

Appendix B:

United States Department of Housing and Urban Development
Frequently Asked Questions (FAQs) in the event of a Government Shutdown

Like all federal agencies HUD is required to develop a plan in case there is a lapse in appropriations, often referred to as a government shutdown. The plan is a publicly available document and can be found at

<http://portal.hud.gov/hudportal/documents/huddoc?id=hudcontingencyplanfinal.pdf>.

A. General Questions

Q: *In the event of a government shutdown, will staff in my local HUD field office or at HUD Headquarters (Washington D.C.) be available to answer my questions or address concerns that I might have?*

A: HUD will have an extremely limited number of employees to answer emergency questions during a shutdown. All HUD regional and field offices and HUD Headquarters will be closed with some limited exceptions for a very narrow range of activities that are permitted during a lapse in appropriations. In most cases, if you call or email the field office or Headquarters staff, you will hear a voicemail or receive a return email indicating that the Government is closed.

Q: *Whom do I call concerning questions from local constituents who have emergency housing needs?*

A: Please contact your local state or City housing office for referrals to local providers.

Q: *Will previously scheduled meetings, monitoring and technical assistance visits, and trainings take place during a government shutdown?*

A: No. Virtually all meetings, visits and appearances will be cancelled. HUD employees will not be traveling during the shutdown unless there is an emergency.

Q: *How will the implementation of HUD's shutdown plan impact the staffing?*

A: If there is a shutdown, there will be two categories of employees: excepted and non-excepted. The vast majority of HUD employees are non-excepted, meaning that they are prohibited from working during a shut down. A very small number of employees are considered excepted. In determining whether an employee is excepted, the agency followed strict OMB guidance. The excepted number may be adjusted upward as needed

with approval from OMB. All excepted employees can only carry out those activities allowed under the OMB guidance.

Q: *Will I be able to access grants.gov during a shutdown?*

A: Yes, it will be open for business. Please visit <http://www.grants.gov/>

Q: *How would a shutdown affect the deadline dates for the submission of applications in response to HUD's Notices of Funding Availability (NOFAs)?*

A: Should a deadline for the submission of applications in response to a HUD NOFA fall during the shutdown, HUD may be required to publish or post a notice extending the application deadline date for the NOFA. The notice would identify the NOFA and state that because of a lapse of appropriations, applications submitted to HUD during the shutdown might not have been timely received. In order to ensure basic fairness to all potential applicants a new deadline for applications would then be established. The overall impact may result in delay in reviewing and awarding funds for these programs.

Q: *How will I know when the government's funding has been restored?*

A: The federal Office of Management and Budget (OMB) will make formal announcements when the government's funding has been restored. You will also be able to follow whether Congress has passed a budget on the local and national news.

Q: *I have an on-going contract with HUD that has been funded. May I continue to work on the contract?*

A: HUD's Office of the Chief Procurement Officer will provide direct, written guidance to each contractor's contract manager as to the status of their contract. You should contact your contract manager for instructions.

Q: *If I have a contract to provide on-site services, do I come to work?*

A: HUD's Office of the Chief Procurement Officer will provide direct, written guidance to each contractor's contract manager as to the status of their contract. You should contact your contract manager for instructions.

Q: *What activities will continue?*

A: A limited number of the activities normally supported by the federal government are "excepted" from shutting down during a lapse in appropriations. These activities have to meet a very strict legal standard for protecting life and property in order to continue. A few of HUD's programs will continue to operate as a result. For example, to ensure the safety of life, HUD homeless assistance grants, including supportive housing for veterans and housing for people with AIDS, will continue to be funded. For the protection of property, Ginnie Mae will continue to guarantee mortgage backed securities. A full list of HUD programs and their designations under a lapse in appropriations can be found on the HUD website as part of HUD's [contingency plan](#).

Q: *Will I be able to find and apply for a HUD Funding Opportunity during the Federal Government shutdown?*

A: The Grants.gov System will be open and operating during the federal government shutdown. The Grants.gov Contact Center also will remain available and provide

assistance to callers during their normal operating hours of 24 hours a day, 7 days a week except Federal holidays. The Contact Center phone number is 800-518-GRANTS. The Contact Center can also be reached by email at Support@Grants.gov.

Applicants should refer to the HUD Funding Opportunity Announcement posted on Grants.gov for specific application deadline dates and times. Grants.gov registration and system technical questions can be addressed by the Grants.gov Contact Center Help Desk. Program specific questions, or questions about HUD specific requirements, should be directed to HUD staff listed in the funding notice. Please be aware that due to the Federal government shutdown, some HUD staff may not be available to address your questions until the Federal government returns to normal operations.

Applications submitted to Grants.gov during the shutdown will be processed as usual by the Grants.gov system and stored for agency retrieval. For specific information on registration, application submission, and timely receipt requirements, please read the instructions found in the program specific funding announcement posted to Grants.gov.

Agency systems may or may not retrieve the applications until after the Federal government returns to normal operations.

B. Office of Housing

Office of Single Family Housing/FHA

FHA's Resource Center and National Servicing Center's (NSC) Call Center will be available to answer questions. If the questions need to be elevated to HUD staff, the questions may not be answered until the staff returns to work.

The call centers will be provided with the contact information for the essential staff available during the government shutdown to handle health and safety issues.

Q: *Will FHA endorse single family loans during a shutdown?*

A: FHA will be able to endorse single family loans, with the exception of Home Equity Conversion Mortgages (HECM) and Title I loans, during the shutdown. A limited number of FHA staff will be available to endorse new loans. Due to limited staff, the time to endorse the cases may be extended.

Q: *Will my FHA-insured loan still close?*

A: The decision to close or not will be decided by each individual lender, so you should contact your lender.

Q: *How will the reduction in FHA's operations impact the housing market?*

A: Because we are able to endorse most single family loans, we do not expect the impact on the housing market to be significant, as long as the shutdown is brief. With each day the shutdown continues, we can expect an increase in the impacts on potential homeowners, home sellers and the entire housing market. A protracted shutdown could see a decline in

home sales, reversing the trend toward a strengthening market that we've been experiencing.

Q: *What about homeowners with FHA-insured mortgages facing foreclosure?*

A: Most loss mitigation for homeowners facing foreclosure (including FHA loan modifications, FHA-HAMP, etc.) will continue.

Q: *Will FHA have staff available to answer questions if there is a government shutdown?*

A: Limited FHA staff will be available to respond to questions, emails or other correspondence.

Q: *Can I get an FHA case number?*

A: Yes. Lenders will be able to obtain an FHA case number from the FHA Connection.

Q: *Will FHA insure HECMs during the government shutdown?*

A: No, FHA does not have the authority to insure additional HECMs during this period due to the statutory cap limiting the number of HECMs under the HECM Program.

Q: *Will Title I loans be insured during the government shutdown?*

A: No, FHA does not have the authority to insure Title I loans during this period.

