

Foreclosure Prevention

Resource Guide



Fall 2013 Edition

Prepared by:
UAC Foreclosure
Prevention Task Force

Visit us on the Web: www.frc.uac.org



Urban Affairs Coalition
Driving Change from the Ground Up

1207 Chestnut Street
Philadelphia, PA 19107

Table of Contents

Purpose	2
Quick Contacts	3
Section I: What is mortgage foreclosure and how does it work?	4
Foreclosure Chart	5
The Foreclosure Process Explained	6
How Can I Prevent the Sheriff's Sale?	8
Sheriff's Sale Procedures and Contact Information	10
Section II: How can I prevent mortgage foreclosure?	13
Housing Counseling and Preventing Foreclosure	14
Mortgage Foreclosure Rescue and Loan Modification Scams	15
<i>I'm not in foreclosure, but struggling to make my mortgage payments</i>	17
FHA Rate and Term Refinances	17
FHA Short Refinance	18
Home Affordable Refinance Program (HARP 2.0)	19
PHIL-Plus and Mini-PHIL Home Improvement Loan	20
<i>I've received a notice and am in foreclosure</i>	21
Homeowners' Emergency Mortgage Assistance Program (HEMAP)	21
Home Affordable Modification Program (HAMP) (continued)	22
Making Home Affordable Second Lien Modification Program (2MP)	25
Making Home Affordable Unemployment Program (UP)	27
The National Mortgage Settlement (NMS)	28
City of Philadelphia's Residential Mortgage Foreclosure Diversion Program	29
Bucks County Diversion Program	30
Delaware County Mortgage Foreclosure Diversion Program	31
Section III: How do I prevent tax delinquency foreclosure?	32
City of Philadelphia's Financial Hardship Agreements for Property Taxes	33
City of Philadelphia's Statutory Payment Agreements for Property Taxes	34
City of Philadelphia's Low-Income/Extended Agreements of Property Taxes	36
Suburban Philadelphia Agreements for Delinquent Property Taxes	37
County Specific Information for Delinquent Property Tax Agreements (by county)	38
Section IV: If losing my home is inevitable, what are my options?	40
Short Sales and Deed-in-Lieu of Foreclosure	41
Home Affordable Foreclosure Alternative (HAFA)	42
Housing Counseling Agency Directory	43
Samples of Notices and Forms	44
Act 91 Notice	44
Act 6 Notice	45
Complaint	46
Important Notice	47
Judgment	48
Sheriff's Sale Scheduled	49
HAMP Application	50

October 2013

Dear Friends:

The Urban Affairs Coalition is pleased to provide you with the Fall 2013 edition of the Foreclosure Prevention Resource Guide – the sixth year of this publication. We know the Guide had become a highly valued resource to both professionals and homeowners.

The twelve month period since the publication of the last edition in September 2012 has been a lively one in the world of foreclosure prevention. The City of Philadelphia's Residential Mortgage Foreclosure Diversion Program celebrated its 5th anniversary during which it saved over 5,000 homes from foreclosure. The foreclosure rate slowed down while lenders revised their procedures in the wake of the robo-signing crisis. When that issue was addressed loan servicers pressed forward with a wave of foreclosure suits that drove the rate back up again. Housing counselors in Philadelphia continue to be overwhelmed as foreclosures cases continue unabated and the demand for pre-purchase counseling rises with the slowly recovering economy.

The Coalition's Foreclosure Prevention Task Force has devoted much energy this past year to organizing private sector support for the beleaguered nonprofit housing counseling industry through the Housing Counseling Roundtable Initiative. Working Groups produced seven key recommendations on training, technology and evaluation metrics that are now being considered by a newly organized Housing Counseling Funders Collaborative. The goal is to ensure every Philadelphia homeowner with access to qualified and adequately funded housing counseling services.

We hope this Guide continues to be a useful resource to you and your clients. We are grateful to Citi Foundation for once again providing the support that made production of the Guide possible. Your feedback or suggestions are welcomed. Please e-mail us at Foreclosureguide@uac.org.

Sincerely,



Sharmain Matlock-Turner
President/CEO

Purpose

This resource guide is intended to raise awareness about the home foreclosure process, related grant and loan programs and housing counseling resources for the five-county Philadelphia metropolitan area. The Guide is designed to help professionals who encounter homeowners facing foreclosure, as well as to demystify the foreclosure process for homeowners and help them take advantage of the opportunities to preserve ownership of their homes. Please contact the individual administering agencies for more information.

About the Urban Affairs Coalition (UAC) Foreclosure Prevention Task Force

UAC's Foreclosure Prevention Task Force is helping to strengthen a system-wide strategy of combating the mortgage foreclosure crisis in Philadelphia and helping to prevent unnecessary foreclosures. The Task Force is made up of bankers, bank regulators, housing counselors, legal aid attorneys, community advocates and local government agency representatives. The Task Force was formed in September 2007 and presented recommendations and strategies to UAC's Community and Economic Development (CED) Committee in April 2008.

The Task Force presented strategies and recommendations in three areas: Education and Awareness, Affordable and Beneficial Mortgage/Financial Products, and Government and Mortgage Industry Policies and Regulations.

UAC's Mission

UAC unites government, business, neighborhoods and individual initiatives to improve the quality of life in the region, build wealth in urban communities and solve emerging issues.

Your Feedback

We welcome your feedback, additions or corrections. Please contact Don Kelly at 215-851-1738 or dkelly@uac.org. An electronic version of this Guide is updated periodically and posted online at www.frc.uac.org.

Disclaimer

While this document represents our updated research, UAC does not guarantee the accuracy or timeliness of the information below. This is a fast changing environment. As of September 30th 2013, this is the most current information we have been able to obtain. We strongly suggest contacting the administering agency for further information. The law often changes. Each case is different. This resource guide is meant to provide general information and is not intended to provide any specific legal advice.

Prepared By

Roger Ashodian	UAC Foreclosure Prevention Task Force Member
Allison Hughes	Homeownership Counseling Association of Delaware Valley
Bob Lukens	Philadelphia Legal Assistance
Henry Jefferson	Community Legal Services
Margaret Robinson	Philadelphia Legal Assistance
Hardik Savalia	Urban Affairs Coalition
Jennifer Schultz	Community Legal Services
Jennifer Song	Scholl & Ashodian
Katie Zechar	Scholl & Ashodian

Edited By

Chanel Alexander	Urban Affairs Coalition
Rachel Moore	Urban Affairs Coalition

Designed By

Valerie H. Blassey	Blassey Design
--------------------	----------------

Quick Contacts

Visit us on the Web: www.frc.uac.org

Phone Contacts

Foreclosure Hotlines	SaveYourHomePhilly Hotline	215-334-HOME	www.phila.gov/ohcd
	Don't Borrow Trouble Hotline (Suburban Philadelphia)	877-429-5994	www.dontborrowtroublesepa.org
	Pennsylvania Housing Finance Agency Hotline	800-822-1174	www.phfa.org
Making Home Affordable Hotlines	Fannie Mae	1-800-7FANNIE	www.makinghomeaffordable.gov
	Freddie Mac	1-800-FREDDIE	www.makinghomeaffordable.gov
Legal Assistance (income limits)	Community Legal Services	215-227-2400	www.clsphila.org
	Philadelphia Legal Assistance	215-981-3800	www.philalegal.org
	Legal Aid of Southeastern PA	877-429-5994	www.lasp.org
Lawyer Referral	Philadelphia Bar Association Lawyer Referral Service	215-238-6333	www.lris.philadelphiabar.org
	Lawyer Referral Service of Bucks County Bar Association	888-991-9922	www.bucksbar.org/?page=LawyerReferralServ
	Chester County Lawyer Referral Service	610-429-1500	http://www.chescobar.org/?page=LawyerRefmembers
	Lawyer Referral Service of the Barristers Club of Delaware County	610-566-6625	www.delco.pa.barristersclub.com/about/about_elrs.asp?ref=dcba
	Lawyer Referral Service – Montgomery County Bar Association	610-279-9660 ext. 201	www.montgomerybar.org/public/lrs/index.php
Other	Urban Affairs Coalition	215-851-1738	www.uac.org
	Philadelphia County Sheriff's Office	215-686-3530	www.officeofphiladelphiasheriff.com
	Bucks County Sheriff's Office	215-348-6124	www.buckscounty.org/government/rowofficers/sheriff/index.aspx
	Chester County Sheriff's Office	610-344-6850	www.chesco.org/sheriff
	Delaware County Sheriff's Office	610-891-4296	www.co.delaware.pa.us/sheriff/index.html
	Montgomery County Sheriff's Office	610-278-3331	www.montcopa.org
Additional Information Resources	Federal Reserve Bank of Philadelphia Virtual Foreclosure Resource Center	www.philadelphiafed.org/foreclosure (For consumer information, community resources, research and publications, policies and regulations and news.)	

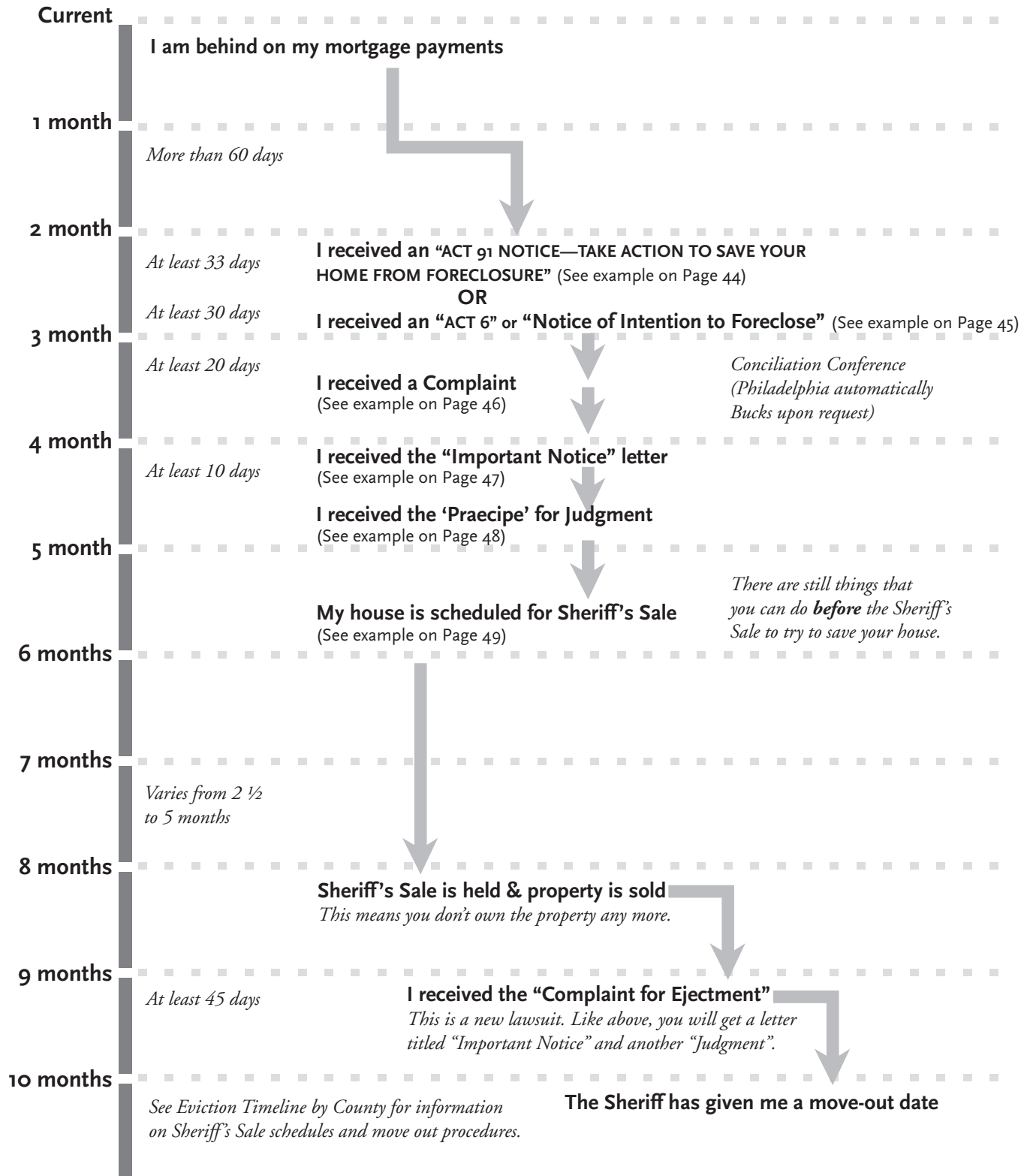
Section I:

What is mortgage foreclosure and how does it work?

Mortgage foreclosure is a complicated process that requires diligent action by the homeowner at every step. This section provides an overview of the entire process as well as detailed explanations of each step along the way. The information in this section may be useful for professionals that are helping homeowners save their homes or homeowners in foreclosure that want to learn more about the process to assert their rights.

Foreclosure Chart

This chart is meant to give you an idea of what happens if you do not do anything to stop the foreclosure. The chart shows the shortest amount of time that can pass between each step. At each step, there are actions you can take to defend against foreclosure that will also result in either ending or extending the timeline below. The following section explains each step in detail.



The Foreclosure Process Explained

Step 1:

I am behind on my mortgage payments

If you fall behind in your mortgage payments or your mortgage company bills you for additional charges you cannot pay or do not believe you owe and refuse to pay, you will receive any number of letters stating that if you do not pay, you may face foreclosure, lose your home and/or have negative credit information reported about you. Until you receive the official notice in Step 2, you are not really in foreclosure (although it may be treated that way by the mortgage company or credit agencies).

Step 2:

I received a Notice of Intention to Foreclose

If you are less than 36 months behind on your mortgage, are behind less than \$60,000 and do not have a federally insured mortgage (FHA), you must receive an Act 91 notice before your mortgage company can file a foreclosure case against you in court—at the top it says “Act 91 NOTICE—TAKE ACTION TO SAVE YOUR HOME FROM FORECLOSURE”. This notice is combined with a Notice of Intention to Foreclose and advises you of how much you are allegedly behind on payments or any other basis upon which the mortgage company claims you are in default and stating what you must do to reinstate your mortgage. If your original mortgage loan amount was \$234,692 or less for foreclosures begun in 2013 (this figure is adjusted annually for inflation effective January 1st), but you do not meet the criteria above for receiving an Act 91 Notice, you still must receive an Act 6 Notice before your mortgage company can file a foreclosure case against you in court. At the top it says “Notice of Intention to Foreclose” and advises you of how much you are allegedly behind on payments and/or any other basis upon which the mortgage company claims you are in default, and states what you must do to reinstate your mortgage.

Before an Act 91 Notice can be sent to you, you must be at least 60 days in arrears. There is no minimum number of days you must be in arrears before an Act 6 Notice can be sent; you simply must be in default under the mortgage. These notices usually come by both certified and first class mail. There must be a separate notice for each person who signed the mortgage. Most homeowners receive the combined Act 91 Notice. The Act 91 Notice gives you 33 days to “cure” (get caught up on) the delinquency and, if you are eligible, to meet with a housing counselor to apply for the “Homeowners Emergency Mortgage Assistance Program”

(HEMAP) program of the Pennsylvania Housing Finance Agency. If you “cure” the delinquency or, if you are eligible for HEMAP, you meet with a housing counselor, no mortgage foreclosure action can be started in court. The mortgage company cannot foreclose on your home while you have a pending HEMAP application. However, you **MUST** meet with an approved housing counseling agency within 33 days of the date on the notice to be entitled to a stay of foreclosure while you are applying (you can still apply after 33 days but foreclosure may proceed) for HEMAP. If you are not eligible for HEMAP and therefore receive a “Notice of Intention to Foreclose” (Act 6 Notice) instead of an Act 91 Notice, you will have 30 days to “cure” (get caught up on) the delinquency before any foreclosure case can be filed against you in court.

