

An assessment of homeowners throughout the foreclosure prevention process



# Client Survey

HAMP Client Evaluation Survey

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## About the Survey

We use this information to expand the research, analysis, and investigation of loan modification outcomes.

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## Take the Survey

The survey is less than four pages and covers five major areas.

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## Partnering with NCRC

Learn more about the Housing Counseling Network (HCN), a HUD Certified National Housing Counseling Intermediary.

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### *About the Survey...*

Attached is a new survey designed to get a better understanding of the efforts being made by clients and servicers in helping secure mortgage assistance. The results of this survey will be used to identify what is working with existing foreclosure prevention programs and address necessary steps to remedy what is not working.

The analysis will be tremendously helpful in evaluating cases for enforcement or other action. NCRC's Housing Counseling Network, in cooperation with the National Neighbors staff will expand the research, analysis, and investigation of loan modification outcomes and pursue accountability of those engaged in the process.

## Your participation may help thousands of homeowners...

Dear Colleague,

NCRC would like to thank all the participating housing counseling agencies and clients who responded to our first HAMP Mortgage Modification Survey. We received responses from 29 housing counseling agencies and 179 homeowners. The full report can be found on NCRC's website or at the following link:

[http://www.ncrc.org/images/stories/mediaCenter\\_reports/hamp\\_report\\_2010.pdf](http://www.ncrc.org/images/stories/mediaCenter_reports/hamp_report_2010.pdf)

Some of the noteworthy findings include:

- White HAMP-eligible borrowers are almost 50% more likely to receive a modification than African-American HAMP-eligible borrowers,
- Homeowners with foreclosures pending were less likely to receive a modification than those still current on their mortgage payments.
- 45% of survey respondents were over 50 years of age

NCRC would like to thank each of you for your hard work and efforts in working with struggling homeowners to achieve sustainable homeownership. As a result of the findings from this survey, NCRC seeks to broaden both the scope of data collected and analyzed and increase the number of respondents. We are hoping to hear from over 100 housing counseling agencies and over 1000 borrowers.

The survey covers five major areas, Background Information, Property Information, Mortgage Status, Modification/Mitigation Eligibility, and the Modification Process. Within the Mortgage Status area, we are seeking information concerning possible foreclosure scams. Please encourage clients to share and report to authorities any concerns they may have about being scammed in their efforts to seek loss mitigation and avoid foreclosure.

# With your help, we will learn more...

This survey assesses existing foreclosure prevention programs

The Background & Property Information gives a quick snap shot of the client. This section covers items such as income, age, and the date the home was purchased. The Mortgage Status section goes into depth about the reasons for delinquency along with the different steps your clients may or may not have taken. The next section, Modification Eligibility, is to determine if the client may be eligible for one of the federal modification programs, or the financial institution's own modification program. The final section covers the client's experience completing the modification process.

We are asking for your assistance in working with your clients to complete this survey. The survey is available in both English and Spanish and in hard copy as well as online at [\[https://web.memberclicks.com/mc/quickForm/viewForm.do?orgId=ncrc&formId=81180\]](https://web.memberclicks.com/mc/quickForm/viewForm.do?orgId=ncrc&formId=81180) Time is of the essence and we would like all surveys completed and returned by May 31, 2010. Should have any questions, please feel free to contact Shaneece Hudson. Her direct number is 202-464-2715. Also the surveys can be emailed to [shudson@ncrc.org](mailto:shudson@ncrc.org).

Going forward, Robert Strupp, NCRC's new Systemic Investigations Manager will also be working on this project. Please feel free to contact Rob at [rstrupp@ncrc.org](mailto:rstrupp@ncrc.org) or 202 383-7710. The results of this survey will be used to identify what is working with existing foreclosure prevention programs and address necessary action to remedy what is not working. Once again thank you for your assistance.

Sincerely



David Berenbaum

Chief Program Officer

## Background Information

1. Year of Birth: \_\_\_\_\_
2. Gender:  M  F
3. Race/National Origin: check all that apply. (This question is optional, and is requested to monitor compliance with equal credit and fair housing laws. You are not required to provide this information, but are encouraged to do so.)

- White  Asian, Native Hawaiian or Other Pacific Islander  
 Black or African-American  American Indian or Alaska Native  
 Hispanic or Latino  Some Other Race

4. Currently Employed:  Yes Full Time\_\_ Part time \_\_  No

5. Age of Borrower(s): \_\_\_\_\_

6. Annual Income:  \$10,000 or less  \$10,000-20,000  \$20,000-50,000  
 \$50,000-\$75,000  \$75,000- 100,000  \$100,000-\$150,000  
 \$150,000-200,000  \$200,000-above

Optional: Please provide total household income of all parties on the mortgage: \$\_\_\_\_\_.

