232 Healthcare Portal Instructions for ORCF Lenders

Requesting a Non-Critical Repair Request

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REQUESTING A NON-CRITICAL REPAIR ESCROW REIMBURSEMENT		

REQUESTING A NON-CRITICAL REPAIR ESCROW REIMBURSEMENT.

There are two types of Non-Critical Repair request submissions:

- Lender Delegated:
 - -Approved by Lender The process for a lender delegated request will be explained.
- Non-Lender Delegated:
 - -Auto approved The process for auto-approved requests will be explained
 - -Forwarded to AE for further review You will review and process the request according to the instructions below.

This section will provide instructions on submitting a Non-Critical Repair request through the 232 Healthcare Portal.

- As the Servicer, you should receive a 92464, 92117 and evidential information from the Owner/Owner Representative. (Please verify the forms received are not expired and are ORCF specific)
- 2. You will use this information to process your request using the 232 Healthcare Portal.
- 3. Log into the portal



Section 232

HUD Healthcare Portal

Version 2.0.0.0

Office of Residential Care Facilities (ORCF) - The ORCF administers the Section 232 loan program. Section 232 is an FHA-Insured loan product that covers housing for the frail elderly - those in need of supportive services. Nursing homes, assisted living facilities, and board and care are all examples of this type of

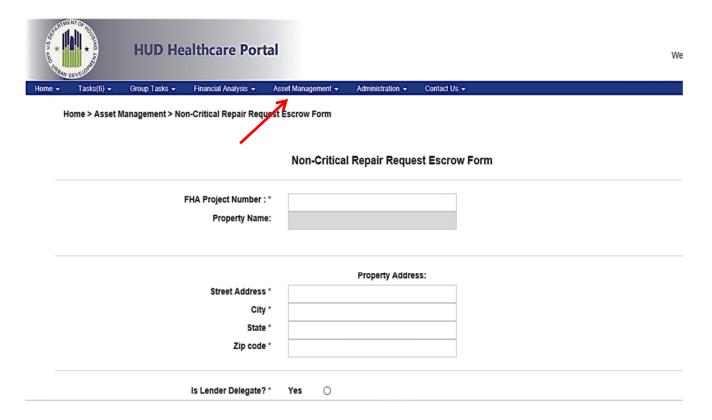
Section 232 - Section 232 may be used to finance the purchase, refinance, new
construction, or substantial rehabilitation of a project. A combination of these
uses is acceptable - e.g. refinance of a nursing home coupled with new
construction of an assisted living facility.

housing (a project may include more than one type).

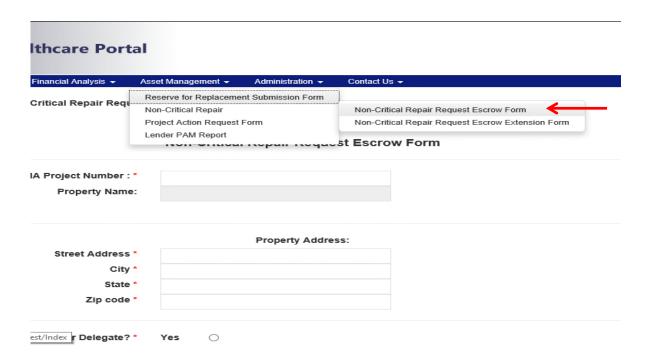
- Reengineered The program was re-engineered in 2008 to provide exceptional customer service, reduce processing time, and streamline operations to reduce risk to the FHA fund.
- Asset Management and Lender Relations Division Tim Gruenes, Director The primary responsibilities of the Asset Management and Lender Relations Division

Log In
User name Help with Logging in
Password Forgot your password?
Log In
In the IE Tools menu, please turn off <u>Pop-up blocker</u> for this site.

