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HUD/FHA Offices to close on Friday, July 5, 2013

HUD OFFICES TO CLOSE NATIONWIDE ON FRIDAY, JULY 5

The U.S. Department of Housing and Urban Development (HUD) is notifying the public today that it will close its offices nationwide on Friday, July 5 as a result of government-wide automatic spending cuts that took effect on March 1, 2013. HUD will resume normal operation on Monday, July 8. 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 remaining HUD/FHA scheduled furlough days are:

- 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) 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 in Greensboro, NC **ON-SITE TRAINING**

Date/Time: Thursday, July 18 from 9:00am to 4:00pm (Eastern Time)

Registration Link: <http://www.hud.gov/emarc/index.cfm?fuseaction=emar.registerEvent&eventId=1786&update=N>

Location: 1500 Pincroft Road, Suite 401, Greensboro, NC 27407

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 retention waterfall noted in Mortgage Letter 2012-22. Please bring a calculator to class.

Special Instructions: You must complete the HUD Registration form to attend the training. Training is free and lunch is on your own. If you have any questions please email William.J.Snelling@hud.gov.

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