



did you know?



Tips and Tricks to Delivering Documents

CHFA is experiencing very high volume and is reviewing files as quickly as possible. Please read the tips below to help ensure you will have an efficient file review.

Tip #1: Bulk uploads will increase the processing time in HomeConnectionSM; just processing a single line item upload may take up to one hour.

Tip #2: Uploading a duplicate document or file slows down the processing of the documents.

[Click here to view more document delivery tips on:](#)

- Required documents
- Uploading program compliance files
- Submission of suspend conditions
- When will my suspend conditions be reviewed?
- How can I update my loan amount after CHFA approval?

Training is highly recommended and readily available. [Click here](#) to view options.

CHFA is experiencing very high volume; help ensure an efficient review with these tips.

Please contact us with any questions.

CHFA Home Finance

CustomerServiceDesk@chfainfo.com

303.297.7376 or 888.320.3688 Denver

970.241.2341 or 800.877.8450 Western Slope



With respect to its programs, services, activities, and employment practices, Colorado Housing and Finance Authority does not discriminate on the basis of race, color, religion, sex, age, national origin, disability, or any other protected classification under federal, state, or local law. Requests for reasonable accommodation, the provision of auxiliary aids, or any complaints alleging violation of this nondiscrimination policy should be directed to the Nondiscrimination Coordinator, 1.800.877.2432, TDD/TTY 800.659.2656, CHFA, 1981 Blake Street, Denver, Colorado 80202-1272, available weekdays 8:00am to 5:00pm.