

how to check loan status in homeconnection

colorado housing and finance authority




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homeconnection login page

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 chfa homeconnectionSM

User Name

Password

Forgot Your Password?
If you have forgotten your password or your password has expired, please [click here](#) to reset your password.

Forgot Your User Name?
If you have forgotten your user name [click here](#) to recover your user name.

Site Information

CHFA's interest rates are available by 9:30am MT daily. Rates posted after 10:00pm MT or over holidays/weekends are sample rates from the previous business day and are not to be relied upon for locks. Loan locks may be made Monday through Friday from 9:30am to 10:00pm MT. New Locks will be unavailable on the weekends and holidays.


[Click here](#) to view CHFA's Holiday Schedule.


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- Login to HomeConnection
 - If you do not have a username or password, contact CHFA

pipeline page

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find a loan

my branch my loans all branches recent expiring expired cancelled advanced

bold loan number = lock to purchase review; all other loans require a CHFA pre-closing program compliance review

show 10 entries

loan number	borrower	status	product	options/actions
> 0050073588	Emmett Piker	Reserved	CHFA SmartStep	
> 0050073560	Jenny Shepherd	Pre-Funding - In Process	CHFA FirstStep	
> 0050073542	Colton James	Reserved	CHFA Preferred	

- Find a loan by:
 - Selecting “My Branch”, “My Loans” or “All Branches”
 - In the search box, search by borrowers’ name, social security number, or CHFA loan number

loan information

bold loan number = lock to purchase review; all other loans require a CHFA pre-closing program compliance review

show entries

loan number	borrower	status	product	options/actions
> 0050074630		Reserved	CHFA SmartStep	
v 0050074578		Reserved	CHFA SmartStep	

first loan

address	
lock date	9/30/20
borrower ssn	#### ##-0184
loan amount	\$100,000.00
loan rate	2.872%
expiration date	11/29/20
due date	Pending Receipt
Down Payment As	\$6,400.00

second loan

loan #	0050074587
loan amount	\$4,000.00
loan rate	0%

- Check the status column
- Click on the “>” icon to see loan details
 - Due date line will provide date file will be reviewed on
 - Click the “v” icon to collapse/close the loan detail

status definitions – program compliance

- Compliance statuses – review prior to closing, non-bolded loan number
 - Reserved – lender has locked the loan; documents are pending, or file has not checked in for review
 - Compliance in Process – file has checked in for review
 - Compliance Suspended – file has been suspended for conditions
 - Under Management Review – file has been escalated to a manager for review
 - Compliance Denied – file did not meet CHFA requirements
 - Compliance Approved – file has been approved for closing per CHFA requirements

status definitions – purchase and final documents

- Compliance Approved – file has not checked in for purchase review
- Reserved - file has not checked in for purchase review
- Data Validation Complete - file has not checked in for purchase review
- Pre-Funding in Process – file has checked in for purchase review
- Pre-Funding Suspended – file has been suspended for conditions
- Under Management Review – file has been escalated to a manager for review
- Pre-Funding Denied– file did not meet CHFA requirements
- Pre-Funding Approved or Funding In Process – file has been approved per CHFA requirements to purchase and is in the funding queue
- Post Closing Outstanding – pending final documents
- Post Closing Complete – file has been completed
- Subject to Repurchase – final documents were not received within required timelines

file has not checked in for review

- Open the document delivery system
 - Red asterisk documents are required for file check in
 - Look for any “open” or “pending” documents
 - Upload open documents
 - Pending documents – contact CHFA
- Re-check status of file in 2 business hours

contact information

- toll free: (888) 320-3688
- email: customerservicedesk@chfainfo.com



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thank you!
