CommVal Lifecycle

status updates by email:

6 March 2020 I V1.0



Process	Valuation Assessment			External Valuation Order					
CommVal Status	Initiated	Assessed	Assessed- Completed	Requested	Assigne	d In Progre	lnspected	Received	Received- Completed
Description	Case owner has created new case or edited existing case	submitted case for assessment and receives a	Case owner has marked the case as complete and case moves to complete cases	Case owner has submitted order and job is allocated to one of the panel valuation firms	Valuation firm accepts job an assigns to valu	nd attempted to		Valuer has submitted the report which is available for immediate viewing	Case owner has marked the case as complete and case moves to completed cases
Exceptions	External Valuation Order Exceptions Processes								
CommVal Status	Action Required	Queried	Receive Query Complet	/ Amend	eried- ed Report nding	Quality Assurance Review	Under Internal Review	Cancelled	Closed
Description	Valuer requires case owner or VST to complete the required action/s in order to proceed or complete the job	 Case owner submits a value on non-value query 	Valuer responding with a disagrate a query Or Valuer ages to a non-valuery	onds • Valuer re ree to with an a alternate grees query	esponds • Va gree or am to a value wit an	nended report th a value change • Id report is now th VST for review	Case owner submits a VST review Case owner receives an email when VST completes the review	a cancellation	Case moves to closed cases 120 days from last decision date or the latest report date
Action	Action Required by You Acti			on Required by VST		Action Updates from Valuer		Notes	
Required, Action Updates & Notes	 Valuer has been denied access Incorrect contact details provided Insufficient documentation Property address appears incorrect Customer initiated cancellation <0ther description from valuer> 		Valuer initiaAwaiting au	eport approval	reo yo wi	 If the valuer has information about the request that does not require action by you they may provide a job update which will display as a note from 'Valuation Firm' in the Notes sidebar 		 Notes can be used for any purpose to record information about the valuation decision or order. Notes may also be added by another team or person for reference Select the Send note to valuer tick box if you need to message the valuer directly when you have forgotten to include specific information regarding the request 	
Status Updates	Case owners can e	ollowing \prec	 Inspected: confirma Received: confirma 	ation that the inspection h	nas taken place and es ibmitted a completed	•			

• Post-valuation Query: details of the query response from Valuer

• VST approval/response: VST approves amended report and when VST completes VST review