



NAHAC Servicer Roundtable

February 22, 2018

9:00am – 12:00pm

***Location: United Way of Southern Nevada
5830 W. Flamingo Road, Las Vegas, NV 89103***

Agenda



- **Welcome**
- **NVHHF Update**
- **NVHHF Program Guidelines**
- **Program Changes**
- **New Program – Down Payment Assistance**
- **Servicer Scorecard**
- **Common Data File (CDF)**



NVHHF Update



- **Program Performance**
- **Marketing**
- **Website**
- **Outreach**
- **Program Changes**



Onsite Call Center



- **Launched December 1, 2017**
- **Streamlines and improves first contact and intake processes**
- **Faster processing = faster decisions for homeowners**
- **Direct management**
- **Results after two months (through January 31, 2018):**
 - **Inbound calls**
 - December, 2017: 707**
 - January, 2018: 747**
 - **Intake sessions completed**
 - December, 2017: 143**
 - January, 2018: 129**
 - **Eligible to apply**
 - December, 2017: 135 (94% of intake sessions)**
 - January, 2018: 122 (95% of intake sessions)**

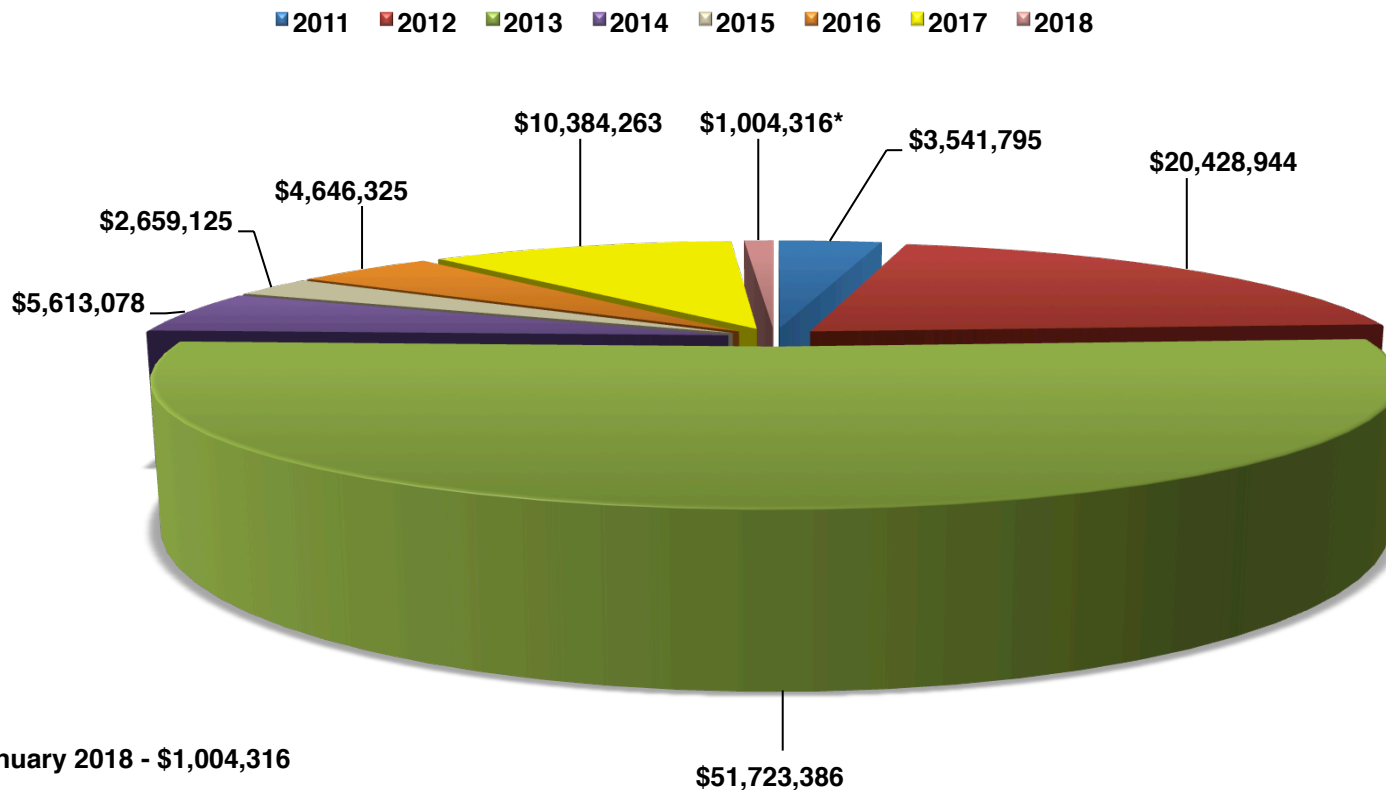


Total Funds Disbursed



Total Disbursed to Date: \$100,001,232 (Data through January 31, 2018)

