



# NC Homeowner Assistance Fund Servicer/Lender Fact Sheet

## Program Purpose & Status

The NC Homeowner Assistance Fund is being administered by the North Carolina Housing Finance Agency (NCHFA) using approximately \$273 million that was allocated to North Carolina under the [American Rescue Plan Act of 2021](#) to prevent mortgage delinquencies, defaults, displacements, and foreclosures for homeowners experiencing financial difficulties due to the coronavirus pandemic.

The [NC Homeowner Assistance Fund](#) (NCHAF) is accepting applications at [NCHomeownerAssistance.gov](https://NCHomeownerAssistance.gov)

## Eligibility Requirements

A summary of program requirements is listed below. More information is available on the [NCHAF website](#).

- Homeowner has experienced a financial hardship due to the coronavirus pandemic.
- Homeowner must own and occupy the property as their primary residence and that property must be in North Carolina.
- Homeowner is seeking mortgage assistance or other eligible housing-related costs.
- Delinquency must result from late payments incurred from the impact of the coronavirus pandemic
- Household income is less than or equal to \$79,900 or [150% of the Area Median Income](#) (whichever is greatest).

## Qualified Expenses

Housing obligations as listed below may be eligible uses of NC Homeowner Assistance Fund proceeds:

- Existing first mortgage lien loan payment (principal, interest, taxes and insurance or PITI), escrow shortages, and servicer corporate advances.
- Subordinate mortgage lien payment (principal and interest) and/or installment payment of government bond second lien for down payment assistance (such as NCHFA second deeds of trust for down payment).
- Payments under a forbearance plan or and/or extinguishment of a partial claim.
- Other costs associated with a period of delinquency or default, including any reasonably required legal fees.
- Payment to reverse mortgages provided that the homeowner entered into a repayment plan.
- Attached or unattached manufactured / mobile home loan monthly payment (principal and interest).
- Personal property tax on unattached manufactured/mobile homes.
- If home loan monthly payment and/or personal property tax are being paid on an unattached manufactured/mobile home, lot rent may also be paid. Applications for lot rent only are not eligible under HAF although they may be eligible expenses under the [NC Emergency Rental Assistance Program \(ERAP\)](#).
- Homeowner's association fees, condominium association fees or common charges, including for a lien extinguishment.
- Homeowner's hazard and other property insurance, flood, or mortgage insurance.
- Delinquent real estate property taxes.

## How to Apply

North Carolina homeowners can apply for assistance [online](#) or by phone.

For additional assistance, homeowners should contact the NC Homeowner Assistance Fund Call Center from 8 a.m. to 8 p.m. EST, Monday through Friday at (855) MY NCHAF (855-696-2423).

In-person assistance can be arranged by appointment only at the Morrisville NCHAF Assistance Center.

## Program Steps

- ✓ Complete Pre-Screening Questionnaire
- ✓ Case Manager Assigned if Respondent is Invited to Apply
- ✓ Complete Application in Full and Submit All Required Documentation
- ✓ Eligibility Review
- ✓ Payment Coordination
- ✓ Payment Processed



## Common Data File (CDF)

The National HAF Common Data File (CDF) format was created to systematically streamline the data transfer process between homeowner applicant accounts and HAF programs. This process will automate the exchange with mortgage servicers/lenders from applicant validation to payment. This process improves streamlining and coordination by reducing data and reporting requirements that may normally be imposed on servicers. The National HAF CDF is crucial in securing broader industry participation from servicers, helping Housing Finance Agencies (HFAs), such as NCHFA, assist North Carolina homeowners impacted by the pandemic more quickly and efficiently.

## Applicant Awards

- Assistance will be structured as a grant (subject to recapture in the event of a false claim or fraudulent misstatements on the application). The NC Homeowner Assistance Fund offers the following program assistance options: reinstatement, reinstatement plus future PITI payments, and payment of eligible housing expenses when no mortgage exists.
- Assistance awards must not exceed the Maximum Per Household Assistance amount of \$40,000.
- NCHFA or its agent will disburse HAF assistance directly to the mortgage lender/servicer, contract for deed holder, county treasurer or local taxing authority, hazard insurance company, homeowners/condominium association, or other payee.
- Each eligible homeowner will be provided with an Assistance Agreement once an eligibility review is concluded. The Assistance Agreement includes a break down of the amounts of approved assistance by program option.