CONGRESSIONAL OFFICE MANUAL
RESOURCES TO HELP HOMEOWNERS AVOID FORECLOSURE

Government and Nonprofit Resources: *A number of federal and state agencies and nonprofit organizations have developed foreclosure prevention programs to help homeowners who are having trouble with their home loans. Congressional offices may want to inform their constituents that the following organizations offer free or low-cost foreclosure prevention programs to eligible homeowners:*

U.S. Department of Housing and Urban Development (HUD)

HUD provides a variety of resources for homeowners at risk of foreclosure. The Department funds free housing counseling services throughout the country. HUD-approved counselors can help homeowners understand the law and their options, organize their finances, and represent borrowers in negotiations with their lenders if this assistance is needed.

Telephone: 1-800-569-4287

Find HUD-Approved Housing Counseling Agencies in your State:
http://www.hud.gov/offices/hsg/sfh/hcc/hcs.cfm?weblistaction=summary

Additional HUD resources for avoiding foreclosure:
http://www.hud.gov/foreclosure/index.cfm

State Attorneys General

Homeowners who suspect that they have been a victim of fraud, misleading information, or other deceptive practices, should contact their state Attorney General's office. These offices investigate complaints and sue lenders and other mortgage originators for alleged illegal behavior. In addition, several state Attorneys General have been instrumental is setting up multi-agency foreclosure prevention task forces that provide financial resources and proactive intervention for homeowners facing or at risk of foreclosure.

Find your state Attorney General's office:
http://www.naag.org/attorneys_general.php

State Housing Finance Agencies

State Housing Finance Agencies administer a wide range of affordable housing and community development programs. A number of state HFAs have partnered with other entities (including nonprofit counseling agencies, local governments, state housing departments and lenders) to provide comprehensive foreclosure prevention and mitigation strategies.

Find your state housing finance agency:
http://www.ncsha.org/section.cfm/4/39/187

NeighborWorks

NeighborWorks is a national network of more than 240 community-based nonprofit organizations (located in 50 states) created by Congress to provide financial support, technical assistance, and training for community revitalization efforts. NeighborWorks provides a variety of resources for preserving homeownership in the face of rising foreclosure rates including *HOPE for Homeowners*, a toll-free national hotline that offers free foreclosure prevention and counseling advice from a third party, HUD-certified, not-for-profit network of counseling agencies dedicated to helping homeowners avoid foreclosure. NeighborWorks has teamed up with the Homeownership Preservation Foundation and the Financial Services Roundtable to provide this service.

***HOPE for Homeownership* Hotline** (in English and Spanish): 1-888-995-HOPE
Find a HUD-certified NeighborWorks organization:
http://www.nw.org/network/nwdata/hudhousing.asp
Information on the Center for Foreclosure Solutions:
http://www.nw.org/network/neighborworksProgs/foreclosuresolutions/default.asp

National Community Reinvestment Coalition (NCRC)

NCRC is a national coalition of more than 800 non-profit organizations that seek to increase the flow of private capital into underserved communities. NCRC's Consumer Rescue Fund works with victims of predatory lending to provide mediation, refinancing or renegotiation of mortgages. Refinancing services are currently available in the states of: Alabama, Arizona, California, Florida, Georgia, Illinois, Indiana, Maryland, Massachusetts, Nevada, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, Texas and Wisconsin.
NCRC's Information and CRF Services line: 202-628-8866
Website for the CRF: http://www.fairlending.com/

National Council of LaRaza (NCLR)

NCLR is the largest national Hispanic civil rights and advocacy organization in the United States. NCLR's Homeownership Network of 42 community-based organizations provide home ownership counseling and can intervene between borrowers facing financial crisis and the lenders and/or mortgage servicer.
Contact NCLR's: 202-785-1670
NCLR's Website: www.nclr.org

Neighborhood Assistance Corporation of America (NACA)

NACA is a national non-profit advocacy and homeownership organization. NACA's Refinance Program offers new loans to eligible homeowners with unaffordable mortgages. NACA's *Home Save* program gives counseling and financial assistance to eligible homeowners who are at risk of foreclosure.
NACA's Information and Refinancing Services line: 1-888-302-NACA
Website: https://www.naca.com/program/homesaveProgram.jsp

Government Sponsored Enterprise Resources: *GSEs also provide excellent resources for Congressional offices seeking to aid constituents facing or at risk of foreclosure:*

Fannie Mae

Fannie Mae's *HomeStay Initiative* provides flexible mortgage products that help homeowners with blemish credit histories refinance as well as counseling and foreclosure prevention services. In addition, Fannie Mae has worked with three state housing finance agencies (Massachusetts, New York, and Ohio) to develop refinancing programs to assist homeowners who are facing foreclosure or have a mortgage product that may no longer be suitable to their financial situation. Fannie has designed a product that allows eligible at-risk homeowners to refinance into 30-year fixed rate mortgage loan.

Information on *HomeStay Initiative*: https://www.efanniemae.com/homestay
Information on other Fannie Mae refinancing initiatives: contact state HFA agencies in MA, NY and OH.

Freddie Mac

Freddie Mac helped to develop and fund *Don't Borrow Trouble,* a comprehensive consumer awareness and foreclosure prevention campaign. In addition, Freddie Mac has partnered with national non-profit organizations, counseling agencies and several lenders on a foreclosure-avoidance initiative designed to reach out to delinquent borrowers early on and provide appropriate counseling through trusted intermediaries to help avoid foreclosure.

Information on *Don't Borrow Trouble*: http://www.dontborrowtrouble.com/

Legal Resources: *In addition to the resources above, some homeowners may want to retain an attorney to help them navigate the legal system:*

National Association of Consumer Advocates

The National Association of Consumer Advocates (NACA) is a nationwide organization of more than 1000 attorneys who represent and have represented hundreds of thousands of consumers victimized by fraudulent, abusive and predatory business practices. NACA attorneys have represented thousands of victims of predatory lending practices. The legal services are provided by legal service lawyers and private practice attorneys who provide free or low-cost legal representation.

Contact NACA: 202-452-1989
Find an attorney: http://members.naca.net/findanattorney.php

(Prepared by Financial Services Committee, Democratic Staff)