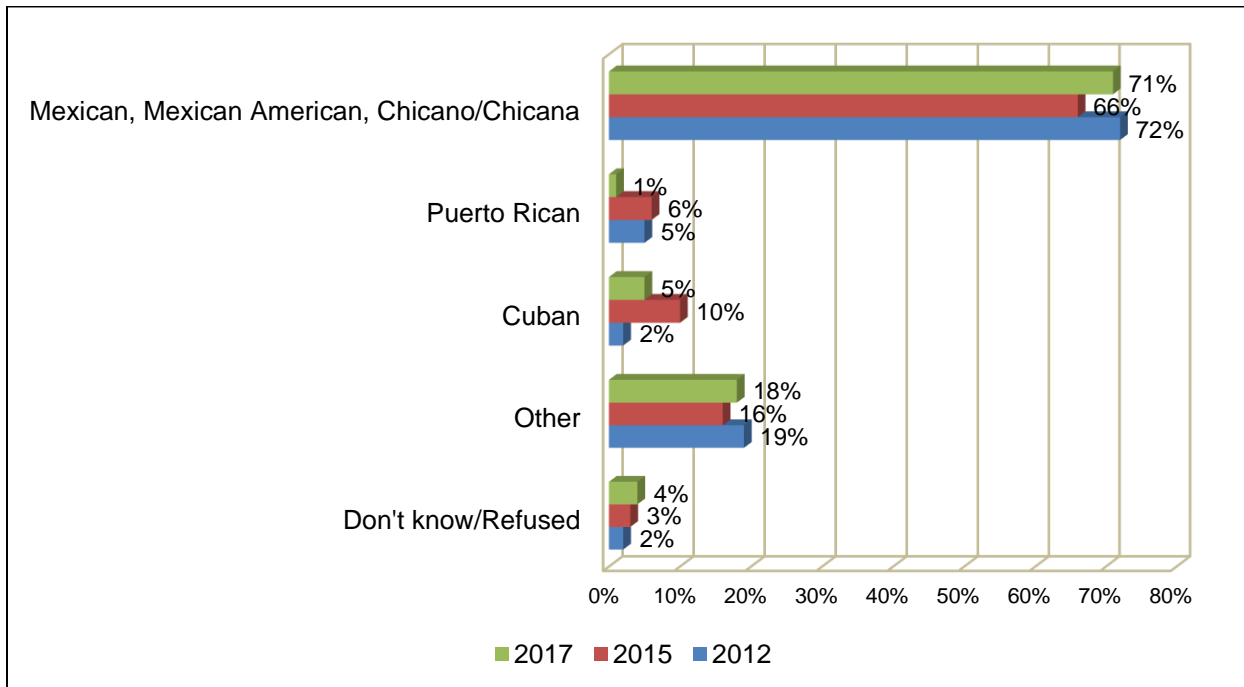
Figure 36. Percentage of Respondents Who Are Spanish, Hispanic, or Latino



2017: N=1038; 2015: N=1167; 2012: N=1551

Figure 36 shows the percentage of respondents who are Spanish, Hispanic, or Latino. Only seven percent of respondents were Spanish, Hispanic, or Latino in 2017. The percentage of Spanish, Hispanic, or Latino respondents in 2017 was almost the same as the proportion reported in the 2015 survey.

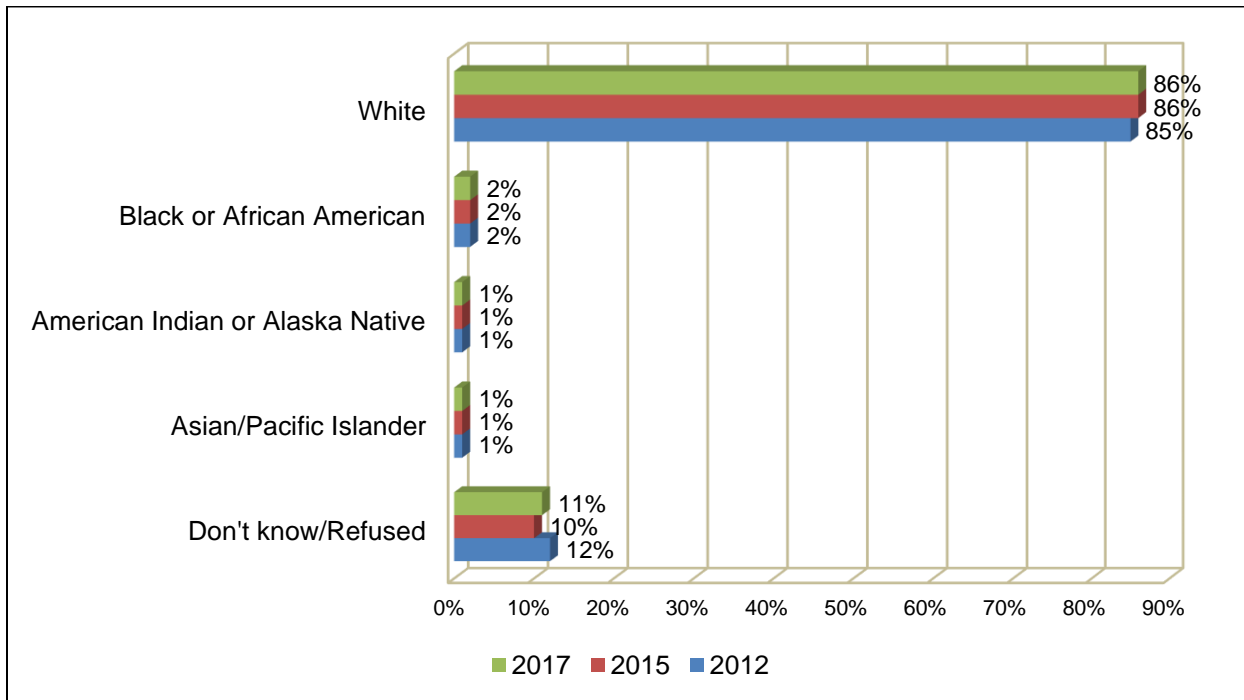
Figure 37. Percentage of Spanish, Hispanic, or Latino Respondents in Each Group



2017: N=73; 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 2017, a significant majority (71 percent) were Mexican, Mexican American, or Chicano/Chicana. This represents a five percentage point increase as compared to 2015 (66 percent). Only one percent of the respondents was Puerto Rican and five percent were Cuban. A total of 18 percent of the Latino respondents were of different ethnicities (other than the three categories: Mexican, Puerto Rican, and Cuban).

