



**100 W. 10th Street, Suite 1001
Wilmington, DE 19801**

Description of Services

Housing Opportunities of Northern Delaware, Inc. utilizes the Home Free USA and National Federation of Housing Counseling model designed to provide quality services to our clients in City of Wilmington, New Castle County and State of Delaware.

HOND, Inc. mission includes helping vulnerable populations reach financial wellness and to help viable, sustainable neighborhoods that includes home ownership. HOND partners include US Department of Housing and Urban Development (HUD), Home Free USA, Delaware State Housing authority (DSHA), New Castle County DE Department of Justice, City of Wilmington, Delaware Assembly and numerous financial organizations.

HOND's Education and Counseling Services reflect the full range of client's needs as identified below:

1. Pre-Purchase/Home Buying Programs and Services

Pre-Purchase Counseling: Pre-Purchase home buyer education consists of individual counseling sessions and workshops which provide an overview of the home buying process. Issues that may prevent or delay affordable mortgage financing are addressed. Specific steps to help the client achieve their goal of homeownership are defined.

The housing counselor helps clients understand how to avoid potential problems that might jeopardize their ability to retain their home. A review of the client's current profile — analysis of income, expenses, debt, and credit obligations is completed. This review covers the client's current affordability for home ownership; a personalized strategy for increasing savings for a down payment is developed. The housing counselor reviews the debt-to-income requirements for various home buying programs, the types of loans and the pros and cons of each; how to avoid predatory lending is discussed.

Homebuyer Education: The Homebuyer Education program is an eight hour course that covers the basics of home buying i.e. household budgeting, credit awareness, shopping for a house, obtaining a mortgage, maintaining the home to avoid foreclosure. Homebuyer Education and pre purchase counseling is provided in both group and individual sessions. One-on-one counseling includes developing a personal action plan to overcome obstacles to achieve goals.

This program is designed to educate potential first time homebuyers in the steps to homeownership from A to Z. HOND, Inc. has adopted the National Industry Standards and its housing counselors hold National Industry Standards Certification in homebuyer education. Industry Experts will assist in the delivering of education in mortgage lending, real estate, and other related partners by discussing their role and responsibilities in the process.

HOND, Inc. also utilizes the online education supported by E-home America. The 8-hour online education is supplemented by confidential face to face one-on-one housing counseling.

Upon completion of the homebuyer education course, clients will receive a certificate of completion.

Both in person and online curricula include the following modules:

- Are you Ready to Buy a Home
- Managing your Money
- Credit
- Getting a Mortgage Loan
- Shopping for a Home
- Home Maintenance; Predatory Lending & Mortgage Fraud

HOND, Inc. maintains relationships with lenders, realtors, title companies and other partners to assist the client when the client is deemed mortgage ready. Selection of partner is made by the client. HOND, Inc. staff remains knowledgeable of current down payment assistance programs.

2. Homebuyer Education Workshops

A Home Buyer Orientation Workshop is the first step in the HOND, INC. Pre-Purchase Program. Group Orientation sessions are held monthly as a way to introduce prospective clients to services, evaluate each participant's readiness to purchase a home, availability of down-payment and closing costs funds based on income eligibility and/or the need for an in depth-counseling plan. The 4-hour sessions are held in the Community Services Building on-site location collaborating with other non-profit agencies, community organizations. A housing counselor assists the clients in completing a profile intake form which is used to help assess the client's needs. An appointment is made for the confidential counseling session to determine the next step for the client.

HOND, Inc. also, utilizes E-Home America as an alternative delivery method for our 8-hour Homebuyer Education Workshop. This option is available to interested clients who prefer to complete the course online. We require client to complete (2-4 hrs.) one-on-one counseling session in person to receive their housing counseling certificate.

3. Homeownership Counseling

This definition applies to pre-purchase counseling, mortgage delinquency, non-delinquency, post-purchase counseling and reverse mortgage counseling (c clients are referred to other certified housing counseling agency).

One-on-One Pre-Purchase Counseling: HOND, INC. housing counselors will provide one-on-one housing counseling in a face-to-face confidential setting. Counseling may include one or more of the following services: pre-purchase; post purchase; fair housing; budgeting for mortgage or rent payments; money management; and housing care and maintenance. This may also include guidance on: alternative sources of mortgage credit; how to apply for housing assistance; how to identify and avoid predatory lending practices; locating housing which provides universal design and visibility; referrals to community or homeless services; and regulatory agencies; and advocating with lenders for non-traditional lending standards.

Clients come to the HOND, Inc. office either by referral or in response to community outreach activities. The majority will come in through the normal orientation process. At the group orientation process, they will complete a personal profile intake form and a counseling session will be scheduled. After completion of Education Homebuyer Workshop or E-Home America online line course, they will schedule a one-on-one counseling session. They will come back to counseling as necessary based on their work plan. Follow up counseling is provided until the client is ready for purchase or has decided not to purchase. HOND, Inc. also provides post-purchase counseling and foreclosure prevention/default counseling.