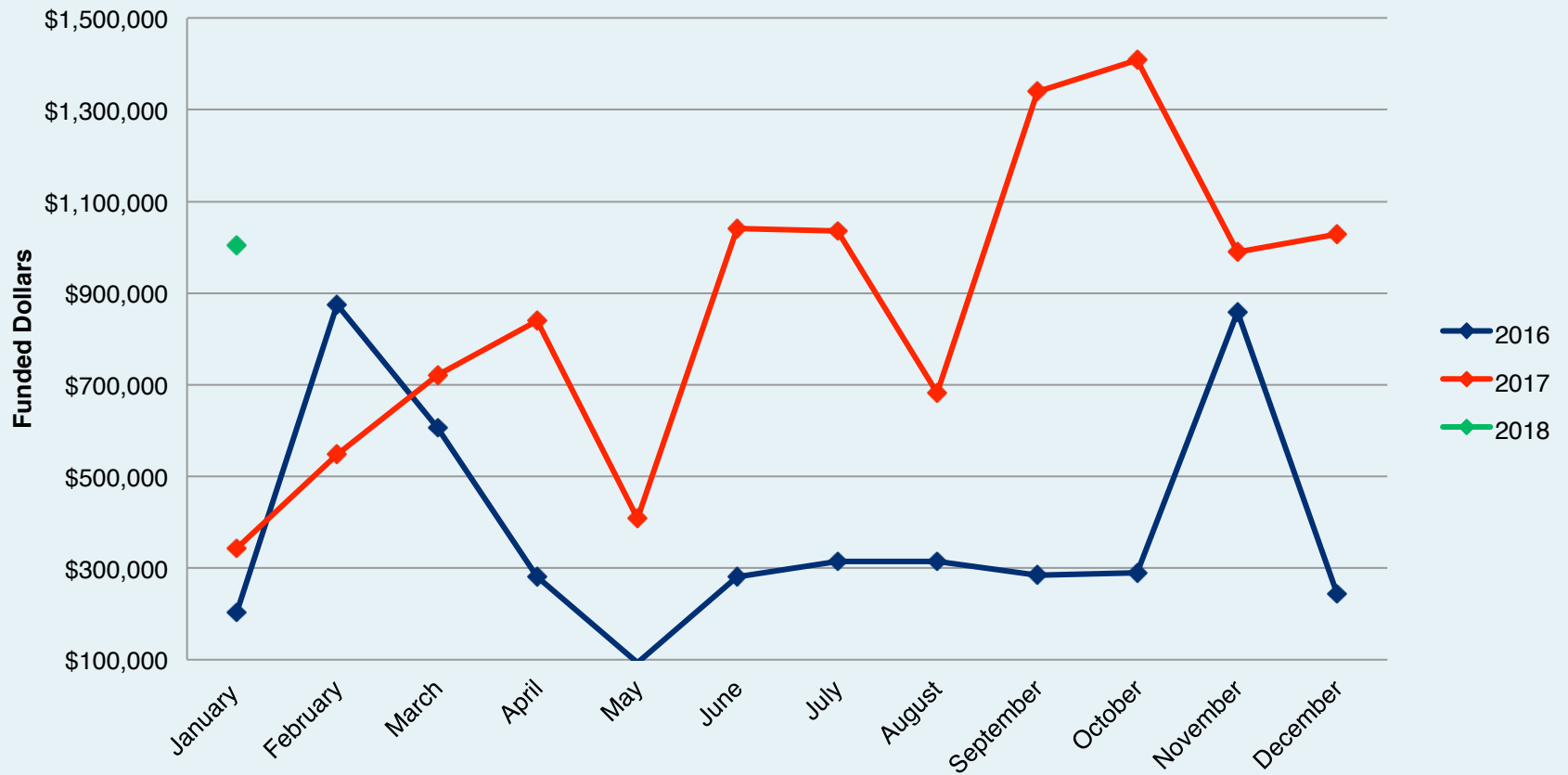
Total Remaining: \$66,533,627 (available until funds are exhausted or through program end – December 2020, whichever occurs first)