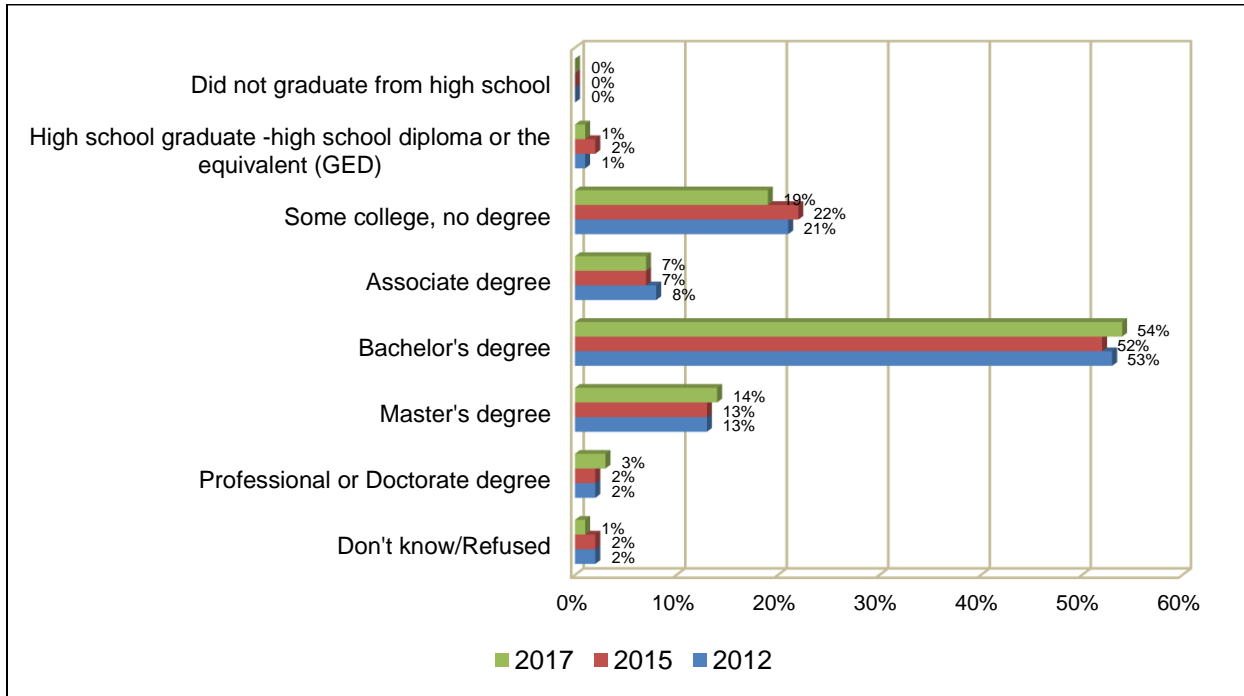
Figure 38. Race of Respondents



2017: N=965; 2015: N=1100; 2012: N=1471

Figure 38 shows the racial composition of respondents. The racial composition of respondents in 2017 was almost identical to those of 2015 and 2012. A very large majority of respondents (86 percent) were White in 2017. Only two percent were Black or African American. One percent was Asian/Pacific Islanders. American Indians or Alaska Natives also comprised one percent of respondents. Among the respondents, 11 percent indicated that they did not know or refused to provide the information on their race.

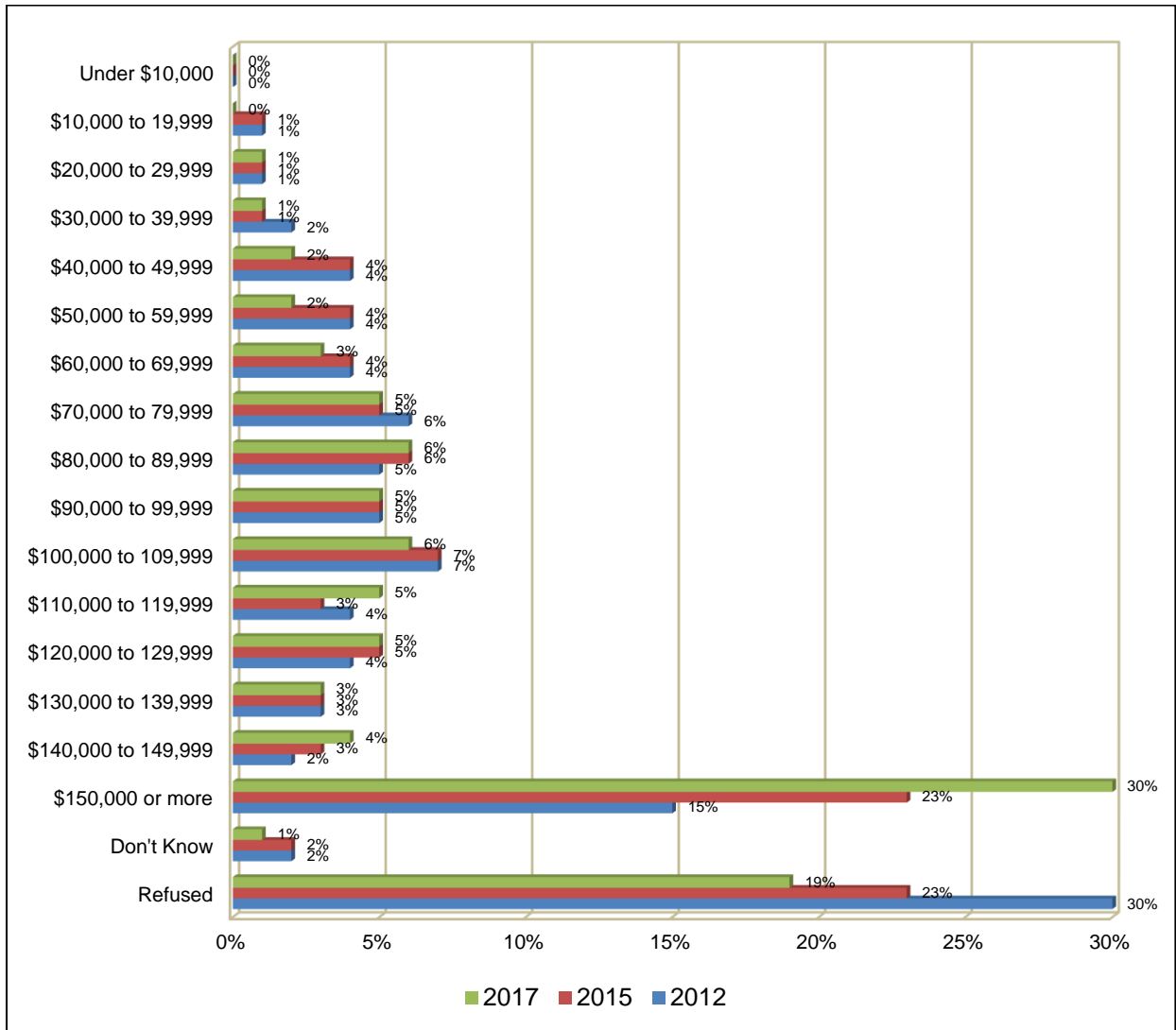
Figure 39. Highest Level of School Completed By Respondents



2017: N=1038; 2015: N=1167; 2012: N=1549

Figure 39 provides information about the highest level of education completed by the respondents. More than half (54 percent) of respondents held a bachelor’s degree in 2017. Nineteen percent of respondents had some college education without a formal degree. Only one percent of respondents indicated high school diploma as their highest level of education. Same as 2015, seven percent had associate degree as the highest level of education in 2017. Fourteen percent of the respondents had a master’s degree, while only three percent of the respondents had a professional or doctorate degree.

Figure 40. Respondents' Total Family Income before Taxes In 2016



2017: N=1038; 2015: N=1166; 2012: N=1546

Figure 40 illustrates the respondents' total family income before taxes. Thirty percent of respondents reported earning \$150,000 or more in the 2017 survey, which was seven percentage points higher than in 2015, and 15 percentage points more than in 2012. In contrast, 48 percent of the respondents earned below \$150,000, which was four percentage points lower than in 2015 (52 percent).

V. SUMMARY

In March and April 2017, the Texas Appraisers and Appraisal Management Survey surveyed a total of 1,038 appraisers and 59 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 and 2015. Overall, the findings in 2017 are similar to the results in 2012 and 2015. The following are key findings of this study:

- Appraisal management companies regard appraisers' experience, proximity to property, reputation for quality work, previous experience completing appraisals for them as important factors when they select residential appraisers. Specifically, slightly more than half (51 percent) of appraisal management companies view appraisers' reputation for quality work as the most important factor for their selection of residential appraisers. The percentage increases from 38 percent in 2012, 44 percent in 2015, to 51 percent in 2017, suggesting that appraisal management companies have put more emphasis on appraisers' reputation for quality work to choose appraisers for residential appraisals.
- The fees paid to appraisers by appraisal management companies seem similar to the fees paid by non-AMC clients for residential appraisals. This result is different from the finding in 2015 that the fees paid by appraisal management companies were less than the fees paid by non-AMC clients. However, given that the majority of respondent appraisers declined to reveal any information about their charges, we should not overemphasize this result.
- Similar to the results in 2015, the 2017 survey revealed that 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 affecting the fees paid for appraisals.
- About two-fifths (41 percent) of appraisal management companies indicated that the addition of the Market Conditions Addendum increased the fees they pay for appraisals. However, only 10 percent of them always paid an increased fee due to addition of the Market Conditions Addendum. By contrast, only 12 percent of appraisers mentioned that they received an increased fee for completing Market Conditions Addendum. Moreover, only 15 percent of them always received an increased fee. The findings are similar to the results in 2015, suggesting a significant perception gap in the impact of the Market Conditions Addendum on the increased fee between appraisal management companies and appraisers.
- Slightly more than three-fifths (63 percent) of appraisal management companies have had the experience of being rejected by appraisers for appraisal assignments due to low fees. In addition, 63 percent of appraisal management companies have had the experience of forgoing appraisers they previously work with because of high fees. Both percentages are higher than that of 2015 (52 percent and 46 percent, respectively). Besides, slightly more than one-fourth (27 percent) of appraisal management companies have asked appraisers to accept lower fees than quoted for appraisals compared to only 20 percent in 2015.