7. Percent of Area Median Income: \_\_\_\_\_

8. Total Household Size \_\_\_\_\_

- a. Number of school age children \_\_\_\_  
b. Number of 60+ living in home \_\_\_\_

9. State, County and Zip Code of borrower: \_\_\_\_\_

10. Property and Mortgage Information

- a. Is the property owned by more than one person?  Yes  No  
If yes, how are they related? (spouse, parent, sibling, etc.) \_\_\_\_\_
- b. Is there more than one person obligated on the mortgage?  Yes  No  
If yes, how are they related? \_\_\_\_\_
- c. Date of Purchase: \_\_\_\_ Year \_\_\_\_ Month

11. Purchase Price: \_\_\_\_\_

12. At the time of purchase were you a first time homebuyer?  Yes  No

13. Number of mortgages at purchase:  1  2 or more

- a. Did you get a second mortgage later on?  Yes  No

- b. First Mortgage:

- i. Name of the original lending institution \_\_\_\_\_

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- ii. Name of the company that collects payments now \_\_\_\_\_
  - iii. Original mortgage \$ \_\_\_\_\_
  - iv. Monthly payment amount: \$ \_\_\_\_\_
  - v. Does this include taxes & insurance (PITI)  Yes  No
  - vi. Original Mortgage Date: \_\_\_\_\_ Year \_\_\_\_\_ Month
- c. Second Mortgage:
- vii. Name of the original lending institution \_\_\_\_\_
  - viii. Name of the company that collects payments now \_\_\_\_\_
  - ix. Original mortgage \$ \_\_\_\_\_
  - x. Monthly payment amount: \$ \_\_\_\_\_
  - xi. Original Mortgage Date? \_\_\_\_\_ Year \_\_\_\_\_ Month

## Mortgage Status

14. What is the status of your mortgage payments? Please check one.

- Current: If so, were you previously past due  Yes  No
- Past Due: if so, how many months \_\_\_\_\_
- Foreclosure Pending
- Foreclosure Completed
- Bankruptcy \_\_\_\_\_ Pending \_\_\_\_\_ Judgment

15. Loan type: Check all that apply

- Conventional, fixed rate loan
- Subprime
- Adjustable rate
- Interest-only
- FHA
- Other \_\_\_\_\_

16. Are you struggling to meet your mortgage payments?  Yes  No

a. If yes, check one or more of the reasons below that apply:

- Loss of Job
- Reduction of Work Hours
- Expiration of Unemployment Benefits
- Death of borrower or other person contributing to mortgage payments
- Other \_\_\_\_\_
- Decrease in Self Employed Earnings
- Medical Expenses (self or family member)
- Divorce

17. If a loan is problematic, check all boxes that apply:

- Income was not documented and verified
- Loan terms and conditions were not adequately explained
- A refinance of the loan was unaffordable
- Monthly payments or Interest rates rapidly increased
- The borrower qualified for a lower rate than (s)he received
- The loan had a higher interest rate than the borrower could afford
- Other, please state \_\_\_\_\_

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18. Does this loan have a prepayment penalty?  Yes  No
- a. If yes, how many years is the prepayment penalty period? \_\_\_\_\_ years
19. Have you ever refinanced your mortgage(s)?  Yes  No
- a. If yes, how many times?  1  2  3  4 or more
- b. If yes, did you take cash out (equity) when you refinanced into the existing loan(s)?  Yes  No
- c. If yes, what was the purpose for the refinance?:
- Lower interest rate  Consolidate debt  Pay off balloon  Other
20. Prior to seeking assistance from the organization that you are now with, did you contact any of the following organization(s) or persons regarding difficulties meeting your mortgage(s) payment(s)?  
Check all that apply:
- Bank/Lender  HUD-Approved Counselor  Lawyer  
 For-Profit Organization  Non-Profit Organization
- a. If you checked any box above, were you asked to pay any upfront fees?  Yes  No
- b. If you believe you were scammed when the loan was made, or while trying to prevent foreclosure, to whom did you report this?
- Housing counselor  Attorney  State Agency  
 Federal Agency  Other  No one
- c. Please name the entity/persons you believe may have scammed you. \_\_\_\_\_
21. Prior to seeking assistance from the organization that you are now with, did your servicer/lender offer you any form of relief to assist you in paying your mortgage(s)?  Yes  No
- a. If yes, what form of relief was offered? (Check all that apply)
- Federal Modification Program (also known as the Home Affordable Modification Program or HAMP)  
 Private or Bank Modification (Non-Federal Program)  Refinance  
 Deed in Lieu of Foreclosure  Short Sale  
 Forbearance or Repayment agreement  Other \_\_\_\_\_
22. What organization is assisting you now? \_\_\_\_\_ Check all that apply:
- Bank/Lender  HUD-Approved Counselor  Lawyer  
 For-Profit Organization  Non-Profit Organization

