



NEWS AND UPDATES

**TO: All FHA-Approved Mortgagees
All HUD Field Offices and Homeownership Centers
All HUD-Approved Housing Counseling Agencies**

What's New

FHA's New Single Family Loan Servicing Contractor

On September 18, 2014, the U.S. Department of Housing and Urban Development (HUD) issued Mortgagee Letter (ML) 2014-19 introducing our new loan servicing contractor, NOVAD Management Consulting. The new contract becomes effective September 29, 2014.

Under the contract, NOVAD Management Consulting will be responsible for servicing the Federal Housing Administration's (FHA) Single Family Secretary-Held assets, including:

- Assigned Home Equity Conversion Mortgages (HECM);
- Title II mortgages;
- Partial Claim subordinate mortgages;
- HECM subordinate mortgages;
- Section 235 subordinate mortgages;
- Nehemiah subordinate mortgages;
- Emergency Homeowners Loan Program (EHLPP) subordinate mortgages;
- Asset Control Area (ACA) mortgages;
- Hope for Homeowners (H4H) subordinate mortgages; and
- Good Neighbor Next Door (GNND) subordinate mortgages.

Learn More

- View ML 2014-19 at <http://portal.hud.gov/hudportal/documents/huddoc?id=14-19ml.pdf>
- Questions? Call the National Servicing Center (NSC) at 1-877- 622-8525. Persons with hearing or speech impairments may reach this number via TTY by calling the Federal Information Relay Service at 1-800-877-8339.

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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Resource Links:	<table><tbody><tr><td>Archived Webinars</td><td>Foreclosure Assistance</td></tr><tr><td>Career Opportunities</td><td>Grant Opportunities</td></tr><tr><td>Contracting Opportunities</td><td>HUD Home Property Listings</td></tr><tr><td>Events & Training</td><td>HUD.gov</td></tr><tr><td>FHA Forms</td><td>Making Home Affordable</td></tr><tr><td>FHA Homeownership Centers</td><td>Presidentially Declared Disaster Areas</td></tr><tr><td>FHA Mortgagee Letters</td><td>Visit our Homepage</td></tr></tbody></table>	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 Mortgagee Letters	Visit our Homepage
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