- Consistent with the result in 2015, the 2017 survey found that the great majority (82 percent) of appraisers have had the experience of rejecting appraisal assignments because the fees are too low. However, 39 percent of appraisers said that they have accepted appraisal assignments with lower fees than they wanted because they need the work. Moreover, 27 percent of appraisers had to increase their workload to make up for lower fees, and 53 percent of them expressed that the increase in their workload did not negatively influence the quality of their appraisals.
- While the majority (45 percent) of appraisers provided “Don’t know/Refused” option, nearly two-fifths (38 percent) of appraisers said that the fees they receive are generally about the same as the fees paid to others in their areas. 42 percent of appraisers either strongly agree or agree that the fees they have been paid for appraisals have been fair in the past 12 months, which is higher than the number observed in 2015 (28 percent). Nevertheless, it is also noted that 78 percent of appraisers have had the experience of non-selection for appraisals because of their high fees.
- 13 percent of appraisers receive higher fees compared to others in their areas mainly because they have more experience and refuse to be paid less. By contrast, 4 percent of appraisers receive lower fees compared to others in their areas mainly because they are willing to accept lower fees in order to make sure they have work.
- The majority of appraisal management companies say that they pay about the same fees as other appraisal management companies (47 percent) and lenders (46 percent), which was similar to the results in 2015. Besides, a great majority (90 percent) of appraisal management companies do not reduce fees paid to appraisers who receive multiple appraisal assignments within a specified period of time.
- Compared to 2015 (47 percent), a lower percentage (32 percent) of appraisers either strongly disagree or disagree that they are fairly paid for appraisals. Their perceptions of unfair pay are mainly because they are asked to do more work, but do not receive higher fees for the extra work, which is the same as the finding in 2015.

APPENDIX A

Appraisal Management Companies Survey

INTRO. The Real Estate Center at Texas A&M is conducting this study to learn more about the experiences of appraisal management companies that operate in the state of Texas. Your company is being asked to participate because you are an appraisal management company operating 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. The survey should take about 5 minutes to complete. Your participation is completely voluntary and all surveys and answers will be confidential. When answering the questions, please reply based on your experience in 2016. 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 Ching-Hsing Wang at cwang3@central.uh.edu

Q1. How important are each of the factors in your company's decision when selecting a residential appraiser? [Press NEXT to continue]

Q1A. Fee to be paid to appraiser

- (1) Important
- (2) Somewhat important
- (3) Not important
- (4) Don't Know
- (5) Refused

Q1B. Appraiser's experience

- (1) Important
- (2) Somewhat important
- (3) Not important
- (4) Don't Know
- (5) Refused

Q1C. Appraiser's proximity to property

- (1) Important
- (2) Somewhat important
- (3) Not important
- (4) Don't Know
- (5) Refused

Q1D. Appraiser's reputation for quality work

- (1) Important
- (2) Somewhat important
- (3) Not important
- (4) Don't Know
- (5) Refused

Q1E. Appraiser's previous experience completing appraisals for your company

- (1) Important
- (2) Somewhat important
- (3) Not important
- (4) Don't Know
- (5) Refused

Q2. Which is MOST important in your company's decision when selecting an appraiser for a residential appraisal?

- (1) Fee to be paid
- (2) Appraiser's experience
- (3) Appraiser's proximity to property
- (4) Appraiser's reputation for quality work
- (5) Appraiser has completed appraisals for your company previously
- (6) Don't Know
- (7) Refused

Q3. Which best describes the trend in fees paid by your company for residential appraisals over the past 2 years?

- (1) Fees have increased
- (2) Fees have remained the same
- (3) Fees have decreased
- (4) Don't Know
- (5) Refused

Q4. Which best describes the fees paid by your company for residential appraisals over the past 2 years? [Press Next]

Q4A1. 1004 (Single-family detached) Fannie Mae and Freddie Mac

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q4A2. 1004 (Single-family detached) Fannie Mae and Freddie Mac Suburban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q4A3. 1004 (Single-family detached) Fannie Mae and Freddie Mac Rural

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q4B1. 1004 (Single-family detached) FHA Urban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q4B2. 1004 (Single-family detached) FHA Suburban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q4B3. 1004 (Single-family detached) FHA Rural

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q4C1. 1004 (Single-family detached) with REO addendum Urban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q4C2. 1004 (Single-family detached) with REO addendum Suburban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q4C3. 1004 (Single-family detached) with REO addendum Rural

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q4D. 1004C Single Family

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q4E1. Manufactured Housing Urban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q4E2. Manufactured Housing Suburban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q4E3. Manufactured Housing Rural

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q4F1. 2000 (Single-Family Field Review) Urban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q4F2. 2000 (Single-Family Field Review) Suburban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q4F3. 2000 (Single-Family Field Review) Rural

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q4G1. 1073 (Condominium) Urban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q4G2. 1073 (Condominium) Suburban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q4H1. 1025 (Small Residential Income Property - Duplex, Triplex, 4-plex) Urban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q4H2. 1025 (Small Residential Income Property - Duplex, Triplex, 4-plex) Suburban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q4H3. 1025 (Small Residential Income Property - Duplex, Triplex, 4-plex) Rural

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q4I1. 2055 (Exterior only) Urban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q4I2. 2055 (Exterior only) Suburban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q4I3. 2055 (Exterior only) Rural

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q5. Please indicate how each of the factors below would impact the fee your company paid for an appraisal? [Press Next]

Q5A. Property in urban location

- (1) Increase Fee
- (2) Would not Affect Fee
- (3) Decrease Fee
- (4) Don't Know
- (5) Refused

Q5B. Property in rural location

- (1) Increase Fee
- (2) Would not Affect Fee
- (3) Decrease Fee
- (4) Don't Know
- (5) Refused

Q5C. Property in high cost-of-living area

- (1) Increase Fee
- (2) Would not Affect Fee
- (3) Decrease Fee
- (4) Don't Know
- (5) Refused

Q5D. Property in low cost-of-living area

- (1) Increase Fee
- (2) Would not Affect Fee
- (3) Decrease Fee
- (4) Don't Know
- (5) Refused

Q5E. Size of property is large

- (1) Increase Fee
- (2) Would not Affect Fee
- (3) Decrease Fee
- (4) Don't Know
- (5) Refused

Q5F. Complexity of property (e.g. unique characteristics, lakefront or oceanfront, multiple buildings)

- (1) Increase Fee
- (2) Would not Affect Fee
- (3) Decrease Fee
- (4) Don't Know
- (5) Refused

Q5G. Many appraisers in the area available to do the work

- (1) Increase Fee
- (2) Would not Affect Fee
- (3) Decrease Fee
- (4) Don't Know
- (5) Refused

Q5H. Greater travel distance to complete appraisal

- (1) Increase Fee
- (2) Would not Affect Fee
- (3) Decrease Fee
- (4) Don't Know
- (5) Refused

Q51. Appraiser with greater experience

- (1) Increase Fee
- (2) Would not Affect Fee
- (3) Decrease Fee
- (4) Don't Know
- (5) Refused

Q6. 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?

- (1) Fees have increased
- (2) Fees have remained the same => Q8
- (3) Fees have decreased => Q8
- (4) Don't Know
- (5) Refused

Q7. Which best describes how often your company has paid an increased fee for appraisals due to the addition of the Market Conditions Addendum?

- (1) Always
- (2) Almost always
- (3) Most of the time
- (4) Some of the time
- (5) Almost never
- (6) Never
- (7) Don't Know
- (8) Refused

Q8. In the past 12 months, has an appraiser turned down an appraisal assignment for your company because the fee was too low?

- (1) No
- (2) Yes
- (3) Don't Know
- (4) Refused

Q9. In the past 12 months, has your company not chosen an appraiser you previously worked with because the fee was too high?

- (1) No
- (2) Yes
- (3) Don't Know
- (4) Refused

Q10. In the past 12 months, has your company asked an appraiser to accept a lower fee than quoted for an appraisal?

- (1) No
- (2) Yes
- (3) Don't Know
- (4) Refused

Q11. How do the fees your company pays for residential appraisals compared to the fees paid by each of the following: [Press Next]

Q11A. Appraisal Management Companies

- (1) Our fees are higher
- (2) Our fees are about the same
- (3) Our fees are lower
- (4) Don't Know
- (5) Refused

Q11B. Lenders

- (1) Our fees are higher
- (2) Our fees are about the same
- (3) Our fees are lower
- (4) Don't Know
- (5) Refused

Q11C. Individuals

- (1) Our fees are higher
- (2) Our fees are about the same
- (3) Our fees are lower
- (4) Don't Know
- (5) Refused

Q11D. Non Appraisal Companies

- (1) Our fees are higher
- (2) Our fees are about the same
- (3) Our fees are lower
- (4) Don't Know
- (5) Refused

Q12A. 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?

