

Utah Housing Corporation COVID-19 Response

Homeownership

Staff will continue to lock, review, purchase, and fund loans and support the lending community by answering your email questions or phone inquiries as quickly as we can.

Multifamily Housing

In conformance with federal guidelines related to the pandemic, UHC has postponed all on-site physical inspections through September, 2021. Staff will continue conducting desk audits of related compliance materials, and may inspect projects using video if needed for 8609s, 8823s, and other critical matters. The Multifamily Finance team is working remotely and remaining fully responsive to calls and emails.

Mortgage Loan Servicing

We are here to help our homeowners:

1. If you wish to speak with someone by **phone**, customer service representatives are available Monday through Friday, 8:30 AM to 5:30 PM by calling 801-902-8250, 801-902-8300, or 1-800-344-0452.
2. Making mortgage payments:
 - Use Utah Housing's mobile app to make and schedule payments
 - Online payments can be made at www.utahhousingcorp.org; you may access your account online 24/7 and if you aren't enrolled yet, now is the perfect time
 - US Mail – use your monthly coupons and mail your payments
 - A drop box outside our building
 - Phone pay – there is a \$10 fee for this service
 - MoneyGram – companies providing this service will charge a fee
3. UHC is committed to helping our homeowners during this national crisis.
 - If a homeowner is unable to make their mortgage payments because they have been directly or indirectly affected by **COVID-19**, please contact our office at UHC at 801-902-8300 or 1-800-344-0452 to discuss available options.
 - Affected homeowners must provide UHC information attesting to their financial hardship
 - Request a forbearance
 - UHC will set up a forbearance plan and send an acknowledgement letter confirming the request
 - Contact is critical and UHC asks homeowners on forbearance plans contact us every month for an update on their situation
 - A forbearance plan can be shortened upon request and the loan brought current at any time
 - A mortgage forbearance is when your mortgage payment is paused or reduced for a limited period. A forbearance does not erase what you owe – you will still have to repay any missed or reduced payments in the future – either through a repayment plan or loss mitigation. **So, if you can make your payment, please continue to do so.**
 - Homeowners on active forbearance plans will not be assessed fees or penalties. No extra interest on the past due amounts will be assessed – you will only pay interest on what is contractually due.

- UHC may request a review for alternative loss mitigation at any time, in order to provide options to bring the account current.
 - Available options may include repayment plans, loan modifications, or short sales.
 - Loss mitigation packages can be found at:
<https://utahhousingcorp.org/homeowner/>
 - Credit Reporting:
 - UHC will update your credit reporting, pursuant to the CARES Act, when we send out the confirmation letter confirming your forbearance request.
 - Forbearance plans do not alter or modify the original loan documents or terms
 - Homeowners should also contact any other mortgage companies with whom they have an account to discuss their situation.
4. Foreclosures and evictions for all legally occupied properties are currently suspended until **July 31, 2021**.
 5. It is critical you keep in contact with us. Your communication helps us understand your situation and identify the best options available to assist you.

UHC is committed to being a responsible community partner and we thank you for entrusting us with your mortgage and your business. Rest assured, we are continuously monitoring this ever-changing situation and are taking every measure to limit the impact of COVID-19 on our operations, while safeguarding our homeowners, business partners and our employees. You can find valuable information at the Utah Coronavirus Task Force website: <https://coronavirus.utah.gov/>