NOTE: If you have an FHA loan with an original balance higher than \$234,692, you will not get an Act 91 notice or an Act 6 Notice but you will get a notice telling you your rights. FHA loans are not eligible for HEMAP.

Step 3:

I received a Complaint

If you do not “cure” your delinquency or meet with a housing counselor within 33 days, the mortgage company must file a legal document in the local Common Pleas Court, called a “complaint”, claiming that you are in default of the mortgage.

Service of the mortgage foreclosure complaint. The Sheriff’s office in your county must hand deliver a copy of the mortgage foreclosure complaint to an adult at the homeowner’s residence (unless the Court has permitted a different form of service, such as posting on your door or certified mail). In Philadelphia, service can also be made by a private process server.

Responding to the mortgage foreclosure complaint. You have 20 days from the date the Sheriff delivered the complaint to respond either by filing preliminary objections or an answer, in the Common Pleas Court. You must also “serve” (send by mail) a copy to the lawyer for the mortgage company.

Philadelphia Only: Conciliation Conference. The Philadelphia Court of Common Pleas has the “Residential Mortgage Foreclosure Diversion Program” to help homeowners save their homes. Foreclosures of owner-occupied homes have a “conciliation conference” scheduled when the case is filed. Homeowners receive a notice stating when their court

hearing is scheduled. Before appearing in court, homeowners must prepare a proposal to resolve the mortgage default and send it to the lawyer for the mortgage company. Homeowners can do so by scheduling an appointment with a certified housing counseling agency (see the Housing Counseling Agency Directory). Appointments can be scheduled by calling the Save Your Home Philly Hotline.

At the conference, the mortgage company lawyer will be there, along with a court-appointed mediator if one is requested. Default judgment cannot be taken by the mortgage company during the conciliation process. However homeowners must be prepared to file a response to the foreclosure complaint one day after the end of the process in order to avoid entry of a foreclosure judgment if an agreement is not reached.

Bucks County Only: Conciliation Conference (See page 10 for more information). The Bucks County Court of Common Pleas has the “Mortgage Foreclosure Diversion Program” to help homeowners save their homes. Foreclosures of owner-occupied homes may request a “conciliation conference” within 10 days of when the complaint is served. The conference will be conducted by the court-appointed mediator. Default judgment cannot be taken by the mortgage company until at least 20 days after the conciliation conference. Therefore, homeowners must be prepared to file a response to the foreclosure complaint 20 days after the conference in order to avoid entry of a foreclosure judgment if an agreement is not reached

Step 4: **I received the “Important Notice” letter**

If you do not file a response to the mortgage foreclosure complaint, the mortgage company lawyer must send you a notice of default informing you that you have not responded to the complaint and that judgment can be entered against you if you do not file a response in the Common Pleas Court within 10 days of the Notice (the day it was sent, not the day you receive it).

Step 5: **I received a Judgment and my house is scheduled for Sheriff’s Sale**

If you still do not file a response to the mortgage foreclosure complaint, the mortgage company can take a “default” judgment against you. At the same time, the mortgage company will file a “Writ of Execution” and schedule a Sheriff’s Sale of your home. The length of time varies from county to county (anywhere from 2 ½ to 5 months) between entry of default

judgment and the date of the Sheriff’s Sale. The Sheriff must deliver a notice of the sale to each person who signed the mortgage and post a big Sheriff’s Sale sign on your door.

NOTE: If your house sells at Sheriff’s Sale, you no longer own it and there is nothing you can do to save your home (unless there was a technical defect in the foreclosure process, which is extremely rare). See County specific information.

Step 6: **Sheriff’s Sale is held and property is sold**

If you have not taken any action to prevent the Sheriff’s Sale from taking place, (such as having the judgment opened, “re-instating” the mortgage, are in the process of getting a HAMP loan modification or filing a bankruptcy petition), and if the mortgage company has met all the requirements for the Sheriff’s Sale to proceed, the sale will take place in a public place, usually the local county courthouse. Once someone buys your home at the sale (often the mortgage company itself), you no longer own it. However, you do not have to leave your home at that time.

Sometimes, the new owner may try to contact you. They may offer “cash for keys”—money for you in return for a promise to move out by an agreed upon date or offer to allow you to stay and pay rent. The law does not require the new owner to do any of this. Accepting these offers is your decision. If you do not reach an agreement with the new owner they will probably proceed to eject you.

Step 7: **I received a “Complaint for Ejectment”**

The new owner of the house cannot remove you from the home, only the Sheriff can. They may ask or demand that you leave, but you can choose to remain in possession of the house until a separate court case, called an “ejectment action”, is brought against you and won by the new owner. Again, the mortgage company or other buyer at the Sheriff’s Sale must file another complaint in the local Common Pleas Court, this time claiming that you no longer have a right to possess your home because you lost legal title to it in the Sheriff’s Sale.

NOTE: If you choose to remain in the house, the new owner has the right to demand fair market value rent. Often, they do not try to collect this, but you should know they can demand that money in the ejectment suit.

Service of the ejectment complaint. The Sheriff’s office in your county must hand deliver a copy of the ejectment complaint to each adult person in possession of the house

(unless the Court has permitted a different form of service). In Philadelphia, service can also be made by a private process server.

Responding to the ejectment complaint. You have 20 days from the date the Sheriff delivered the complaint to respond to the complaint by filing either preliminary objections or an answer in the Common Pleas Court. You must also “serve” (send by mail) a copy to the lawyer for the mortgage company or other buyer. If you do not file a response to the ejectment complaint the lawyer for the mortgage company or other buyer must send you a notice of default (entitled “Important Notice”), informing you that you have not responded to the complaint and that judgment can be entered against you if you do not file a response in the Common Pleas Court within 10 days of the Notice (the day it was sent, not the day you receive it).

Step 8:

The Sheriff has given me a move-out date

If you still do not file a response to the ejectment complaint, the mortgage company or other buyer can take a “default” judgment against you. At the same time, the mortgage company or other buyer will file a “Writ of Execution” or a “Writ of Possession.” The Sheriff will deliver this notice to the house. The Sheriff will also schedule a time by which you must be out. If you remain beyond that time a Deputy Sheriff can go out to your home and forcibly evict you. The length of time varies from county to county depending upon the workload of the Sheriff’s office, but the Sheriff’s office is not allowed to take longer than 90 days to evict you once the writ is filed. In some counties a representative of the Sheriff’s office will notify you a few days before coming out to evict you, but this is not required. You still have a right to keep all of your personal possessions from the home.

How Can I Prevent the Sheriff’s Sale?

READ THIS FIRST—

Below is a list of suggestions on trying to work out a problem with your mortgage. A more comprehensive discussion of these programs is in the Products Directory section. Not every option is right for everyone. You also need to remember that even while you are trying to find a solution, the mortgage company may be moving forward with the foreclosure process in court. If you have court papers or a Sheriff’s Sale scheduled, you cannot ignore those deadlines. If you have a Sheriff’s Sale scheduled, the mortgage company can voluntarily postpone or stop the Sheriff’s Sale, but this is infrequent. If the mortgage company says it will do this, get it in writing and then confirm with the Sheriff that the sale is postponed.

Right to Reinstate

Up until one hour before the Sheriff’s Sale, you can “reinstate” the mortgage by paying the mortgage company any missed payments, late charges, court costs and attorney’s fees. Be careful that you are not charged excessive attorney’s fees because they must be “reasonable” and actually paid by the mortgage company. There are several ways to get money to reinstate. Pennsylvania runs a program called HEMAP, which helps homeowners bring their mortgages current. Other local organizations provide grants to help bring loans current.

Right to Payoff in Full

Up until one hour before the Sheriff’s Sale, you can satisfy the mortgage or judgment by paying the complete amount owed on the mortgage. If there is a judgment, you must pay the amount set by the court in the judgment, plus interest. If there is no judgment, you have to get a payoff figure from the mortgage company or its lawyers. There are several ways to get money to reinstate such as refinancing your house into a new mortgage. The state, federal government, non-profit organizations and even some private banks have programs to refinance homeowners into more affordable loans.

Working with the Lender

A government program called Home Affordable Modification Program (HAMP) allows some people to change the terms of their mortgage (called “modification”) to resolve a delinquency. Many lenders (but not all) are participating in this program. If you have a pending HAMP application, or if you have been accepted for a HAMP loan modification, your mortgage company cannot file a foreclosure lawsuit. If the lawsuit was already filed before you applied for HAMP the lender still has to consider you for the HAMP modification and they cannot sell your house at Sheriff’s Sale until your application is reviewed.

BE CAREFUL—Just because you are working with the lender doesn’t mean you are in the HAMP process. If you have a

Sheriff's Sale scheduled you should ALWAYS verify with the lender and the Sheriff to confirm that the sale is stopped or postponed (also called "stayed"). Many lenders will talk to people about resolving the problem while at the same time the house goes to Sheriff's Sale. Don't let this happen to you!

Rescue Loans

There are programs designed to help people get out of predatory mortgages and in exchange give people fairly-priced loans. These programs differ in their requirements, application policies and other rules.

Petition to Strike the Judgment

If judgment is taken against you, but something was wrong in the way the judgment was done, you can file a Petition to Strike the Judgment. The errors that allow a judgment to be stricken include improper service, lack of jurisdiction and other procedural errors. If granted, it is as if the judgment were never issued. You can then respond to the complaint and fight the foreclosure. Please note: filing this petition does not stop the Sheriff's Sale. Only when the court grants the petition is the Sheriff's Sale stopped. It can take several months for a court to grant a petition. If you want to stop the Sheriff's Sale while the court considers the petition you need to file a separate petition to stay the Sheriff's Sale (see below).

Petition to Open Judgment

If judgment is taken against you and you have a good defense, you can file a Petition to Open Judgment within 10 days and have the default judgment set aside. (You can still file a Petition to Open Judgment after 10 days from the date of the default judgment, but you would also have to show excusable neglect in not responding and that you acted promptly once you found out that judgment was entered). If granted, you can then respond to the complaint and fight the foreclosure. Please note: filing this petition does not stop the Sheriff's Sale. Only when the court grants the petition is the Sheriff's Sale stopped. It can take several months for a court to grant a petition. If you want to stop the Sheriff's Sale while the court considers the petition you need to file a separate petition to stay the Sheriff's Sale (see below).

Petition to Stay or Postpone

You can try going to a judge and asking him or her to stay (postpone) the sale while you work out the problem. You have to file a formal motion with the court to do this. Philadelphia County has created a form petition designed for

people without lawyers. In some instances, the judge may require you to provide protection to the mortgage company for the costs of the delay. This protection is often in the form of a bond or money deposit with the court. Postponing or staying the sale does not stop it forever, it only postpones it (If postponed, it will usually be for a month or two; if stayed, it will be for at least three months since the Sheriff's Sale would need to be readvertised and new notices must be sent out). You still need to come up with a way to resolve mortgage delinquency.

What About Bankruptcy?

Up until one hour before the Sheriff's Sale, you can stay the sale by filing a bankruptcy in the federal bankruptcy court. If you file during the hour immediately before the sale, it will stop the sale, but the mortgage company can insist that you pay the entire mortgage off during the bankruptcy to avoid having another Sheriff's Sale scheduled if your mortgage has been "accelerated".

BUT BEWARE! Filing the bankruptcy petition does not solve the problem completely. Bankruptcy law requires everything to stop (including Sheriff's Sale), so that you can propose a plan to the bankruptcy court and the court can figure out how to handle your finances. If you file a Chapter 7 bankruptcy, you either have to immediately bring the mortgage fully current, surrender the house or pursue another option such as a loan modification. If you file a Chapter 13 bankruptcy, you can will be required to have the court confirm (approve) a plan under which you will make payments over 3–5 years to bring the house mortgage current. During those 3–5 years you are still in the bankruptcy.

Before filing bankruptcy, you must get credit counseling from a bankruptcy court-approved counselor. Visit the official list at www.usdoj.gov/ust/eo/bapcpa/ccde/cc_approved.htm. If you do not have the credit counseling certificate when you file bankruptcy, it is likely that the bankruptcy will be dismissed and will not help you save your home from foreclosure.

Get a lawyer to help you. Filing a bankruptcy yourself is a lot like doing your own taxes, but without instructions. There are lots of forms, it involves your finances, there are many rules that are not easily understood, particularly with Chapter 13 in which you would propose a plan to catch up on your mortgage arrears, and mistakes can have big consequences. Some people can handle bankruptcy on their own, but many feel in over their heads.

Sheriff's Sale Procedures and Contact Information

Bucks County

Length of time between filing Writ of Execution and date of Sheriff's Sale:

Approximately three months (schedule available on website). Sales take place on the second Friday of each month, with the exception of the second Fridays that fall on a day the courthouse is closed and are held in the James Lorah Auditorium, 132 North Main Street, Doylestown, PA 18901 (corner of Broad and Main Streets) directly across from the courthouse.

Procedure once judgment is entered and Writ of Possession is filed in post-foreclosure ejectment action:

Notice provided.

Length and specificity of notice to former owner and/or occupants regarding forcible eviction:

30 days minimum by Sheriff's Office policy (unless there are extenuating circumstances that require less notice); a particular date for the eviction is provided to the former owner and/or occupants of the property; a \$125 deposit must be posted by the mortgage company's law firm toward the costs of a locksmith, moving and storage of any personal possessions still at the premises.

Other information provided:

\$2,000 deposit must be posted by the mortgage company's law firm at the time of filing the Writ of Execution to have the property listed for Sheriff's Sale to cover the Sheriff's Fees and advertising costs; the unused portion will be returned either after the sale or if the case is resolved and the sale does not take place.

General Sheriff's office website link for more information and Sheriff's Sale listings:

www.buckscounty.org/government/rowOfficers/Sheriff

Contact information:

Sheriff's Office
Edward J. Donnelly, Sheriff
Bucks County Court House
55 E. Court Street, 1st Floor
Doylestown, PA 18901
Main Number: 215-348-6124
Real Estate: 215-348-6132
Civil Rates: 215-348-6130
Civil Rates (out of County): 215-348-6122
Personal Property: 215-348-6129

Chester County

Length of time between filing Writ of Execution and date of Sheriff's Sale:

Approximately three months (schedule available on website). Sales take place on the 3rd Thursday of each month at 11:00 a.m., except December and are held at the Chester County Justice Center, Sheriff's Department, 201 West Market Street, Suite 1201, in a Courtroom to be assigned the week of the sale.

Procedure once judgment is entered and Writ of Possession is filed in post-foreclosure ejectment action:

Notice provided.

Length and specificity of notice to former owner and/or occupants regarding forcible eviction:

Sheriff's deputy serves former owner/occupants with writ of execution and provides between 6 and 30 days notice of the date of forcible ejectment (usually the actual length of notice is about three weeks); a particular date for the eviction is provided on the writ posted on the property to the former owner/occupants of the property; the mortgage company's law firm or that of any other new owner of the property must confirm that they are ready to proceed 24 hours in advance of the scheduled ejectment date and arrange for a locksmith; the former owner/occupants are given the opportunity to take any possessions with them that they can put in their vehicle or otherwise remove

from the premises and can designate their own storage facility in lieu of the storage facility arranged by the mortgage company or other new owner of the property.

Other information provided:

\$2,000 deposit must be posted by the mortgage company's law firm at the time of filing the Writ of Execution to have the property listed for Sheriff's Sale to cover the Sheriff's Fees and advertising costs; the unused portion will be returned either after the sale or if the case is resolved and the sale does not take place.

General Sheriff's office website link for more information and Sheriff's Sale listings:

www.chesco.org/index.aspx?NID=1969

Contact information:

Office of the Sheriff
Chester County Justice Center
Carolyn B. Welsh, Sheriff
201 West Market Street, Suite 1201
West Chester, PA 19380-0991
Phone: 610-344-6850
Civil Process: 610-344-5978
Real Estate: 610-344-6859; 610-344-6852
Fax: 610-344-5345

Delaware County

Length of time between filing Writ of Execution and date of Sheriff's Sale:

Approximately three months, in accordance with a schedule of deadlines for getting all paperwork in to schedule a Sheriff's Sale on a property. Please visit the website to see the schedule. Sales take place about three months after the paperwork has been submitted, on the third Friday of each month at 11:00 a.m. (unless the third Friday is a holiday, when the sale will be held on Thursday) and are held in the County Council Meeting Room on the first floor of the Government Center Building, Delaware County Court House, Front Street & Veterans Square, Media, PA 19063.