Q: *Can lenders with Lender Insurance (LI) approval continue to insure loans during the government shutdown?*

A: Yes as long as FHA does not run out of commitment authority. If FHA runs out of commitment authority, the lenders' LI Approval will be temporarily suspended.

Q: *Will the Credit Alert Interactive Voice Response System (CAIVRS) be available during a government shutdown?*

A: Yes. CAIVRS will be available. However, FHA may not be able to ensure that the information contained in the system is up-to-date. Because the purpose behind the CAIVRS verification is to ensure that no borrower with delinquent, Federal, non-tax debt is given a new FHA-insured loan in accordance with the Debt Collection Improvement Act, lenders wishing to continue originating FHA-insured loans during a shutdown should take reasonable steps to ensure compliance with the Debt Collection Improvement Act. The lender should carefully scrutinize any information in CAIVRS to confirm the continued validity of the information contained in the system. If CAIVRS is unavailable and lenders must move forward while government is shutdown, then FHA will accept the lender's use of a current credit report to determine whether a borrower has any outstanding delinquent, Federal, non-tax debt. In such cases, a credit report that does not include evidence of a delinquent federal non-tax debt will be accepted by FHA as a substitute for the regularly required CAIVRS verification, provided that no other documentation in the loan file contains information that indicates the borrower is delinquent on a non-tax debt owed to the federal government. In the event that conflicting information is obtained, the lender may rely on the most recent information provided the lender takes reasonable steps to verify the credibility and source of the documentation.

Q: *Will the FHA TOTAL Scorecard be available for lenders?*

A: Yes. FHA TOTAL Scorecard will be available.

Q: *Can a lender submit loans for approval if the lender is in pre-closing?*

A: No. FHA staff will not be available to underwrite and approve loans.

Q: *Is FHA collecting the Upfront Mortgage Insurance Premiums (UFMIP) if a lender closes any loans during the government shutdown?*

A: Yes. FHA will collect the UFMIP for any loans submitted for endorsement or endorsed by an LI lender.

Q: *Is FHA collecting the monthly Mortgage Insurance Premiums (MIP)?*

A: Yes. Lenders are required to submit monthly MIPs to FHA during a government shutdown.

Q: *Can lenders submit packages for condo approvals?*

A: FHA will not approve condo projects during a government shutdown and recommends that lenders hold their applications until after the shutdown.

Q: *Can lenders file a claim and convey a property if there is a government shutdown?*

A: Yes. Lenders can file a claim and convey a property. The properties will be assigned to an Asset Manager and listed for sale. Claims will be paid.

Q: *Will FHA continue to pay partial claims to facilitate workout agreements to avoid additional foreclosures and increase in homelessness in my city, municipality or town?*

A: Yes.

Q: *Who handles safety issues with a HUD Home?*

A: FHA has Field Service Managers (FSM) who are responsible for ensuring that properties are safely secured. If there is an issue that the FSM cannot handle, FHA will have some essential staff that will ensure that all the safety issues are addressed.

Q: *Will HUD Homes be listed?*

A: Yes. FHA's Asset Managers (AM) will handle the sale of HUD Homes.

Q: *Are lenders required to file monthly default reports to FHA?*

A: Yes. FHA's system for collecting the monthly default reporting will be available if there is a government shutdown.

Q: *Can lenders submit applications for FHA approval?*

A: FHA will not approve any lender applications during the government shutdown.

Q: *Will FHA recertify a lender's FHA approval?*

A: No. FHA will not recertify any lenders during the government shutdown.

Q: *Will lenders be able to submit audited financial statements to the LEAP?*

A: Yes. LEAP will be available during a government shutdown. However, FHA will be unable to review or process any audited financial statements.

Q: *Will borrowers receive Upfront Mortgage Insurance Premiums (UFMIP) refunds?*

A: Yes. Borrowers will be able to receive unearned UFMIP refunds as long as they meet the streamline process.

Q: *Will borrowers receive HECM payments from HUD during a government shutdown?*

A: Yes. Borrowers will receive HECM payments.

Q: *Will FHA monitor lenders during the government shutdown?*

A: No. FHA will not perform any post technical endorsement or Quality Assurance Reviews during a government shutdown.

Industry FAQs under a Shutdown

The following HUD/FHA Information Resources will be available during a government shutdown:

- HUD/FHA Resource Center: Telephone (800) CALL-FHA 225-5342 or Email: answers@hud.gov
- HUD/FHA National Servicing Center: (877) 622-8525
- HUD's primary internet site: www.hud.gov (will not be updated)
- The Resource Center FAQ site: www.hud.gov/answers

In the event of a government shutdown, most HUD/FHA staff will not be available to respond to case-specific questions. The Resource Center and the National Servicing Center will still be operational by contract staff who are equipped to answer general inquiries. However, all responses to questions that cannot be answered by contract staff may have to be deferred until the government re-opens.

Please be aware that HUD staff will not be available to respond to most incoming mail during a government shutdown so business partners should suspend shipment of documents and approval packages not related to continuing operations during the term of the shutdown. The following are examples of such documents that will not be processed until the Government reopens: Submission of FHA TestCases, HRAP condominium approval packages, NAID requests, etc.

Origination

Q: *Will the government shutdown affect the processing or closing of FHA-insured loans?*

A: FHA will have limited staff during a shutdown and the processing or closing of FHA-insured loans may be delayed. The longer the shutdown lasts, the more serious the impact will be. All FHA underwriting and processing requirements would remain in force during the government shutdown and no loan may be endorsed that does not fulfill those requirements.

Access to FHA Connection

Lenders will be able to access FHA Connection, however FHA Connection interfaces to other systems which may not be available, or if available these other systems may not be fully supported so FHA Connection processes may not be fully functional. At this time we do not have complete information on the potential impact on some FHA Connection functionality. More detailed questions and answers below reflect our current best efforts at defining what systems and processes will be available.

Q: *Can a lender obtain a new FHA case number?*

A: Yes. Lenders will be able to obtain a FHA case number from the FHA Connection. Please note that all FHA underwriting and processing requirements would remain in force on loans originated during the government shutdown regardless of system limitations during the shutdown period

Q: *Will FHA TOTAL Scorecard be available for lenders?*

A: Yes. FHA TOTAL Scorecard will be available within systems. As noted above, all FHA underwriting and processing requirements do remain in force on loans originated during the government shutdown.

Q: *Will lenders be able to get password resets for FHA Connection?*

A: Lenders will be able to continue to utilize the automated password reset options on FHA Connection, but resets that require FHA employee direct assistance will not be available.

Q: *Will FHA insure any loans during the government shutdown and does this also impact lenders with Lender Insurance (LI) approval?*

A: FHA-insured loans, with the exception of Home Equity Conversion Mortgages (HECM) and Title I loans, (Direct Endorsement or Lender Insurance) will be endorsed during the government shutdown period as long as FHA does not run out of commitment authority.

