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chfa
homeowner
newsletter

First Quarter 2023 | Issue 1 | Volume VIII



chfa: year in review

CHFA's 2022 Community Report is now available. In the report, learn how CHFA invested \$3 billion to support affordable housing and community development in 2022. Highlights include how CHFA increased community engagement, strengthened programs, and was proud to assist Coloradans by:



Serving more than 6,500 customers through CHFA's home mortgage loan programs



Helping developers create or preserve more than 7,200 affordable rental housing units with multifamily loans and/or Housing Tax Credits



Supporting over 4,200 jobs by serving nearly 600 businesses with business lending programs



Assisting more than 300 communities and nonprofits statewide with CHFA donations, grants, and volunteerism

To learn more about CHFA and our impact on Colorado in 2022, please view our annual Community Report available on chfainfo.com/cr22.

Data accessed between January 10 to February 14, 2023.



chfa homeowner survey results

Thank you to all who participated in the 2022 Homeowner Survey! Your responses will help us enhance our customer service and ensure you are receiving the most useful information to help you remain successful homeowners.

To ensure we are providing quality service across your entire CHFA experience, we asked about your new customer experience, ongoing customer service, and servicing during the close of our relationship as you either paid off or refinanced your mortgage.

We received just under 1,500 survey responses and were thrilled to receive an overall 90 percent satisfaction rate! Below is a breakdown of comments/results from various survey areas:

Loan Servicing Customer Service: 83 percent positive response

While most customers stated they could easily reach loan servicing and their questions were answered in a timely manner, some respondents included the following feedback:

- **Share more information about Your Mortgage Online app.**

Helpful hint: You can use this application to access your loan information; download it from the Google Play store or the Apple Store.

- **Accessing online loan servicing portal is not intuitive.**

Helpful Hint: You can access or set up your account online by

visiting chfainfo.com and clicking on the blue login button in the upper right of the home page screen; then click the "Mortgage Account Login" dropdown menu option.

Whether you access your loan information online or through the app, educational videos are available on such topics as mortgage statement overviews, payment assistance options, and escrow analysis. Closed captioning for these videos is now available in Spanish in addition to English.

Homeownership Impact: 95 percent positive response

Homeownership looks good on you!

- **97%** feel an increased sense of pride
- **94%** believe owning a home will positively impact their children's future
- **94%** consider their quality of life improved

One respondent spoke to the independence homeownership has granted, commenting, "Love being able to renovate even small things and take care of my home, making my own decisions on what needs repaired/maintained better."

Thank you again for your thoughtful feedback and helping us to enhance our customer service.

chfa donates over \$1 million to 73 nonprofits

In December, CHFA announced its Round Three 2022 Direct Effect Award recipients. CHFA's Direct Effect Awards recognize Colorado nonprofit organizations whose missions align with CHFA's. In Round Three, CHFA donated \$1,063,285 to 73 nonprofits through its Direct Effect program, which received 110 applications. The average grant awarded in Round Three was \$14,566 and the maximum grant award amount was \$30,000.

To learn more about the organizations supported, visit chfainfo.com/direct-effect.



heads up: Property Tax Statement

Property taxes assessed in 2022 are billed and payable in 2023. You may have already received a notice from your local county assessor's office regarding your 2022 property tax bill. Please note that this statement is for your records only. Your real estate property taxes are paid through an escrow account established on your behalf by CHFA Loan Servicing. If you have questions about your tax statement, please contact your local county directly.

helpful resource:

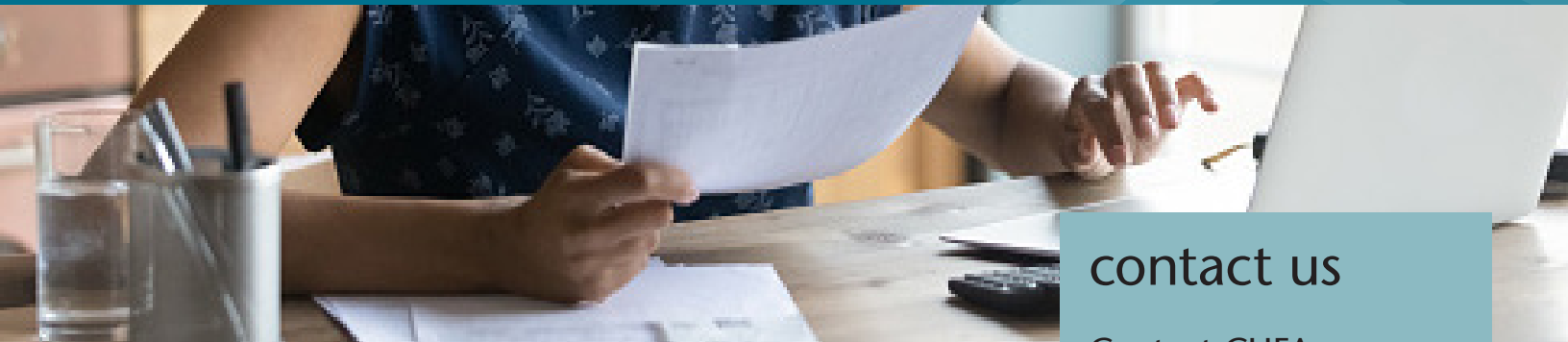
Colorado Housing Connects

Colorado Housing Connects is a housing helpline for renters, buyers, owners, and landlords. Homeowners can access information on avoiding foreclosure, home repair, refinancing, and more. Call 1.844.926.6632 or visit coloradohousingconnects.org.

dates to remember:

First of the month: CHFA mortgage payments are due by the first of each month and late fees may be assessed if a payment is received after the sixteenth of the month. Save a stamp and sign up for ACH payments.

Visit chfainfo.com/payment-options.



contact us

Contact CHFA Loan Servicing at 855.587.8655 as early as possible if you think you might have difficulty making your mortgage payment.

experiencing hardship?

Due to the ongoing pandemic, or another unexpected circumstance, some homeowners may experience financial challenges that could affect their ability to make their mortgage payment. If you are facing hardship, CHFA is here to help.

Finding the Right Option for You

CHFA Loan Servicing will help you determine what options might best fit your needs, depending on your unique circumstances. If you apply for hardship assistance, your mortgage loan may be placed in temporary forbearance for an initial 90-day period and we will discuss your repayment options. There are various repayment options available to CHFA homeowners. CHFA Loan Servicing will provide information to help you choose which option may work best for you.

Additional Resources

Further assistance may be available from the Colorado Department of Local Affairs' Emergency Mortgage Assistance Program (cdola.colorado.gov/emergency-mortgage-assistance) or the Colorado Homeownership Coalition's mortgage assistance program (chchelps.org).

Please note: Information regarding hardship assistance related to COVID-19 is subject to change at any time. The information in this article is current and accurate as of its publication date. Please visit chfainfo.com/covid-19 regularly for updates.

apply

If you are ready to apply for hardship assistance, you may do so online at loansolutioncenter.com. If you wish to speak to someone directly about your options, contact CHFA Loan Servicing's Loss Mitigation team at 866.397.5370.

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303.297.chfa (2432)
800.877.chfa (2432)

western slope

970.241.2341
800.877.8450

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