Procedure once judgment is entered and Writ of Possession is filed in post-foreclosure ejectment action:

Notice provided.

Length and specificity of notice to former owner and/or occupants regarding forcible eviction:

Approximately two weeks by Sheriff's Office practice (but in special circumstances a former owner/occupant could be ejected without notice); first the writ of possession is served; then, unless special circumstances justify an ejectment without further notice, a date is provided to the former owner and/or occupants by mail and posting of the property on a form used by the Sheriff's Office; a \$250 deposit must be posted by the mortgage company's or new owner's law firm for Sheriff's costs in the ejectment action and the firm must arrange for a locksmith,

bonded moving company and a storage facility within Delaware County for entry and removal of any personal possessions still at the premises and confirm these arrangements with the Sheriff's office 2 days in advance of the scheduled date for the ejectment or the ejectment is postponed and must be rescheduled.

Other information provided:

\$2,000 deposit must be posted by the mortgage company's law firm at the time of filing the writ of execution to have the property listed for Sheriff's Sale to cover the Sheriff's commission and advertising costs; the unused portion will be returned either after the sale or if the case is resolved and the sale does not take place.

General Sheriff's office website link for more information and Sheriff's Sale listings:

www.co.delaware.pa.us/sheriff/realestate.html

Contact information:

Sheriff's Office
Joseph F. McGinn, Sheriff
Delaware County Court House
201 W. Front Street, Room 101
Media, PA 19063
Main Number: 610-891-4296
FAX: 610-891-1765
Real Estate: 610-891-4305

Montgomery County

Length of time between filing Writ of Execution and date of Sheriff's Sale:

Approximately two months. Sales generally take place on the last Wednesday of each month at 1:00 p.m. and are held in Courtroom A at the Montgomery County Courthouse, Swede and Airy Streets, Norristown, PA 19404. Schedule available on the website.

Procedure once judgment is entered and Writ of Possession is filed in post-foreclosure ejectment action:

Notice provided.

Length and specificity of notice to former owner and/or occupants regarding forcible eviction:

Sheriff's deputy serves former owner/occupants with a Writ of Possession and provides a 30 day notice to vacate the property. After 30 days has expired Sheriff's Deputies will schedule a date for eviction; the mortgage company's law firm must provide a moving truck and storage facilities for any personal possessions still at the premises.

Other information provided:

\$3,020 deposit must be paid by the mortgage company's law firm at the time of filing the writ of execution to have the property listed for Sheriff's Sale. The deposit is applied to all pre-sale costs, advertising and post-sale fees. The unused portion will be returned to the plaintiff's attorney after the sale or if the case is resolved.

General Sheriff's office website link for more information and Sheriff's Sale listings:

sheriff.montcopa.org/sheriff/site

Contact information:

Montgomery County Sheriff's Department
Eileen Whalon Behr, Sheriff
Court House, 1st Floor
P.O. Box 311
Norristown, PA 19404
Phone: 610-278-3338
Real Estate Division: 610-278-3338

Philadelphia County

Length of time between filing Writ of Execution and date of Sheriff's Sale:

Approximately three months between filing and sale (see schedule available on the website). Sales generally take place on the first Tuesday of each month, check website for updates. The sales take place at 10:00 a.m. at The First District Plaza, 3801 Market Street, 3rd Floor, Philadelphia, PA.

Procedure once judgment is entered and Writ of Possession is filed in post-foreclosure ejectment action:

Notice provided.

Length and specificity of notice to former owner and/or occupants regarding forcible eviction:

The Philadelphia Court of Common Pleas serves the former owner/occupants with a Writ of Possession and provides a 30 day notice to vacate the property. After 30 days have expired Philadelphia Sheriff's Real Estate Division will provide the former owner/occupants with a formal eviction notice; the mortgage company must provide a moving truck, locksmith and storage facilities for any personal possessions still at the premises.

Other information provided:

The mortgage company must pay a \$1,500 deposit at the time of filing the writ.

General Sheriff's office website link for more information and sheriff's sale listings:

www.officeofphiladelphiasheriff.com/en/real-estate/foreclosure-listings

Contact information:

Philadelphia City and County Sheriff's Department

Jewell Williams, Sheriff

100 South Broad Street, 5th floor

Philadelphia, PA 19110

Main Phone: 215-686-3530

Real Estate Phone: 215-686-3535, 3534

Real Estate Fax: 215-686-3971

Section II:

How can I prevent mortgage foreclosure?

In response to the national foreclosure crisis there are many programs available to homeowners to help them stay in their homes. This section contains information about proactive actions, such as housing counseling programs, for people who are struggling to pay their mortgage but are not in foreclosure and people who have received a foreclosure notice but have not yet lost their homes.

Housing Counseling and Preventing Foreclosure

Studies of families in foreclosure across the nation found that homeowners in mortgage default who receive counseling were twice as likely to avoid foreclosure than those who didn't. If you have missed your mortgage payment and/or are struggling to keep you home from foreclosure a housing counselor can help. Even if you are afraid to talk to your lender the counselor can intervene directly on your behalf. Housing counselors are trained and certified professionals who are knowledgeable about mortgages, foreclosure, real estate, housing terminology and concepts. They know the various aspects of the foreclosure processes and may have access to community resources that can help during a financial crisis. Make an appointment to see a counselor right away.

What do housing counselors do?

Due to the complexity of the foreclosure process foreclosure counselors must be proficient in all phases of foreclosure intervention. They are trained in national and local policies, procedures and processes. Some cases may require a series of sessions with the counselor during which the counselor will analyze your budget, spending, credit, loan and court documents. The counselor will contact your lender and negotiate for an affordable resolution to your situation. If you are in the dark about what to do or are experiencing frustrations and difficulties with your mortgage, there is help. Call a housing counselor immediately for help.

How can housing counselors help with foreclosure prevention and other mortgage problems?

Housing counselors can help people at risk of foreclosure. This includes people experiencing hardships that make it difficult to pay their monthly mortgage. Housing counselors know about programs you can take advantage of so that you might avoid losing your home. The sooner you take action, the more the counselor can help you.

At this time of rising mortgage delinquencies and foreclosures, housing counselors are playing a special role in helping homeowners. Counselors can evaluate homeowners' options and take steps to restructure their mortgages to affordable rates. This may resolve a delinquency and prevent foreclosure of the home. Since everyone's situation is unique and many programs are available, it is important to receive assistance from a knowledgeable housing counselor. They will help identify and pursue the option(s) best suited to

each homeowner. Housing counselors can help homeowners navigate or apply for the programs designed to prevent foreclosure and keep mortgages affordable.

What is the benefit of seeing a housing counselor?

Housing counseling sessions are one-on-one. You will receive specialized advice that is unique to your situation. You will also receive an individualized action plan that takes your unique goals and circumstances into consideration. In the counseling sessions, a housing counselor will evaluate your finances. Counselors will also help you explore what options you may have to prevent foreclosure, restructure a mortgage that you feel has unfair terms or how to refinance your home. Another benefit of seeing a housing counselor is that a counselor can help to identify scams and abusive lending that are not in your best interest.

How much does it cost?

Approved nonprofit housing counseling agencies are free. The only fee you may have to pay is for your credit report in order to obtain your credit score. You are entitled to a free credit report up to three times per year, but you have to pay for your credit score. Avoid for-profit companies that charge for their services, especially those who solicit you through the mail.

A reputable counselor will not guarantee to stop the foreclosure process regardless of your circumstances. Working with a legitimate counselor can certainly increase your chances of keeping your home—but be wary of people who promise a sure thing. Get the details of your transaction, along with any promises, in writing first. Keep the following tips in mind when you are seeking help:

- Do not delay in providing the requested documents to your counselor.
- Do not feel pressured to sign paperwork that you have not read through carefully or that you do not understand.
- Do not sign blank forms.
- Do not agree to a repayment plan that is not affordable.
- Do not agree or sign anything that transfers the title (your ownership) to another person or party.
- Ask if your housing counselor can discuss your documents with their legal advisor.

See the Housing Counseling Agency Directory at the end of this guidebook to find a counselor near you. Some housing counseling agencies are experiencing an extraordinary number of requests for service and may not be able to schedule an appointment right away. If you have a time limit in which

to take action to save your home, try more than one counseling agency to make sure you meet all applicable deadlines. Your home and family's securities are on the line.

Mortgage Foreclosure Rescue and Loan Modification Scams

As if the stress and fear of losing a home through foreclosure weren't enough, now homeowners must be on alert for scam artists trying to take money that could be used to save the home. There are people and companies who prey on vulnerable homeowners. They make empty promises to work things out on behalf of the homeowner. Often, the homeowner is left with a foreclosure in their hands and the person who was supposed to work things out took their money and did little or nothing to prevent the foreclosure. It is important to bring the attention of homeowners to scams so they can protect themselves and increase the chances of staying in their homes.

Although foreclosure rescue scams are on the rise, they aren't always easy to spot. Here are five red flags to indicate that you may be dealing with a loan modification scammer:

1. **A company/lawyer/person asks for a fee in advance to work with your lender to modify, refinance or reinstate your mortgage.** They may pocket your money and do little or nothing to help you save your home from foreclosure.
2. **A company/lawyer/person guarantees they can stop a foreclosure or get your loan modified. Nobody can make this guarantee to stop foreclosure or modify your loan.** Legitimate, trustworthy HUD-approved counseling agencies will only promise that they will try their very best to help you.
3. **A company/lawyer/person advises you to stop paying your mortgage company and pay them instead.** Despite what a scammer will tell you, you should never send a mortgage payment to anyone other than your mortgage lender. The minute you have trouble making your monthly payment, contact your mortgage lender.
4. **Beware of claims of "government-approved" or "official government" loan modifications.** They may be scam artists posing as legitimate organizations approved by, or affiliated with, the government. Contact your mortgage lender first. Your lender can tell you whether you qualify

for any government programs to prevent foreclosure. And remember, payment is not normally required to benefit from government-backed loan modification programs.

5. **A company/lawyer/person you don't know asks you to release personal financial information online or over the phone.** You should only give this type of information to companies that you know and trust, like your mortgage lender or a HUD-approved counseling agency.

Common Loan Modification Scams

- **Phony Counseling or Foreclosure Rescue Scams**
Scam artists pose as a counselor and tell you they can negotiate a deal with your lender to save your house but only if you pay them a fee first. They may even tell you not to contact your lender, lawyer or housing counselor and that they will handle all details. They may even insist that you make all mortgage payments directly to them while they negotiate with the lender. Once you pay the fee, or a few mortgage payments, the scammer disappears with your money.
- **Fake "Government" Modification Programs**
Some scammers may claim to be affiliated with, or approved by, the government, or they may ask you to pay high, up-front fees to qualify for government mortgage modification programs. The scammer's company name and website may sound like a real government agency. You may also see terms like "federal," "TARP" or other words related to official U.S. government programs. Your lender will be able to tell you if you qualify for any government programs to prevent foreclosure. You do not have to pay to benefit from these programs.
- **Rent-to-Own or Leaseback Scheme**
A scammer urges you to surrender the title of your home as part of a deal that will let you stay in your home as a renter and then buy it back in a few years. He may tell you that surrendering the title will permit a borrower with a better credit rating to get new financing and keep you

¹Information obtained from the NeighborWorks, America Loan Modification Scam Alert Campaign

from losing your home. However, the scammer may have no intention of ever selling the home back to you. The terms of these deals usually make buying back your home impossible. If the new borrower defaults on the loan, you'll be evicted.

- **Variations:**

1. The scammer raises your rent over time to the point that you can't afford it. After missing several rent payments, you are evicted, leaving the "rescuer" free to sell your house.
2. The scammer offers to find a buyer for your home, but only if you sign over the deed and move out. The scammer promises to pay you some of the profits when the home sells. But the scammer simply rents out your home and keeps the profits while your lender proceeds with the foreclosure. You lose your home and are still responsible for the unpaid mortgage because transferring the deed does not affect your mortgage obligation.

- **Bankruptcy to Avoid Foreclosure**

The scammer may promise to negotiate with your lender or get refinancing on your behalf if you pay a fee up front. Instead of contacting your lender or refinancing your loan, he pockets the fee and files a bankruptcy case in your name—sometimes without your knowledge.

A bankruptcy filing often stops a home foreclosure, but only temporarily. Filing bankruptcy stops any collection and foreclosure while the bankruptcy court administers the case. Eventually you must start paying your mortgage or the lender will be able to foreclose. You could lose the money you paid to the scammer and your home.

- **Reverse Mortgages to Avoid Foreclosure**

A reverse mortgage is a loan product that was intended for senior citizens (generally 62 and over) to borrow against the equity in their home if they have other expenses to take care of but have a limited income. Reverse mortgage loans typically require no repayment for as long as you live in your home and allow borrowers to continue owning their homes. Once the senior citizen leaves the home or passes away, the entire balance becomes due, and if it is not paid off, the home may be sold. Although a reverse mortgage may be appropriate for some people, scammers picked up on this vulnerable population and used the reverse mortgage as a foreclosure rescue option for homeowners. There are other ways to save your house, the reverse mortgage should be the last option after all options have been exhausted.

In the context of a reverse mortgage, you should never transfer ownership or change property or deed ownership. If you are being asked to transfer ownership, you should not sign any documents and seek legal counsel. A reverse mortgage should be the last option to resolve foreclosure.

Reporting a Scam and Getting Help

If you are the victim of a scam or believe you are being scammed, it is important to seek help and report the people taking your money. Scammers are committing a crime and it is vital to protect your rights and your community. To report a scam, you may take any of the following actions:

1. Visit www.loanscamalert.org website to learn more about or report loan modification scams.
2. Call the Homeowner's Hope Hotline:
1-888-995-HOPE (4673)
Assistance is available in 20 languages upon request.
3. File a complaint online through the Lawyers' Committee for Civil Rights Under the Law. Submit your online complaint form in English.
4. Call the Federal Trade Commission (FTC) at 877-FTC-HELP (1-877-382-4357) or visit the FTC Complaint Assistant website at www.ftccomplaintassistant.gov.
5. Contact the Pennsylvania State Attorney General, Kathleen G. Kane, by calling the toll free Consumer Protection hotline at 1-800-441-2555.
6. Complaints about loan modification scams can be filed with the Attorney General's office, online at www.attorneygeneral.gov.
7. Complaints concerning mortgages can be filed with the Consumer Financial Protection Bureau (CFPB) at www.ConsumerFinance.gov.
8. Complaints concerning reverse mortgage scams can be filed with the FBI at www.fbi.gov/scams-safety.

If you are in foreclosure and need assistance negotiating with your mortgage company, seek help from a nonprofit housing counseling agency (see the Housing Counseling Agency Directory at the end of this guidebook).

For additional home foreclosure information or assistance, please call the SaveYourHomePhilly Hotline at 215-334-HOME.

I'm not in foreclosure, but struggling to make my mortgage payments

The products and programs listed in this section are resources that may be helpful for people not yet in foreclosure, but are experiencing a difficult time making the monthly mortgage payment. Descriptions of the products and services contain vital information in a simplified readable format.