Q: *Can a lender submit loans for approval if the lender is in test case status?*

A: No. FHA staff will not be available to underwrite and approve loans.

Q: *Can lenders submit packages for condo approvals?*

A: DELRAP approvals can continue to be processed, but HRAPS cannot be processed and should not be submitted for processing during the government shutdown.

Servicing

Q: *Will lenders be able to submit FHA Mortgage Insurance Premiums during a government shutdown?*

A: Upfront Premiums – Yes. Lenders will be able to submit UFMIPs for any new endorsements.

Monthly Premiums - Yes. Lenders are required to submit monthly MIPs during the shutdown.

- Q:** *Can lenders file a claim and convey a property if there is a government shutdown?*
A: Yes. Lenders can file a claim and convey a property. The properties will be assigned to an Asset Manager and listed for sale. Claims will be paid.
- Q:** *Can lenders submit extension and variance request through the EVARS System?*
A: Yes. Lenders will be able to continue to submit extension or variance request through EVARS. However, FHA staff will not be available to process requests on forward mortgages. Requests will remain in the system until the government reopens. Please do not submit duplicate requests.
- Q:** *Can lenders continue to take on-line courses through EClass?*
A: Yes. This web-based loss mitigation training program will be available for use. However, non-FHA approved Housing Counseling Agencies cannot receive approval to access EClass until the government reopens.

Please note that responses to the following email boxes will not be provided until the government reopens.

- hsg-lossmit@hud.gov
- sfdatarequests@hud.gov
- extension_requests@hud.gov
- hecmhelp@hud.gov
- mcmnsc@hud.gov

REO/HUD Home Sales

- Q:** *Will I be able to place a bid on a HUD-owned property via the HUD Home Bid site during the shutdown?*
A: Yes. FHA contractors will handle the sale of HUD Homes and the bidding site (www.hud.gov/hudhomes) will be available and maintained during the shutdown.
- Q:** *Who can I notify about health or safety issues on a HUD-owned property?*
A: The staff at the FHA Resource Center can provide contact information for contractors responsible for the maintenance of HUD-owned properties.
- Q:** *Will HUD Broker Name Address Identifiers (NAIDs) applications be processed?*
A: No. Name Address Identifier applications will not be processed during the government shutdown.

Lender Approval/Monitoring

- Q:** *Will FHA's lenders be able to submit routine compliance reporting to FHA-managed systems?*
A: Yes. FHA's lenders are required to submit routine compliance reporting to FHA-managed systems.

- Q:** *Can lenders submit applications to become an FHA approved lender through the Lender Electronic Assessment Portal (LEAP)?*
- A:** Yes. LEAP will be available during a government shutdown. However, FHA will be unable to review and process lender applications.
- Q:** *Will FHA recertify a lender's request to renew their FHA approval?*
- A:** No. FHA will not recertify any lender's status as an FHA approved lender during the government shutdown.
- Q:** *Will lenders be able to submit audited financial statements to the LEAP?*
- A:** Yes. LEAP will be available during a government shutdown. However, FHA will be unable to review or process any audited financial statements.

Consumer FAQs Under a Shutdown

The following HUD/FHA Information Resources will be available during a government shutdown:

- HUD/FHA Resource Center: **(800) CALL-FHA 225-5342 or Email: answers@hud.gov**
- HUD/FHA National Servicing Center: **(877) 622-8525**
- HUD's primary internet site: **www.hud.gov (will not be being updated)**
- The Resource Center FAQ site: **www.hud.gov/answers**

In the event of a government shutdown, HUD/FHA most staff will not be available to respond to case-specific questions. The Resource Center and the National Servicing Center will still be operational by contract staff who are equipped to answer general inquiries. However, questions that cannot be answered by contract staff may have to be deferred until the government re-opens.

- Q:** *How will the government shutdown affect the processing or closing of my FHA-insured loan?*
- A:** The shutdown may delay the processing or closing of your FHA-insured loan. Please contact your lender for the exact status of your FHA loan.
- Q:** *If I'm selling my home to a buyer utilizing FHA-insured financing will I still be able to complete the sale?*
- A:** The shutdown may delay the processing of an FHA-insured loan. Please contact the lender for the exact status of the FHA loan.
- Q:** *Will FHA have staff available to answer questions if there is a government shutdown?*
- A:** Limited HUD/FHA staff will be available but may not be able to respond to case specific questions. Responses to all questions that cannot be answered by contract staff at the Resource Center and the NSC will be delayed and may be deferred until the government re-opens.
- Q:** *Who can I contact about a health or safety issue with a HUD-owned property in my neighborhood?*

- A:** The staff at the FHA Resource Center (1-800-CALL-FHA) can provide contact information for contractors responsible for the maintenance of HUD-owned properties.
- Q:** *Will I be able to place a bid on a HUD-owned property via the HUD Home Bid site during the shutdown?*
- A:** Yes. FHA contractors will handle the sale of HUD Homes and the bidding site (www.hud.gov/hudhomes) will be available and maintained during a shutdown.

Office of Housing Counseling

- Q:** *Will the Housing Counseling System (HC) be available to HUD-approved agencies?*
- A:** The Housing Counseling System (HCS) will not be available. Consequently, counseling agencies will be unable to update agency profile information, submit activity data, or otherwise utilize the functionality in HCS. Once HCS back online, FHA will require all counseling agencies to submit activity data for the shutdown period retroactively.
- Q:** *Will clients be able to utilize Housing Counseling search engines?*
- A:** The hud.gov website will be available in "Maintenance Mode" only. This means that hud.gov will be up but there will be no updates made to pages on the site. As a result, HUD's website housing counseling search functionality, and similarly HUD's toll free number to search for counseling services, will still be available to households seeking counseling services. However, with HCS down, the data behind the search functionality will not be updated.
- Q:** *Will HUD-approved agencies be able to access HUD grant funds through the LOCCS System?*
- A:** While the LOCCS system should be functioning, there will be no HUD staff available to approve requests for disbursements. Consequently, no grant disbursements will occur during a shut down.

Office of Multifamily Housing – Contingency Plans Q&A

Multifamily Production

- Q:** *Will HUD close loans?*
- A:** Yes, but only on projects with firm commitments that have a scheduled closing date, or projects with critical external deadlines, during the shut-down period.
- Q:** *Will construction draws be processed? What guidance can we give the industry about FHA Multifamily insured loans under construction?*
- A:** For the first 30 business days of a shut-down, the following policy will apply:
- MAP Lenders servicing construction loans may at their, and the Owners', and General Contractors' risk, process interim construction draws. HUD will perform or contract for construction inspections on a post-review basis at such time the government re-opens. No change orders will be processed or approved.

- For any projects that obtain local authority approval (i.e. a Certificate of Occupancy), the Construction Loan Administrator (i.e. the Lender) and Owner may proceed with allowing occupancy. HUD will review, and assuming appropriate, approve the permission to occupy on a post review basis at such time the government re-opens.