- (1) No
- (2) Yes
- (3) Don't Know
- (4) Refused

Q12B. The next questions are about your experience in the appraisal business. How many years have you worked in the appraisal business?

Q13. How many years have you worked for your current appraisal management company?

Q14. What is your job title?

Q15. 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.

Q16. How many appraisers do you have on staff?

Q17. How many independent appraisers (not in-house staff) does your company work with?

Q18. How many residential appraisals does your company conduct each year?

Q19. How many commercial appraisals does your company conduct each year?

Q20. Is there anything else you want to say about your experience as an appraisal company doing business in Texas?

THANK. This concludes the 2017 Texas appraisal management company survey. Thank you for participating. Please check NEXT to exit the survey. If you have any technical issues with this survey please email cwang3@central.uh.edu

APPENDIX B

APPRAISER SURVEY

INTRO. The Real Estate Center at Texas A&M 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 hold a credential to perform real estate appraisals in Texas. 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. {B}When answering the questions, please reply based on your experience in 2016{/B}. 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 Ching-Hsing Wang at cwang3@central.uh.edu

Q1. Do you hold a current license to conduct appraisals in the state of Texas?

- (1) No
- (2) Yes => Q4
- (3) No Answer/Refused

Q2. Have you ever been licensed to conduct appraisals in the state of Texas?

- (1) No => Q4
- (2) Yes
- (3) No Answer/Refused

Q3. What was the most recent year you were a licensed appraiser?

Q4. Which best describes your current position [the position you most recently held]?

- (1) Independent Certified General Appraiser
- (2) Independent Certified Residential Appraiser
- (3) Independent Licensed Appraiser
- (4) Appraiser Trainee
- (5) In house (staff) appraiser
- (6) Review Appraiser
- (7) OTHER (please type your answer in the box)
- (8) No Answer/Refused

Q5. How many years have you been in the appraisal business?

Q6. Do you have a recognized specialty in the appraisal field?

- (1) No
- (2) Yes (What is your specialty)
- (3) Don't Know/Refused

Q7. Which best describes the area in which you complete assignments?

- (1) I only work in specific neighborhoods/areas in my city
- (2) I work any neighborhoods/areas in my city
- (3) I work any neighborhood/areas in my city and cities within 50 miles
- (4) I work any neighborhood/areas in my city and cities within 100 miles
- (5) I work anywhere in my state
- (6) I work anywhere in my state and surrounding states
- (7) I work in any city comparable in size/cost-of-living to my city, no matter the state
- (8) I work anywhere there is an assignment
- (9) Don't Know/Refused

Q8. In the past 12 months, what percentage of appraisals you have completed have been for an appraisal management company?

- (1) None
- (2) More than none but less than 10 percent
- (3) Between 10 percent and 25 percent
- (4) More than 25 percent but less than 50 percent
- (5) Between 50 percent and 75 percent
- (6) More than 75 percent but less than 90 percent
- (7) Between 90 percent and 99 percent
- (8) 100 percent
- (9) No Answer/Refused

Q9. Which category best describes the fee you usually receive for each of the following types of appraisals when working for an appraisal management company? [Press Next to Continue]

Q9A1. 1004 (Single-family detached) Fannie Mae and Freddie Mac Urban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q9A2. 1004 (Single-family detached) Fannie Mae and Freddie Mac Suburban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q9A3. 1004 (Single-family detached) Fannie Mae and Freddie Mac Rural

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q9B1. 1004 (Single-family detached) FHA Urban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q9B2. 1004 (Single-family detached) FHA Suburban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q9B3. 1004 (Single-family detached) FHA Rural

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q9C1. 1004 (Single-family detached) with REO addendum Urban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q9C2. 1004 (Single-family detached) with REO addendum Suburban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q9C3. 1004 (Single-family detached) with REO addendum Rural

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q9D. 1004C Single Family

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q9E1. Manufactured Housing Urban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q9E2. Manufactured Housing Suburban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q9E3. Manufactured Housing Rural

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q9F1. 2000 (Single-Family Field Review) Urban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q9F2. 2000 (Single-Family Field Review) Suburban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q9F3. 2000 (Single-Family Field Review) Rural

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q9G1. 1073 (Condominium) Urban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q9G2. 1073 (Condominium) Suburban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q9H1. 1025 (Small Residential Income Property - Duplex, Triplex, 4-plex) Urban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q9H2. 1025 (Small Residential Income Property - Duplex, Triplex, 4-plex) Suburban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q9H3. 1025 (Small Residential Income Property - Duplex, Triplex, 4-plex) Rural

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q9I1. 2055 (Exterior only) Urban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q912. 2055 (Exterior only) Suburban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q913. 2055 (Exterior only) Rural

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q10. 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?

- (1) None
- (2) More than none but less than 10 percent
- (3) Between 10 percent and 25 percent
- (4) More than 25 percent but less than 50 percent
- (5) Between 50 percent and 75 percent
- (6) More than 75 percent but less than 90 percent
- (7) Between 90 percent and 99 percent
- (8) 100 percent
- (9) Don't Know/Refused

Q11. 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?
[Press Next]

Q11A1. 1004 (Single-family detached) Fannie Mae and Freddie Mac Urban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q11A2. 1004 (Single-family detached) Fannie Mae and Freddie Mac Suburban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q11A3. 1004 (Single-family detached) Fannie Mae and Freddie Mac Rural

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q11B1. 1004 (Single-family detached) FHA Urban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q11B2. 1004 (Single-family detached) FHA Suburban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q11B3. 1004 (Single-family detached) FHA Rural

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q11C1. 1004 (Single-family detached) with REO addendum Urban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q11C2. 1004 (Single-family detached) with REO addendum Suburban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q11C3. 1004 (Single-family detached) with REO addendum Rural

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q11DZ. 1004C Single Family

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q11E1. Manufactured Housing Urban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q11E2. Manufactured Housing Suburban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q11E3. Manufactured Housing Rural

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q11F1. 2000 (Single-Family Field Review) Urban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q11F2. 2000 (Single-Family Field Review) Suburban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q11F3. 2000 (Single-Family Field Review) Rural

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q11G1. 1073 (Condominium) Urban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q11G2. 1073 (Condominium) Suburban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q11H1. 1025 (Small Residential Income Property - Duplex, Triplex, 4-plex) Urban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q11H2. 1025 (Small Residential Income Property - Duplex, Triplex, 4-plex) Suburban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q11H3. 1025 (Small Residential Income Property - Duplex, Triplex, 4-plex) Rural

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q11I1. 2055 (Exterior only) Urban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q11I2. 2055 (Exterior only) Suburban

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q11I3. 2055 (Exterior only) Rural

- (1) Less than \$150
- (2) \$151-\$200
- (3) \$201-\$250
- (4) \$251-\$300
- (5) \$301-\$350
- (6) \$351-\$400
- (7) \$401-\$450
- (8) \$451-\$500
- (9) \$501-\$550
- (10) \$551-\$600
- (11) \$601+
- (12) No Answer
- (13) Refused

Q12. Please indicate how each of the factors below would impact the fee you received for an appraisal. [Press Next]

Q12A. Property in urban location

- (1) Increase Fee
- (2) Would not Affect Fee
- (3) Decrease Fee
- (4) Don't Know
- (5) Refused

Q12B. Property in rural location

- (1) Increase Fee
- (2) Would not Affect Fee
- (3) Decrease Fee
- (4) Don't Know
- (5) Refused

Q12C. Property in high cost-of-living area

- (1) Increase Fee
- (2) Would not Affect Fee
- (3) Decrease Fee
- (4) Don't Know
- (5) Refused

Q12D. Property in low cost-of-living area

- (1) Increase Fee
- (2) Would not Affect Fee
- (3) Decrease Fee
- (4) Don't Know
- (5) Refused

Q12E. Size of property is large

- (1) Increase Fee
- (2) Would not Affect Fee
- (3) Decrease Fee
- (4) Don't Know
- (5) Refused

Q12F. Property is complex (e.g. unique characteristics, lakefront or oceanfront, multiple buildings)

- (1) Increase Fee
- (2) Would not Affect Fee
- (3) Decrease Fee
- (4) Don't Know
- (5) Refused

Q12G. Many appraisers in the area available to do the work

- (1) Increase Fee
- (2) Would not Affect Fee
- (3) Decrease Fee
- (4) Don't Know
- (5) Refused

Q12H. Greater travel distance to complete appraisal

- (1) Increase Fee
- (2) Would not Affect Fee
- (3) Decrease Fee
- (4) Don't Know
- (5) Refused

Q12I. Appraiser with greater experience

- (1) Increase Fee
- (2) Would not Affect Fee
- (3) Decrease Fee
- (4) Don't Know
- (5) Refused

Q13. 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 Addendum?