FHA Rate and Term Refinances

Purpose:	Refinancing of existing FHA or non-FHA mortgages for homeowners current on their existing mortgage.
Program:	Refinancing option
Program Features:	<ul style="list-style-type: none">• Fixed rate or adjustable rate mortgage• Maximum term—30 Years• Maximum loan-to-value ratio (LTV) on FHA 1st mortgage — 97.75% (unless borrower will occupy a former investment property and the existing mortgage is under 12 months old – 85%) If there is subordinate debt, the combined loan-to-value ratio remains 97.75% unless subordinate financing carries more restrictive requirements.• Interest rates decided by lender based on current market rates• 1–4 unit properties, including condominiums and manufactured housing permanently affixed to foundation• Up front mortgage insurance premium (MIP): 1.75%• Monthly MIP: 1.3% to 1.35%
Maximum Amount	\$420,000 (not including the upfront MIP, if financed into the new loan). This amount is based on a 1 unit residence. The maximum loan amount remains in effect until September 30th, after which it is subject to revision.
Subordinate Financing	<ul style="list-style-type: none">• No restrictions on new or existing subordinate financing. Combined LTV not to exceed 97.75%
Eligibility Requirements:	<ul style="list-style-type: none">• Borrower must be owner-occupant.• A sustained history of employment.• Sufficient and fully documented income.• Borrower must be current on existing mortgage.• Minimum FICO score of at least 500. For financing greater than 90% LTV, the minimum credit score is 580.• Must qualify under standard FHA underwriting guidelines.
Geographic Area Served:	All 50 states
Costs or Fees:	Customary and reasonable closing costs and prepaid expenses. Closing costs and expenses may be included in new mortgage amount.
Administering Agency:	Federal Housing Administration
Procedures:	Contact an FHA-approved lender.
Contact Information:	For a list of FHA-approved lenders, visit www.fha.gov or call 1-800-CALL-FHA
For More Information:	www.fha.gov

FHA Short Refinance

Purpose:	Refinancing of non-FHA mortgages for homeowners who owe more on their mortgage than the value of their home.
Program:	Refinancing option
Program Features:	<ul style="list-style-type: none">• Fixed rate or adjustable rate mortgage• Maximum term—30 years• Maximum loan-to-value ratio (LTV) on FHA 1st mortgage: 97.75%• Interest rates decided by lender based on current market rates.• Mandatory principal write-down by lender at a minimum of 10% of unpaid balance of original loan.• Combined mortgage debt must be written down to a maximum of 115% of current value of home.• Up front mortgage insurance premium (MIP): 1.75%• Monthly MIP: 1.3–1.35%
Maximum Amount	\$420,000 (for a 1 unit residence)
Subordinate Financing	<ul style="list-style-type: none">• No restrictions on new or existing subordinate financing. Combined LTV not to exceed 115%.
Eligibility Requirements:	<ul style="list-style-type: none">• Homeowner must be in a negative equity position, i.e., owe more on their existing mortgage than their home is worth.• Homeowners must be current on their existing mortgage to be refinanced or have successfully completed a qualifying three-month trial payment plan.• Must have consent of first-lien holders to write-off at least 10% of unpaid principal balance (Mandatory principal write-down by original lender at a minimum of 10% of unpaid balance of original loan).• Property must be owner-occupied.• Homeowners' FICO credit score must be greater than or equal to 500.• Existing loan to be refinanced must not be a FHA-insured loan.• Homeowner's total monthly mortgage payment, first and any subordinate mortgage(s), cannot be greater than 31 % of gross monthly income under the refinanced loan unless the total monthly debt payment does not exceed 48% of gross monthly income, in which case the monthly mortgage payment cannot be greater than 35% of the gross monthly income.• Homeowners' total monthly debt payment, including all recurring debts, cannot be greater than 50% of gross monthly income after the refinancing.• Existing loan to be refinanced may not have been brought current by the existing first lien holder, except through an acceptable permanent loan modification, nor may premium pricing be used to pay off existing debts to qualify the borrower.• Standard FHA underwriting requirements apply.• Borrower may not have a real estate related conviction in last 10 years.• Borrowers who have a completed permanent modification may be eligible.
Geographic Area Served:	All 50 states
Costs or Fees:	Customary closing costs and prepaid expenses. Closing costs and expenses may be included in new mortgage amount.
Administering Agency:	Federal Housing Administration
Procedures:	Contact an FHA-approved lender.
Contact Information:	For a list of FHA-approved lenders, visit www.fha.gov or call 1-800 CALL FHA (1-800-225-5342).
For More Information:	www.fha.gov

Home Affordable Refinance Program (HARP 2.0)

Purpose:	To help borrowers who are underwater (the home purchase loan has a higher balance than the free-market value of the home) to refinance into more affordable loans that reduce the interest rate and/or convert adjustable rate mortgages into lower cost fixed-rate loans. Applies only to loans owned, guaranteed and/or securitized by Fannie Mae and Freddie Mac.
Program:	Refinancing option
Program Features:	<ul style="list-style-type: none">• Interest rates based on market rates at the time of the refinance.• No prepayment penalties or balloon payments.• Refinance into a fixed rate mortgage with a term of anywhere from 10-30 years.• Limited cash-out refinance only, with payoff of existing first-lien mortgage, financing of closing costs, and no more than \$250 cash to borrower.
Maximum Amount	No maximum for fixed-rate mortgages up to 30 years, and 105% maximum of LTV for fixed-rate mortgages greater than 30 years or any ARM loan.
Eligibility Requirements:	<ul style="list-style-type: none">• The property is a 1–4 residential unit and owner-occupied.• The loan is the first lien and owned, guaranteed and/or securitized by Fannie Mae or Freddie Mac before June 1, 2009.• At the time of application, the applicant is current on mortgage payments (no missed payment in prior 6 months, and no more than 1 missed payment in most recent 12 month period).• Sufficient income to support the new mortgage payments.• No minimum credit score required for eligibility unless monthly principal and interest payment will increase more than 20%, then minimum 620 credit score.• The refinance improves the long term affordability or stability of the loan. To help refinance when property has lost value, but current LTV must be greater than 80%.• The refinance transaction must be closed and funded on or before December 31, 2015.
Geographic Area Served:	All 50 states
Costs Or Fees:	Lender points and/or fees may apply, but may not be included.
Administering Agency:	FHFA, together with servicers and lenders.
Procedures:	Call your mortgage lender and ask for a HARP application. Borrowers whose loans are owned or securitized by Fannie Mae or Freddie Mac may also apply through any approved lender.
Contact Information:	Call your mortgage servicer or lender. The phone number is located on your monthly mortgage statement or you can visit https://www.hopenow.com/mortgage-directory.php for assistance.
For More Information:	<p>To determine if your mortgage is owned, guaranteed and/or securitized by Fannie Mae or Freddie Mac, please call or visit:</p> <ul style="list-style-type: none">• For Fannie Mae: 1-800-7FANNIE (8:00 a.m. to 8:00 p.m. EST) or visit www.fanniemae.com/loanlookup.• Freddie Mac: 1-800-FREDDIE (8:00 a.m. to 8:00 p.m. EST) or visit www.freddiemac.com/mymortgage. <p>This information is not a guarantee of eligibility for the refinance program.</p>

It will help your lender and speed up the application process if some information and documents are available before you call, such as monthly gross (before tax) income of all the borrowers on the loan, recent pay stubs, most recent income tax return, any information about a second mortgage, account balances and minimum monthly payments due on all credit cards and account balances and monthly payments on other debts such as student loans and car loans.

PHIL-Plus and Mini-PHIL Home Improvement Loan

Purpose:	Helps Philadelphia homeowners who fall a little short of normal bank underwriting standards and would ordinarily have to turn to subprime lenders to get loans for needed home repairs or improvements. For small repairs, energy conservation improvements or larger renovations. Up to half of the loan may be used to pay off existing debts.
Program:	Home Repair Loan
Program Features:	<ul style="list-style-type: none">• Terms up to 20 years for PHIL-Plus, 10 years for Mini-PHIL.• No equity required for loans up to \$10,000.• No bank fees.
Maximum Amount	\$25,000 for PHIL-Plus, \$10,000 for Mini-PHIL
Eligibility Requirements:	<ul style="list-style-type: none">• Home must be owner-occupied.• Property is residential, 1-4 units.• Home must be located in the City of Philadelphia.• Income guidelines apply—see a housing counselor for more information.
Geographic Area Served:	City of Philadelphia
Administering Agency:	Urban Affairs Coalition
Procedures:	Call your neighborhood housing counseling agency. To see a complete list of participating agencies, visit www.uac.org/home-improvement
Contact Information:	Shayna Lear Urban Affairs Coalition Tel.: 215-851-1740 Fax: 215-564-9912
For More Information:	www.uac.org/home-improvement

I've received a notice and am in foreclosure

At a federal and local level, programs were created or enhanced to help the growing number of people who were threatened with the loss of their home through foreclosure. The programs in this section, such as mortgage modifications or court intervention, may be useful for individuals further along in the foreclosure process.

Homeowners' Emergency Mortgage Assistance Program (HEMAP)

Purpose:	Assures steady mortgage payments for families in danger of having their homes foreclosed.
Program:	Emergency/Rescue Loan
Program Features:	<p>Currently 4.7% APR. Rate reset annually.</p> <p>Two types of assistance are available depending on the income and financial situation: (1) Continuing mortgage assistance loans. Loan recipients of a continuing loan must begin repayment immediately following termination of continuing loan disbursements. (2) Non-continuing mortgage assistance loans.</p> <p>Loan recipients of a non-continuing loan must begin repayment immediately following loan closing.</p> <p>All HEMAP loan recipients are required to pay up to 35 percent of their net monthly income, as determined by the Pennsylvania Housing Finance Agency, towards their total housing expense. Repayment is set based on income, but must be at least \$25.00 per month per mortgage assisted.</p>
Maximum Amount	All HEMAP loans, continuing or non-continuing, are limited to a maximum of 36 months from the date of the mortgage delinquency or to a maximum of \$60,000.00, whichever comes first.
Eligibility Requirements:	<ul style="list-style-type: none">• At least 60 days delinquent on their mortgage and have received an Act 91 Notice from their lender.• One- or two-family residence; a home used primarily for business purposes is not eligible.• Property must be owner occupied and located in the state of Pennsylvania.• FHA Title II loans are not eligible.• Favorable mortgage credit history prior to the delinquency during the previous five years.• The homeowner must be suffering financial hardship due to circumstances beyond their control.• The homeowner must have a reasonable prospect of resuming full mortgage payments within 36 months and paying the mortgage in full by maturity.• PHFA/HEMAP must have at least a 3rd lien position.
Geographic Area Served:	State of Pennsylvania
Costs Or Fees:	No cost to homeowner for the application.
Administering Agency:	Pennsylvania Housing Finance Agency
Procedures:	<ul style="list-style-type: none">• An applicant must meet with an approved counseling agency for a face-to-face meeting within 33 days from the date of the Act 91 Notice in order to stop a foreclosure case from being filed in court and to begin the application process.• Within 30 days of the meeting, the counselor must submit the application and supporting documentation to HEMAP.• The applicant must also prepare a Letter of Circumstance explaining the exact reason their mortgage is delinquent and include verification.• Application process can take up to four months to complete.• While applications are processed, foreclosure cases cannot be commenced, as long as the procedural time limits are met. For those who apply after 33 days from the Act 91 Notice date, foreclosure cases can proceed during the application process.
Contact Information:	Local PHFA approved agency. See the Housing Counseling Agency Directory.
For More Information:	General Information: 1-800-342-2397 or visit www.phfa.org/consumers/homeowners/hemap.aspx

Home Affordable Modification Program (HAMP)

Purpose:	To help borrowers who are struggling to keep their loans current, or who are behind on their mortgage payments. For borrowers with mortgages ineligible for a HAMP modification, ask the mortgage servicer about the Principal Reduction Alternative (PRA) Program.
Program:	<p>Loan modification with financial incentives for borrowers that make timely payments during the modification program.</p> <p>Program Cut off Date — the borrower has submitted an initial HAMP package on or before December 31, 2015, and the modification effective date is on or before September 30, 2016.</p>
Program Features:	<ul style="list-style-type: none">• Lender cannot start foreclosure or sell home while application is pending or homeowner is making trial period payments.• To qualify for HAMP Tier 1, borrower(s) pre-modification mortgage payment (including principal, interest, taxes, insurance, and when applicable, association fees, existing escrow shortages) must be greater than 31% of the gross monthly income of all borrowers on the mortgage note; regardless of whether all borrowers reside in the property. If less than 31%, borrower is not eligible for HAMP Tier 1 and servicer must consider the borrower for HAMP Tier 2.• Under HAMP Tier 2, borrower's post-modification monthly mortgage payment ratio (also called a debt-to-income ratio or DTI ratio) must be greater than or equal to ten percent and less than or equal to 55 percent.• Borrowers who submit the required amount of timely trial period payments, and satisfy all other trial period requirements, must be offered a permanent modification.• Interest rate is fixed for first 5 years; starting year 6 of the agreement, interest rate increases 1% point each year until it reaches market rate; once at market rate, interest remains fixed for life of loan.• Participating servicers must accept modification applications from all eligible borrowers.• Lender participation is mandatory if the loan is owned or guaranteed by FHA, VA, Fannie Mae or Freddie Mac• A borrower who occupies the property as a principal residence and is required to vacate as a condition of the HAFA short sale or DIL may be eligible to receive \$3,000 in relocation assistance at closing.• Servicer may not require a borrower to waive legal rights as a condition of HAMP.• Servicer may not require a borrower to make any "good faith" payment or up-front cash contribution to be considered for HAMP.
Maximum Amount	\$729,750 in unpaid principal balance for one unit properties (higher for 2–4 units)
Eligibility Requirements	<ul style="list-style-type: none">• The mortgage loan is a first lien mortgage secured by one of the following types of residential properties:<ul style="list-style-type: none">a. Single Family Propertyb. 1–4 Unit Residential Propertyc. Cooperative Sharesd. Condominium Unitse. Manufactured Housingf. Rental Property• Vacant or condemned properties are not eligible for HAMP.

¹Mortgage loans insured or guaranteed by Government Secured Enterprises (GSE) such as the Federal Housing Administration (FHA), the Department of Veterans Affairs (VA), the Department of Agriculture's Rural Housing Service (RHS), Fannie Mae, and Freddie Mac, are eligible for modification under HAMP to the extent the applicable agency has issued HAMP guidance.

Additional information on next page.

Home Affordable Modification Program (HAMP) (continued)

Eligibility Requirements (cont.):

- Borrower agrees to set up an escrow account for taxes, hazard and flood insurance prior to the beginning of the trial period if one does not already exist.
- The loan is a first lien mortgage that is owned, guaranteed and/or securitized by FHA, VA, Fannie Mae or Freddie Mac or the servicer participates in the program*
- The unpaid principal balance (UPB) of the mortgage prior to capitalization cannot be greater than:
 - a. 1 Unit — \$729,750
 - b. 2 Units — \$934,200
 - c. 3 Units — \$1,129,250
 - d. 4 Units — \$1,403,400
- The first lien mortgage loan must have been originated on or before January 1, 2009.
- First Lien Home Equity Loans and Lines of Credit are eligible for HAMP modification.

HAMP Tier 1 Eligibility Criteria:

A mortgage is eligible for HAMP Tier 1 if the servicer verifies that, in addition to satisfying the basic HAMP eligibility criteria described above, all of the following criteria are met:

- The mortgage has not been previously modified under HAMP.
- The mortgage is delinquent or imminent default is reasonably foreseeable.
- The borrower's monthly mortgage payment (including principal, interest, taxes, insurance, and when applicable, association fees, and existing escrow shortages) prior to the modification is greater than 31% percent of the borrower's verified monthly gross income.
- The mortgage loan is secured by a single family property that is occupied by the borrower as his or her principal residence.
- Mortgages currently in foreclosure are eligible.