Q: *What if my Firm Commitment expires?*

A: Staff is aware of expiring extensions and has attempted to make provisions for a short extension before the shutdown for all deals where the third party reports are still current.

Q: *Will HUD continue to process commitments and issue Firms so that we are able to rate lock?*

A: No.

Q: *As a lender, can I still assign? Will the Department be processing claims?*

A: Yes, a lender may assign a loan; however the processing of the claim will be delayed.

Q: *Will HUD continue to collect MIP?*

A: Yes.

Q: *Will REAC still be scheduling and doing inspections?*

A: No.

Asset Management and Assisted Housing

Q: *Will HUD make payments under Section 8 contracts, rent supplement, section 236, or PRACS where there is a permanent or indefinite authority or multi-year funding?*

A: For Section 236's, interest reduction payments will continue based and Rent Supplement payments from prior year funding and recaptures will continue. The Department will make payments under Section 8 and Project Rental Assistance Contracts where there is a permanent or indefinite authority or multi-year funding, or where there is budget authority available from prior year appropriations or recaptures. This includes processing Section 8 and PRAC renewals for expiring contracts and processing amendment funds for non-expiring Section 8 contract renewals.

Q: *Will HUD staff continue to approve HUD-9250s for releases of residual receipts to offset monthly voucher requests for Section 8 housing assistance payments?*

A: Yes.

Q: *Will Section 8 waiver requests be processed?*

A: For the most part, no. However, for those properties which have received designations by HUD as troubled assets through its rating of insured and assisted assets, minimal staff will be available to provide necessary oversight to ensure that actions can be taken to resolve imminent threats of claim or abatement.

Q: *Will PBCA's continue to perform their duties?*

A: Yes, PBCA contracts are funded at this time and they will continue their services as long as appropriated funds remain available.

Q: *Will HUD continue to process tenant certifications and electronic voucher payment requests?*

A: Yes. Tenant Rental Assistance Certification System (TRACS) will be available to process vouchers, provided that appropriate funds are available.

Q: *Will HUD continue to process requests for contract renewals during the shutdown?*

A: HUD will continue to process contract renewals to the extent that there is budget authority available from prior appropriations or recaptures.

Q: *Will HUD continue to operate the Multifamily Housing End User Support Help Desk during the shutdown?*

A: Yes. The Multifamily Housing End User Support Help Desk will respond to questions from users for the following systems:

- *Development Application Processing System*
- *Integrated Real Estate Management System*
- *Tenant Rental Assistance Certification System*
- And, specific questions related to Multifamily Housing *Enterprise Income Verification* procedures.

Multifamily FHA Insurance and General Asset Management

Q: *Will the Financial Assessment Sub-System (FASS) accept audited financial statements?*

A: Financial statements may be submitted through FASS; however, if problems are experienced with a submission, the REAC Technical Assistance Center (TAC) will not be available to provide assistance.

Q: *Will HUD entertain requests for waivers or undertake other activities as part of routine asset management?*

A: For the most part, no. However, for those properties which have received designations by HUD as troubled assets through its rating of insured and assisted assets, minimal staff will be available to provide necessary oversight to ensure that actions can be taken to resolve imminent threats of claim or abatement.

Q: *Will HUD process emergency releases from reserves for critical repairs?*

A: Yes, on a limited basis. For requests for critical reserve releases for health and safety purposes, owners or agents should call (202) 402-2855.

Office of Recapitalization

Q: *Can I submit a Section 236 refinance/prepayment application with the new on-line system?*

A: Yes, however there will not be staff to review the applications during the shutdown and the review would start when the shutdown is over.

Mark-to-Market

Q: *Will PAEs continue to work on M2M transactions?*

A: Yes, PAEs will continue to do their normal functions up to and unless they reach a point where they normally require HUD approval, waiver, or authority to proceed.

Q: *Will HUD be approving M2M rehab escrow construction draws?*

A: No, but PAEs will continue their escrow administration functions.

RAD

Q: *Will PHAs still have the ability to submit RAD Applications during the Shutdown?*

A: Yes, Applications for RAD can be submitted through RADApplications@hud.gov, however there will not be staff to review during the shutdown and the review would start when the shutdown is over.

Q: *Will RAD processing by HUD staff continue during the shutdown.*

A: No, staff cannot process during this time.

Q: *I have a RAD project that is scheduled to close, will I be able to close my RAD deal during the shutdown?*

A: If you have received a Rental Assistance Demonstration Conversion Commitment (RCC) prior to the shutdown and your closing is scheduled, the closing will continue where the failure to close would threaten the property and demands an immediate response (i.e. loss of tax credits).

Section 202/811 Programs

Q: *Can Section 202/811 projects be closed?*

A: Yes, but only on projects with firm commitments that have a scheduled closing date during the shut-down period.

Q: *Can Section 202/811 projects that are currently under construction continue to access necessary funds and have inspections performed?*

A: No change orders, construction draws or construction inspections will be done in the first 10 days of any shutdown. Assuming a continued period of shutdown, HUD will process construction draws using intermittent staff between the 11th and 30th day of the shutdown. HUD will rely on the sponsors' supervisory architects' certifications, and will

perform or contract for construction inspections on a post-review basis at such time the government re-opens.

Q: *Will there be technical assistance available to grant applicants?*

A: No.

Q: *Will HUD process Service Coordinator extensions?*

A: No.

Q: *Can I still submit my application to Grants.gov?*

A: Yes, Grants.gov will be accessible, however phone support in program offices will not be available.

Q: *Will I be able to find and apply for a HUD funding Opportunity during the Federal Government shutdown?*

A: The Grants.gov System will be open and operating during the federal government shutdown. The Grants.gov Contact Center also will remain available and provide assistance to callers during their normal operating hours of 24 hours a day, 7 days a week except Federal holidays. The Contact Center phone number is 800-518-GRANTS. The Contact Center can also be reached by email at Support@Grants.gov. Due to the Federal government shutdown, some HUD staff may not be available to address your questions until the Federal government returns to normal operations.

Applications submitted to Grants.gov during the shutdown will be processed as usual by the Grants.gov system and stored for agency retrieval. For specific information on registration, application submission, and timely receipt requirements, please read the instructions found in the program specific funding announcement posted to Grants.gov.

Agency systems may or may not retrieve the applications until after the Federal government returns to normal operations.

Office of Healthcare Programs

Q: *We have received a mortgage insurance commitment and are scheduled to go to closing. Can the loan closing occur as planned?*

A: Loan closings will occur during the shutdown if an insurance commitment was issued with scheduled closing dates or critical deadlines before the government shutdown.

Q: *Will construction draw requests, construction or environmental inspections, or change orders for healthcare projects continue during the shutdown?*

A: No, except that during the first 30 business days of a lapse in appropriations, Lenders servicing construction loans may, at their and Owners' and General Contractors' risk, process interim construction draws. Contracted inspections that have been fully funded may continue to occur in cases where the contractor has sufficient capacity to proceed independently.