- (1) No => Q15
- (2) Yes
- (3) No Answer/Refused

Q14. How often do you receive an increased fee for completing Market Conditions Addendum?

- (1) Always
- (2) Almost always
- (3) Most of the time
- (4) Some of the time
- (5) Almost never
- (6) Never
- (7) Don't Know
- (8) Refused

Q15. In the past 12 months, have you turned down an appraisal because the fee was too low?

- (1) No
- (2) Yes
- (3) No Answer/Refused

Q16. In the past 12 months, have you accepted a job with a fee lower than you wanted because you needed the work?

- (1) No
- (2) Yes
- (3) No Answer/Refused

Q17. In the past 12 months, have you had to increase your workload to make up for lower fees?

- (1) No
- (2) Yes
- (3) No Answer/Refused

Q24. What about the fees has been unfair? (Please select all that apply)

- (1) I used to receive a higher fee for the same amount/type of work
- (2) I am being asked to do more work but not receiving a higher fee
- (3) My level of experience deserves a higher fee
- (4) I conduct specialty appraisals that deserve a higher fee
- (5) Other (please type your answer in the box)
- (6) Don't Know/Refused

Q25. We would like some information about your background. What is your gender?

- (1) Male
- (2) Female
- (3) No Answer/Refused

Q26. In what year were you born?

Q27. Are you Spanish, Hispanic, or Latino?

- (1) Yes
- (2) No => Q29
- (3) Don't Know/Refused => Q29

Q28. Which group are you from?

- (1) Mexican, Mexican American, Chicano/Chicana => Q30
- (2) Puerto Rican => Q30
- (3) Cuban => Q30
- (4) Other => Q30
- (5) Don't Know/Refused => Q30

Q29. What is your race? Indicate one or more races that you consider yourself to be.

- (1) White
- (2) Black or African American
- (3) American Indian or Alaska Native
- (4) Asian/Pacific Islander
- (5) Don't Know/Refused

Q30. What is the highest level of school you have completed?

- (1) Did not graduate from high school
- (2) High school graduate -high school diploma or the equivalent (GED)
- (3) Some college, no degree
- (4) Associate degree
- (5) Bachelor's degree
- (6) Master's degree
- (7) Professional or Doctorate degree
- (8) Don't Know/Refused

Q31. What was your total family income before taxes from all sources in 2016. Total income includes interest or dividends, rent, Social Security, other pensions, alimony or child support, unemployment compensation, public aid (welfare), armed forces or veteran's allotment.

- (1) Under \$10,000
- (2) \$10,000 to 19,999
- (3) \$20,000 to 29,999
- (4) \$30,000 to 39,999
- (5) \$40,000 to 49,999
- (6) \$50,000 to 59,999
- (7) \$60,000 to 69,999
- (8) \$70,000 to 79,999
- (9) \$80,000 to 89,999
- (10) \$90,000 to 99,999
- (11) \$100,000 to 109,999
- (12) \$110,000 to 119,999
- (13) \$120,000 to 129,999
- (14) \$130,000 to 139,999
- (15) \$140,000 to 149,999
- (16) \$150,000 or more
- (17) Don't Know
- (18) Refused

Q32. Please tell us your zip code.

Q33. What County do you live in?

THANK. This concludes the 2017 Texas appraisers survey. Thank you for participating. Please check NEXT to exit the survey. If you have any technical issues with this survey please email cwang3@central.uh.edu

APPENDIX C

Open Ended Question Responses for the Appraisal Management Company Survey

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

I enjoy doing business in Texas.
Texas is the only state that requires payment to carry an appraiser panel. This is an unnecessary step and could be rolled into the application fee. Simply an opportunity for us to be out of compliance without realizing we had done so. Very tedious process.
Appraiser qualification system adds significant time and cost to doing business compared to other states.
Please note that the number of appraisers and their locations does not match the volume and location of loan originations. These gaps create demand & supply differences that impact fees.
Texas is usually quick to respond to all inquiries.
The registration fee is too high. It is an impediment to smaller, more local AMC's.
The TX appraisers have increased their fees significantly over the last few years. However a vast majority are very good quality appraisers and deliver quality products and service. The licensing requirements are reasonable and the folks working for the licensing board are responsive and helpful.
We actually do about 25,000 appraisals total per year. Texas is one of the highest-regulated AMC spaces, the first state to require a panel fee per appraiser and it also requires the most in the way of compliance reviews of the states in which we work (we work in 35 states). This ultimately increases the cost to consumers.
Texas was set up differently than the other states, but after a short time we adapted. The appraisers in the state seem to be well educated and perform at or above expectation.
Texas is very good to work with, however, the cost of compliance is much higher in Texas due to the required USPAP reviews. I find these to be very unnecessary as we have internal quality processes.
Yes it has been great.
We understand the need for this survey, appreciate the uniqueness of the Texas Panel Management process, and look forward to receiving these survey findings as a part of our commitment to providing quality appraisal services via our licensed AMC in the State of Texas.
Overall good experience. The previous question would not allow the total of appraisals completed, the number should be 17,500 appraisals completed in 2016.
Please call with any questions - thank you!
Our company completes appraisal assignment for non-traditional lenders. The primary force is turn time.
Texas is the most costly state in the country to be compliant with current AMC statute/rule.
High State fees.
Yes, paying a fee (registration fee) to the State to work with appraisers has reduced the number of appraisers that we will work with in the state. The fee is counterproductive to the appraisers in your state.
Review CBC criteria when ob-boarding an appraiser to reduce burden on AMCs.

As an AMC we are tasked with performing duties which were previously the Board's responsibility, and for this privilege, AMCs pay a very large licensing fee, in addition to panel fees. AMCs facilitate these burdens only due to regulations, as our clients perform their own due-diligence and do not need or want the AMCs. Additionally, the board must understand the ramifications and hurdles which an AMC must adhere to in the event a compliance review finds a bad appraisal. Especially when said review was not requested by the client. These reviews place the entire loan in jeopardy and likely costs the AMC their client. I know it has cost me two very large clients, as when my company notified our clients of the findings, the loans had already closed, which resulted in buy backs by the lenders. It is the popular opinion that if the State licenses/certifies the appraiser, then the burden should remain on the state and not the AMC. If the state is going to task the AMC with their burden, then they should not charge the AMC for the privilege, as by doing so, places an unfair burden on the AMC and causes the AMC to employ far less contractors, limits the AMC's ability to remain competitive with market prices of lender's and non-compliant AMC's, and costs the borrowers millions in additional pass through fees. If the Board is going to task the AMC with policing their appraisers, the AMC needs to be able to charge the appraiser for costs directly connected to the appraiser. Last, I would like to add that prior to AMCs, the average appraiser made nowhere close to current levels. The appraisal company may have charged \$400+, however, the appraisers that worked for the appraisal companies made on average: Trainees 0-30% Licensed: 30-70% and long time associates 70-90% of the fee. With the majority of appraisers making 50-70% of the fee that places the average appraisal fee received by the appraiser at \$250.00. AMCs are the new Appraisal Companies, however for some reason the State has determined that AMCs should not be able to recoup expenses. Additionally, there were bona fide costs that were recouped by the appraisal companies. Said costs included marketing, hard costs, software, instruction, and office and equipment usage fees. The trend of limiting the AMC's ability to recoup costs by not allowing the AMC to have the beneficiary of said benefits and costs (the appraiser) pay for said services is interference with interstate commerce. The fee studies available do not show the whole of the story. They do not ask the right questions. They do not address the countless unpaid appraisals by brokers when the loans busted out. Now that the AMC is licensed and bonded, there are no unpaid fees. They also do not account for the unpaid "comp checks" appraisers did. Every appraiser I know had a stack of these a mile high on their desks and considered it a duty if they wanted to keep their clients. As appraisers for the most part are no longer speaking to the lenders, the AMC is tasked with obtaining and servicing the clients. Therefore, the appraisers no longer need an office, marketing expenses, or have to split their fees with a company. To sweeten this new deal for appraisers, the board has made it against the law to charge them for their own expenses! The process has by far bettered the industry, however the AMC is not fairly treated and is definitely being over burdened by the panel and review requirements which are not desirable to the industry. The only entity that receives benefit from these requirements is the Board. Any good AMC has scrubbing software that is specifically designed to review the appraisal for up to 3500 items. However this is no longer good enough for the State, therefore 5-10% require additional time and expense for results which no one seems to care about except the Board. In my 8-9 years of owning an AMC I have had to completely restructure my company to meet compliance requirements four times now. This feat is no different than creating a new company, and to do this every two years has been exhausting, unreasonable, and unfair. The upcoming ASC fees will likely put me out of business. At this point, and with additional proposed legislation limiting AMC's fees, and/or the ability to include the AMC fee within the appraisal fee, I can't say that I will mind closing shop, at least in the state Texas.

