

Distribution Date: June 12, 2013

HUD/FHA Offices Closed on Friday, June 14 / Training Opportunities

## HUD OFFICES TO CLOSE NATIONWIDE ON FRIDAY, JUNE 14

The U.S. Department of Housing and Urban Development (HUD) is notifying the public today that it will close its offices nationwide on Friday, June 14 as a result of government-wide automatic spending cuts that took effect on March 1, 2013. HUD will resume normal operation on Monday, June 17. We encourage those with business in HUD offices to plan accordingly.

On designated furlough days, employees are forbidden to engage in any agency-related activities and all HUD/FHA Offices will be closed. The HUD/FHA scheduled furlough days are:

- Friday, June 14
- Friday, July 5
- Monday, July 22
- Friday, August 2
- Friday, August 16
- Friday, August 30

Please note that response times to your requests for information and processing may be delayed by up to two additional days during these time periods (this is in addition to the normal 2-3 day standard response time). HUD/FHA apologizes for the inconveniences that may be caused by the implementation of these furlough days and will work with our clients to minimize any negative impacts.

On designated furlough days, certain FHA services will still be available to our clients. Available services are outlined below:

1. **The FHA Resource Center.** The Resource Center will be open and available to assist clients with FHA-related calls (800-225-5342) and emails ([answers@hud.gov](mailto:answers@hud.gov)) during its normal business hours of 8:00 AM to 8:00 PM Eastern. Please note that Resource Center staff will be unable to escalate policy clarification or case specific questions to HUD employees on furlough days. Clients will be required to call back on the next business day to seek escalation once HUD Offices have re-opened.
2. **FHA National Servicing Center (NSC) Call Center.** The NSC Call Center will be open and available to assist clients with FHA servicing related calls (877-622-8525) and emails during its normal business hours of 8:00 AM to 8:00 PM Eastern. Please note that NSC Call Center staff will be unable to escalate policy clarification or case specific questions to HUD employees on furlough days. Clients will be required to call back on the next business day to seek escalation once HUD Offices have re-opened.
3. **HUD Internet Sites.** HUD's main web page (<http://www.hud.gov>), FHA Connection (<https://entp.hud.gov/clas/>), and the HUD Home bidding site (<http://www.hud.gov/hudhomes>) will be operational and available for normal use. Please note that any system support requests or system outages during furlough days will not be addressed until the next business day.
4. **Marketing and Management Contractors.** Bidding and maintenance contracts on HUD-owned properties will be available to accept and process bids as well as maintain HUD Homes. Please note that any requests for HUD clarification or support on these contracts will not be available until the next business day.

## Training Opportunities

**Title:** FHA Loss Mitigation Training (Raleigh, NC) **ON-SITE TRAINING**

**Date/Time:** Thursday, June 20 from 9:00am - 4:00pm Eastern

**Registration Link:** <http://www.hud.gov/emarc/index.cfm?fuseaction=emar.registerEvent&eventId=1755&update=N>

**Location:** 971 Harp Street; Raleigh Housing Authority Building; Raleigh, NC 27604

**Description:** This is a chance for classroom training provided by HUD. The intended audience for this training is HUD Approved Counseling Agencies, Servicing Lenders and Nonprofits. We will discuss the new changes on the FHA Loss Mitigation waterfall and explain eligibility for each of the Loss Mitigation tools.

**Special Instructions:** You must complete the HUD Registration form to attend the training. Registration is limited so please register early. Training is free and lunch is on your own. Bring a calculator to the training. If you have any questions please email [William.J.Snelling@hud.gov](mailto:William.J.Snelling@hud.gov)

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**Title:** The FHA Appraisal (Kansas City, KS) **ON-SITE TRAINING**

**Date/Time:** Thursday, June 20 from 8:30am – 4:30pm Central

**Registration:** <http://www.hud.gov/emarc/index.cfm?fuseaction=emar.registerEvent&eventId=1767&update=N>

**Location:** 400 State Avenue; Room 507; Kansas City, KS 66101-2406

**Description:** This FREE one-day class discusses FHA appraisal requirements including FHA Appraisal Protocol, updates to FHA appraisal policy, as well as equips attendees with the knowledge to determine property eligibility. This course provides a refresher to seasoned FHA appraisers, as well as provides valuable information to appraisers new to the FHA roster. Attendees will receive 7 hours of continuing education acceptable for the State of Kansas.

**Special Instructions:** This is a spillover class based on the popularity of the June 19 class. A minimum number of people must register in order for the class to take place. Class size is limited; first-come, first served. On the day of the class, check-in begins at 8:00 a.m. Class begins promptly at 8:30 a.m. local time. Registration is required.

**Questions?** E-mail us at [denverhoc-pudtraining@hud.gov](mailto:denverhoc-pudtraining@hud.gov).

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**Title:** FHA Loss Mitigation Training (Birmingham, AL) **ON-SITE TRAINING**

**Date/Time:** Thursday, July 25 from 8:30am to 4:00pm Eastern

**Registration Link:** <http://www.hud.gov/emarc/index.cfm?fuseaction=emar.registerEvent&eventId=1757&update=N>

**Location:** 6701 Crestwood Boulevard; JCCO Festival Center; Birmingham, AL 35210

**Description:** This is a chance for classroom training provided by HUD. The intended audience for this training is HUD Approved Counseling Agencies, Servicing Lenders and Nonprofits. We will discuss the new changes on the FHA Loss Mitigation waterfall and explain eligibility for each of the Loss Mitigation tools.

**Special Instructions:** You must complete the HUD Registration form to attend the training. Registration is limited so please register early. Training is free and lunch is on your own. Bring a calculator to the training. If you have any questions please email [Carol.B.Nix@hud.gov](mailto:Carol.B.Nix@hud.gov)

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**ADDITIONAL FHA EVENTS AND TRAINING OPPORTUNITIES CAN BE FOUND AT:** <http://bit.ly/FHAevents>