



NEWS AND UPDATES

TO: All FHA-Approved Mortgagees

What's New

Single Family Handbook: Draft *Servicing* Section Posted Today for Feedback

Today, the Federal Housing Administration (FHA) posted the draft *Servicing* section of its draft *Single Family Housing Policy Handbook* (SF Handbook) for stakeholder review and feedback. This posting is a continuation of FHA's progress toward a single, consolidated SF Handbook that will make it easier for stakeholders to do business with FHA.

The *Servicing* section posted today covers post-endorsement to the end of the mortgage insurance contract. The section consolidates policy from the 1994 HUD Handbook 4330.1– *Administration of Insured Home Mortgages* and related Mortgagee Letters, Housing Notices, and other policy sources. When published, the section will incorporate all servicing policy into a single source and provide FHA loan servicers with a comprehensive resource on servicing FHA-insured single family mortgages. Specifically, the draft *Servicing* section provides guidance on:

- (1) General servicing requirements for FHA-insured mortgages;
- (2) Servicing of performing mortgages;
- (3) Default servicing, including HUD's Loss Mitigation Program and conveyance standards,
- (4) Loss mitigation performance; and
- (5) Special mortgage program servicing for active and inactive programs, including:
 - Hawaiian Home Lands;
 - Mortgages and mortgage protection for Service Members;
 - Section 235 mortgages and recapture;
 - Hope for Homeowners;
 - Good Neighbor Next Door Program; and
 - The Nehemiah Program.

Guidance on filing claims for FHA mortgage insurance benefits, and real estate owned, or other disposition methods will be posted for feedback in the future in a separate SF Handbook Claims & Disposition section. Additionally, certain items currently under review by FHA that are not included in today's posting, e.g., the Cash for Keys, Property Preservation,

and Reasonable Diligence timeframe requirements, will be posted later. Until the draft *Servicing* section of the SF Handbook is published and becomes effective, existing published policies remain in effect.

Visit the *Servicing* page link on the [SF Drafting Table](#) to access the draft section content and supporting documentation. Feedback from stakeholders will be accepted **from September 11 through October 17, 2014**.

Industry Briefing Conference Call

FHA will host an industry briefing conference call for stakeholders to review the organization and structure of the draft *Servicing* section. While content to be covered in this call is for servicers and mortgagees, all stakeholders are welcome to attend the industry briefing conference call:

Date: September 18, 2014

Time: 2:00 p.m.—3:00 p.m., ET

Title: FHA SF Handbook Servicing Content

Dial-in: (866) 320-4709, Passcode 335562

If your organization will have multiple attendees on the call, please consider hosting a group conference call as the number of individual phone lines may be limited. Additionally, in order to maximize the time and value of all participants, FHA requests that you prepare in advance by reviewing the draft content for the draft *Servicing* section of the draft SF Handbook.

Quick Links and Resources

- Go to FHA's Drafting Table main page at: http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/sfh/SFH_policy_drafts.
- Call the FHA Resource Center at 1-800-CALLFHA (1-800-225-5342). Persons with hearing or speech impairments may reach this number by calling the Federal Information Relay Service at 1-800-877-8339.
- Visit our online resource information at: www.hud.gov/answers.

About the FHA Single Family Housing Policy Handbook Effort

FHA's *Single Family Housing Policy Handbook* effort is a multi-phased initiative to develop and publish a single, authoritative source for FHA Single Family housing policy using clear and direct language and an improved organizational structure. In fall 2013, FHA posted its first draft section, *Application through Endorsement for Title II Forward Mortgages* and has subsequently posted other sections and sub-sections for stakeholder feedback. The posting of the draft *Servicing* section is another milestone.

RESOURCE INFORMATION

FHA INFO Archives:	Visit the FHA INFO Archives to access FHA INFO messages issued from 2012 to the present.
Have FHA Questions?	For FHA technical support, please search the FHA Frequently Asked Questions site or contact the FHA Resource Center by email at: answers@hud.gov or by telephone toll free between 8:00 AM & 8:00 PM ET at: (800) CALLFHA or (800) 225-5342. Persons with hearing or speech impairments may access this number via TTY by calling the Federal Information Relay Service at (800) 877-8339.

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To subscribe to the Single Family FHA INFO mailing list you can use this link: [FHA INFO](#) or send a request by email to: answers@hud.gov
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Resource Links:

Archived Webinars	Foreclosure Assistance
Career Opportunities	Grant Opportunities
Contracting Opportunities	HUD Home Property Listings
Events & Training	HUD.gov
FHA Forms	Making Home Affordable
FHA Homeownership Centers	Presidentially Declared Disaster Areas
FHA Mortgage Letters	Visit our Homepage



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