Having to register and pay for each appraiser we do business with in TX yearly is cumbersome, expensive and not something any other state is doing. I think it may shut the doors to many TX appraisers trying to get on an AMC panel as the AMC has to pay for each appraiser so they would want to limit their panel size.
The process for adding an appraiser is difficult and should be removed. Fees are already high for licensing and this makes it expensive and difficult.
Texas is a great place to do business.
Please consider lowering the AMC license fee. This is a barrier to entry for smaller firms.
There are very few rural appraisers in Texas.
Stop making the AMC pay for appraisers to be used!
Easier state to work with.
Many TX appraisers are form filling number hitters that couldn't extract an adjustment from the market if it introduced itself to them... Really sad...
Frustrated with the process of managing a panel, paying \$10 for each appraiser. This should be a more streamlined process, whereby we can make a BULK payment and keep a balance on the TALCB website, so we don't have to enter credit card information for EVERY transaction.
I think some of the questions in this survey were somewhat slanted, and others referenced confidential info, and so my answers were incorrect (number of employees, number of appraisers, number of appraisals completed per year -- just to fill in fields.
Nothing else is necessary.
We complete 14,000 appraisals a year.

N=32

APPENDIX D

Open Ended Question Responses for the Appraiser Survey

Question 21. What is the reason you have received higher fees?

I hold the ASA, MAI, FRICS, SRA designations people pay more for those credentials.
I like to take those appraisal jobs other appraisers do not want and which are much more complicated and require an extensive amount of research and analysis, and which may end up in litigation.
Appraisers who accept lower fees don't realize they hurt the entire industry.
Our office communicates with clients and delivers on time appraisals.
I don't take prisoners on rebuttal!!
Want to make at least what a mechanic makes per hour.
BBA in Real Estate + many other qualifications.
I perform a lot of appraisals of high value homes.
The level of due diligence I perform on each assignment commands a higher fee and will save the client money in the long run.
I typically do Commercial Appraisals. When a residential assignment gets to me it usually means everyone else has turned it down because it is complex. So I automatically know I better charge more because it will be a lengthy assignment because of complexity.
Am working other consulting work which has allowed me to diversify income and not rely solely on what originally was appraisal work.
Rural, complex properties.
BBA Finance/ General Certified.
I don't have to do cheap fee work, I have more than I can do at a my minimum fee.
Our company's reputation and quality of work with complex properties has resulted in clients choosing us over lower bids.
More Knowledge Superior product.
I do desktop appraisal work, which is not addressed by your survey and I do in house work for salary plus bonus.
AMC's usually tack on an extra \$350 to \$400 extra which burdens the borrower on every single family Appraisal Report. This is wrong and the State does not do anything about this.
We do a better job than anyone else.
Designated, Specialized, Trusted.
I have a comp base others don't have.
Few clients who care for detail and experience pay more. However, many AMC's only offer jobs and seek lowest appraisal fee. Only when the client is upset with prior bad work from other appraiser do they seek me out and offer to pay more.
I can do more than other appraisers such as partial interest, stigmatized properties, etc.
Supervisor sets the fees and he has more experience than most.
I have recently ended a relationship with the AMC that had the lowest standard fees among those with whom I do business.

Quicker turn times.
I do not work for AMC's.
I work for Brubaker and Associates and we are the largest residential appraisal firm in Houston and therefore can negotiate higher fees.
Most involve divorce, other litigation.
Extremely high quality of work.
My practice involves few residential appraisal assignments by choice. I am able to accept only those assignments that I choose.
I am semi-retired and only accept assignments from the Veterans Administration.
Few qualified appraisers in our area, which is mostly rural.
Well-written, supported appraisals; reputation for good quality work on high-end properties.
My work is generally recognized as quality work.
I deliver very high quality reports and have support that gives my clients very good customer support.
I am known for doing appraisals of complex residences.

N=37

Question 22.What is the reason you have received lower fees?

Appraisal has become a commodity in the lending world.
On transactional appraisals the clients shop fees not experience.
Company has fixed rate to review appraisal.
I set my fees for what I feel is a fair price and I have good steady clients. I do not ask what others charge but have been told my fee is lower.
I am licensed and not certified. I take the work unless the fee is ridiculously low.
I am a trainee
I accept lower fees for the faster paying clients. I have (1) client who pays before the report is ready. They pay the lowest fees on average.
I am picky about the work I accept, particularly regarding location. I sometimes accept a lower fee because the subject may be very close to me.
Not sure but possibly turnaround times. Sometimes jobs are late.
Often have to bid fee and turn time to get an order.
Slow fall/winter periods where appraisal volume is low causes me to accept lower fees from time to time. I make up for it during the peak spring/summer period when AMC's are begging for appraisal placement.
I'm a staff appraiser and the AMA sets the fee
I work with management companies that pay lower fees for flexibility. I can take myself offline if I need to travel.
Staff appraiser.
Staff.
I am only licensed; not certified.
AMC asks us to bid fee and turn time before giving us work. Have to try to be cheap or never get any. Most often lose the order.

N=17

Question 24. What about the fees has been unfair?

A typical appraisal will take 5 hours to work up once you get to your desk without interruptions.
The fees greatly increase the need to watch your expenses.
All costs are increasing. 95% of clients take 30-60 days to pay which is a HUGE burden. State Regulation and complaint process is used as retaliation and is becoming a big expensive problem for all appraisers.
Appraisal management companies are requesting fee quotes for appraisals based on incomplete information then expecting the appraiser to perform additional work if they want to keep the assignment.
AMC turn time requirements require higher fees. AMC's are receiving a large share of the consumer's appraisal cost for doing absolutely nothing other than act as an ordering platform.
Over the top Underwriting conditions after the report is complete. The Market Conditions Addendum.
I don't work for free and I don't fuck with people making a living off my back.
AMCs have ruined the appraisal business.
Government agency demands expedited liquidation appraisals with no fee increase. That is abusive!
Lenders fee shop to drive down prices from less qualified appraisers.
Fees need to be higher due to overall cost.
Stopped doing 1004 residential until fee is \$700 or more per typical property.
Other appraiser will do assignment for less money.
My company has standing agreements with clients to not raise fees. FHA and VA appraisals are minimum \$450 - \$475. I don't feel we should accept anything less.
We specialize in commercial appraisal but are experiencing the same fee compression as residential appraisers.
The government changed the rules of the game. We are expected to do more, pay more expenses to keep up with what's required, take more CE classes, yet our fees never go up and the mortgage companies that use us tend to treat us with no respect. The appraiser/appraisal is THE ONLY THING THAT PROTECTS THE INVESTORS' MONEY. Management companies do very little for the little work they do relative to what the appraiser gets from the appraisal fee. Realtors and mortgage people get increases in fees periodically as property values go up or as financing terms change, but appraisers do not - we work for a flat fee that has not changed significantly relative to the amount of work, the amount of risk we have, the amount of expenses we incur to do a professional job, and property values since I started in 1978. You want to know why there is a shortage of appraisers? It's because there is no money in it compared to other professions that require similar entry qualifications, and in comparison to the expenses we incur, and the rules continue to change every other year as USPAP changes.
I am expected to increase my turn around time without receiving a higher fee.
There needs to be more transparency to the borrower in terms of what the AMC collects as a portion of the total appraisal fee. AMC's sometimes receive 40-50% of the appraisal fee. Not fair to the borrower or appraiser.
Constant increase in scope or complex for FHA without reasonable fee increases.
Must pay upload cost out of fee
The cost of living continues to rise but the fees do not.
Most clients refuse to pay a reasonable fee for the requested assignment. The client typically awards the assignment to the lowest bid.