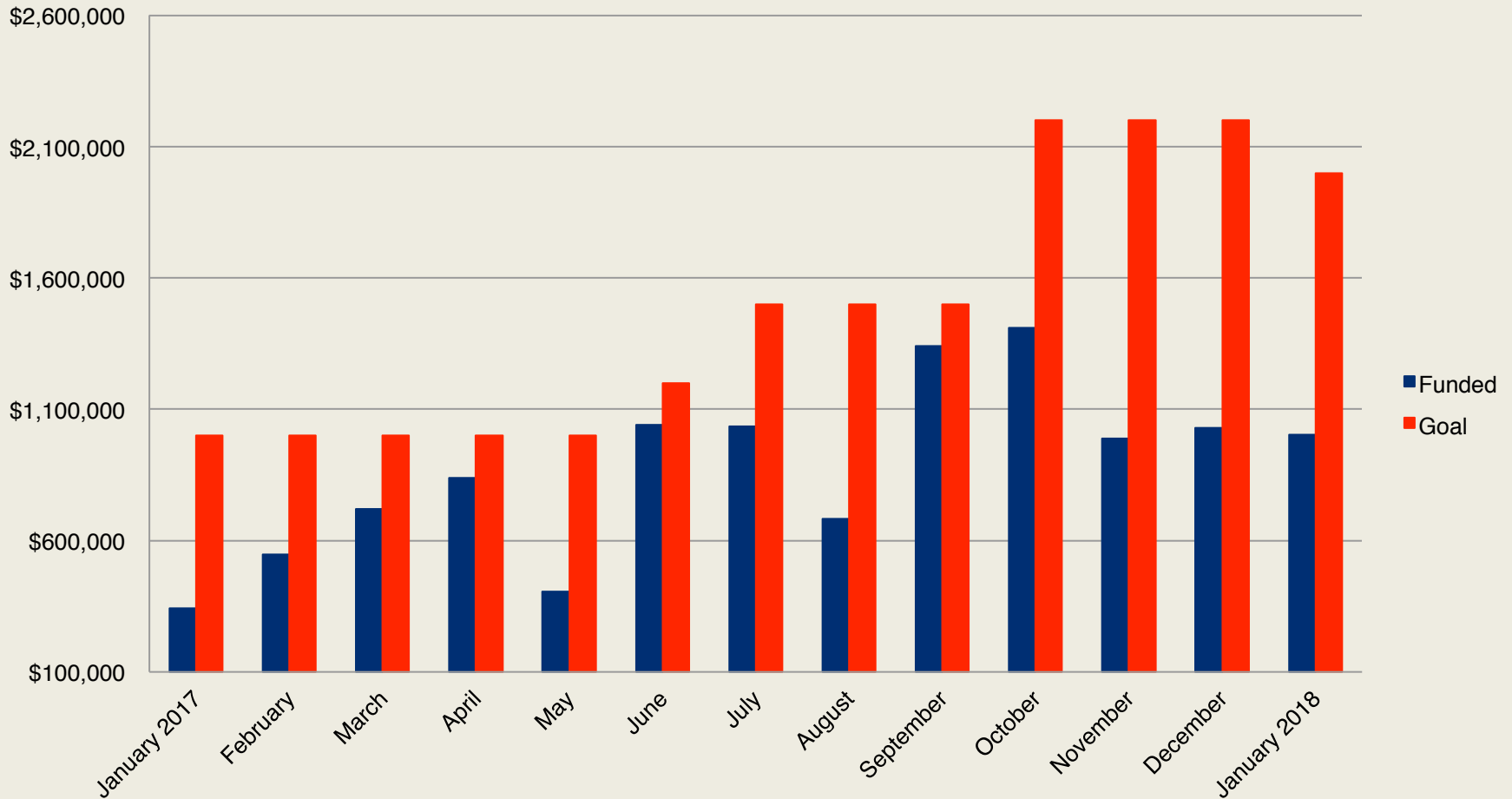
Funding: 2016-2018



Funding Comparison



Funding: Goal vs. Actual (2017-2018)



Current Programs



- **Unemployment Mortgage Assistance Program (UMAP)**
- **Mortgage Reinstatement Assistance Program (MRAP)**
- **Principal Reduction Program (PRP)**
- **Second Mortgage Reduction Program (SMRP)**



