



MEMORANDUM

TO: NIFA Participating Lenders
FROM: Jacki Young, Chief Homeownership Officer
DATE: January 8, 2018
SUBJECT: Memo #18-01, New Homeownership Initiatives

Happy New Year to everyone! This is a time when we look back at our accomplishments from last year and look forward with optimism on opportunities ahead of us. The NIFA Homeownership Team is focusing on the development of new initiatives that will “Improve the Customer and Partner Experience” with our program. At this time, we are excited to share a few initiatives in progress.

Communications

In addition to sending memorandums for program announcements, we have created a tool called Homeownership Highlights for distribution to Participating Lenders every week. This tool provides a snapshot of our interest rates, workflow, production charts and miscellaneous information. Attached is our first edition. We hope you feel it is helpful information and very much encourage feedback to make improvements.

NIFA launched a new website in October. The new site has a fresh look, easier to navigate, is mobile friendly and includes more information for homebuyers, lenders and real estate agents. One feature is a tool that allows potential homebuyers to check their household income for program eligibility. The system will generate a Homebuyer Certificate that provides instructions on the next steps in the buying process. The first step is to contact a Participating Lender for more information about being pre-approved for a NIFA loan.

Starting for loans reserved in February, we will begin to capture borrower email addresses to use for post-closing satisfaction surveys. It is important for NIFA to gather feedback from borrowers to determine their overall experience with our program. We will be sending out a memorandum in the next couple of weeks to let you know how we plan to gather this information.



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Training & Education

Other than our annual training events, we recognize there is a need for more training opportunities to better support sales and operations staff. We know being out of the office to attend training events makes it impossible for everyone to participate. Therefore, we are working on the development of eLearning courses that are informative, fun and interactive to build your knowledge of NIFA's programs and processes. The first series is for Loan Officers and our goal is to release the course in March.

Our annual lender training events will be held on Tuesday, April 24th in North Platte and Wednesday, April 25th in Omaha. Stay tuned, as more information will be coming soon!

Compliance Reviews

We know there are extra steps to process NIFA loans. It is important for our team to find the right balance of documentation for our files to meet federal tax laws and IRS requirements. We continue to evaluate our review processes to identify opportunities to further streamline and reduce the amount of time it takes to originate a loan in our program.

We have been hearing from many of you for the need to allow eSignatures on NIFA program documents. In response, we are working on the development of an eSignature policy. Our goal is to release a policy within the next 30 days.

Please let us know if you have any questions. We are always open to any comments or suggestions you have that will improve your experience working with NIFA!



HOMEOWNERSHIP HIGHLIGHTS

1.8.18

Interest Rates- [click here for entire Information Sheet](#)

Program Name	Government Loan Rate	Conventional Loan Rate
Military Home	3.25%*	Not available
First Home Plus	3.50%*	3.75%*
First Home Focused	3.50%*	3.75%*
Homebuyer Assistance (HBA)	4.00%*	4.25%*
	1st Loan Rate	1st Loan Rate
	1.00%*	1.00%*
	2nd Loan Rate	2nd Loan Rate

*This is not an advertisement for credit as defined in Regulation Z. Contact a NIFA participating lender for Annual Percentage Rate ("APR") information. Our interest rates are subject to change from time to time without prior notice.

Work Flow

Team is currently working on submissions dated 1/5/18

Submission Date	Loan Conditions	Pre-Closing Files	HBA Second Files	Post-Closing Files	Total Submissions
01/01/18	0	0	0	0	0
01/02/18	16	7	1	18	42
01/03/18	15	6	2	12	35
01/04/18	14	10	3	7	34
01/05/18	16	11	7	7	41
Totals	61	34	13	44	152

NIFA Notes

MARK YOUR CALENDARS!!

NIFA Housing Innovation Market Place
 March 13-14, 2018 – La Vista Conference Center
NIFA Lender Training Dates: April 24th & 25th 2018.
 April 24th – North Platte, Holiday Inn Express
 April 25th – Omaha, Embassy Suites

GRANT FUNDS

We are currently out of grant funds and appreciate your help in offering the funds to homebuyers. The team will reach out to you if more grant funds will be available in the future.

NIFA OFFICES CLOSED

Monday January 15, 2018 in observance of Martin Luther King Jr. Day

Production