Sent out to many rural areas that will keep me driving around for comps for 5 and 6 hours but only want to pay for the lower fee or not compensate for the additional time driving in the field.
Fees have not increased according to the same level of inflation.
I'm the Chief Appraiser for a bank. These questions related to fees do not apply to me.
AMC's requiring faster turn time with no additional fee.
With my over 40 years of experience, knowledge and expertise I am competing with younger appraisers that just slap a number on the assignment or just make the Contract Price regardless of fee. Many Appraisers take volume and could care less if the Value is Market Value as long as the AMC or lender is satisfied with their work. They are mostly just trying to survive this mess since 2008. It does a great disservice to the Market and also does not solve anything by making numbers.
AMC refuse to pay reasonable fees.
1. I do not perform fee appraisals. 2. "Refused" should be replaced with "Not Applicable" 3. I am an outlier.
In house reviewer.
I am not a residential appraiser. Most of this does not apply to me. However, fees are generally compressed within the industry, though they are shifting as the number of certified general appraisers continues to decline.
I only do commercial appraisals that do not go on forms.
The increase in fee has not changed in 10 years.
Distance/drive time isn't routinely a factor with most lenders.
AMC will rarely accept fact that certain jobs are MORE difficult than others and truly do not care if conditions exists that require more time, more detailed reporting and more support.
(All answers pertain to my sponsor, as I can't appraise on my own as a trainee). AMCs will cancel an order if a fee increase is requested. AMCs want fast service for low fees but add on unnecessary assignment conditions for no additional fee. AMCs want ROVs (reconsideration of value) work that can double the work on an assignment but will not pay an additional fee. AMCs will tell the borrower that the fee goes to the appraiser when they are actually taking a huge haircut. AMCs will put an acceleration clause in an order that requires delivery well ahead of the quoted turn time, if the subject is inspected earlier in the assignment period. In other words, they will agree to a due date 10 days out, but if the property is inspected on day 1, it is due on day 3 (within 48 hours, including weekends) and if you don't get it delivered on the accelerated schedule they say they will not pay the fee. This is a sneaky way for an AMC to get rush assignments done without paying rush fees.
I don't think that AMCs should be allowed to charge tech/portal fees to appraisers. It seems unethical, and not to mention, my company does +/- 300 appraisals per month, and all those fees have to be accounted for. I would like to see the TALCB address this.
For the amount of detailed work required by the feds/lenders the fee for a single family residential report would be \$1,500-but appraisers are supposed to a non-profit organization.
I am a review appraiser and my salary is not fee based.
Sometimes the fee is the same as it were when I began appraising in 2001.
I am new to the field but appraisers are not paid enough given the complexity of the work, the amount of training hours needed to become a trainee. I can see why they are having trouble attracting appraisers.
Fees have always been too low in relation to the amount of work that should be done to produce a credible report. Reports are now more narrative based to support all that is done (even though lenders/reviewers only look at the "forms").

I am a commercial appraiser.
Inflation – everything is going up except our fees.
I am currently working for a government agency so this does not apply to me.
Trainee so I'm not sure at this time.
I do the same work as a licensed or certified appraiser but get paid significantly less.
Multiple requests for updates, not been given the correct name. Please explain why and that we have to tell them where to find the why in the report or the reader doesn't have any experience how an appraisal works. The photo's not good enough. We need two more comps, or why didn't you use these. We don't like the wording we need a better description.
In general our fees are not keeping up with inflation. I took home more money. Customary is not reasonable. Work longer hours for the same income I made 10 years ago.
Scope creep. AMC state it is lender requirement to put verbiage or comp in but it isn't the lenders because I am doing it direct and they say it is not a requirement they have.
Fees should increase over time to recognize increased living costs as with any profession.
Fees have not increased at the same rate of inflation.
The market value of appraisals (what the mortgagee is paying) is disproportionately higher than what appraisers are receiving. I put an average of 6 hours work in per report, and am being paid less than 75% of the appraisal cost, I seriously doubt the AMC/clients are putting 2 hours work in on any appraisal when the cost is around \$450 and they are only paying the appraisers \$300-\$350. The client's overhead costs are nowhere near 25% of the price of the appraisal, either, they are "skimming" as much as possible, in some cases up to 50%. I have seen the appraisal fees at \$250, and the cost to the mortgagor was \$500. I would not object to lower fees as much, if the mortgagor were not being over charged, and the client pocketing the difference. In some cases, 2 appraisals were being ordered per property, because the client was taking 50% of the appraisal price, at a cost of \$1000 to the borrower, and a reduced fee of \$250 to each appraiser, collecting \$500 for the mortgagor, who is contributing nothing to the appraisal process or scope of work. It is time real estate appraisers applied their expertise with fair market value to the fair market value of the appraisal, and collect an appropriate percentage. I highly recommend the lender/AMC/clients be required to charge a FLAT FEE per appraisal, between \$15-\$50, or a flat percentage of the appraisal cost, around 10%, that is all their time placing the order and running automated E&O software checks is worth. The next survey should include a serious question that is missing, "How much time on the average does the appraiser/AMC invest per appraisal report?" This would give a clear indication of the \$ per hour disparity in the fee distribution. These reduced fees are cutting into the appraiser's ability to support trainees, which we all know are much needed due to the aging of the current appraiser base.
Lenders/clients are asking for quick turn times without an increased fee. AMC's are getting too high of a percentage of our fees while they do nothing.
Unrealistic turn times, unrealistic underwriting, and PORTAL uploads are the main factors of driving up fees for me. Not to mention being charged a fee to upload appraisals to some clients.
We are seeing over the years an increase in workload, while AMCs are making equal to the pay of appraisers when we as appraisers take on the liability, time, and quality(or rushed quality) and they basically take a piece of paper and email it over to the appraiser, sorry very frustrating.
Underwriter requirements are ridiculous.
The pay plan for my employer was changed in mid year so the AMC gets a bigger share.
AVMs and staff appraisers are getting the easier assignments.

Some AMC's are taking a much higher % for work coming from other AMC's for the same lender (i.e., Chase or Wells Fargo)
My complaint that with management companies over the years there has been limited increase in 17 years and the reports take far longer...more liability. I have good ratings but if they decide they don't like something you are gone.
Fees are not keeping up with rising costs.
All Lenders and AMC's "Fish" their assignments around for the lowest appraiser they can find-banks and AMC's today are not concerned with the quality of the work they receive from their appraiser vendors-they just want the appraisal back FAST to make their clients happy for more business-they do not care about appraisers-even though they say they do-that is false. Most, if not all AMC's have a "Preferred list" of appraisers as well. We have documented emails from some of them we have tried to work with. It is becoming a "Finger-Pointing" profession and Banks do not want to deal with us. The fees are too low for the amount of work involved in these assignments today and most likely will not go up anytime soon! It is becoming harder and harder to make a living in this profession and enjoy this profession due to all the regulation, difficult AMC's and Lenders and "Finger-pointing".
I am an in house appraiser and on a paid on a salary basis so my answers will not contribute anything to this study.
Fees have not risen significantly for 15 years.
AMC's are not offering fair fees. We regularly reject an order due to fee and suggest a higher fee. Then they will usually pay us what we ask.
Now that lenders have switched to a rotating list, all my hard work to get to the top decreased my workflow and the underdog got a pay raise.
The amount of work time has increased over the years. It now requires more time to acquire and assess the information and fill the forms.
Review work has a different look on fees.
Inflation has increased my cost of living and of business.
My prior position paid SALARY, so I never received ANY portion or fee from the 200 + appraisals completed.
In my opinion, appraisal fees have been flat, if not declining, over the last 5+ years. Coupled with increased scrutiny and requirements and the appraisal profession is less lucrative as it was in the past.
Most of my work is unique to Rural properties and commands a significantly higher fee than residential appraisal fees. I do not perform Fannie Mae appraisals.
Cost of doing business is not properly recognized; MLS fee for example. Appraisers pay as much as Realtors to use the local MLS.
I am only appraiser in my home county in Texas Panhandle. Many counties have NO appraisers, requiring extra travel. Fee often very low for 100+ miles of driving.
AMC and Lender review comments require re-works. Some are not necessary comments.
AMC requirements and reviews not consistent with UAD \$25 per hour for a rural appraisal before expenses is too low.
Considering appraisals pertain to transactions that involve hundreds of thousands of dollars, the amount of time involved in an appraisal, expenses and vehicle wear and tear, and the amount of money others in the industry are paid including inspectors, agents, escrow companies, & contractors, the fees in general are very low. An extra \$50 per appraisal would not even be noticed by the borrowers yet would provide a significant pay raise for appraisers.