- The housing counselor will utilize the client intake application to gather as much information as possible to analyze the client's financial position and identify their needs.
- The housing counselor will then apply the information to the pre-qualification process reviewing the debt, credit report, determining how much mortgage the client is able to qualify for including closing costs.
- The client counseling interview follows; a household budget is established; the credit report is reviewed with client and action steps established if necessary.
- A separate file folder will be maintained for each client that has received one-on-one counseling sessions.
- Separate file folders will be established for each group workshops, i.e. homebuyer education, housing fair, seminar, other outreach.
- All files will be kept in a secured location in a locked file cabinet.
- HCO electronic files will be secured by locking the computer when not in use by the counselor.
- The client and housing counselor agree, sign and date the personalized action plan established. The client agrees to comply with the said action plan and update the

counselor of any notice of a decision or communication from any third parties who may be involved.

- Counselor will review and distribute the two required Home Inspection Material to all clients: Ten Important Questions to ask your Home Inspector and For Your Protection: Get a Home Inspection
- Counselors will follow up with client within 48 hours by telephone or e-mail.

4. Post –Purchase Housing Counseling/ Education

Non-Delinquency Post Purchase Counseling: The post purchase education program consists of both group education and individual counseling sessions. Topics include, resolving or preventing mortgage delinquency and default, seeking favorable mortgage loan terms, budgeting and financial management, real estate taxes and insurance and home maintenance.

5. Mortgage Delinquency and Default Resolution Counseling

HOND offers one-on-one counseling designed to help homeowners resolve mortgage delinquency and/or prevent foreclosure. With the help of a counselor, possible solutions are discussed and a plan developed to resolve the delinquency. Our services offer hope to homeowners who are delinquent on their mortgage and/or facing foreclosure. The counseling service specifically provides: 1) a thorough financial analysis to assess the client's ability to maintain the mortgage; 2) help to submit a complete and accurate loss mitigation packet to lender on the client's behalf to initiate the review process; 3) help in working with the lending institution to develop a mutually agreeable workout option to prevent default and/or foreclosure for the client; 4) budget counseling to reduce the risk of future mortgage delinquency issues.

Mortgage Delinquency and Default Resolution Counseling from HOND provides clients who are delinquent on their mortgage or facing foreclosure, the opportunity to bring their mortgage payments current and potentially save their home. This is accomplished through education and advocacy. HOND's housing counselors will work on behalf of the client with their mortgage company to find a workable solution for both parties. The housing counselor assesses the client's current financial situation and creates detailed budget based information gathered in a private one-on-one counseling session. After the detailed budget has been drafted, the housing counselor will be able to determine the best course of action and work with the client and the mortgage company toward a realistic and beneficial solution for all parties. HOND's' housing counselors will typically work with clients to achieve the following: 1) Loss mitigation; 2) Forbearance 3) Loan modification 4) Partial Claim 5) Repayment Plan 6) Deed in lieu 7) Short sale.

Intake/Counseling: The client is asked to make copies of necessary documents needed to complete the process and bring them to the scheduled appointment to meet with a housing counselor, During the individual appointment the detailed intake is performed, guidelines are given, and the entire process is discussed to ensure that the homeowner is fully aware of

how the process works. During the one-on-one counseling session the following tasks are conducted:

Oral Representation of Budget: We help the applicant develop a budget based on client's oral representation of expenses, debt and income.

Budget Verification: We ask the applicant to provide supporting budget documentation, such as their two most recent bank statements, pay stubs, or alternative documentation of income or anticipated income.

Hardship Letter: We obtain a hardship letter from the client that outlines reasons for default, if the reason for default has been resolved, the client's intent to keep the home, and any other facts that may support the hardship,

Contact Servicer: HOND utilizes Hope Loan Port which assists us with direct interaction with servicers as we are able to electronically submit a modification request directly to the services on the homeowner's behalf. The portal gives updates and documents all conversations, documentation and information submitted pertaining to the client's file. When working with clients whose servicers are not in the portal we manually facilitate the loss mitigation process on the clients' behalf

Action Plan: We help clients determine the action needed based on the analysis of their current situation. Our goals are to help stabilize the client's current situation, to explore options that may work if the action plan is followed correctly, describe the work that the client will have to perform, give specific timelines of obtaining a workout solution, explore additional resources if applicable, and provide resources that will give clients access to employment services, temporary shelters and health care if needed. We make sure contact information is available and documentation is provided regarding any correspondence with the servicer.

Local Resources and Assistance: We connect clients to local resources and assistance as needed.

Borrower Follow-Up: Follow-up is given and expected by each counselor and client involved with the foreclosure process. New budgets and financial information is shared each time a follow-up occurs. The debt-to-income ratio is documented and verified with the proper paperwork, and progress against the action plan is discussed and adjustments made as needed.

Workout Resolution: HOND reviews any proposed workout resolution to ensure the borrower fully understands the terms and obligations, and that the solution is sustainable over the long term.