Q: *How will the shutdown affect the review and underwriting of pre-applications and applications?*

A: All review and underwriting activities will cease.

Q: *Will HUD continue to process commitments and issue Firms so that we are able to rate lock?*

A: No.

Q: *Will HUD continue to collect MIP?*

A: Yes.

Q: *Will the Office of Healthcare Programs process emergency releases from reserve accounts?*

A: Yes, on a limited basis.

Q: *If I have questions about how the shutdown will affect my project, or the protection of property in HUD-insured Healthcare facilities, to whom should I address them?*

A: The following people will be available to answer questions during the shutdown:

Name	Area of Responsibility	Telephone	Email
Roger Lukoff	Deputy Assistant Secretary – Healthcare Programs	202-402-4762	Roger.M.lukoff@hud.gov
Geoffrey Papsco	Hospital Facilities Program	202-402-2436	Geoffrey.G.Papsco@hud.gov
Roger Lewis	Residential Care Facilities Program	206-220-6464	Roger.Lewis@hud.gov
Robin Senator	Architecture and Engineering	212-542-7874	Robin.L.Senator@hud.gov

C. Office of Public and Indian Housing

Resident Questions

Q: *Will my public or Indian housing authority remain open during a Federal Government Shutdown?*

A: Public housing authorities (PHAs) or tribally-designated housing entities (TDHEs) are not part of the Federal Government and therefore would not be required to shut down as part of a Federal government closure. However, since PHA and TDHE administrative and operations funding are provided by the federal government and may be impacted by the shutdown, some PHAs and TDHEs may need to reduce or change their normal operating hours. You should contact your local PHA or TDHE for information on changes in operating hours or office closures.

Q: *In the event of a government shutdown, will I lose my rental assistance if I live in Public Housing, Tribally-Designated Housing, or receive a Housing Choice Voucher?*

A: Depending on the length of the shutdown, some PHAs and TDHEs may not be able to maintain normal operations. You should contact your local PHA or TDHE for information related to the status of its operations and business hours.

Q: *What happens in the event I am facing an eviction?*

A: You should contact your local PHA or TDHE for questions related to any pending evictions.

Q: *Who may I contact if I have questions, concerns or complaints regarding Housing Choice Voucher programs, my PHA, landlord, unit condition, etc.?*

A: You may contact your local PHA, TDHE, and any other entity that might be of assistance in responding to your particular needs, including local government units such as building code enforcement and health departments.

Q: *Who will the shutdown impact?*

A: A government shutdown would deeply impact the millions of families in need assisted by HUD programs. The median income of a HUD-assisted household is just over \$10,000 per year, well below the national average. Low-income families make up 72 percent of HUD-assisted households - and more than half of those receiving vouchers are elderly or persons with disabilities.

Questions from public housing authorities, TDHEs, and other tribal entities

Q: *In the event of a government shutdown, will I be able to draw down funding for the Public Housing program, Indian Housing program, and the Housing Choice Voucher program?*

A: You will be able to draw down funds from LOCCS (Line of Credit Control System) for the purpose of accessing funds for public housing (operating subsidies and capital funds) and Indian housing that have already been obligated in the system and which can be drawn down without further action or review by HUD employees. However, funds that have not yet been obligated or that require HUD review will not be available.

For the Housing Choice Voucher program, the October payments were disbursed, and are available to HCV participants. The Housing Choice Voucher Program is funded on a calendar year basis, and the monthly payments for November and December are scheduled to be made timely.

Obligated HAP funds (HUD-held reserves) are available for draw. Essential personnel at FMC in Kansas City will be available to assist.

Q: *How does the Federal government communicate with the public during a government shutdown?*

A: When a shutdown occurs, you should go to the Office of Management and Budget's website at www.whitehouse.gov/omb/ for updates. The HUD website will not be

updated. Please also pay close attention to the media for information on the government reopening. If you are a federal employee, please monitor the Office of Personnel Management's website (www.opm.gov) for information about when federal employees should report back to work.

Q: *I've heard that there will be very limited staffing during a government shutdown. How will we be able to contact staff in the Office of Public and Indian Housing and the Office of Native American Programs if I have an emergency? Will there be a centralized email, fax or phone number?*

A: Only excepted staff will be available to respond to emergency issues. There will be no staff to answer non-emergency questions. The contact information for PIH emergency operations during the government shutdown will be posted on the HUD website.

Q: *Will previously scheduled meetings with PIH staff or appearances by PIH officials, in or outside of Washington, take place during the closure?*

A: In the event of a government shutdown, all meetings and appearances related to non-excepted activities would be cancelled.

Q: *Will PIH staff be able to travel for the purposes of monitoring or to provide technical assistance to Public Housing and Indian Housing Authorities?*

A: No travel will take place during the government shutdown unless it is for emergency purposes.

Q: *Will I be able to utilize HUD secure systems (including VMS, PIC and FASS) to make submissions on behalf of my organization during the shutdown period?*

A: Yes. HUD secure systems will remain available; however, there will be no contractor or HUD-staff support for system-related issues, submission questions or approvals, etc. during a government closure.

Q: *Will announcements for funding under any PIH Notice of Funding Availability (NOFAs) be made during a government closure?*

A: No awards will be announced during the shutdown.

Questions from PHAs - Capital Fund, and Mixed Finance/Development

Q: *In the event of a natural disaster, will HUD be able to provide emergency/disaster funding to PHAs?*

A: If the disaster/emergency occurred before midnight of the shutdown, and funding is available, PHAs and TDHEs can apply for funding for emergencies and non-Presidentially declared disasters. Applications for such funding will not be processed until after the shutdown has ended.

If the disaster/emergency occurs on or after the shutdown, no funding is available due to the lapse in appropriations. Therefore, the Department does not have funds available for emergencies and non-Presidentially declared disasters.

The Department recommends that PHAs and TDHEs contact FEMA in the event of Presidentially declared disasters.

Q: *Will the Capital Funds for the new Fiscal Year be distributed?*

A: The formula and distribution are dependent upon finalization of the budget and will be processed after the passage of an appropriations bill.

Q: *Will our housing authority be able to access LOCCS (Line of Credit Control System) during the government shutdown?*

A: As noted above, you will be able to draw down funds from LOCCS (Line of Credit Control System) for the purpose of accessing funds for public housing (operating subsidies and capital funds) that have already been obligated in the system and which can be drawn down without further action or review by HUD employees. The LOCCS system should be available to all PHAs during a government shutdown for open grants. However, if a PHA has a grant on automatic review there will not be staff available to assist with the review and approval. Excepted staff will only be able to address emergency issues related to grants on automatic review. In addition, no new grants will be awarded during the period of the government shutdown.