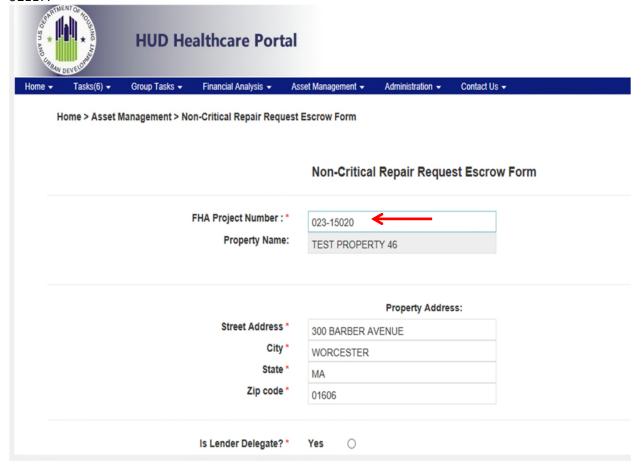
1. Click on the Asset Management tab.



2. Select "Non-Critical Repair Request Escrow Form".



3. Enter the FHA Project Number – This information comes from the submitted Form 92464 and Form 92117.



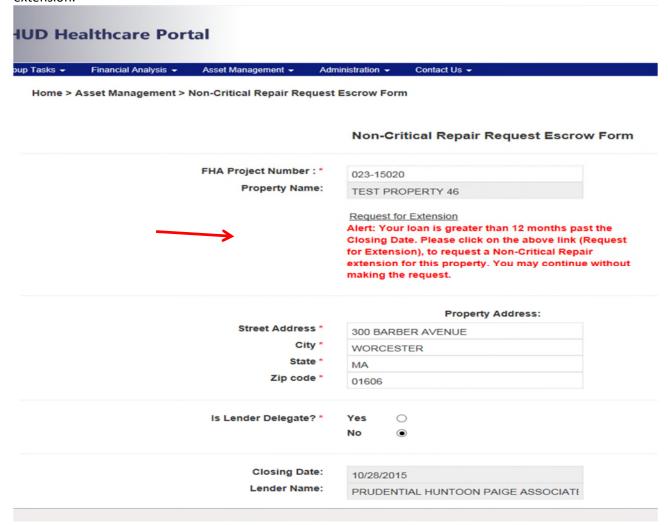
4. Property Name is automatically populated.



Н	ome > Asset N	Management > No	on-Critical Repair Requ	uest Escrow Form		
				Non-Critica	Repair Reque	est Escrow Form
			FHA Project Number	023-15020		
			Property Nam	e: TEST PROPER	TY 46	
Property Address:						ss:
			Street Address	300 BARBER A	VENUE	
			City	worcester		
			State	* MA		
			Zip code	01606		

5. If the project has not closed out their Non-Critical Repair Escrow account within 365 days of closing, a messaging stating "Alert: Your loan is greater than 12 months past the Closing Date. Please click

on the above link (Request for Extension), to request a Non-Critical Repair extension for this property. You may continue without making the request." You can select the hyperlink add comments and click the "Submit Request for Six-month Extension" button, to request the extension.



UD Healthcare Portal

Asset Management ▼

Administration -

TEST PROPERTY 46

023-15020

Contact Us →

Non-Critical Repair Request Escrow Extension Form

FHA Project Number: *

Property Name:

Closing Date: 10/28/2015

Lender Name: DDI IDENT

PRUDENTIAL HUNTOON PAIGE ASSOCIATE
4/28/2017

(* With default extension 6 months (12 + 6 months))

Servicer Comments:

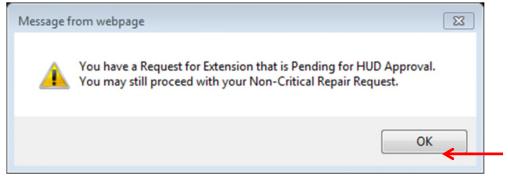
Submit Request for Six months Extension

Disclaimer

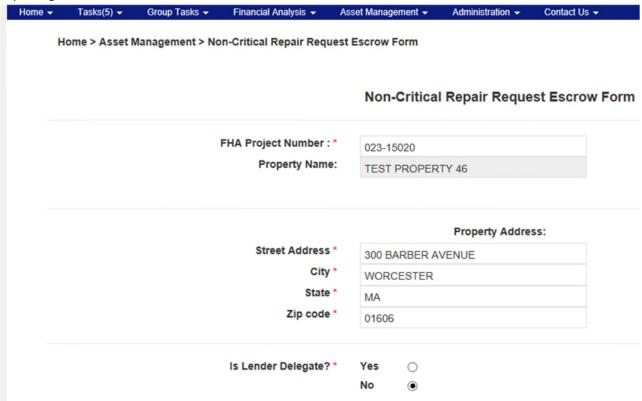
Your application was submitted successfully.