HAMP Tier 2 Eligibility Criteria:

A mortgage loan may be eligible for HAMP Tier 2 if: (1) borrower satisfies the basic eligibility criteria for HAMP set forth above; (2) the loan did not satisfy the criteria set forth in HAMP Tier 1, or upon evaluation for a HAMP Tier 1 modification, borrower failed to receive the Tier 1 modification; and (3) the following criteria are met, if applicable:

- The mortgage is secured by a single family property that is either owner occupied, or a rental property used by the borrower for rental purposes only, and not occupied by the borrower, whether as a principal residence, second home, vacation home or otherwise.
- The mortgage has not previously received a HAMP Tier 2 trial plan or permanent modification.
- Borrower defaulted/lost good standing under HAMP Tier 1 modification, and, at the time of evaluation for HAMP Tier 2, at least 12 months have passed since the HAMP Tier 1 Modification Effective Date, or the borrower has experienced a change in circumstances.
- The mortgage is delinquent (two or more payments are due and unpaid) or default is reasonably foreseeable.
- Mortgages secured by a rental properties that are not in default, even if default is reasonably foreseeable, are not eligible for HAMP Tier 2.
- Mortgages currently in foreclosure are eligible.

**For clarity, a HAMP modification in existence prior to June 1, 2012, is referred to as "HAMP Tier 1" and references to "HAMP Tier 1" refers both to HAMP modifications completed under guidance in effect prior to June 1, 2012 and HAMP Tier 1 modifications completed after June 1, 2012.*

Additional information on next page.

Home Affordable Modification Program (HAMP) (continued)

Some Additional Factors Impacting HAMP Eligibility:	<ul style="list-style-type: none">• A borrower in active litigation regarding the mortgage loan is eligible for HAMP.• Borrowers who receive unemployment benefits and request assistance under HAMP must be evaluated for and, if eligible, offered an UP forbearance plan. Alternatively, servicers may evaluate unemployed borrowers for HAMP and can offer a Trial Plan instead of an UP forbearance plan.• Borrowers in bankruptcy are eligible for HAMP under the following circumstances:<ul style="list-style-type: none">a. Borrowers who are currently in a trial plan and subsequently file for bankruptcy may not be denied a permanent modification on the basis of the bankruptcy filing.b. Borrowers in active Chapter 7 or Chapter 13 bankruptcy are eligible for HAMP at the servicer's discretion in accordance with investor guidelines. Notwithstanding the foregoing, such borrowers must be considered for HAMP if the borrower, borrower's counsel, or bankruptcy trustee submits a request to the servicer.c. Borrowers that have received a Chapter 7 bankruptcy discharge in a case involving the first lien mortgage, and did not reaffirm the mortgage debt under applicable law, are eligible for HAMP.
Geographic Area Served:	All 50 states.
Costs or Fees:	None
Administering Agency:	United States Treasury Department together with mortgage servicers and lenders.
Procedures:	<ul style="list-style-type: none">• Participating servicers/lenders must evaluate a borrower for HAMP only after the servicer/lender receives the "Initial Package", which consists of the following documents:<ol style="list-style-type: none">1. RMA Form, including, for rental properties, the rental property certification (Rental Property Certification),2. IRS Form 4506-T or 4506T-EZ,3. Evidence of income, and4. Dodd-Frank Certification (either as part of the RMA form or as a stand alone document).• For free assistance with the application, call a HUD-approved housing counseling agency.• Housing counselors will assist you with completing and submitting the application to your mortgage servicer or Lender.
Contact Information:	<ul style="list-style-type: none">• To fill out an application, please visit www.makinghomeaffordable.gov.• If you do not have access to a computer in order to fill out an application, contact a HUD-approved agency in the Housing Counseling Agency Directory or call 1-888-995-HOPE (4673) to be connected to an agency.• Call your mortgage servicer or lender if you have any questions about your submitted application. A complete list of participating loan can be found at http://www.makinghomeaffordable.gov/contact_servicer.html.• If your mortgage is owned, guaranteed and/or securitized by Fannie Mae or Freddie Mac, please call or visit:<ul style="list-style-type: none">• For Fannie Mae: 1-800-7FANNIE or visit www.fanniemae.com/loanlookup.• Freddie Mac: 1-800-FREDDIE or visit www.freddiemac.com/mymortgage.• This information is not a guarantee of eligibility for the modification program.
For More Information:	www.makinghomeaffordable.gov

**Borrowers with mortgages that are not owned, guaranteed or insured by FHA/VA, Freddie Mac or Fannie or has a servicer that does not participate in HAMP, ask the mortgage servicer about the Principal Reduction Alternative (PRA) Program. The PRA Program allows a borrower to earn principal reduction over a three-year period. Servicer participation is optional. There is no fee to apply for the PRA Program. For a list of participating servicers, please visit the Making Home Affordable website.*

See last section, Sample Notices and Forms, for a sample first page of the HAMP application.

Making Home Affordable Second Lien Modification Program (2MP)

Purpose:	<p>HAMP 2MP works in tandem with HAMP Tier 1 and Tier 2 to lower payments on both the first and second lien mortgages.</p> <p>When a borrower's first lien is modified under either HAMP Tier 1 or HAMP Tier 2, and the servicer of the second lien is a 2MP participant, that servicer must offer to modify, or partially or fully extinguish the borrower's second lien mortgage</p>
Program:	Loan modification with financial incentives for borrowers that make timely payments during the modification program.
Program Features:	<ul style="list-style-type: none">• Reduce the interest rate to 1 percent (for amortizing loans) or 2 percent (for some interest only loans).• Extend the term of the unpaid principal balance of the modified second mortgage to match the term of the modified first mortgage.• Forbear principal in the same proportion as any principal forbearance on the first lien with the option of extinguishing principal under the Extinguishment Schedule.• After five years, the interest rate on the second mortgage will step up to the current interest rate on the modified first mortgage.• Borrowers can earn success payments of up to \$250 per year for as many as five years to be applied towards reducing the interest-bearing unpaid principal balance on the second lien, and then to any principal forbearance amount (if applicable).
Maximum Amount	While there is no unpaid principal balance limit (UPB) for full extinguishment, the second lien must have a minimum unpaid principal balance greater than or equal to \$5,000, and a payment of more than \$100 per month at the time of initial review for the modification.
Eligibility Requirements:	<ul style="list-style-type: none">• Second liens must have a corresponding first lien that has been modified under HAMP and is in good standing.• Second liens must have originated on or before January 1, 2009.• Mortgage liens that would be in second lien position, but for a tax lien, a mechanic's lien or other non-mortgage related lien that has priority are eligible.• Second liens insured, guaranteed or held by a federal government agency (e.g., FHA, VA and RHS) are not eligible for 2MP.• The second mortgage is not eligible for another 2MP modification or extinguishment.• Borrowers in active Chapter 7 or Chapter 13 bankruptcy cases are eligible for 2MP.• The borrower has submitted an initial HAMP package on or before December 31, 2015, and the 2MP effective date is on or before September 30, 2016.
Geographic Area Served:	All 50 states
Costs or Fees:	Servicers may not require a borrower to make any "good faith" payment or up-front cash contributions to be considered for 2MP.
Administering Agency:	United States Treasury Department together with mortgage servicers and lenders.

Making Home Affordable Second Lien Modification Program (2MP)

Procedures:

- When first lien is modified under HAMP, the 2MP servicer must offer to modify or extinguish the borrower's corresponding second lien.
- If the HAMP-modified first lien loses good standing prior to the 2MP modification becoming effective, the 2MP servicer is not required to offer a 2MP modification to the borrower.
- If the first lien is modified under HAMP, the 2MP servicer must dismiss any outstanding foreclosure action on the borrower's second lien.
- The modification of the second lien may not become effective unless and until the modification of the first lien becomes effective under HAMP.

Contact Information:

If you are approved for a HAMP modification for the first mortgage, you will need to contact your second lien holder to begin the process of modification. Begin by visiting <https://www.hopenow.com/mortgage-directory.php> to look up the contact information of your mortgage servicer.

For More Information:

www.makinghomeaffordable.gov/HAMP

Making Home Affordable Unemployment Program (UP)

Purpose: To offer a temporary forbearance period to unemployed homeowners while they seek employment.

Program: Temporary forbearance of mortgage payments for unemployed homeowners.

Program Features:

- Servicers may not initiate foreclosure proceedings or conduct a foreclosure sale: after UP consideration is requested, while a homeowner is being evaluated for the program, or during the forbearance period.
- During the forbearance period, mortgage payment must be reduced to no more than 31% of borrower's gross monthly income.
- Servicers, at their discretion, may decide to temporarily suspend payments in full.
- If borrower declines an offer for a UP forbearance plan, the servicer is not required to evaluate borrower for HAMP, or offer the borrower a HAMP modification.
- Servicers cannot collect late charges from the homeowners during the forbearance period.
- Borrowers may transition from a trial plan or permanent HAMP modification, to UP forbearance plan.
- HAMP eligible borrowers that obtain employment during or after a UP forbearance plan, and still have a financial hardship, must be considered for HAMP.

Maximum Forbearance Period: While there is no maximum forbearance period, servicers are not required to offer forbearance for a term that would cause the mortgage delinquency to exceed 12 months. The minimum UP forbearance period is the lesser of 12 months, or upon notification that the borrower has become employed.

Eligibility Requirements:

- Mortgage must be a first lien mortgage and originated on or before January 1, 2009.
- Unpaid principal balance must be less than or equal to \$729,750 (one-unit property).
- Mortgage must be secured by a 1-4 unit owner occupied single family property. UP assistance for mortgages secured by an owner occupied rental property is discretionary.
- A borrower in a permanent HAMP modification that has lost good standing is eligible for an UP forbearance plan.
- Servicers are required to consider a borrower for UP assistance regardless of the borrower's monthly mortgage payment ratio.
- Homeowner must be unemployed at date of UP request.
- Borrowers who receive unemployment benefits and request assistance under HAMP must be evaluated for and, if eligible, offered an UP forbearance plan.
- The borrower has submitted or requested UP forbearance on or before December 31, 2015, and the UP effective date is on or before September 30, 2016

Geographic Area Served: All 50 states.

Costs or Fees: Servicer shall not require a borrower to make any "good faith" or up-front cash contributions to be considered for the UP program.

Administering Agency: United States Treasury Department together with participating mortgage servicers.

Procedures: Contact your mortgage servicer to determine if you qualify.

Contact Information: Contact your mortgage servicer. The phone number is located on your monthly mortgage statement.
For assistance with applying to the program, call 1-888-995-HOPE (4673) to speak with a HUD-approved housing counselor for free.

For More Information: <http://www.makinghomeaffordable.gov/programs/lower-payments/Pages/hamp.aspx>

The National Mortgage Settlement (NMS) — also referred to as the AG (Attorney General) Settlement

Purpose:	Provides \$25 billion in relief to distressed mortgage borrowers, former homeowners and direct payments to states and the federal government (Pennsylvania is using its share to reinstitute the HEMAP Program.)
Program:	Loan modifications with principal reduction for owner-occupants of five participating mortgage loan servicers; cash payments of \$1,500-\$2000 to homeowners who lost homes to foreclosure between January 1, 2008 and December 31, 2011; implementation of new servicing standards for all mortgages.
Program Features:	<p>Vary by servicer:</p> <ul style="list-style-type: none"> • \$17 billion (nationally) dedicated to loan modifications, many with principal reduction greater than typically available through HAMP. • 3 billion (nationally) dedicated to refinancing program for borrowers who are current on their mortgages but owe more on their mortgages than their homes are worth. Reduced interest rates for eligible homeowners with higher current market rate loans or whose adjustable rate mortgage are due for adjustments to higher rates. • Payment forbearance for unemployed homeowners who are in between jobs. • Additional relief available for active military service members and veterans, including forgiveness of mortgage loans and compensations for lost homes. • New servicing standards apply to all mortgages serviced by participating servicers, whether or not eligible for loan modifications or principal reduction including but not limited to: 1) borrowers must be evaluated for all available loss mitigation options before foreclosure referral; 2) banks/servicers must designate an employee as a continuing single point of contact to assist borrowers seeking lost mitigation assistance and 3) eligibility criteria and application procedures for “in house” loan modification programs must be made publicly available.
Maximum:	No limitation on maximum amount of the mortgage loan that may be modified.
Eligibility Requirements:	<ul style="list-style-type: none"> • Home must be owner-occupied (with minor exceptions); • HUD, FHA and VA loans are eligible and • Loans owned by FNMA (Fannie Mae), FHLMC (Freddie Mac) and private investors are not eligible.
Costs or Fees:	No cost to homeowner
Administrator:	Each participating mortgage servicer (see list below under Contact Information); oversight by PA Attorney General (1-717-787-9707 or http://www.attorneygeneral.gov), Office of Mortgage Settlement Oversight (1-919-825-4748 or info@mortgageoversight.com) and HUD.
Procedures:	<p>Vary by servicer:</p> <ul style="list-style-type: none"> • Some homeowners will receive an invitation to submit an application for a loan modification. • Homeowners who do not receive an invitation to submit an application for a loan modification may request consideration for eligibility by contacting their participating servicer within a fixed time period. • Applications must be processed within a fixed time period. • While applications are processed foreclosure actions cease for homeowners whose delinquency is less than 120 days. • Homeowners have the right to appeal denials.
Contact Information:	Participating servicers: Ally/GMAC (1-800-766-4622); Bank of America (1-877-488-7814); Citi (1-866-272-4749); JPMorgan Chase (1-866-372-6901) and Wells Fargo (1-800-288-3212). Homeowners may also use the services of a local HUD approved agency. (See Housing Counseling Directory.)

No updated information provided since September 2012.

City of Philadelphia's Residential Mortgage Foreclosure Diversion Program

Purpose:	To help homeowners save their homes through early court intervention.
Program:	Homeowners attend their scheduled Conciliation Conference to attempt to agree upon an affordable mortgage work-out plan in order to avert foreclosure.
Program Features:	<ul style="list-style-type: none">• When a foreclosure complaint is filed and the home is owner occupied then the court will schedule a Conciliation Conference and send the conference appointment date and time to the homeowner.• If the homeowner is being foreclosed on and has not been scheduled for a Conciliation Conference, they can file a request with the Prothonotary's office for a conference hearing as long as the property is owner-occupied.• The Certificate of participation, request to the prothonotary, is only for those properties where the complaint was filed before 9/8/08 or when the property was deemed not-owner occupied at commencement, not scheduled for conciliation, and the homeowner challenges that assertion.• Homeowners have the opportunity to save their homes by attending their Conciliation Conference and making an agreement with the mortgage company.• Before appearing in court, the homeowner must meet with an OHCD approved housing counseling agency to prepare and submit a proposal to resolve the mortgage default and send it to the mortgage company and the lawyer representing the mortgage company.• A housing counselor will work with the homeowner to determine if a loan work-out is possible with the mortgage company.• Free legal representation may be available for those who qualify.
Eligibility Requirements:	<ul style="list-style-type: none">• Property must be located in the City and County of Philadelphia.• Property must be a single family home, 1–4 residential units, condominium unit or a residential co-op unit.• Homeowner must reside in property.• Mortgage foreclosure complaint against the property must have been filed.
Geographic Area Served:	Philadelphia County
Costs or Fees:	No fees.
Administering Agency:	City of Philadelphia and the Philadelphia Court of Common Pleas
Procedures:	<ul style="list-style-type: none">• Homeowners will receive a notice of their Conciliation Conference date along with the Complaint.• Homeowner should call the Save Your Home Philly Hotline first (see below). They will be scheduled for an appointment with a housing counselor.• Homeowners who did not receive a Conciliation Conference Notice can request one by filing a "Defendant's Certification of Premises As Residential Owner-occupied and Request for Conciliation Conference" form with the Prothonotary's office no later than 10 days before the date of the Sheriff Sale.• Proposals and financial documentation must be submitted to the mortgage company at least 14 days before the Conciliation Conference.• Homeowners attend the Conciliation Conference with their housing counselor (and lawyer if desired), and negotiate with the lawyer representing the mortgage company. If a negotiated agreement cannot be reached, a Conference can be requested with a Judge Pro Tem who acts as a mediator.
Contact Information:	Save Your Home Philly Hotline 215-334-4663
For More Information:	More information and forms are available at: www.courts.phila.gov

Bucks County Diversion Program

Purpose:	To help homeowners save their homes and or explore alternatives to foreclosure through court intervention.
Program:	Homeowners attend an informal conference at the Bucks County Bar Association to attempt to work out an affordable mortgage work-out plan or alternative in order to avert foreclosure. Lawyers from the Bucks County Bar Association, who are trained as mortgage foreclosure mediators serve pro bono as the mediators at the conferences. The homeowner remains in the program so long as the parties continue to work out an alternative to foreclosure so that several conferences for a single action may be necessary.
Program Features:	<ul style="list-style-type: none">• Before appearing in court, homeowners must meet with a HUD approved housing counseling agency to prepare and submit a proposal to resolve the mortgage default at least two weeks prior to the conference. The proposal must be forwarded to the attorneys for the lender and also to the lender.• Housing counselors will work with homeowner to determine if a loan work-out is possible with the lender.• Free legal representation may be available for those who qualify, but legal representation is not necessary to participate in the program.• There are no income restrictions to go through the program.
Eligibility Requirements:	<ul style="list-style-type: none">• Property must be located in Bucks County.• Property must be 1-4 residential units, condominium unit, or a residential co-op unit.• Homeowner must reside in property.• Mortgage foreclosure complaint against the residential property must have been filed in the Bucks County.
Geographic Area Served:	Bucks County
Costs or Fees:	No cost.
Administering Agency:	Bucks County Court of Common Pleas
Procedures:	<ul style="list-style-type: none">• Homeowner will receive an “Urgent Notice” to call the Save Your Home Hotline. This call must be made within 10 days of receiving the notice in order to obtain help.• The homeowner will be put in touch with a Bucks County Housing Counselor to work out arrangements with the mortgage company. This service is FREE. When the conference is scheduled, the foreclosure action is stayed by the court. The foreclosure action remains stayed until there is resolution through the conference process.• The Conciliation Conference is not mandated by the court, it is optional. It is vital that homeowners call the hotline to schedule a Conciliation Conference and meet with a housing counselor prior to the conference, so that the foreclosure action can be stopped while attempting alternative resolution to foreclosure.
Contact Information:	Save Your Home Hotline at 1-866-760-8911
For More Information:	www.buckscounty.org/government/rowofficers/Prothonotary/forms/MortgageForeclosureDiversionProgram.pdf

Delaware County Mortgage Foreclosure Diversion Program

Purpose: To help homeowners avoid sheriff's sale and save their homes.