Program Changes – Effective February 22, 2018



- **Income Limit Increase to All Programs** – Increasing household income from \$94,809 to \$98,500
- **U-MAP** – Reinstate delinquent first mortgage loan before making monthly payments
- **MRAP** – Provide assistance to previous MRAP recipients if homeowner has suffered a subsequent qualifying hardship
 - Combined assistance not to exceed program maximum of \$54,000



Program Changes Continued



- **PRP Components**

- **Affordability Component** – Income limit increase for homeowners with fixed income as primary source - From \$37,924 to \$62,700
- **Curtailment Component** – Eliminate housing-to-income floor of 25 percent of the gross household income



Program Guidelines



- Please refer to the NAHAC Program Overview handout



New Program – Down Payment Assistance*



- **Assistance Amount – 10% Purchase price, up to \$20,000**
- **Income Limit - \$98,500**
- **Purchase Price Limit - \$400,000**
- **Available to select zip codes**
- **Reservations will be available through eHousingPlus portal**



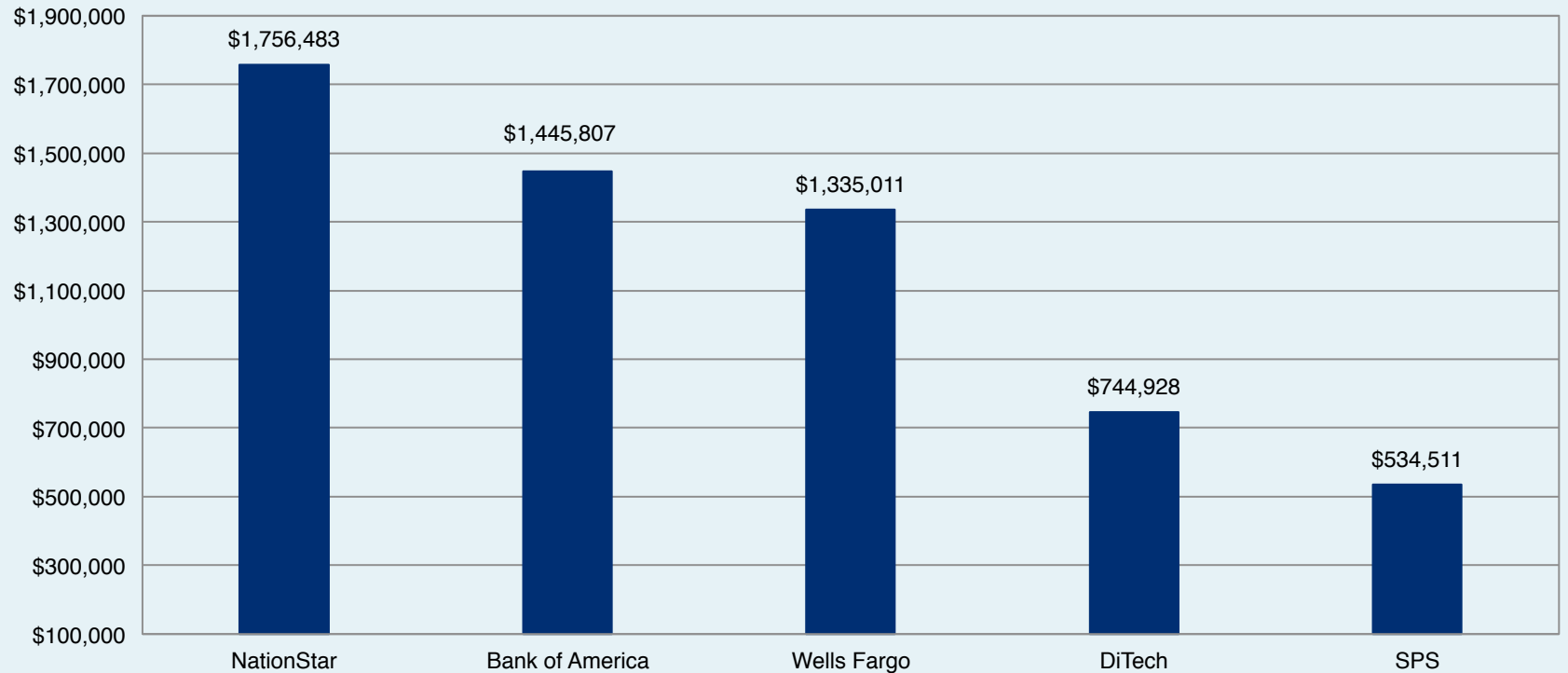
***Information subject to change upon approval by U.S. Department of the Treasury**