## Modification Eligibility

23. Is your home your primary residence?  Yes  No
24. Is the amount you owe on your first mortgage equal to or less than \$729,750?  Yes  No

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25. Did you get your current mortgage before January 1, 2009?  Yes  No
26. Is your payment on your first mortgage (including principal, interest, taxes, insurance and homeowner's association dues, if applicable) more than 31% of your current gross income?  Yes  No

## Modification Process

27. How would you rate your ability to communicate with the servicer during the process of seeking a modification?
- Very Good  Good  Fair  Bad  Very Bad
28. On a scale of 1-10 (10 being the best), how would you rate your modification experience with your lender/servicer? \_\_\_\_\_
29. Did you submit requested documentation relevant to the modification by the due date?  Yes  No
30. Did you have to resubmit any forms or financial information?  Yes  No
- a. If yes, how often did you resubmit these documents? \_\_\_\_\_
31. Did you ultimately receive a HAMP mortgage modification on a first mortgage?  Yes  No
- a. If yes, were you offered a:
- trial modification  permanent modification  don't know
- b. If you received a permanent modification, how long did it take to go from trial to permanent? \_\_\_\_\_ (months)
- c. Did your HAMP modification include your 2<sup>nd</sup> mortgage?  Yes  No
- i. If yes, was the 2<sup>nd</sup> mortgage extinguished?  Yes  No
- d. Did you receive a non-HAMP modification?  Yes  No  N/A
- i. Did you receive a non-HAMP modification on the first mortgage?  Yes  No
- ii. Did you receive a non-HAMP modification on a second mortgage?  Yes  No
- iii. Was 2<sup>nd</sup> mortgage extinguished?  Yes  No
- e. If awarded a modification, did the modification include any of the following terms?
- Principal forbearance  Principal reduction  Interest Rate reduction
- f. If the loan was restructured or re-amortized (pay-off date revised), how was it changed?
- Longer by \_\_\_\_\_ months  Shorter by \_\_\_\_\_ months
- Missed payments were added to the end of the loan
- g. What was the new monthly mortgage payment? First Mort. \$ \_\_\_\_\_ Second Mort. \$ \_\_\_\_\_
- h. What is the new total amount? First Mort. \$ \_\_\_\_\_ Second Mort. \$ \_\_\_\_\_
- i. What was the prior interest rate? \_\_\_\_\_%

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- j. What is the new interest rate? \_\_\_\_%
  - k. How long will your mortgage remain at the new rate? \_\_\_\_\_ (months)
  - l. After receiving a modification have your monthly payments been made, in full, by the due date?  Yes  No
  - m. If you received a loan modification, what was your total debt to income ratio (include all debt & mortgages)?
    - i. Before the loan modification \_\_\_\_%
    - ii. After the loan modification \_\_\_\_%
32. Were you denied a modification?  Yes  No
- a. If yes, did the servicer communicate the reasons why?  Yes  No
  - b. If yes, did you receive this explanation in writing?  Yes  No
  - c. If yes, did you seek an appeal of the decision?  Yes  No
  - d. If the servicer gave you a reason why, check all that apply:
    - Not all documents submitted
    - Missed payments during trial modification
    - Not primary residence
    - First mortgage greater than \$729,750
    - Net Present Value (NPV) inadequate for modification
    - You are not the owner
    - Ratio of mortgage payment to income was below 31%
    - You received current mortgage after January 1, 2009
33. Are you waiting for a decision about a modification?  Yes  No
- a. If yes, how long has it been since you first applied? \_\_\_\_\_ (months)
34. Did any pending litigation or foreclosure procedures continue during the modification process?  Yes  No
35. Client experiences may be appropriate for enforcement action or other follow up and we would welcome the following optional information:
- Borrower(s) name: \_\_\_\_\_
- Property address: \_\_\_\_\_
- Telephone: \_\_\_\_\_
- Email: \_\_\_\_\_

## *New Ways to Partner!*

Become a Housing Counseling Network (HCN) Partner to receive client referrals, funding opportunities, technical support and important resources to address the challenges your organization faces everyday. HCN serves as a forum for housing counselors to share innovative practices through a partners'-only listserv, issues seminars, specialized training, legislative advocacy, research projects, professional networking opportunities, specialized publications, and local governance and policy assistance.



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