Program: Homeowners work with a housing counselor in order to avert foreclosure through negotiating with the lender.

Program Features:

- Free foreclosure prevention counseling and assistance from Clarifi.

Eligibility Requirements:

- Property must be located in Delaware County.
- Property must be 1-4 residential units, condominium unit, or a residential co-op unit.
- Homeowner must reside in property.
- Mortgage foreclosure complaint against the property must have been filed for this program. However, clients may contact Clarifi before complaint is served to receive free foreclosure prevention counseling assistance.

Geographic Area Served: Delaware County

Costs or Fees: No fees.

Administering Agency: Delaware County Sheriff's Office and Clarifi.

Procedures:

- When the sheriff's deputy serves the first complaint, the "action of mortgage foreclosure," the homeowner also receives a written notice advising him or her to call Clarifi to request free assistance.
- Call the hotline to request assistance within 30 days of receiving the notice. If the homeowner fails to call Clarifi, the foreclosure will proceed.
- Once the eligible homeowner calls the hotline and schedules an appointment, Clarifi will notify the lender that the client is seeking remedy and foreclosure will be delayed for 30 days.

Contact Information: Clarifi Save Your Home Hotline: 1-800-989-2227

For More Information: www.clarifi.org

Section III:

How do I prevent tax delinquency foreclosure?

If property taxes are unpaid on a home, it is possible to lose the home if the county sells the home at a Real Estate Tax Sale. This section contains information about how to apply for a payment agreement to prevent losing your home through tax delinquency foreclosure.

City of Philadelphia's Financial Hardship Agreements for Property Taxes

Purpose:	Allows income-eligible homeowners with delinquent property taxes to enter into an affordable payment arrangement.
Program:	Written payment agreement. Account must be in collections with Linebarger Gogga Blair & Sampson, LLP or Goehring Rutter & Boehm Law.
Program Features:	Program discontinues October 12, 2013 <ul style="list-style-type: none">• The homeowner must pay between 5% to 10% of the household's monthly income toward delinquent property taxes. Minimum monthly payment is \$25.• Payments are set based on a formula using household income.• If homeowners cannot afford 5% to 10% of their monthly income, they can request individualized financial assessments (IFAs) to determine how much of the household's monthly income is available to pay towards the delinquency.• Under the IFA, minimum payment is \$25 per month. If a person applies for IFA, the monthly payment is the extra income computed by the firm. Monthly payment may result in being higher than 10% of the household income.• No down payment or other lump-sum is required.• All new property taxes must also be paid on time, although the homeowner can still apply annually with the Department of Revenue for a separate installment agreement for the current property taxes. Failure to pay new taxes is treated as a breach of agreement and can result in the agreement being revoked.
Maximum Amount	No maximum. Agreements exceeding 24 months require approval of the City's Law Department. Agreements exceeding 48 months will be administered by the City's Law Department.
Eligibility Requirements:	<ul style="list-style-type: none">• Maximum household income of 60% of area median income (about \$48,900 for a family of 4).• Homeowner must have adequate income to be able to afford to pay the monthly payment under the agreement, plus the current year's property taxes.• Homeowner must reside in property.• Homeowner must have legal or equitable title to the property. Examples include name on deed, lease purchase agreement and inheritance through will or intestate succession. If the homeowner's name is not on the deed, the Save Your Home Philly Hotline may be able to provide a referral for assistance.• Homeowner must not have breached a previous payment agreement, unless extenuating circumstances beyond the homeowner's control caused the previous breach.
Geographic Area Served:	Philadelphia County
Administering Agency:	Linebarger Goggan Blair & Sampson, LLP; and Goehring Rutter & Boehm (GRB).
Procedures:	<ul style="list-style-type: none">• Call the Save Your Home Philly Hotline for a referral to a housing counselor.• The counselor will help you complete the written application.• Written application with supporting documentation will be submitted to the firm collecting the debt.• If a Sheriff's Sale is scheduled, house cannot be sold while a hardship application is pending.• If accepted, the applicant is presented with a written agreement. <p><i>Note: This written agreement may contain waivers of legal rights. You may wish to review the document with an attorney before signing. The administering agency may conduct annual review of income, called "redetermination." If income has changed, the monthly payment amount can change accordingly. Failure of a homeowner to respond to a request for redetermination can result in cancellation of the repayment agreement.</i></p>
Contact Information:	Save Your Home Philly Hotline 215-334-4663 Linebarger Goggan Blair & Sampson, LLP: 215-790-1117 Goehring Rutter & Boehm Law: 516-735-1910

City of Philadelphia's Statutory Payment Agreements for Property Taxes

Purpose:	Allows income-eligible homeowners with delinquent property taxes to enter into an affordable payment arrangement.
Program:	Written payment agreement. Pursuant to Philadelphia Code 19-1305, as amended.
Program Features:	Program effective October 13, 2013 <ul style="list-style-type: none">• The homeowner must pay between 5% to 10% of the household's monthly income toward delinquent property taxes. Minimum monthly payment is \$25.• Payments are set based on a formula using household income.• If homeowners cannot afford 5% to 10% of their monthly income, they can request individualized financial assessments (IFAs) to determine how much of the household's monthly income is available to pay towards the delinquency.• Under the IFA, minimum payment is \$25 per month. If a person applies for IFA, the monthly payment is the extra income computed by administering agency. Monthly payment may result in being higher than the set percentage of household income.• No down payment or other lump-sum is required.• All new property taxes must also be paid on time, although the homeowner can still apply annually with the Department of Revenue for a separate installment agreement for the current property taxes before February 28 of the new year to the discretion of the agency or collection firm. Failure to pay new taxes is treated as a default of agreement and can result in the agreement being revoked.• Incentives include tolling of interest and penalties during payment agreement, and some abatement of interest and penalties upon successful completing of payment plan.• Appeal process to the Tax Review Board for denials of applications, compliance disputes, and other grievances with program.
Maximum Amount	No maximum.
Eligibility Requirements:	<ul style="list-style-type: none">• Maximum household income of 70% of area median income (about \$56,875 for a family of 4).• Homeowner must have adequate income to be able to afford to pay the monthly payment under the agreement, plus the current year's property taxes.• Homeowner must reside in property.• Homeowner must have legal or equitable title to the property. Examples include name on deed, lease purchase agreement and inheritance through will or intestate succession. If the homeowner's name is not on the deed, the homeowner needs to take substantial steps within three years to become the owner of record. The Save Your Home Philly Hotline may be able to provide a referral for assistance.• Homeowner must not have breached a previous statutory agreement. If the homeowner defaults on a payment agreement, a second agreement is at the discretion of the administering agency.
Geographic Area Served:	Philadelphia County
Administering Agency:	Philadelphia Department of Revenue; City of Philadelphia Law Department

City of Philadelphia's Statutory Payment Agreements for Property Taxes (Cont.)

Procedures:

- Call the Save Your Home Philly Hotline for a referral to a housing counselor.
- The counselor will help you complete the written application.
- Written application with supporting documentation will be submitted to the agency or firm collecting the debt.
- If a Sheriff's Sale is scheduled, house cannot be sold while an application is pending.
- If accepted, the applicant is presented with a written agreement.

Note: This written agreement may contain waivers of legal rights. You may wish to review the document with an attorney before signing. The administering agency may conduct annual review of income, called "redetermination." If income has changed, the monthly payment amount can change accordingly. Failure of a homeowner to respond to a request for redetermination can result in default of the repayment agreement.

Contact Information:

Save Your Home Philly Hotline 215-334-4663
Linebarger Goggan Blair & Sampson, LLP: 215-790-1117
Goehring Rutter & Boehm Law: 516-735-1910
Philadelphia Department of Revenue: 215-686-6442
City of Philadelphia Law Department: 215-683-5207

City of Philadelphia's Low-Income/Extended Agreements of Property Taxes

Purpose:	Allows income-eligible homeowners with delinquent property taxes to enter into an affordable payment arrangement.
Program:	Written payment agreement. Account must be in collections with the Philadelphia Law Department or Department of Revenue.
Program Features:	Program discontinues October 12, 2013 <ul style="list-style-type: none">• Program applies to low-income installment agreements for past due real estate taxes.• All current year property taxes must also be paid on time, although the homeowner can still apply annually with the Department of Revenue for a separate installment agreement for the current property taxes. Regarding current year taxes, taxpayers may also apply for installment agreements to pay current taxes.• Regarding current year taxes, eligible applicants may apply for the Real Estate Tax Credit for Active Duty Reserve and National Guard members.• Regarding current year taxes, eligible applicants may apply for the Real Estate Tax Senior Citizen Tax 'Freeze'.
Maximum Amount	No maximum term stated. Installment agreements to pay current real estate taxes may run 8 to 20 months.
Eligibility Requirements:	<ul style="list-style-type: none">• Household must qualify as low-income (about \$32,988 for a family of four).• Applicant must be record owner of property.• Homeowner must reside in property.
Geographic Area Served:	Philadelphia County
Administering Agency:	Philadelphia Law Department or Department of Revenue
Procedures:	<ul style="list-style-type: none">• Contact Department of Revenue for appointment to complete application.• If legal action has already been commenced, applicants may also wish to contact the City Law Department.• You may also call the Save Your Home Philly Hotline for a referral to a housing counselor. The City representative or the counselor will help you complete the written application.• Written application with supporting documentation will be submitted.
Contact Information:	Save Your Home Philly Hotline : 215-334-4663 Philadelphia Law Department: 215-683-5207 Philadelphia Department of Revenue: 215-686-6442

Suburban Philadelphia Agreements for Delinquent Property Taxes

Purpose:	Allow homeowners with delinquent property taxes to enter into an affordable payment arrangements under the terms of the Pennsylvania Real Estate Tax Sale Law.
Program:	Written payment agreement with the County Tax Claim Offices.
Program Features:	<p>The Pennsylvania Real Estate Tax Sale Law, 72 Pa.C.S. §§ 5860.101, et seq., applies to all counties except Philadelphia. Section 5860.603 of the Tax Sale Law provides the basic standards under which counties offer payment agreements to homeowners with delinquent taxes:</p> <ul style="list-style-type: none">• Any owner or lien creditor of the owner may, at the option of the bureau, prior to the actual sale:<ul style="list-style-type: none">• Cause the property to be removed from the sale by payment in full of taxes which have become absolute and of all charges and interest due on these taxes to the time of payment or• Enter into an agreement, in writing, with the bureau to stay the sale of the property upon the payment of twenty-five per centum (25%) of the amount due on all tax claims and tax judgments filed or entered against such property and the interest and costs on the taxes returned to date, as provided by this act and agreeing therein to pay the balance of said claims and judgments and the interest and costs thereon in not more than three (3) installments all within one (1) year of the date of said agreement, the agreement to specify the dates on or before which each installment shall be paid and the amount of each installment.• So long as said agreement is being fully complied with by the taxpayer, the sale of the property covered by the agreement shall be stayed. But in case of default in such agreement by the owner or lien creditor, the bureau, after written notice of such default given by United States mail, postage prepaid, to the owner or lien creditor at the address stated in the agreement, shall apply all payments made against the oldest delinquent taxes and costs, then against the more recent.• If sufficient payment has been made to discharge all the taxes and claims which would have caused the property to be put up for sale, the property may not be sold.• If sufficient payment has not been received to discharge these taxes and claims, the bureau shall proceed with the sale of such property in the manner herein provided either at the next scheduled upset sale or at a special upset sale, either of which is to be held at least ninety (90) days after such default. If a party to an installment agreement defaults on the agreement, the bureau shall not enter into a new installment agreement with that person within three (3) years of the default.• Some counties allow homeowners to make monthly payments rather than quarterly to make the payments more affordable. Monthly payment agreements have slightly different procedures to apply (see county specific information).
Geographic Area Served:	All Pennsylvania counties, except Philadelphia.
Costs or fees:	No cost to apply. Unpaid taxes will accrue at an interest rate of 0.75% per month (9% per year). Some counties have service fees. See county specific information.
Administering Agency:	Generally, each county has a Tax Claim Bureau that handles delinquent taxes. See county specific information.
Procedures:	Contact the administering agency to begin the application process to enter an affordable agreement plan. See county specific contact information on next page.
Contact Information:	See county specific information on next page. <i>No updated information provided since September 2011</i>

County Specific Information for Delinquent Property Tax Agreements (by county)

Bucks County

Special Program Features

If taxes are not paid by December 31st of the year the taxes become due and payable, a local tax collector returns all delinquent and uncollectables to the Tax Claim Bureau for further collection. The Bureau sends out a "Notice of Claim" which notifies each property owner with the delinquent taxes that a claim has been entered against the property. These notices are generally mailed by certified mail in the spring of the year after the tax was due. If homeowners are unable to pay the entire amount owed, they have until June 30th of the same year to make smaller payments until the lien is satisfied. To make this arrangement, homeowners must call the Tax Claim Bureau.

Administering Agency

Bucks County Tax Claim Bureau

Contact Information

55 East Court Street
Third Floor, Administration Building
Doylestown, PA 18901
Phone: 215-348-6274
Hours: Monday through Friday 8:00 a.m. to 5:00 p.m.

Additional Information

www.buckscounty.org/government/departments/Finance/TaxClaimBureau/index.aspx

No updated information provided since September 2011

Chester County

Special Program Features

If taxes are not paid by December 31st of the year the taxes become due and payable, a local tax collector returns all delinquent and uncollectable taxes to the Tax Claim Bureau and sends out a "Notice of Claim", which notifies each property owner with delinquent taxes that a claim has been entered against the property. These notices are generally mailed by certified mail in the spring of the year after the tax was due. If homeowners are unable to pay the entire amount owed by December 31st of the current year, they should contact the Tax Claim Bureau following receipt of the notice to discuss payment options that may be available.