Q: *We have a mixed finance deal in process and our Low Income Housing Tax Credits will be expiring. Will we be able to get our deal closed?*

A: The Office of Public Housing Investments (OPHI) will only be able to close deals on an emergency basis during a government shutdown. Any PHA involved in such a deal should work with its development partners to contact its investor and determine how to proceed.

Q: *What if we have an issue with our HOPE VI or Choice Neighborhood grant?*

A: The ability to provide approval for projects that are closing or to complete reviews will only be done on an emergency basis, and grantees need to make contingency plans in order to be able to handle any issues that come up during the government shutdown.

Questions from PHAs – Housing Choice Voucher Program

Q: *Will PHAs receive October Housing Assistance Payments (HAP) and administrative fees?*

A: October HAP and administrative fees are currently scheduled to be disbursed at their normally scheduled time. However, any funding action which requires HUD staff assistance (e.g., HAP and fee frontload requests, submissions of budget revisions for ModRehab, Mainstream 5, SRO, etc.) will not be processed during the government shutdown. Obligated HAP funds (HUD-held reserves) are available for draw. Essential personnel at FMC in Kansas City will be available to assist.

Q: *Will PHAs receive November (and subsequent) HAP and administrative fees?*

A: The October payments disbursed are available to HCV participants. The Housing Choice Voucher Program is funded on a calendar year basis, and the monthly payments for November and December are scheduled to be made timely.

Q: *Will HUD process funding requests for tenant protection vouchers for public housing demolition/disposition activities or Multifamily Housing Conversion Actions (e.g., owner prepayments and opt-outs) during a government shutdown?*

A: No. During the period of the government shutdown these applications will not be processed.

Q: *Will HUD continue to process subsidy-layering reviews (SLR) during a government shutdown?*

A: No. During the period of the government shutdown HUD will be unable to process subsidy-layering reviews.

Q: *Should PHAs continue to issue vouchers during a government shutdown?*

A: PHAs are not required to cease issuing vouchers during a government shutdown. PHAs should assess their financial ability to make payments on behalf of currently assisted households as well as those potentially to be served when considering their ability to issue vouchers.

Office of Native American Programs

Q: *How would a shutdown impact operations of the Office of Native American Programs (ONAP) Office of Loan Guarantee?*

A: The Office of Loan Guarantee will be closed. Therefore, no case numbers, firm commitments or loan guarantee certificates will be issued for the Indian Housing Loan Guarantee Program (Section 184) and Native Hawaiian Housing Loan Guarantee Program (Section 184A). The shutdown will also result prevent the issuance of PLA's, firm commitments and loan guarantees for the Indian Housing Block Grant Loan Guarantee (Title VI program).

Q: *Will technical assistance and training for ONAP grantees still be provided during the government shut down?*

A: Yes, but limited to those requests that have already been approved before September 30, 2015.

Q: *How will the government shut down affect individual Indian Housing Block and Indian Community Development Block grant awards?*

A: All IHBG and ICDBG grant awards funds that have been record in LOCCS will be available during the government shut down. Grant recipients should continue to use the same process for drawing down funds from LOCCS.

Q: *When will Indian Housing Block Grant recipients receive their grant award, if the Grant Agreement was not returned prior to the government shut down?*

A: If the grantee did not return their signed grant agreement prior to the government shut down, grant funds will not be available in LOCCS until the grant agreement process is complete. All processing will cease during the government shut down.

- Q:** *Is any funding available to Indian Housing Block Grant during the government shut down?*
- A:** Yes, IHBG and ICDBG funds recorded and made available in LOCCS prior to the government shut down will be available to grantees during the government shut down. Grantees should use the normal LOCCS process to draw down funds during the government shut down.
- Q:** *Will the Indian Housing Block Grant (IHBG) Formula Customer Service Center continue to operate?*
- A:** No, the IHBG Formula Customer Service Center will not be operating. Requests can be sent via e-mail, facsimiles and voice mail ;however, responses to such requests will not be made until the government shutdown has ended.
- Q:** *Will the Formula Negotiated Rulemaking Committee continue to meet?*
- A:** No. Funding and staff will not be available for the Formula Negotiated Rulemaking Committee to meet in person or by telephone during a government shutdown.
- Q:** *Will technical assistance requests made by Formula Negotiated Rulemaking participants continue to be processed?*
- A:** Requests previously assigned by HUD to the IHBG formula contract support team will continue to be processed. However, they will not be posted until HUD approval once the government reopens. Furthermore, new requests made during the closure will not be assigned to the contractors until after the government reopens.
- Q:** *Will tribes/TDHEs be notified of their IHBG formula allocations?*
- A:** No, tribes/TDHEs will not be notified of their IHBG formula allocations during the government closure since an appropriation will not be available to determine such allocations.

Rental Assistance Demonstration

- Q:** *Will PHAs still have the ability to submit Rental Assistance Demonstration (RAD) Applications during the Shutdown?*
- A:** Yes, applications for RAD can be submitted through RADApplications@hud.gov. However, there will not be staff to review during the shutdown and the review would start when the shutdown is over.
- Q:** *Will RAD processing by HUD staff continue during the shutdown?*
- A:** No, staff cannot process during this time.
- Q:** *I have a RAD project that is scheduled to close, will I be able to close my RAD deal during the shutdown?*
- A:** If you have received a Rental Assistance Demonstration Conversion Commitment prior to the shutdown and your closing is scheduled, the closing will continue where the failure to close would threaten the property and demands an immediate response (i.e. loss of tax credits).

Real Estate Assessment Center**Physical Inspections**

Q: *There is a physical inspection action scheduled during the government shutdown. Will it still happen and if not, how will we (the contractor/ inspectors) be notified?*

A: If the Federal Government shuts down, the auction will be postponed. The Reverse Auction Program (RAP) contractors who are eligible to bid on auction properties will be notified via email.

Q: *If an inspection is confirmed and scheduled, may the inspector conduct the inspection during a government shutdown?*

A: No. No inspections may be conducted during a government shutdown.

Q: *Will inspections which have been uploaded into Real Estate Assessment Center (REAC) near the date of a government shutdown be released?*

A: No. There will be no staff available to review the inspections to make a decision on their release during a government shutdown.

Q: *Can I upload inspections during the shutdown?*

A: Yes, but they will not be reviewed and therefore cannot be released as discussed above. Also there will be no technical support available during the government shutdown if upload problems are encountered.

Q: *Will the Reverse Auction Program (RAP) contractors be able to bill HUD for their RAP inspections?*

A: Yes, contractors will be able to bill up to the line of credit which will be current as of the date of a shutdown.

Q: *Will Inspector Administration (IA) continue to report performance or conduct issues to contract inspectors during the shutdown?*

A: IA will not communicate any performance or conduct issues to inspectors during the period of a government shutdown.

Q: *Will Inspector Administration (IA) receive, investigate, and respond to alleged complaints against inspectors*

A: IA will not receive, investigate, or respond to any complaints during the shutdown.

