

FHA INFO #15-50

June 24, 2015

FHA Single Family Housing



NEWS

TO: All FHA-Approved Mortgagees, Servicers, and Other Interested Parties

NEWS AND UPDATES

FHA Publishes *Servicing* Section of its *Single Family Housing Policy Handbook* (SF Handbook; HUD Handbook 4000.1)

Today, the Federal Housing Administration (FHA) published its final *Servicing and Loss Mitigation* (Servicing) for Title II Forward Mortgages and the *Servicer Tier Ranking System II* (TRS II) sections of its *Single Family Housing Policy Handbook* (SF Handbook; HUD Handbook 4000.1). These servicing-specific sections are the next in a series of SF Handbook updates and additions that continue FHA's progress toward a single, authoritative source of Single Family Housing policy. The policies in these sections **become effective on March 14, 2016**, except the Default Servicing policies in Section III.A.2, which become effective for mortgages in default on *or after* March 14, 2016.

FHA published these sections today on its new, online SF Handbook, the link to which can be found on the [Single Family Housing Policy Handbook \(Handbook 4000.1\) Information Page](#), and also concurrently in [portable document format](#) (PDF) on HUD's Client Information Policy Systems (HUDCLIPS) web page. The final, published sections provide mortgage servicers with a comprehensive resource on servicing FHA-insured single family mortgages from post-endorsement to the end of the mortgage insurance contract.

Today's publication consolidates existing servicing guidance found in the 1994 *Administration of Insured Home Mortgages Handbook* (4330.1) and over 220 Mortgagee Letters, Handbooks, Housing Notices, and other servicing policies and regulations published since 1994. A list of these policy documents to be superseded on the effective date can be found in the SF Handbook Transmittal included in today's publication.

Additional Information

- FHA also published Servicing model documents today on its [Model Documents](#) web page. These model documents work in conjunction with the policies contained in the Servicing section of the SF Handbook.
- The TRS II section published today is part of the SF Handbook's larger *Quality Control, Oversight, and Compliance – Mortgagee Monitoring* section.
- Draft sections covering filing claims for FHA mortgage insurance benefits and disposition methods will be posted for feedback in the future.
- Existing FHA policy is in effect until superseded by the SF Handbook on its effective date.

FHA will host an industry briefing on the Servicing and TRS II sections of the SF Handbook in the near future. This briefing will include an overview of the sections, and will highlight specific changes to FHA servicing policy and guidance. The date and time of this industry briefing will be announced in a future *Single Family Housing News* (FHA INFO) e-mail.

Quick Links

- Access the online version of SF Policy Handbook 4000.1 from the *Single Family Housing Policy Handbook*” (*Handbook 4000.1*) information Page at:
http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/sfh/handbook_4000-1
- View the updated PDF of Handbook 4000.1
at: <http://portal.hud.gov/hudportal/documents/huddoc?id=40001HSGH.pdf>
- View the Model Documents web page at:
http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/sfh/model_documents
- Read the newly revised SF Handbook Frequently Asked Questions at:
http://portal.hud.gov/hudportal/documents/huddoc?id=SFH_HB_4000-1_FAQS.PDF

Resources

Contact the FHA Resource Center:

- Visit our online knowledge base to obtain answers to frequently asked questions 24/7 at www.hud.gov/answers.
- E-mail the FHA Resource Center at answers@hud.gov. Emails and phone messages will be responded to during normal hours of operation, 8:00 AM to 8:00 PM (Eastern), Monday through Friday on all non-Federal holidays.
- Call 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.

RESOURCE INFORMATION													
FHA INFO Archives:	Visit the FHA INFO Archives to access FHA INFO messages issued from 2012 to the present.												
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[FHA Mortgagee Letters](#)

[Areas](#)

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