Administering Agency

Chester County Tax Claim Bureau

Contact Information

313 W. Market Street, Suite 3602
West Chester, PA 19380-0991
Phone: 610-344-6360
Fax: 610-344-4722

Additional Information

www.chesco.org/chesco/site/default.asp

Delaware County

Special Program Features

Monthly payment agreements are available to those who are unable to afford the standard quarterly payment. This feature is not income restricted and is open for all to apply.

Costs or Fees

There is no fee for a hardship agreement. Additional fees are incurred from time to time to cover costs of delinquency notification and for documentation prior to the ultimate sale of the property.

Procedure

If the homeowner is applying for the monthly payment agreement, they will need to go to the tax claim office and fill out an application. Once the application has been filled out the homeowner will meet with the County Treasurer and Tax Claim Office Director. Monthly payment amount is based on the individual's gross monthly income and is open for all to apply (case-by-case determination).

Administering Agency

Delaware County Tax Claim Bureau

Contact Information

Government Center, Ground Floor
201 W. Front Street
Media, PA 19063
Phone: 610-891-4293
Fax: 610-891-4115

Additional Information

www.co.delaware.pa.us/treasurer/taxclaim.html

Montgomery County

Special Program Features

Monthly payment agreements are available to those who are unable to afford the standard quarterly payment. This feature is not income restricted and is open for all to apply.

Costs or Fees

There is a \$35 fee for setting up a standard installment payment plan. Additional fees are incurred to cover costs of delinquency notification and for documentation prior to the ultimate sale of the property.

Procedure

Call Xspan to apply for a standard installment payment plan. To apply for a hardship case, homeowners need to contact the Montgomery County Treasury Office and apply.

Administering Agency

Xspan (the firm contracted by Montgomery County to handle real estate tax collection)

Contact Information

For a standard installment payment plan call
Xspan Installment Payment Plan Advisor: 888-343-2143
Office hours Monday through Thursday: 9:00 a.m. to 7:00 p.m.
Friday: 9:00 a.m. to 5:00 p.m.

For a hardship case

Montgomery County Treasurer's Office
One Montgomery Plaza, 6th Floor
P.O. Box 311 Norristown, PA 19404-0268
Phone: 610-278-3066

Additional Information

www.montcopa.org

No updated information provided since September 2011

Section IV:

If losing my home is inevitable, what are my options?

If it appears there is no resolution between the homeowner and the lender to modify the loan, there are other options besides foreclosure such as a short sale and a deed-in-lieu (DIL) of foreclosure. Although the homeowner will not own the home at the end of the process, these alternatives may be less costly and traumatic.

Short Sales and Deed-in-Lieu of Foreclosure

Short Sales

If a borrower is having trouble making its mortgage payment, has a documented financial hardship and owes more on the mortgage than the home is worth, a short sale may be an acceptable foreclosure prevention option. This option may be best for a borrower who has been denied a loan modification, is ready to leave the property, is in a payment default situation and has already listed the home or wants to resolve foreclosure as soon as possible. The mortgage servicer allows the borrower to sell the property at fair market value, which may be less than the full amount due on the mortgage and foreclosure is avoided. In some cases, the short sale may also include a full deficiency waiver.

This is a complex transaction involving careful coordination and cooperation among a number of parties including the borrower (seller), purchaser (buyer), servicers, junior lien holders, appraisers, real estate agent/brokers, title agencies, HOA (Home Owner Associations), and often mortgage insurance companies. The servicer uses specific forms (available on servicers' websites) and guidelines to approved short sale terms. The process is very similar to a regular home sale, except the real estate agent will send any offers on the home to the servicer for approval or counteroffer. The borrower must agree to list and actively market the home. Once there is an agreed upon price, the standard sale and closing process occurs. A short sale can benefit the lender and the borrower if it is done properly. It may minimize loss and debt exposure. Also depending on the situation of the borrower and based upon investor guidelines, the borrower may be eligible for financial re-location assistance.

Upon completion of the short sale, it will be reported to the Credit Bureau as "Paid in Full – Less than the amount owed" so there is a negative impact to the borrower's credit. However, this may allow the opportunity to restore credit score and purchase a new home in a more reasonable time frame than a foreclosure does. The borrower might be responsible for certain taxes after a short sale occurs. If the borrower actively markets the property but is unable to sell it within the agreed upon time period, a servicer may consider a deed-in-lieu.

Deed-in-Lieu

A Deed-in-Lieu of Foreclosure (DIL) is a process where the mortgage company allows the borrower to give the title back, if the title is clear of other liens or payments owed. The mortgage company will work with the borrower and third parties in an attempt to obtain clear title and to finalize the title transfer. The difference between selling a property for less than owed (short sale) and transferring ownership to the mortgage company is that the borrower is not responsible for listing and selling the home.

A DIL can benefit the lender and the borrower if it is done properly. It may minimize loss and debt exposure. Upon the completion of the DIL, it will be reported to the Credit Bureau as "Paid in Full-Less than the amount owed" so there is a negative impact to the borrower's credit. However, this may allow the opportunity to restore credit score and purchase a new home in a more reasonable time frame than a foreclosure does. The borrower might be responsible for certain taxes after a DIL. The borrower must leave the property at the time of the DIL.

In Pennsylvania, mortgage lenders in some cases may seek a "deficiency judgment" if the sheriff sale price for the property is less than what is owed on the mortgage. The lender must start a separate proceeding to collect the deficiency and it is not automatic. If the lender obtains a deficiency judgment, the borrower becomes responsible for paying this difference in addition to legal fees and late charges. A Deed in Lieu of Foreclosure usually results in an agreement that the lender will not seek a deficiency judgment against the borrower. The borrower must leave the property at the time of the DIL, and the borrower's credit is likely to be negatively affected. Generally DIL are used when there is only one lien on the property.

There are federal programs created to incentivize lenders to find an alternative to foreclosure. For example, under the Making Home Affordable Foreclosure Alternative Program the short sale and DIL process and paperwork were simplified and streamlined. Additionally, lenders are being provided with financial incentives to proceed with a short sale or a DIL instead of a foreclosure.

Home Affordable Foreclosure Alternative (HAFA)

Purpose:	To help borrowers who have unaffordable mortgages and did not qualify for a refinance or modification and are interested in transitioning to more affordable housing.
Program:	Short sale or deed-in-lieu of foreclosure with relocation assistance. Program expires December 31, 2013.
Program Features:	<ul style="list-style-type: none">• Mortgage servicers must evaluate homeowners for HAFA within 30 days after the eligibility criteria are met (timeline must be followed).• If homeowner is eligible, the servicer will send a Short Sale Agreement (SSA) that will include:<ul style="list-style-type: none">• A list price approved by the servicer,• The length of time the property will be marketed for sale,• An agreement releasing the homeowner from all future liability after the property is sold,• The amount of the monthly mortgage payment, if any, that the borrower will be required to pay during the term of the SSA,• Information about \$3,000 in relocation assistance after closing, and• An agreement that so long as the borrower performs in accordance with the terms of the SSA, the servicer will not complete a foreclosure sale.• If a servicer is willing to accept a deed-in-lieu of foreclosure, they will provide a HAFA deed-in-lieu agreement.• If there are other loans against the house, the homeowner will need to work with the servicer to negotiate the release of the loans to complete the short sale or deed-in-lieu.
Maximum Amount	Up to \$3,000 available for relocation assistance.
Eligibility Requirements:	<ul style="list-style-type: none">• Live in the home or have lived there in the last 12 months.• Documented financial hardship.• Have not purchased a new house within the last 12 months.• First mortgage is less than \$729,750.• Mortgage originated on or before January 1, 2009.• Did not qualify for a mortgage modification under the Making Home Affordable Program; or• Did not successfully complete the trial period for a modification; or• Missed at least two consecutive payments once in a permanent modification; or• Requested a short sale or deed-in-lieu of foreclosure.
Geographic Area Served:	All 50 states
Costs or Fees:	None
Administering Agency:	Mortgage servicers and lenders.
Procedures:	<p>Speak to your mortgage servicer about applying for the program.</p> <p>Applications are available through your servicer.</p> <p>Call the HOPE Hotline for application assistance. Housing counselors can assist you with completing and submitting the application to your mortgage servicer or lender.</p>
Contact Information:	<p>Call your mortgage servicer or lender to begin the application process. Contact information of most servicers are available at www.makinghomeaffordable.gov</p> <p>Call 1-888-995-HOPE (4673) to be connected to a HUD-approved agency.</p>
For More Information:	www.makinghomeaffordable.gov

Housing Counseling Agency Directory

Approved by
(as of July 2013)

Name	Address	City	Zip	Phone	PHFA/CHCI	OHCD	HUD
Affordable Housing Centers of Pennsylvania	846 North Broad Street	Philadelphia	19130	215.765.1221	●	*	❖
Asociación Puertorriqueños en Marcha - APM	4301 Rising Sun Avenue	Philadelphia	19140	267-296-7200	●	*	❖
Berks Community Action Program, Inc. (Budget Counsel)	247 North Fifth Street	Reading	19601	610.375.7866	●		❖
Bucks County Housing Group	2324 Second Street Pike	Wrightstown	18940	215.598.3566 x 106	●		❖
CLARIFI	226 Mill St. 1st Floor	Bristol	19007	215.563.5665	●	*	❖
	595 Rancocas Road	Westampton	08060	215.563.5665	●	*	❖
	1 Mall Drive Suite 615	Cherry Hill	08062	215.563.5665	●	*	❖
	101 Greenwood Ave, Suite 208	Jenkintown	19046	215.563.5665	●	*	❖
	280 North Providence Rd. Suite 7	Media	19063	215.563.5665	●	*	❖
	4400 N. Reese Street	Norristown	19140	215.563.5665	●	*	❖
	1608 Walnut Street	Philadelphia	19103	215.563.5665	●	*	❖
	7340 Jackson Street	Philadelphia	19136	215.563.5665	●	*	❖
	1410 West Erie Ave	Philadelphia	19140	215.563.5665	●	*	❖
	790 E. Market Street, Suite 170	Philadelphia	19107	215.563.5665	●	*	❖
	5818 Germantown Avenue	Philadelphia	19144	215.848.7722	●	*	
Concilio - Council of Spanish Speaking Organization	705-709 N. Franklin St.	Philadelphia	19123	215.627.3100	●	*	❖
Congreso de Latinos Unidos	216 West Somerset Street	Philadelphia	19133	215.763.8870	●	*	❖
Credit Counseling Center	8150 Route 13	Levittown	19057	215.348.8003	●		❖
	60 North Main Street, Lower Level	Doylestown	18601	215.348.8003	●		❖
	832 Second Street Pike	Richboro	18954	215.348.8003	●		❖
Diversified Community Services (Dixon House)	1920 South 20th Street	Philadelphia	19145	215.336.3511	●	*	❖
Genesis Housing Corporation	208 DeKalb Street Suite #212	Norristown	19401	610.275.4357	●		❖
Hispanic Assoc. of Contractors & Enterprises (HACE)	167 W. Allegheny Ave, Suite 200	Philadelphia	19140	215.426.8025	●	*	❖
	4915 Frankford Ave.	Philadelphia	19124	215.437.7867	●	*	❖
Housing Partnership of Chester County	41 West Lancaster Ave	Downingtown	19335	610.518.1522	●		❖
Intercultural Family Services, Inc.	4225 Chestnut Street	Philadelphia	19104	215.386.1298	●	*	❖
Korean Community Development Services Center	6055 North 5th Street	Philadelphia	19120	215.276.8830	●	*	❖
Liberty Resources, Inc.	714 Market Street, Suite 100	Philadelphia	19106	215.634.2000	●	*	
Media Fellowship House	302 South Jackson Street	Media	19063	610.565.0434	●		❖
Mt. Airy USA	6703 Germantown Ave, Suite 20	Philadelphia	19119	215.844.6021	●	*	❖
New Kensington CDC	2515 Frankford Avenue	Philadelphia	19125	215.427.0350	●	*	❖
Northwest Counseling Service	5001 North Broad Street	Philadelphia	19141	215.324.7500	●	*	❖
Norris Square Civic Association	149 W. Susquehanna Ave	Philadelphia	19122	215.426.8723	●	*	
Nueva Esperanza	4261 North 5th Street	Philadelphia	19140	215.324.0746	●	*	❖
Pathstone	1625 N. 2nd Street	Harrisburg	17102	717.234.6616	●		
The Partnership CDC	4020 Market Street	Philadelphia	19104	215.662.1612	●	*	❖
Philadelphia Council for Community Advancement	1617 JFK Boulevard, Suite 1550	Philadelphia	19103	215.567.7803	●	*	❖
Philadelphia Senior Center	509 South Broad Street	Philadelphia	19147	215.546.5879		*	
South Philadelphia H.O.M.E.S.	1444 Point Breeze Avenue	Philadelphia	19146	215.334.4430	●		
Southwest CDC	6328 Paschall Avenue	Philadelphia	19142	215.729.0800	●	*	
Tabor Community Services, Inc.	308 E King Street	Lancaster	17602	717.397.5182	●		❖
Tenant Union Representative Network	21 South 12th Street, Suite 1100	Philadelphia	19107	215.940.3900		*	❖
Unemployment Information Center	112 N Broad St, 11th floor	Philadelphia	19102	215.557.0822	●	*	❖
United Communities Southeast Philadelphia	2029 South 8th Street	Philadelphia	19148	215.467.8700	●	*	❖
Universal Community Homes/Companies	800 South 15th Street	Philadelphia	19146	215.732.6518	●		
Urban League of Philadelphia	121 S Broad St., 9th floor	Philadelphia	19107	215.985.3220	●	*	❖
West Oak Lane CDC	2502 W. Cheltenham Avenue	Philadelphia	19150	(215) 224-8334	●	*	❖

● PHFA/CHCI – PHFA’s Comprehensive Homeownership Counseling Initiative (CHCI) trains and certifies organizations to provide home-buyer workshops, pre-settlement counseling, and pre-purchase counseling to help prospective homeowners throughout Pennsylvania.

* OHCD – Philadelphia Office of Housing and Community Development: must be 80% or below the median income.

❖ HUD – United States Department of Housing and Urban Development: can do conventional or FHA mortgages.

Samples of Notices and Forms

This section shows mock ups or samples of six notices that a homeowner may receive by mail during the foreclosure process. While each notice may contain many additional pages, the following shows an example of the first page of each notice.

Act 91 Notice

(Rev. 9/2008)

Date: _____

ACT 91 NOTICE TAKE ACTION TO SAVE YOUR HOME FROM FORECLOSURE*

This is an official notice that the mortgage on your home is in default, and the lender intends to foreclose. Specific information about the nature of the default is provided in the attached pages.

The HOMEOWNER'S EMERGENCY MORTGAGE ASSISTANCE PROGRAM (HEMAP) may be able to help to save your home. This Notice explains how the program works. To see if HEMAP can help, you must MEET WITH A CONSUMER CREDIT COUNSELING AGENCY WITHIN 33 DAYS OF THE DATE OF THIS NOTICE. Take this Notice with you when you meet with the Counseling Agency.

The name, address and phone number of Consumer Credit Counseling Agencies serving your County are listed at the end of this Notice. If you have any questions, you may call the Pennsylvania Housing Finance Agency toll free at 1-800-342-2397. (Persons with impaired hearing can call (717) 780-1869).

This Notice contains important legal information. If you have any questions, representatives at the Consumer Credit Counseling Agency may be able to help explain it. You may also want to contact an attorney in your area. The local bar association may be able to help you find a lawyer.