Q: *Can I still submit an appeal if the government is closed?*

A: Yes, you should still mail/submit your request for a technical review (TR) or data base adjustment (DBA) within the deadlines specified in the regulation; however, none will be reviewed until after the government reopens. Therefore, a response to an appeal will most likely be delayed.

Q: *If my PHA or property is scheduled to undergo a physical inspection during a government shutdown, will the inspection still be conducted?*

A: No. Inspections will resume after the government reopens. The inspector must contact your PHA/property again and re-negotiate a mutually agreeable date for the physical inspection to take place.

Technical Assistance Center (TAC)

Q: *Will someone with the REAC Technical Assistance Center (TAC) be available to take calls, answer questions, and provide customer service?*

A: No. The TAC will not be operational. Assistance will be provided when the government reopens.

Public Housing Assessment System (PHAS)

Q: *Will PHAS scores be released?*

A: No, PHAS scores will not be released until after the government reopens.

Q: *Will PHAS appeals be accepted and reviewed?*

A: You should still submit your appeal on time in accordance with regulation; however appeals will not be reviewed and you will not receive a response until after the government reopens.

Financial Submissions (FASS-PH and FASS-MF)

Q: *Can PHAs submit their financial information during a government shutdown?*

A: Since the financial system will still be operational during the shutdown, PHAs will still be able to submit their financial information; however no one will be available to review the submission until the government reopens.

Q: *Will Public Housing financial late presumptive failures (LPF) be levied for PHAs that fail to submit timely?*

A: No. LPFs will not be levied for late submissions during a government shutdown; however any PHA that is due to submit, but does not submit by the due date must submit immediately after the government reopens.

Q: *Will multifamily properties be able to submit their financial data?*

A: Yes. However, no one will be available to review the submissions during a government shutdown. Any property that is due to submit but does not submit by the due date must submit immediately after the government reopens.

Q: *If I encounter a REAC financial system problem while attempting to submit my financial information, will someone be available to assist me at the REAC Technical Assistance Center (TAC)?*

A: No one from the REAC Technical Assistance Center will be available to provide assistance during a government shutdown. You will have to wait until the government reopens to obtain assistance.

D. Community Planning and Development

Q: *Will the various CPD program web pages be accessible to the public while the government is closed?*

A: The www.hud.gov website will be available but will not be updated.

Q: *Will I be able to submit vouchers on behalf of my organization and make authorized drawdowns for approved CPD program activities (homeless assistance programs (including ESG), CDBG, HOME, HOPWA, or sustainability grants) from LOCCS during the closure period?*

A: Yes. The ability to make authorized drawdowns of pre-FY 2017 program funds will continue uninterrupted unless it is necessary for a HUD employee to approve a voucher or lift a system edit prior to a draw down in which case the draw down cannot be made.

Q: *What would the few CPD staff that may be called into work during the closure be permitted to do?*

A: A minimal number of CPD staff will be considered excepted and will do only the following:

- Continue to provide for the delivery of essential housing and emergency services for homeless persons and persons with AIDS;
- Continue to disburse CDBG, HOME funds and other block grant funds that have already been appropriated and competitive funds that have been awarded and are under grant agreement and which do not require the action of a HUD employee for payment.
- Continue to disburse Disaster Recovery and NSP funds.

Q: *May TA providers continue to deliver services during a government closure?*

A: TA providers that have approved work plans may carry out activities approved under those work plans during a government closure.

E. Fair Housing and Equal Opportunity (FHEO)

Fair Housing Initiatives Program:

Q: *When will I be able to receive funds?*

A: The Department will pay FHIP grantees for all work conducted prior to the shutdown, where the GTR has already approved payment. For work completed during the shutdown, GTRs will periodically review invoices in LOCCS and approve payments.

Fair Housing Assistance Program:

Q: *Will I be paid for fair housing complaints processed during the government shutdown.*

A: Subject to the FY2018 appropriation and in accordance with relevant guidance, the Department will reimburse FHAP agencies for investigations conducted during the government shutdown.

Q: *Will I be able to use HEMS?*

A: Yes. HEMS will continue to be operational during the government shutdown. However, the Department will be unable to provide any technical support for the operation of HEMS.

Q: *Will I be able to draw down funds?*

A: Since drawing down funds requires approval from HUD staff, FHAP agencies will be unable to draw down FHAP funds from LOCCS during the shutdown.

Q: *Will complaints be dual filed during the government shutdown?*

A: Yes. Complaints originated by the FHAP agencies should be referred to HUD for dual filing after the government resumes service. Complaints received and or originated by HUD during the shutdown will be referred and dual filed once the government resumes service.

Fair Housing Complaints:

Q: *Can I still file a housing discrimination complaint when the government is shut down?*

A: You can continue to file housing discrimination complaints during the shutdown. If timeliness is in question, complaints will be considered filed as of the date received by the Department.

To file a complaint, you may:

- Mail a complaint into HUD. Please include the following information:
 1. Your name, address, and telephone numbers where you can be reached;
 2. The name and address of the persons, businesses, or organizations you believe discriminated against you;
 3. If there is a specific property involved, you should provide the property's address and physical description, such as apartment, condominium, house, or vacant lot; and
 4. A brief description of how you were discriminated against in an activity related to housing. You should include in this description the date when the discrimination happened and why you believe the discrimination occurred because of race, color, religion, national origin, sex, disability, or the presence of children under the age of 18 in a household.
- Complete HUD's on-line [Complaint Form](#) (Allegations submitted with the online complaint form will not be reviewed or investigated until the government reopens.); or
- Contact a [state or local fair housing enforcement agency](#);
- Contact a private fair housing group in your community for assistance in addressing housing discrimination.

Q: *What is the status of my case?*

A: Because the government is closed, no action can currently be taken on any investigation or conciliation conducted by the Department of Housing and Urban Development. When the government reopens, we will resume action on your case. The investigation of your case will not be harmed by the delay caused by a government shutdown. If your case is with a state or local fair housing agency, its investigation will continue.

Speaking Engagements

Q: *I had an event planned with a representative from FHEO. Will they be able to speak at my event?*

A: We hope that this temporary shutdown is short lived so that we can fulfill all of our fair housing month engagements, but in an abundance of caution we must tell you that so long as the government is closed, we can no longer commit to appearing at any fair housing month event.

If the government resumes business within 72 hours prior to your event, the FHEO representative will be able to attend.

While we hope to be able to attend all the events we had previously agreed to, we understand how critical these events are to mission of your organizations, and that you may need to find an alternate speaker.

F. Office of General Counsel

Q: *I am involved in a proceeding before HUD's Office of Hearings and Appeals. Will the government shutdown impact this?*

A: Yes. The attorney representing the government will file a stay of the proceedings due to the lapse in appropriations. If you are a party to the proceedings, you may file a response either opposing or supporting the stay. If the presiding judge grants the stay, the proceedings will be held in abeyance during the shutdown period and resume after the government reopens.