Servicer Scorecard



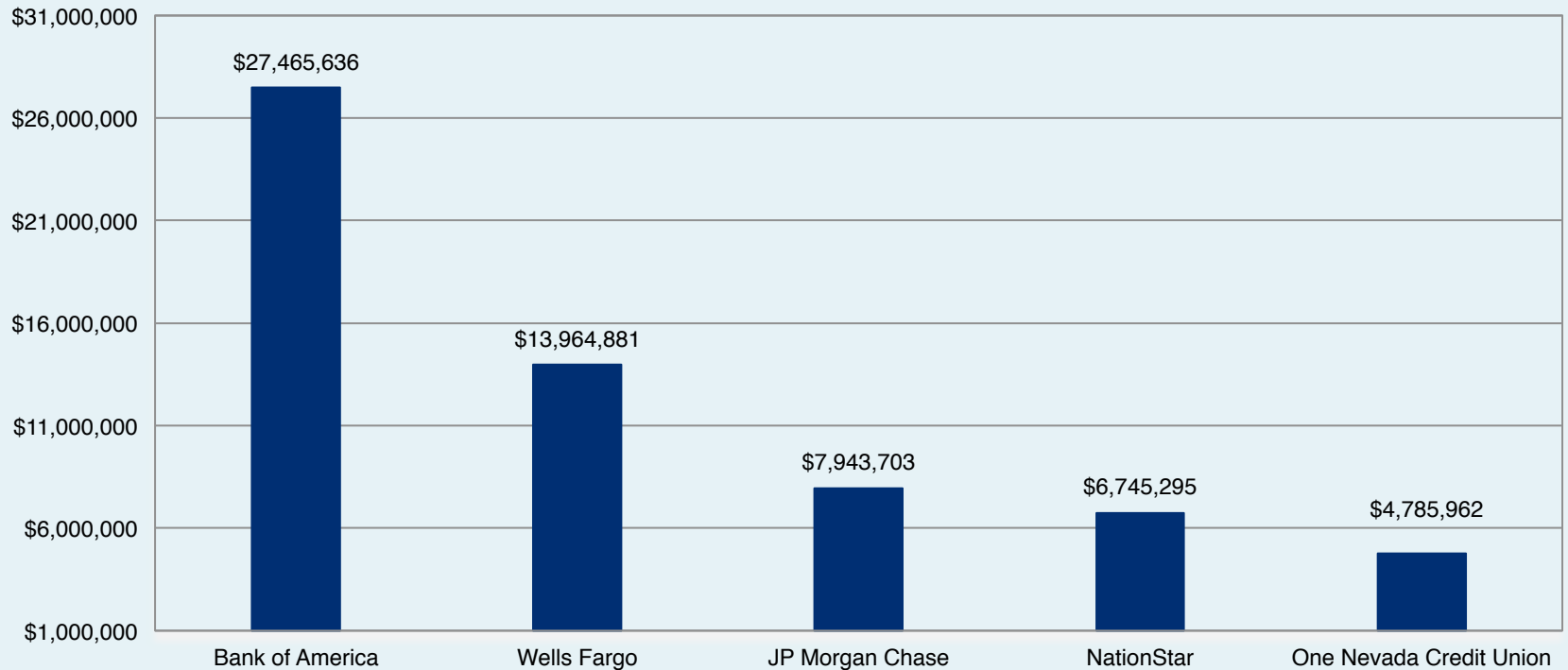
2017 Funds by Servicer – Top 5



Servicer Scorecard



2010-2017 Funds by Servicer - Top 5



Common Data File (CDF)



- **Introduction**
- **NAHAC internal CDF process**
 - **All manual – issuing and receiving**
 - **Final process, if approved**
 - ❖ **Issuing “A” and “B” records**
 - ❖ **Receiving “P” and “F” records in a timely manner**



Common Data File (CDF) - continued



- **Obstacles**
 - **Missing information on returned CDF**
 - ❖ **Taxes and Insurance**
 - ❖ **Deferred Balances**
 - ❖ **Active Bankruptcy**
 - ❖ **Good Thru Date**
 - ❖ **Correct PITIA**
 - **Turnaround time**



Common Data File (CDF) - continued



- **Information requested by NAHAC and reason for request**
 - **Modifications**
 - **Statements**
 - **Past Due amounts**
 - **HUD Partial Claims, etc.**
 - **Payment History (when mortgage is not showing on credit report)**
- **Questions**



Q & A

HOPE
KEEPS A
HOME



NEVADA
HARDEST
↑
HIT
FUND



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