

# Frequently Asked Questions - Beyond Housing's Foreclosure Intervention Department

## **1. How can Beyond Housing's Foreclosure Intervention counselors assist me?**

Beyond Housing's counselors can assist you in several ways. Housing counselors will help you assess your situation and explain the various options you have available to you. We will also help you create a "crisis budget" to help you get through your financial hardship. We will help you put together a workout packet and send it to your mortgage company. We also communicate with your lender throughout the process and advocate on your behalf.

## **2. How do I make an appointment to speak with a housing counselor?**

To make an appointment, call our department Coordinator at 314-533-0600 extension 22. The Coordinator will ask you a brief series of intake questions so that we can learn more about your situation. She will then send you out a packet of paperwork that needs to be completed and returned. Once we have a complete packet, the Coordinator will set up an appointment for you to meet with a housing counselor.

## **3. How much do you charge for your services?**

We provide our services free of charge and are funded by HUD and the National Foreclosure Mitigation Counseling Program which was established by Congress to address the national foreclosure crisis.

## **4. Why do I need to complete paperwork before meeting with my housing counselor?**

It is crucial that we receive a complete packet of paperwork from you prior to your counseling session. Our housing counselors review your information before meeting with you. This gives them the opportunity to evaluate your information for various programs. When we have the paperwork ahead of time, we can also send a packet to your mortgage company shortly after meeting with you.

**5. Do you provide financial assistance to homeowners who are behind on their mortgage?**

Sometimes we have access to a modest amount of “rescue funds” for qualified homeowners who have overcome the hardship and can make mortgage payments. There are several requirements you will need to meet to qualify for funds. The only way for us to know if this is an option for you is to get a complete packet of paperwork and meet with you for a counseling session.

**6. I’ve met with my housing counselor. Now what?**

Now that you’ve met with your housing counselor, you should continue to follow up with your assigned counselor and let them know about any changes to your situation and/or any communication from your mortgage company. If we sent paperwork to your mortgage company on your behalf, you will also need to follow-up with your mortgage company once every couple of weeks to check on the status of your application.

**7. I spoke with a company that promised they could lower the interest rate on my mortgage or modify my loan. How does your organization differ from this company?**

Beyond Housing is a HUD certified agency and a not-for-profit organization that has been doing work in the community for over 35 years. Our foreclosure counseling is FREE. There are many “for profit” companies that make a lot of promises about what they can do for you and charge you a fee for their services. Only the mortgage company can modify your loan. If a company is charging you to work on a modification and promising you a certain result, they are scamming you. Stay away from any organization asking you for money or making promises that seem “too good to be true”.