G. Office of Policy Development & Research

Q: *Will new content be posted on HUD User during a shutdown?*

A: No, in the event of a government shutdown, no new content would be posted.

H. Office of the Chief Financial Officer

Q: *Will system support be in place to assure continuity of payments for obligations incurred?*

A: Yes. Limited HUD staff will be supported by application support contractors working at non- government locations to keep payment systems operational.

Q: *Will payments continue to be made for existing obligations?*

A: Yes. There will be a limited staff to support such activities.

Q: *Will the travel office be open for emergency situations?*

A: Yes, the travel office will be staffed with one person to assist with emergency situations only.

Q: *What financial/funding source activities can proceed in the absence of a Continuing Resolution (CR)?*

A: While guidance is still not absolutely final, the following financial/funding source activities can proceed with limited staff in the absence of a Continuing Resolution:

- Government functions funded with multi-year appropriations or indefinite appropriations;
- Express authorization for agencies to enter into contracts or to borrow funds to accomplish their missions (without appropriations);
- Orderly termination of functions that may not continue during a period of lapsed appropriations;
- Obligations necessary to discharge the President's constitutional duties and powers, and
- Activities to address cases of threat to human life or property where the threat can be reasonably said to be near at hand and demanding of immediate response.

The allowable financial activities will allow for activities involving obligated funds (grants and contracts) including obligated FY 2015 funding.

Q: *If funding was provided under the prior CR does that funding remain available?*

A: Funding provided under the prior CR is only available if the funds had already been obligated prior to the lapsing of the CR, the authority to use any of these unobligated funds is withdrawn with the lapsing of the CR.

I. Office of Lead Hazard Control and Healthy Homes

Q: *If I have questions, during a shutdown, about a lead hazard control or healthy home grant, who can answer my questions?*

A: During a shutdown, the Office of Lead Hazard Control and Healthy Homes will have minimal staff on hand to answer questions. You may telephone Michelle Miller at 202-402-5769, or Matt Ammon at 202-402-4337.

J. Ginnie Mae

Q: *Will Ginnie Mae continue to operate during a shutdown?*

A: Yes, Ginnie Mae will continue to operate if the government shuts down. Ginnie Mae's role in the secondary mortgage market is vital to the market's stability and liquidity and to maintaining overall economic security. Therefore, Ginnie Mae employees will continue essential business operations under an emergency exception. Ginnie Mae will

have limited staff available to manage business operations and answer questions. Ginnie Mae contractors are paid from Ginnie Mae reserves under a permanent indefinite appropriation, so there will not be a break in contractor services on essential functions.

Q: *Will I be able to get commitment authority during a shutdown?*

A: Ginnie Mae does have multi-year commitment authority which will be available upon approval by OMB, which is anticipated to be in place prior to the shutdown.

Q: *Can I issue securities during a shutdown?*

A: Yes, Ginnie Mae will continue to process pools and guarantee securities.

Q: *Will I still receive monthly principal and interest payments?*

A: Yes, issuers will continue to make pass-through payments to investors during a shutdown.

Q: *If there is a need for Ginnie Mae to pay out on its guaranty during a shutdown due to a shutdown, can Ginnie Mae do so?*

A: Yes, even if there is a government shutdown Ginnie Mae will honor its guaranty.

Q: *If I need to process a pool, where can I get information about Ginnie Mae's procedures?*

A: For questions about Ginnie Mae policies and procedures, you can consult the Ginnie Mae MBS guide on its website at ginniemae.gov, or contact Ginnie Mae's pool processing agent, the Bank of New York, Ginnie Mae Helpdesk at 1 (800) GNMA (4662).

Q: *Why does Ginnie Mae have a shutdown plan?*

A: Ginnie Mae's Shutdown Response Plan is a supplemental to the *HUD Contingency Plan for Possible Lapse in Appropriations*, this plan does not supersede the HUD guidance. Ginnie Mae's plan includes additional instructions for Ginnie Mae employees from our "Lessons Learned" workshop. The plan is posted on Ginnie Mae's SharePoint portal.

Q: **Who is responsible for notifying the contractors?**

A: The contracting officers of HUD or GSA will officially notify contractors in writing of how they are to proceed during a Shutdown, this guidance will come SVP on Office of Management Operations (OMO). OMO will inform Ginnie Mae CORs if additional guidance is required with contractors.

Q: *I'm a COR. Can the contractors on my contract continue to work during the shutdown?*

A: Yes. Since Ginnie Mae's contracts are funded with non-appropriated funding, contractors can continue working on deliverables for Ginnie Mae during the shutdown., But contractors may not contact Ginnie Mae employees during this time, not unless their contract is considered essential.

Q: **Will my contractor receive payment for invoices submitted during a shutdown?**

A: Only essential contracts will get paid during a shutdown. All others will get paid upon the reopening of the government (this may include interest and penalty if it is incurred due to the shutdown). For special scenarios please contact your shutdown coordinator.

Q: What are Ginnie Mae's essential functions that will continue during a shutdown?

A: The essential functions that have been approved are:

1. Principal and Interest Pass-Through
2. Commitment Authority
3. Pooling and Issuance of Securities
4. REMIC Securities Deal Management
5. Platinum Securities Deal Management
6. Issuer Default

Q: If I am an "Excepted" employee is there an expectation that I work the entire eight (8) hour day even if my job complete. Specifically, should I bill the government eight (8) hours if my task only requires three (3) hours of work. If the latter is correct what am I allowed to do for the remaining hours?

A: If you're "Excepted" employee it is expected that you are available the entire business day and that you bill the government for an 8 hour day.

Q: If I am an "Intermittent" employee how may I be contacted if I need to come into work?

A: Intermittent employees should provide their personal cell phone and email, and the Ginnie Mae coordinator will contact using your personal contact information that you provided.

Shutdown Process

Q: Am I required to use the full four (4) hours to conduct shutdown activities?

A: No. Once you perform your shutdown activities, you must cease all other activities.

Access to Capital View During a Shutdown

Q: *Will I have access to Capital View after the shutdown begins?*

A: Non-excepted employees will not be allowed access to Capital View once funding has run out, other than to conduct up to four hours of shutdown activities the next business morning.

Q: *If I am an excepted employee who parks at Capital View, will I be allowed to park during a shutdown?*

A: Yes. Employees who currently pay for parking at Capital View will be allowed to continue to park in the garage when they are working.

During a Government Shutdown

Q: *Will invoices continue to get paid while the government is shut down?*

A: Contracts that support essential functions will continue to get paid during the shutdown. However, contracts that do not support essential functions will not be paid until the shutdown ends.

Q: *When I conclude my activities that directly support essential functions, what should I do?*

A: Upon completion of activities that directly support essential functions, you must record the time spent and be on call until the end of your tour of duty.