Ok

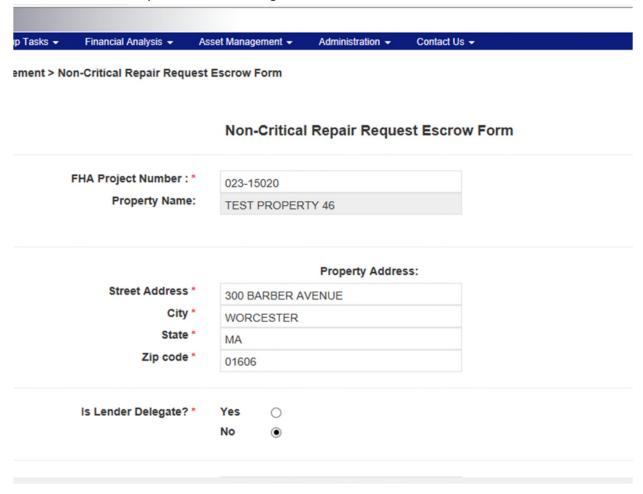
6. If you have a pending extension request and you attempt to initiate another Non-Critical Repair request, you will receive a message from the portal notifying you of the Pending Non-Critical Repair Extension and will not allow for you to submit another extension until it has been processed.



7. After entering the FHA number, the Property Address will automatically populate. Verify the address. If the address is incorrect, please correct it by deleting the incorrect information and replacing it with the correct information.



8. Select whether or not you're a Lender Delegate.



If you are processing the request as a Lender Delegate, click "Yes". Enter **your approved amount**, complete the remainder items, attach required documents and submit.

9. The Closing Date and Lender Name will automatically populate. **Closing Date:** 10/28/2015 Lender Name: PRUDENTIAL HUNTOON PAIGE ASSOCIATE Non-Critical Repairs and/or Owner elected Account 0.00 Balance at Loan Closing: * Non-Critical Repairs and/or Owner elected Account 0.00 Current Balance: * Is the NCRE amount valid?: * Yes No Reimbursement Amount: * 0.00 Is this a change in scope of work?: * Yes 0 No Is this an advance? * Yes No 1 Number of Draws: Is this Final Draw? * Yes 0 No

incorrect, please select the "No" radial button and your assigned AE will update the information. **Closing Date:** 10/28/2015 Lender Name: PRUDENTIAL HUNTOON PAIGE ASSOCIATE Non-Critical Repairs and/or Owner elected Account 0.00 Balance at Loan Closing: * Non-Critical Repairs and/or Owner elected Account 0.00 Current Balance: * Is the NCRE amount valid?: * 0 No Reimbursement Amount: * 0.00 Is this a change in scope of work?: * Yes 0 No Is this an advance? * No Number of Draws: Is this Final Draw? * Yes 0 No

10. Verify the NCRE balance at closing and its current balance is correct. If the amounts shown are

11. Enter the amount requested by the submitter. **Closing Date:** 10/28/2015 Lender Name: PRUDENTIAL HUNTOON PAIGE ASSOCIATE Non-Critical Repairs and/or Owner elected Account 0.00 Balance at Loan Closing: * Non-Critical Repairs and/or Owner elected Account 0.00 Current Balance: * Is the NCRE amount valid?: * 0 No Reimbursement Amount: * 0.00 Is this a change in scope of work?: * 0 Yes No Is this an advance? * Yes 0 No Number of Draws: Is this Final Draw? * 0 Yes

No

•

12. Verify if the requested amount will be used for an item that is a change in scope of work. Closing Date: 10/28/2015 Lender Name: PRUDENTIAL HUNTOON PAIGE ASSOCIATE Non-Critical Repairs and/or Owner elected Account 0.00 Balance at Loan Closing: * Non-Critical Repairs and/or Owner elected Account 0.00 Current Balance: * Is the NCRE amount valid?: * Yes No Reimbursement Amount: * 0.00 Is this a change in scope of work?: * Yes No Is this an advance? * Yes No Number of Draws: 1 Is this Final Draw? * Yes 0 No

