CHAPTER 826. VETERANS BENEFITS ADMINISTRATION - REGIONAL OFFICE - LOAN GUARANTY DIVISION

CONTENTS

Distribution: RPC: 0862 assigned
FD

CHAPTER 826.   VETERANS BENEFITS ADMINISTRATION - REGIONAL OFFICE - LOAN GUARANTY DIVISION

1. APPROVAL OF CRITERIA

Criteria approved by the Department of Veterans Affairs (VA)

2. DEFINITION

Loan Guaranty Division:

a. Determines eligibility of individual veterans to loan entitlement benefits and then guarantees, insures, and makes home, condominium and mobile home loans.

b. Determines reasonable value of properties to be sold, constructed, or repaired with financing under provisions of law and the enforcement of established planning, construction, and general acceptability standards, including the administration of a fee system of appraisal and compliance inspection.

c. Adjudicates and determines VA's liability under contracts of guaranty and insurance, including the liquidation of security and disposition of personal liabilities.

d. Manages and disposes of properties acquired by VA as a result of program operations.

e. Provides technical advice and assistance to certain physically handicapped veterans who purchase or build a home with the aid of a grant and furnishes staff assistance to the Committee on Waivers and Compromises.

3. PROGRAM DATA REQUIRED

a. Staffing projections by category (e.g., chief, clerical, technicians, etc.) and percentages of males and females.

b. Projected number of file cabinets (specify letter and specify existing legal sizes) for Central File Area.

c. Projected number of joint use workstations (specify personal computers, word processors, microfiche/film, facsimile, etc.).

d. Projected number of Computer (Target) Video Display Terminals, specify number of printers word processors.

e. Projected number of daily visitors and percentages of males and females.

4. SPACE DETERMINATIONS

a. **Administration**

	Conventional	Modular System
(1) **Office, Division Chief**	13.9 NSM (150 NSF)	13.9 NSM (150 NSF)
(The office should be private and only accessible through the secretary, affording control of visitors.)		

	Conventional	**Modular System**
(2) **Office, Assistant Division Chief**	9.3 NSM (100 NSF)	9.3 NSM (100 NSF

(The Assistant Division Chief will be located in a private
office providing administrative support to the Division Chief
and should be convenient to his office.)

(3) **Office, Administrative Officer**	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)

This space will be located in an open office design and will
provide administrative support.

(4) **Office, Secretary/Waiting**	11.2 NSM (120 NSF)	10.2 NSM (110 NSF)

This space is for secretarial duties which include: dictation,
typing, filing, screening visitors and supervision of clerical
staff. No additional space will be allocated the
Secretary/Waiting area for workstations.

(5) **Office, Clerical or Administrative Personnel**	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)

The above employees will be located in an open office design
and will provide clerical and administrative support.

(6) **Office, Workstation**	6.0 NSM (64 NSF)	6.0 NSM (64 NSF)
	(1st station only)	(1st station only)
	3.7 NSM (40 NSF)	3.7 NSM (40 NSF)

These ADP workstations are for joint use by employees that
do not have or are not sharing (e.g., located on lazy Susan)
ADP equipment at their desks. Therefore, care must be taken
when determining the number of these workstations.

(7) **Files, Central Area**

(a) **Office, File Clerks**	2.8 NSM (30 NSF)	2.8 NSM (30 NSF)

(b) **File Cabinet, Letter Size**	0.7 NSM (7 NSF)	0.7 NSM (7 NSF)
	per cabinet	per cabinet

(c) **File Cabinet, Legal Size**	0.8 NSM (9 NSF)	0.8 NSM (9 NSF)
	per cabinet	per cabin

(8) **Reception/Waiting Area**	9.3 NSM (100 NSF)	9.3 NSM (100 NSF)

(9) **Interview Room**	9.3 NSM (100 NSF)	9.3 NSM (100 NSF)
(Two rooms)	each	each

(10) **Office, Computer (Target) Video Display Terminal(s)**

and Computer (Target) Printer(s)	3.7 NSM (40 NSF)	3.7 NSM (40 NSF)
	each pair	each pair

(a) **Video Display Terminal Only**	2.2 NSM (24 NSF)	2.2 NSM (24 NSF)

(b) **Printer Only**	2.2 NSM (24 NSF)	2.2 NSM (24 NSF)

(11) **Storage, Forms**	4.7 NSM (50 NSF)	4.7 NSM (50 NSF)
(This is for the entire Loan Guaranty Division		

	Conventional	**Modular System**
(12) **Photocopy Area**	4.2 NSM (45 NSF)	4.2 NSM (45 NSF)

(b) **Loan Processing**
   This section approves and guarantees home loans for veterans.