When signing up for panel I had to fill out fee schedule. Seems like that is in stone and when I ask for more assignment is declined.
AMC sets fee and will not disclose other appraiser fees. Prohibited from talking to others or providing information.
FHA liability.
I believe management companies are taking a significant portion of the appraisal fee and the consumer and the appraiser is unaware of how much the fee split is.
MyAMC in Dallas TX charges the Lender \$525 for typical 1004 appraisal, and only pays the appraiser \$350.
Financial Institution reviewer none of these questions are pertinent.
Five years ago AMCs argued the laws of supply and demand allowed them to lower fees because there were plenty of appraisers and not enough appraisal work to go around. Now the supply and demand equation has changed, yet AMCs continue to go with the lowest bid appraiser with little regard for quality or experience. Low fees and short term time is all they care about.
I do not believe that appraiser fees are severely deficient in balance with the amount of work that they are held accountable and liable for.
More complex assignments now days. Investors have more requirements. CU reviews as well.
The fees need to be more based on the credentials required to hold the license and the amount of work and time involved in the assignment.
I get work others don't want.
While my fees are typically higher than the norm, the norm is so low it does affect my fees. Current fees are at or below the fees I charged 20 years ago for mortgage work. It doesn't pay to be a typical mortgage appraiser and do quality work. That's why I do very little with AMC' unless they have a problem or complex assignment.
AMC's expect short turnaround times for low fees. This lowers profitability to the appraiser and quality of the appraisal.

N=91

APPENDIX E

AAPOR Outcome Rate Calculator Version 4.0, May, 2016

This spreadsheet will calculate the outcome rates based on AAPOR's Standard Definitions, Version 9 (2016) and e, and earlier versions. Enter the final dispositions into the columns below. For more complete instructions on how to classify final dispositions, see the complete *Standard Definitions and Eligibility Calculation* documents at <http://www.aapor.org>.

Interview (Category 1)	Final Disposition Codes	AMC Survey	Appraiser Survey
Complete (all versions)	1.0/1.10	59	1038
Partial (all versions)	1.2000	0	0
Eligible, non-interview (Category 2)	2.0000		
Refusal (phone, IPHH, mail, web)	2.1100	3	4
Household-level refusal (phone, IPHH, mail, web)	2.1110		
Known-respondent refusal (phone, IPHH, mail, web)	2.1120		
Logged on to survey, did not complete any item (web)	2.1121		
Read receipt confirmation, refusal (web)	2.1122		
Break off/ Implicit refusal (phone, mail, web, mail_U)	2.1200		
Non-contact (phone, IPHH, mail, web, mail_U)	2.2000	0	110
Respondent unavailable during field period (web)	2.2600		
Completed questionnaire, but not returned during field period (mail, web, mail_U)	2.2700		
Other, non-refusals (phone, IPHH, mail, web, mail_U)	2.9000		
Unknown eligibility, non-interview (Category 3)	3.0000		
Unknown if housing unit/unknown about address (phone, IPHH, mail, web, mail_U)	3.1000		
Not attempted or worked/not mailed/No invitation sent (phone, IPHH, mail, web, mail_U)	3.1100		
Always busy (phone)	3.1200		
No answer (phone)	3.1300		
Answering machine-don't know if household (phone)	3.1400		
Call blocking (phone)	3.1500		
Technical phone problems (phone)	3.1600		
Unclear if HH (phone)	3.1610		
Unable to reach/unsafe area (IPHH)	3.1700		
Unable to locate address (IPHH)	3.1800		
Nothing returned (mail, web, mail_U)	3.1900	104	4928
Housing unit, unknown if eligible respondent (phone, IPHH, mail, mail_U)	3.2000		
No screener completed (phone, IPHH, mail, mail_U)	3.2100		
USPS: Refused by addressee (mail, mail_U)	3.2300		
USPS: Refused to accept (mail, mail_U)	3.2310		

USPS: Refused to pay postage (mail, mail_U)	3.2320		
USPS: Returned to sender due to various USPS violations by addressee (mail, mail_U)	3.2400		
USPS: Cannot be delivered (mail, mail_U)	3.2500		
USPS: Illegible address (mail, mail_U)	3.2510		
USPS: Insufficient address on mail from one P.O to another P.O. (mail, mail_U)	3.2520		
USPS: No mail receptacle (mail, mail_U)	3.2530		
USPS: Delivery suspended to commercial mailing agency (mail)	3.2540		
Unknown if person is a HH resident/ mail returned undelivered (phone, mail, web, mail_U)	3.3000		
USPS: Undeliverable as addressed (mail, mail_U)	3.3100		
USPS: Attempted -- Addressee not known at place of address (mail, mail_U)	3.3110		
USPS: Postal box closed (mail, mail_U)	3.3120		
No such address (mail, mail_U)	3.3130		
USPS: No such number (mail, mail_U)	3.3131		
USPS: No such post office in state (mail, mail_U)	3.3132		
USPS: No such street (mail, mail_U)	3.3133		
USPS: Vacant (mail, mail_U)	3.3134		
Not delivered as addressed (mail, mail_U)	3.3140		
USPS: Unable to forward, no deliverable as addressed (mail, mail_U)	3.3141		
USPS: Outside delivery limits (mail, mail_U)	3.3142		
USPS: Returned for better address (mail, mail_U)	3.3143		
USPS: Moved, left no address (mail, mail_U)	3.3200		
USPS: Returned for postage (mail, mail_U)	3.3300		
USPS: Temporarily away, holding period expired (mail, mail_U)	3.3400		
USPS: Unclaimed -- failure to call for held mail (mail, mail_U)	3.3500		
USPS: No one signed (mail, mail_U)	3.3600		
Returned with forwarding information (mail, web, mail_U)	3.4000		
Returned unopened -- address correction provided (mail, mail_U)	3.4100		
Returned opened -- address correction provided (mail, mail_U)	3.4200		
USPS: In dispute about which party has rights to deliver (mail, mail_U)	3.5000		
Other (phone, IPHH, web)	3.9000		
Returned from an unsampled email address (web)	3.9100		
Not eligible (Category 4)	4.0000		
Out of sample - other strata than originally coded (phone, IPHH, mail, web, mail_U)	4.1000		
Not eligible - duplicate listing (phone, IPHH, mail, web, mail_U)	4.8100	1	91
Other (Undeliberable)	4.9000	3	78

Total sample used		170	6249
I=Complete Interviews (1.1)		59	1038
P=Partial Interviews (1.2)		0	0
R=Refusal and break off (2.1)		3	4
NC=Non Contact (2.2)		0	110
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> .		0.939	0.872
UH=Unknown Household (3.1)		104	4928
UO=Unknown other (3.2-3.9)		0	0
Response Rate 1			
$I/(I+P) + (R+NC+O) + (UH+UO)$		0.355	0.171
Response Rate 2			
$(I+P)/(I+P) + (R+NC+O) + (UH+UO)$		0.355	0.171
Response Rate 3			
$I/((I+P) + (R+NC+O) + e(UH+UO))$		0.369	0.190
Response Rate 4			
$(I+P)/((I+P) + (R+NC+O) + e(UH+UO))$		0.369	0.190
Cooperation Rate 1			
$I/(I+P)+R+O)$		0.952	0.996
Cooperation Rate 2			
$(I+P)/((I+P)+R+O))$		0.952	0.996
Cooperation Rate 3			
$I/((I+P)+R))$		0.952	0.996
Cooperation Rate 4			
$(I+P)/((I+P)+R))$		0.952	0.996
Refusal Rate 1			
$R/((I+P)+(R+NC+O) + UH + UO))$		0.018	0.001
Refusal Rate 2			
$R/((I+P)+(R+NC+O) + e(UH + UO))$		0.019	0.001
Refusal Rate 3			
$R/((I+P)+(R+NC+O))$		0.048	0.003

Contact Rate 1			
$(I+P)+R+O / (I+P)+R+O+NC+ (UH + UO)$		0.373	0.171
Contact Rate 2			
$(I+P)+R+O / (I+P)+R+O+NC + e(UH+UO)$		0.388	0.191
Contact Rate 3			
$(I+P)+R+O / (I+P)+R+O+NC$		1.000	0.905

About the calculator

This calculator was developed as a service to the research industry and survey research profession by AAPOR's Standard Definitions Committee. AAPOR strongly recommends that researchers examine the calculator thoroughly, including reading the "Read Me" tab, before using it. Questions or suggestions should be addressed to standards@aapor.org. AAPOR also encourages researchers who use the calculator to use this citation: The American Association for Public Opinion Research. 2016. Survey Outcome Rate Calculator 4.0.