6. Resolving/Preventing Mortgage Delinquent Workshops

HOND offers Mortgage Delinquency workshops monthly. The workshops are for homeowners who are worried about making upcoming mortgage payments, are already behind on payments, or just want to learn more about foreclosure. Participants can ask questions and get free, confidential advice from foreclosure counselors. This program will also address predatory lending, educate clients on rent's and landlord's rights, explain the eviction process, provide referrals to other sources, and assist client locate alternative housing or pursue loss mitigation strategies.

Delaware Mediation Housing Counseling Program

Housing Opportunities of Northern Delaware, Inc. is seeking to educate the client's on the court mandated Mediation Hearing Program which is administered by the DE Department of Justice.

This housing counseling includes on how to prepare, complete applications and updated documentation to be presented at Mediation with the lender's attorney; Counselor also will attend the hearing to seek additional positive alternatives to save a client's home in a timely manner. Counselor is viewed as the client's advocate.

7. Rental Housing Counseling

The Rental Housing Counseling is an individual session that provides counseling and advice to tenants with respect to their housing needs.

We provide assistance in locating affordable housing and rental assistance; property maintenance, financial management and other matters as appropriate to assist them in improving their housing situation.

Topics includes helping clients obtain and utilize rent subsidies; pre-rental assistance counseling; budgeting for rent payments; landlord's and tenant's rights ; explaining the eviction process; ensuring clients understanding their rights when faced with displacement; explaining the responsibility of the entity causing displacement; and providing assistance with locating alternate housing.

8. Rental Housing Counseling Education

The Rental Housing Counseling Education consists group counseling sessions. Topics include Fair Housing Law; Reviewing the Landlord Tenant Code; Rental Housing Resources; Importance of location in respect to their housing needs.

9. Fair Housing Education Pre-Purchase Workshops

This workshop covers the fair housing and lending laws. We discuss the seven protected classes covered under the Fair Housing Act and discrimination with regard to home mortgage loans. We give examples of discrimination and the actions to take if discrimination occurs. We cover how to file a Fair Housing complaint beginning with our local government.

10. Financial Budgeting and Credit Workshop

This is an educational workshop, self- supporting process that helps clients to improve their credit and budgeting skills by providing them information that, along with their own determination and self-sacrifice will enable them to improve the quality of their lives. The purpose is to provide ongoing support—to motivate, encourage and assist clients in overcoming their barriers. . The counselor coaches, educates and uplifts clients with a holistic solution and enables them to receive a variety of financial opportunities and improve their financial health. One-on-One counseling is required after completion of session, to help client rebuild their credit and reach their financial goal.

11. Predatory Lending Education Workshops

In this workshop, we discuss how to spot predatory lending, foreclosure rescue scams, rights of tenants during foreclosure, and identity theft. We provide information on predatory lending practices, such as inadequate or false disclosures, inflated fees and charges, unlicensed loan officers, being rushed to sign papers, and blank spaces in documents.

HOND, Inc. Marketing Strategies for HOND, Inc.

Marketing and Outreach Initiatives: Marketing and Outreach Initiatives include providing general information and materials about housing opportunities and issues, participating with local agencies, other non-profits, neighborhood and civic leaders, community organizations and churches in marketing and outreach events.

I. Printed Media

A.) Brochure

Target audiences for the brochures are designed to describe the mission and resources for housing counseling programs.

B.) News Journal has featured the Executive Director, Gladys B. Spikes with comments about understanding mortgage terms of consumers and ways to prevent

Mortgage default through housing and was featured on the front page from affected families.

Internet- there have been articles about housing counseling and its importance in the pre-purchase process.

II. Workshops and Seminars

HOND has participated and coordinated educational sessions of mortgage basics, mortgage foreclosure alternatives and predatory lending. Workshops entitled “How to Save Your Homes”. Seminars would be held monthly at accessible location in Wilmington, Dover and Georgetown Delaware.

III. Radio/ TV Media and Internet

Executive Director has been on the local cable station s (22 and 28) sharing information about the types of exotic mortgages they may have and understanding how to handle the mortgages, ways to save your home from foreclosure.(Viewing audience is Wilmington Metropolitan area). Local radio talk shows WILM, WDEL on the internet. HomeFree USA website and printed materials, streaming with WDAS FM, radio station and on HOND’s website with calendar of dates for workshop offered (www.hond.org).

HOND, Inc. has a website and Facebook page (www.hond.org; HOND on FB @Gladys B. Spikes/Housing Opportunities of Northern DE, Inc.)

IV. Partnerships and marketing

The following partners have/ and will continue to assist HOND with providing information and counseling to our targeted audience; DFHC, Division of Human Relations, DCRAC, Home Free USA, Insurance Commissioner's Office, New Castle County, City of Wilmington, City Council Members, City of Wilmington, New Castle County, Delaware Assembly, Financial Institutions local churches and public TV stations.

Fliers and printed materials about alternative ways to saving your home would be acquired from Fannie Mae, Freddie Mac, and Local financial institutions, Home Preservation and NFCC Foundation and Home Free USA.

Through the above mentioned tools and partners we feel that 100% more families will have the opportunity to remain in their homes.