(1) **Office, Section Chief**	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
(2) **Office, Assistant Section Chief)**	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
(3) **Office, Secretary**	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
(4) **Office, Clerical or Administrative Personnel**	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
(5) **Office, Technicians**	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)

   (Loan Specialist and Claims Examiners)

(6) **Office, Workstation**	3.7 NSM (40 NSF)	3.7 NSM (40 NSF)

These ADP workstations are joint use by employees that do not have or
   are not sharing (e.g., located on lazy Susan) ADP equipment at
   their desks. Therefore, care must be taken when determining the
   number of these work repossessed homes.

(1) **Offices, Section Chie**f	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
(2) **Office, Assistant Section Chief**......................	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
(3) **Office, Secretary**	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
(4) **Office, Clerical or Administrative Personnel**	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
(5) **Office, Technicians**	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)

   (Loan Specialist and Loan Assistants)

(6) **Files, Security Room**	11.2 NSM (120 NSF)	10.2 NSM (110 NSF)
(7) **Office, Workstation**	3.7 NSM (40 NSF)	3.7 NSM (40 NSF)

   These ADP workstations are for joint use by employees that
   do not have or are not sharing (e.g., location on lazy Susan)
   ADP equipment at their desks. Therefore, care must be taken
   when determining the number of these workstations.

   d. **Construction and Valuation -** Appraises existing and newly
constructed homes.

(1) **Office, Section Chief**	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
NSM (80 NSF)........................	6.7 NSM (72 NSF)	
(3) **Office, Secretary**	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
(4) **Office, Clerical Personnel**	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)

	Conventional	Modular System
(5) **Office, Technician**	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)

(Appraisers, Construction Analysts and Technical Personnel)

	Conventional	Modular System
(6) **Office, Workstation**	3.7 NSM (40 NSF)	3.7 NSM (40 NSF)

These ADP workstations are for joint use by employees
who do not have or are not sharing (e.g., located on lazy
Susan) ADP equipment at their desks. Therefore, care must
be taken when determining the number of these
workstations.

e. **Loan Services and Claims**

This sections initiates foreclosure action and processes the claims.

	Conventional	Modular System
(1) **Office, Section Chief**	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
(2) **Office, Assistant Section Chie**f	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
(3) **Office, Technicians**	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)

(Loan Specialists)

	Conventional	Modular System
(4) **Office, Clerical and Technical Personnel**..	7.4 NSM (80 NSF)	6.7 NSM (72 NSF)
(5) **Office, Workstation**	3.7 NSM (40 NSF)	3.7 NSM (40 NSF)

These ADP workstations are for joint use by employees that
do not have or are not sharing (e.g., located on lazy Susan)
ADP equipment at their desks. Therefore, care must be taken
determining the number of these workstations.

5. OPERATING RATIONALE (BASIS OF CRITERIA)

These criteria were developed in concert with the Veterans Benefits Administration. They represent an input from the field, program officials and central office personnel. They also represent a distillation of many factors: existing VBA facilities, correction of space inadequacies, technological innovations and projected program requirements.

It is recognized that VBA functions, requirements and the physical variations of buildings will cause deviations in determining the amount of space assigned and its division into private, semiprivate, open areas, or other uses.

6. DESIGN CONSIDERATIONS

a. Provide a private room for the Division Chief, Assistant Division Chief, Security File Room (if required) and Interview Room(s). All other areas will utilize the open office planning concept.

b. Security File Room, if required, must be fireproof and requires a lock to secure legal documents.

c. The Reception Area should be adjacent to the Interview Rooms.

d. The Storage area will utilize cabinets and shelving units as part of the open office area, in lieu of a separate room.