13. Verify if the amount requested is for an advance. Closing Date: 10/28/2015 Lender Name: PRUDENTIAL HUNTOON PAIGE ASSOCIATE Non-Critical Repairs and/or Owner elected Account 0.00 Balance at Loan Closing: * Non-Critical Repairs and/or Owner elected Account 0.00 Current Balance: * Is the NCRE amount valid?: * Yes No Reimbursement Amount: * 0.00 Is this a change in scope of work?: * Yes Nο Is this an advance? * Yes No Number of Draws: Is this Final Draw? * Yes No

14. The Number of Draws field will automatically populate. Closing Date: 10/28/2015 Lender Name: PRUDENTIAL HUNTOON PAIGE ASSOCIATE Non-Critical Repairs and/or Owner elected Account 0.00 Balance at Loan Closing: * Non-Critical Repairs and/or Owner elected Account 0.00 Current Balance: * Is the NCRE amount valid?: * Yes 0 No Reimbursement Amount: * 0.00 Is this a change in scope of work?: * Yes No Is this an advance? * Yes 0 No Number of Draws: Is this Final Draw? * Yes 0 No

15. Verify if this request is for a Final Draw. Closing Date: 10/28/2015 Lender Name: PRUDENTIAL HUNTOON PAIGE ASSOCIATE Non-Critical Repairs and/or Owner elected Account 0.00 Balance at Loan Closing: * Non-Critical Repairs and/or Owner elected Account 0.00 Current Balance: * Is the NCRE amount valid?: * Yes No Reimbursement Amount: * 0.00 Is this a change in scope of work?: * Yes 0 No Is this an advance? * Yes No Number of Draws:

Is this Final Draw? *

Yes

No

0

5. Attach the ORCF Form 92464 ar	d ORCF Form	92117		
	No	•		
Please upload the required files :				
Attach 9246	4: *			
	Attach File	e Remove File		
Attach 9211	7: *			
	Attach File	e Remove File		
Servicer Commer	ts:			
I acknowledge that I received the Non-Cri approval/denial/approval with changes (v				
		Submit		

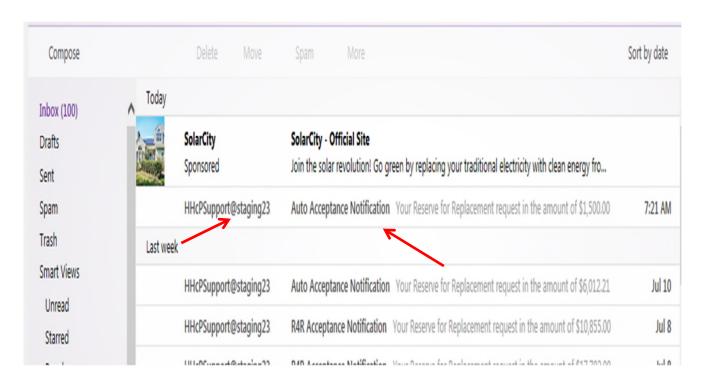
17. Enter comments.

Please upload the required files : Attach 92464:*	
Attach 92117: *	Attach File Remove File
Servicer Comments :	Attach File Remove File
	lepair Escrow request, reviewed it for completeness, accuracy and eligibility, with a recommendation for exception of those that can be directly reviewed and approved by the Servicer, as described in Section 3.2.2.H l., 5).*
	Submit

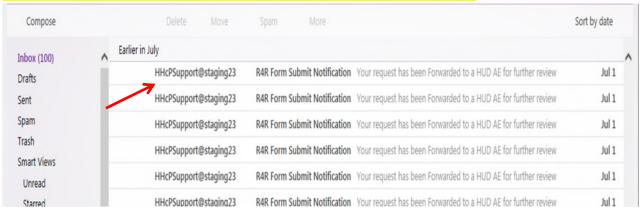
18.	click to acknowledge that you received the Non-Critical Repair Escrow request, reviewed it for completeness, accuracy and eligibility, with a recommendation for approval/denial/approval with changes (with the exception of those that can be directly reviewed and approved by the Service, as described in Section 3.2.2.H I., 5)
	lease upload the required files : Attach 92464: *
	Attach File Remove File Attach 92117: * Attach File Remove File
	Servicer Comments :
	I acknowledge that I received the Non-Critical Repair Escrow request, reviewed it for completeness, accuracy and eligibility, with a recommendation for approval/denial/approval with changes (with the exception of those that can be directly reviewed and approved by the Servicer, as described in Section 3.2.2.H I., 5).*
	Submit