LA NOTIFICACIÓN EN ADJUNTO ES DE SUMA IMPORTANCIA, PUES AFECTA SU DERECHO A CONTINUAR VIVIENDO EN SU CASA. SI NO COMPRENDE EL CONTENIDO DE ESTA NOTIFICACIÓN OBTENGA UNA TRADUCCIÓN INMEDIATAMENTE LLAMANDO ESTA AGENCIA (PENNSYLVANIA HOUSING FINANCE AGENCY) SIN CARGOS AL NUMERO MENCIONADO ARRIBA. PUEDE SER ELEGIBLE PARA UN PRÉSTAMO POR EL PROGRAMA LLAMADO "HOMEOWNER'S EMERGENCY MORTGAGE ASSISTANCE PROGRAM" EL CUAL PUEDE SALVAR SU CASA DE LA PERDIDA DEL DERECHO A REDIMIR SU HIPOTECA.

* (Must be at least 30 point type)

Act 6 Notice

(The regulations allow flexibility on how the notice is expressed. Following is an example of how this might be done by the lender.)

NOTICE OF INTENTION TO FORECLOSE MORTGAGE

The MORTGAGE held by (hereinafter we, us or ours) on your property located at , IS IN SERIOUS DEFAULT [*because you have not made the monthly payments of for the months of , , and , and/or because*]. Late charges and other charges have also accrued to this date in the amount of . The total amount now required to cure this default, or in other words, get caught up in your payments, as of the date of this letter, is

You may cure this default within THIRTY (30) DAYS of the date of this letter, by paying to us the above amount of , plus any additional monthly payments and late charge which may fall due during this period. Such payment must be made either by cash, cashier's check, certified check or money order, and made at .

If you do not cure the default within THIRTY (30) DAYS, *we intend to exercise our right to accelerate the mortgage payments.* This means that whatever is owing on the original amount borrowed will be considered due immediately and you may lose the chance to pay off the original mortgage in monthly installments. If full payment of the amount of default is not made within THIRTY (30) DAYS, *we also intend to instruct our attorneys to start a lawsuit to foreclose your mortgaged property. If the mortgage is foreclosed your mortgaged property will be sold by the Sheriff to pay off the mortgage debt.* If we refer your case to our attorneys, but you cure the default before they begin legal proceedings against you, you will still have to pay the reasonable attorney's fees, actually incurred, up to \$ 50.00. However, if legal proceedings are started against you, you will have to pay the reasonable attorney's fees even if they are over \$ 50.00. Any attorney's fees will be added to whatever you owe us, which may also include our reasonable costs. *If you cure the default within the thirty day period, you will not be required to pay attorney's fees.*

We may also sue you personally for the unpaid principal balance and all other sums due under the mortgage. If you have not cured the default within the thirty day period and foreclosure proceedings have begun, *you still have the right to cure the default and prevent the sale at any time up to one hour before the Sheriff's foreclosure sale. You may do so by paying the total amount of the unpaid monthly payments plus any late or other charges then due, as well as the reasonable attorney's fees and costs connected with the foreclosure sale [and perform any other requirements under the mortgage]*. It is estimated that the earliest date that such a Sheriff's sale could be held would be approximately . A notice of the date of the Sheriff sale will be sent to you before the sale. Of course, the amount needed to cure the default will increase the longer you wait. You may find out at any time exactly what the required payment will be by calling us at the following number: . This payment must be in cash, cashier's check, certified check or money order and made payable to us at the address stated above.

You should realize that a Sheriff's sale will end your ownership of the mortgaged property and your right to remain in it. If you continue to live in the property after the Sheriff's sale, a lawsuit could be started to evict you.

You have additional rights to help protect your interest in the property. YOU HAVE THE RIGHT TO SELL THE PROPERTY TO OBTAIN MONEY TO PAY OFF THE MORTGAGE DEBT, OR TO BORROW MONEY FROM ANOTHER LENDING INSTITUTION TO PAY OFF THIS DEBT. [YOU MAY HAVE THE RIGHT TO SELL OR TRANSFER THE PROPERTY SUBJECT TO THE MORTGAGE TO A BUYER OR TRANSFEREE WHO WILL ASSUME THE MORTGAGE DEBT, PROVIDED THAT ALL THE OUTSTANDING PAYMENTS, CHARGES AND ATTORNEY'S FEES AND COSTS ARE PAID PRIOR TO OR AT THE SALE, [AND THAT THE OTHER REQUIREMENTS UNDER THE MORTGAGE ARE SATISFIED]. CONTACT US TO DETERMINE UNDER WHAT CIRCUMSTANCES THIS RIGHT MIGHT EXIST]. YOU HAVE THE RIGHT TO HAVE THIS DEFAULT CURED BY ANY THIRD PARTY ACTING ON YOUR BEHALF.

If you cure the default, the mortgage will be restored to the same position as if no default had occurred. However, you are not entitled to this right to cure your default more than three times in any calendar year.

Complaint

Mortgage company's Attorney
Attorney's mailing address
Attorney's phone number

ABC Bank, as Trustee for:
Asset-backed mortgage trust xxx-xxxx,
Plaintiff,

V.

Homeowner A and Homeowner B,
Defendant

COURT OF COMMON PLEAS
CIVIL DIVISION

County

NO. XX-XXXX

COMPLAINT IN MORTGAGE FORECLOSURE

YOU HAVE BEEN SUED IN COURT. If you wish to defend against the claims set forth in the following pages, you must take action within twenty (20) days after this Complaint and Notice are served, by entering a written appearance personally or by attorney and filing in writing with the Court your defenses or objections to the claims set forth against you. You are warned that if you fail to do so the case may proceed without you and a judgment may be entered against you by the Court without further notice for any money claimed in the Complaint or for any other claim or relief requested by the Plaintiff. You may lose money or property or other rights important to you.

YOU SHOULD TAKE THIS PAPER TO YOUR LAWYER AT ONCE. IF YOU DO NOT HAVE A LAWYER GO TO OR TELEPHONE THE OFFICE SET FORTH BELOW. THIS OFFICE CAN PROVIDE YOU WITH INFORMATION ABOUT HIRING A LAWYER. IF YOU CANNOT AFFORD TO HIRE A LAWYER, THIS OFFICE MAY BE ABLE TO PROVIDE YOU WITH INFORMATION ABOUT AGENCIES THAT MAY OFFER LEGAL SERVICES TO ELIGIBLE PERSONS AT A REDUCED FEE OR NO FEE.

LAWYERS REFERRAL SERVICE

Foreclosure Prevention Resource Guide • Fall 2013 Edition • www.frc.uac.org

Important Notice

Mortgage Company's Attorney
Attorney's mailing address
Attorney's phone number

Attorney for Plaintiff

ABC Bank, as Trustee for
Asset-backed mortgage trust xxx-xxx,
Plaintiff,

v.

Homeowner A and Homeowner B,
Defendants.

Court of Common Pleas
County
NO. xx-xxxx

To: Homeowner
Homeowner's address
Date of Notice: Month x, 200x

IMPORTANT NOTICE

YOU ARE IN DEFAULT BECAUSE YOU HAVE FAILED TO ENTER A WRITTEN APPEARANCE PERSONALLY OR BY ATTORNEY AND FILE IN WRITING WITH THE COURT YOUR DEFENSES OR OBJECTIONS TO THE CLAIMS SET FORTH AGAINST YOU. UNLESS YOU ACT WITHIN TEN DAYS FROM THE DATE OF THIS NOTICE, A JUDGMENT MAY BE ENTERED AGAINST YOU WITHOUT A HEARING AND YOU MAY LOSE YOUR PROPERTY OR OTHER IMPORTANT RIGHTS. YOU SHOULD TAKE THIS PAPER TO YOUR LAWYER AT ONCE. IF YOU DO NOT HAVE A LAWYER GO TO OR TELEPHONE THE OFFICE SET FORTH BELOW. THIS OFFICE CAN PROVIDE YOU WITH INFORMATION ABOUT HIRING A LAWYER. IF YOU CANNOT AFFORD TO HIRE A LAWYER, THIS OFFICE MAY BE ABLE TO PROVIDE YOU WITH INFORMATION ABOUT AGENCIES THAT MAY OFFER LEGAL SERVICES TO ELIGIBLE PERSONS AT A REDUCED FEE OR NO FEE.

Lawyer Referral Service
County Bar Association
Bar. Assc. Address
(xxx) xxx-xxxx

NOTIFICACION IMPORTANTE

USTED SE ENCUENTRA EN ESTADO DE REBELDIA POR NO HABER TOMADO LA ACCION REQUIRIDA DE SU PARTE EN ESTE CASO. AL NO TOMAR LA ACCION DEBIDA DENTRO DE UN TERMINO DE DIEZ (10) DIAS DE ESTA NOTIFICACION, EL TRIBUNAL PODRA, SIN NECESIDAD DE COMPARARECER USTED EN CORTE O ESCUCHAR PREUBA ALGUNA, DICTAR SENTENCIA EN SU CONTRA, USTED PUEDE PERDER BIENES Y OTROS DERECHOS, IMPORTANTES. DEBE LLEVAR ESTA NOTIFICACION A UN ABOGADO INMEDIATAMENTE SI USTED NO TIENE ABOGADO, O SI NO TIENE DINERO SUFICIENTE PARA TAL SERVICIO, VAYA EN PERSONA O LLAME POR TELEFONO A LA OFICINA, CUYA DIRECCION SE ENCUENTRA ESCRITA ABAJO PARA AVERIGUAR DONDE SE PUEDE CONSEGUIR ASISTENCIA LEGAL.

Lawyer Referral Service
County Bar Association
Bar. Assc. Address
(xxx) xxx-xxxx

Judgment

Mortgage Company's Attorney
Attorney's mailing address
Attorney's phone number

ATTORNEY FOR PLAINTIFF

ABC Bank, as Trustee for
Asset-backed mortgage trust xxx-xxxx,
Plaintiff

v.

Homeowner A and Homeowner B,
Defendants

COURT OF COMMON PLEAS
CIVIL DIVISION

County

MORTGAGE FORECLOSURE

NO. XXX-XXXX

**PRAECIPE FOR JUDGMENT FOR FAILURE TO
ANSWER AND ASSESSMENT OF DAMAGES**

TO THE PROTHONOTARY:

Kindly enter judgment in favor of the Plaintiff and against the Defendant(s) for failure to file an Answer to Plaintiff's Complaint within 20 days from service thereof and for foreclosure and sale of the mortgaged premises, and assess Plaintiff's damages as follows:

As set forth in Complaint	\$9,058.13
Interest Per Complaint	216.69
From to	
TOTAL	<u>\$9,274.82</u>

I hereby certify that (1) the addresses of the Plaintiff and Defendant are as shown above, and (2) that notice has been given in accordance with Rule 237.1, a copy of which is attached hereto.

Mortgage Company's Attorney

DAMAGES ARE HEREBY ASSESSED AS INDICATED

DATE: Month X, 200X

PRO PROTHY

Sheriff's Sale Scheduled

Mortgage Company's Attorney
Attorney's mailing address
Attorney's phone number

ABC Bank as Trustee for
Asset-backed mortgage trust xxx-xxxx.
Plaintiff,

v.

Homeowner A and Homeowner B
Defendants

ATTORNEY FOR PLAINTIFF

COURT OF COMMON PLEAS
CIVIL DIVISION

XXXXX County

MORTGAGE FORECLOSURE

NO. xx-xxxx

NOTICE OF SHERIFF'S SALE OF REAL PROPERTY

TO: Homeowner A and Homeowner B

Your house (real estate) at Homeowners address
County, State is scheduled to be sold at the Sheriff's
Sale on Month, day, at 10:00am in the District Plaza,
XXXXXX Street, County, PA, to enforce the court
judgment of \$9,274.82, obtained by Plaintiff above (the
mortgagee) against you. If the sale is postponed, the property
will be relisted for the Next Available Sale.

NOTICE OF OWNER'S RIGHTS

YOU MAY BE ABLE TO PREVENT THIS SHERIFF'S SALE

To prevent this Sheriff's Sale, you must take immediate action:

1. The sale will be cancelled if you pay to the mortgagee the back payment, late charges, costs and reasonable attorney's fees. To find out how much you must pay, you may call: _____.
2. You may be able to stop the sale by filing a petition asking the Court to strike or open the judgment, if the judgment was improperly entered. You may also ask the Court to postpone the sale for good cause.
3. You may also be able to stop the sale through other legal proceedings. You may need an attorney to assert your rights. The sooner you contact one, the more chance you will have of stopping the sale. (See notice on page two on how to obtain an attorney.)

HAMP Application (Sample Page)

Making Home Affordable Program Request For Mortgage Assistance (RMA)



If you are experiencing a financial hardship and need help, you must complete and submit this form along with other required documentation to be considered for foreclosure prevention options under the Making Home Affordable (MHA) Program. You must provide information about yourself and your intentions to either keep or transition out of your property; a description of the hardship that prevents you from paying your mortgage(s); information about **all** of your income, expenses and financial assets; whether you have declared bankruptcy; and information about the mortgage(s) on your principal residence and other single family real estate that you own. Finally, you will need to return to your loan servicer (1) this completed, signed and dated Request for Mortgage Assistance (RMA); and (2) completed and signed IRS Form 4506-T or 4506T-EZ; and (3) all required income documentation identified in Section 4.

When you sign and date this form, you will make important certifications, representations and agreements, including certifying that all of the information in this RMA is accurate and truthful.

SECTION 1: BORROWER INFORMATION

BORROWER		CO-BORROWER	
BORROWER'S NAME		CO-BORROWER'S NAME	
SOCIAL SECURITY NUMBER	DATE OF BIRTH (MM/DD/YY)	SOCIAL SECURITY NUMBER	DATE OF BIRTH (MM/DD/YY)
HOME PHONE NUMBER WITH AREA CODE		HOME PHONE NUMBER WITH AREA CODE	
CELL OR WORK NUMBER WITH AREA CODE		CELL OR WORK NUMBER WITH AREA CODE	
MAILING ADDRESS		MAILING ADDRESS (IF SAME AS BORROWER, WRITE "SAME")	
EMAIL ADDRESS		EMAIL ADDRESS	
Has any borrower filed for bankruptcy? <input type="checkbox"/> Chapter 7 <input type="checkbox"/> Chapter 13 Filing Date: <input type="text"/> Bankruptcy case number: <input type="text"/> Has your bankruptcy been discharged? <input type="checkbox"/> Yes <input type="checkbox"/> No		Is any borrower a servicemember? <input type="checkbox"/> Yes <input type="checkbox"/> No Have you recently been deployed away from your principal residence or recently received a permanent change of station order? <input type="checkbox"/> Yes <input type="checkbox"/> No	
How many single family properties other than your principal residence do you and/or any co-borrower(s) own individually, jointly, or with others? <input type="text"/>			
Has the mortgage on your principal residence ever had a Home Affordable Modification Program (HAMP) trial period plan or permanent modification? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Has the mortgage on any other property that you or any co-borrower own had a permanent HAMP modification? <input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", how many? <input type="text"/>			
Are you or any co-borrower currently in or being considered for a HAMP trial period plan on a property other than your principal residence? <input type="checkbox"/> Yes <input type="checkbox"/> No			

SECTION 2: HARDSHIP AFFIDAVIT

<p>I (We) am/are requesting review under MHA.</p> <p>I am having difficulty making my monthly payment because of financial difficulties created by (check all that apply):</p>	
<input type="checkbox"/> My household income has been reduced. For example: reduced pay or hours, decline in business or self employment earnings, death, disability or divorce of a borrower or co-borrower.	<input type="checkbox"/> My monthly debt payments are excessive and I am overextended with my creditors. Debt includes credit cards, home equity or other debt.
<input type="checkbox"/> My expenses have increased. For example: monthly mortgage payment reset, high medical or health care costs, uninsured losses, increased utilities or property taxes.	<input type="checkbox"/> My cash reserves, including all liquid assets, are insufficient to maintain my current mortgage payment and cover basic living expenses at the same time.
<input type="checkbox"/> I am unemployed and (a) I am receiving/will receive unemployment benefits or (b) my unemployment benefits ended less than 6 months ago.	Other:
Explanation (continue on a separate sheet of paper if necessary):	



Production made possible by a grant from the Citi Foundation

Citi Foundation

