

7 – RESERVATION PROCESS



IN GENERAL

House Key Program funds may be reserved pursuant to a first-come, first-served reservation system funded from a statewide pool of funds. Funds may be reserved once an individual has a fully executed (signed by both buyer and seller) Purchase and Sale Agreement, has demonstrated completion of a Commission sponsored Homebuyer Education seminar, has completed a loan application with a Mortgage Lender, and appears to meet Program compliance.

MAKING A RESERVATION

The Mortgage Lender can reserve funds using the On-line Reservation System described in the following pages of this section. Rate Locks on a reservation may be made from 9:00 am – 4:00 pm Prevailing Pacific Time Monday through Friday excluding holidays.

LENGTH OF A RESERVATION

The length of the reservation will be announced with each program announcement. If the complete Post Compliance Review Package is not received and approved by the Commission on or before the expiration date, the reservation is automatically cancelled.

CHANGES TO A RESERVATION

Changes to a loan reservation can be made by completing and submitting the “Reservation Change Request” form found on our website to lockdesk@wshfc.org.

Changes can be made for the following reasons:

1. Increasing or decreasing the loan amount (subject to the availability of funds)
2. Increasing or decreasing the purchase price
3. Adding or deleting Borrower; however, one of the original Borrowers must remain with the reservation.
4. Changing from one loan type to another (i.e., conventional to FHA).
5. Adding or changing Downpayment Assistance.
6. Request to change the rate and fee option corresponding to the date of original reservation.

If there is a change in the property being purchased (or the lot number for new construction), the Mortgage Lender must cancel the original reservation at the old address and re-register a new reservation at the new address.

If a Pre-Closing Compliance file has already been submitted for the old address, please submit new purchase and sale contract, loan application, acquisition cost certification, and new Pre-Closing Compliance Review Checklist with new WSHFC reservation number.

EXPIRED RESERVATIONS

The Commission's loan reservation policy authorizes the Lender to make a reservation for funds on behalf of the borrower(s) for a set period of time (lock period). After completing the reservation, the Lender may not cancel and re-reserve funds to obtain a lower interest rate. This policy applies to both existing and expired loan reservations. Extensions to existing or expired reservations are at the sole discretion of the Commission.

In the event the purchase and sale contract is terminated, the Lender must cancel the loan reservation immediately. If the borrower subsequently enters into contract for a different property, the Lender may complete a new reservation for funds subject to current interest rates.

CANCELED RESERVATIONS

Lenders can cancel their reservation on-line until a file is submitted for pre-closing compliance approval and then afterwards by emailing homedocs@wshfc.org. Once a loan reservation is canceled, the funds previously reserved through the Mortgage Lender for that Borrower must be returned to the pool for use by the next applicant. If a lender needs to reserve funds for the same property, the lender must wait 60 days from the date of cancellation in order to re-reserve. The funds cannot be transferred to another of the Mortgage Lender's files.

RESERVATION TRANSFER

At the Borrower's option, a Mortgage Lender may request that a reservation be transferred to the requesting Mortgage Lender from the Mortgage Lender who made the original reservation. This can be done by submitting a letter from the Borrower to the Commission. The requesting Mortgage lender must include a cover letter that outlines the situation and includes their certification number, bank number, and branch number and a letter from the Borrower requesting the transfer. This must be done prior to the original Mortgage Lender canceling the reservation. Only one transfer per Borrower is allowed. A Borrower may not have more than one reservation any one time. A reservation may not be transferred to another borrower or to another property.

WAITING LIST

Reservations received by the Commission after all Program funds have been allocated will be placed on a waiting list. Mortgage Lenders are encouraged to use the waiting list to insure applicants will be first in line for the next available funds and/or be moved up on the waiting list

as reservations are canceled or rejected. A wait list confirmation letter can be printed from the system to show Borrower is on wait list.

STATUS OF LOANS

Mortgage Lenders can review status of loans on-line on a regular basis. See the **Loan Tracking Status** section of this chapter for further information and instructions.

ON-LINE RESERVATION SYSTEM

To access the On-line Reservation System, type in the following Internet address:

<https://lenders.wshfc.org/Bin/Display.exe/ShowSection>

Following are step-by-step instructions for entering data onto each screen of the On-line Reservation system:

Loan Originator Logon Screen

1. System Login
2. User Name and Password

All loan originators registered with the Commission will receive a User Name and Password from the Commission prior to being authorized to enter new reservations. All other personnel, unless authorized in writing by the Mortgage Lender's contact will receive a User Name and Password to view the pipeline status of loans. For security purposes, if prompted to change your password, the new password must be a minimum of 3 characters with upper and lower case letters and numbers.

3. Login

If all of the information you have entered on the User Name and Password is correct, click the Login button.

4. Clear

If the information you have entered on the User Name or Password is incorrect, move back to the appropriate field, clear and re-input the data.

On the next screen displayed, select the **New Reservation** tab to bring up program options screen.

Available 1st Mortgage Options

- 1 Select a 1st Mortgage Program by clicking on the + sign to expand available options.
- 2 Click on the appropriate 1st mortgage program option
- 3 Once you have selected your 1st mortgage loan type, you will be prompted to choose a 2nd mortgage. If there is no 2nd mortgage click on "Continue **Without** Additional Mortgage(s) to continue reserving only a 1st mortgage.

- 4 Click on the radio dial next to the applicable 2nd mortgage program then click “Continue With Additional Mortgage(s).

Loan Information Screen

All data for both 1st and 2nd loan reservations are entered on one screen.

Fields marked with an * are required.

First Mortgage Section:

Lender Loan Number

Loan Type (select appropriate entry from the drop down box)

Loan Amount (use whole dollars only)

Loan Term (360 months only option from drop down box)

Interest Rate (will correspond with current day lock rates in drop down box)

Second Mortgage Section, if applicable:

Loan Amount (rounded down to nearest dollar).

Borrower Section:

1. First Name, Middle Initial and Last Name (IN ALL CAPS)
2. Borrower Social Security Number (No dashes)
3. Sex—M/F
4. Ethnicity
5. Marital Status

Current Address Section: This section is optional.

If you have a co-borrower or co-signor check the appropriate box and complete required fields.

When all of the information is keyed, click on the **Submit** button at the bottom of the screen.

If information entered is incorrect there are two possible error codes you may receive:

Reservation is DENIED for the following reason(s).

Or if a required field (*) is missing data.

Confirmation of On-Line Reservation

Upon completion and submission of the reservation lender will receive a Reservation Accepted confirmation. You may view or print the lock reservation.

Tracking Loan Status

All loans can be reviewed on line using individual Originator codes/passwords or by using back office codes/passwords assigned to each Lender personnel.

Lenders may check the status of a loan. Choose the “Loan Status” tab from the menu bar. You may search for the loan by using the WSHFC loan number, Lender Loan number, Borrower name or social security number.

Once the loan have been found, choose the appropriate action from the “Actions Menu”.

“View”—This will provide you the loan details including loan terms, current status, outstanding conditions and name of Commission file reviewer.

“Reprint”—This will allow lender to save or re-print the reservation confirmation

“PDF Docs”—Access all of the PDF documents available for the file. You may generate the pre-closing checklist, FHA DPA Award and DPA Commitment Letters, 2nd mortgage Notes and Deed of Trust or program documents pertaining to the file. Check the appropriate box of item to print and click “Generate Documents” tab.

“eDocs”—Section to upload files and conditions.