19. Click the "Submit" button. Please upload the required files : Attach 92464: * Attach File Remove File Attach 92117: * Attach File Remove File Servicer Comments:

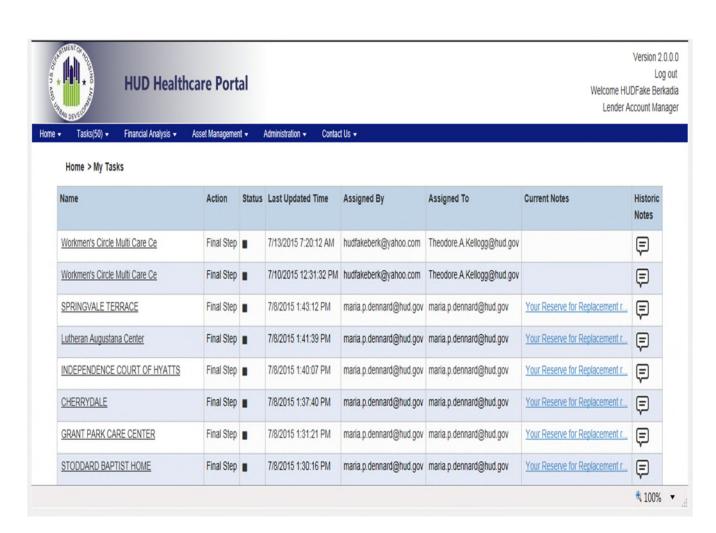
I acknowledge that I received the Non-Critical Repair Escrow request, reviewed it for completeness, accuracy and eligibility, with a recommendation for approval/denial/approval with changes (with the exception of those that can be directly reviewed and approved by the Servicer, as described in Section 3.2.2.H I., 5).*
Submit



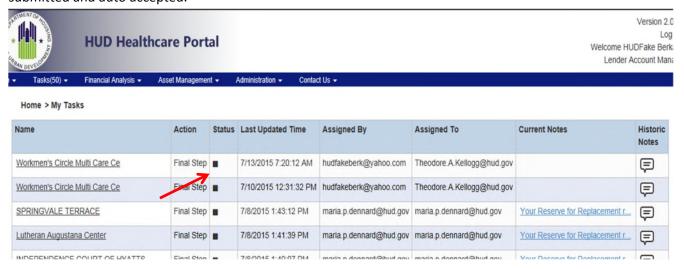
20. Your request will be forwarded to a HUD AE for further review and you will receive an e-mail identifying that it was sent to a HUD AE and notifying you of who it was sent to.



21. To verify your request was received/accepted by HUD, you will automatically be taken to the "My Task" section.

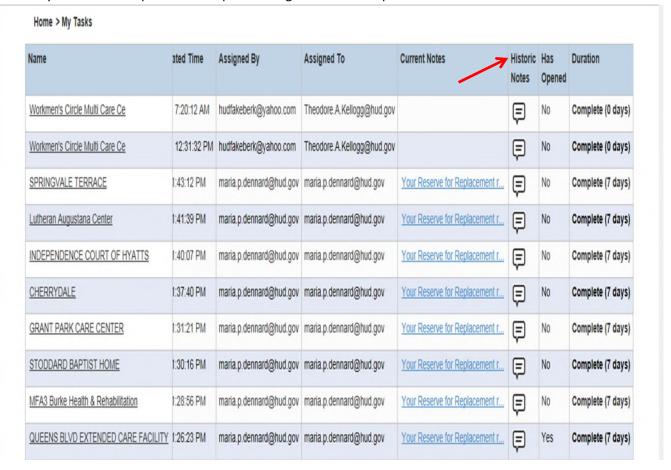


22. If the status of your request shows a "stop button, this indicates that the request was submitted and auto accepted.



23. If your request shows a " Pause button, this indicates that your request was submitted to the HUD AE for further review.

24. If the request was sent to the HUD AE for further review, the "Has Opened" column in "My Task" will verify if the AE has opened the request to begin their review process.



You have now submitted a Non-Critical Repair request for this property.