SINGLE FAMILY LENDERS' GUIDE

MISSION

The mission of the Louisiana Housing Corporation is to ensure that every Louisiana resident is granted an opportunity to obtain safe, affordable, energy efficient housing.

Each day this ongoing challenge is met by a dedicated staff of professionals who allocate federal and state funds to help low to moderate income citizens make their housing dreams a reality.

Louisiana Housing Corporation

Louisiana Home Starts Here Program

HomeStart Assist
HomeStart Plus
HomeStart Advantage
HomeStart Ready

Published 09/10/26

EQUAL HOUSING OPPORTUNITY

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INTRODUCTION

SINGLE FAMILY MORTGAGE REVENUE BOND PROGRAM

This Lenders' Guide is intended to serve as a reference tool for the Corporation's Single Family Mortgage Revenue Bond and CDBG Disaster Programs. The documents and instructions contained in this Lenders' Guide should be used for the reservation of funds and the compliance process. All program documents are available using the eHousingPlus eHP FrontPorch portal. The Lenders' Guide and Program documents may be updated at the Corporation's discretion.

FAIR HOUSING

The LHC is committed to ensuring that every Louisiana resident is granted an opportunity to obtain safe, affordable, energy-efficient housing. To effectively meet its mission, the LHC must guarantee that housing opportunities are afforded to our citizens without regard to their race, color, national origin, religion, sex, familial status, or disability. Over the last several years, the LHC has developed a renewed and fortified focus on fair housing throughout Louisiana. This focus has been directed at providing fair housing related services including education and outreach to all involved in the housing process – from developers to landlords to realtors and tenants and homebuyers.

ROLES OF PROGRAM PARTNERS

ISSUER

The Louisiana Housing Corporation issues the bonds and in conjunction with working group members (Financial Advisors, Bond Counsels, Issuer's Counsel, Underwriters, Program Administrator, Master Servicer and Trustee) develops a bond and program structure.
LHC's Employer Identification Number (EIN): 45-4619102

PROGRAM ADMINISTRATOR

eHousingPlus maintains the program reservation system, eHPortal, and eHP FrontPorch, program websites; publishes the Single-Family Guidelines, forms, and training materials; provides system and on-demand program training via eHPUniversity; responds to lender questions regarding program requirements and system processes; receives and reviews first mortgage compliance files; identifies, posts, and communicates compliance exceptions; and issues final compliance approval.

PARTICIPATING LENDERS

Participating Correspondent Lenders qualify borrowers, originate loans, close and deliver a post closing compliance file to eHousingPlus and the mortgage file to the Master Servicer for purchase. All lenders must execute Mortgage Origination Agreements for Tax Exempt Bond Program, HOME/MRB Tax Exempt Bond Program (if available), Taxable Bond Program, and Premier Program Application prior to participation.

MASTER SERVICER

Lakeview/Bayview serves as the Master Servicer for all first and second mortgage loans originated through Louisiana Housing's Home Starts Here Program. It purchases, funds, and services the program loans; provides Participating Lenders with training and assistance regarding loan delivery and purchase requirements; and notifies lenders of any credit or collateral file exceptions identified during the loan review process.

LOAN DELIVERY TIMELINE

All Government and Conventional first and second mortgage loans must be purchased within 60 calendar days of loan reservation in the eHousingPlus eHPortal.

Reservation to Underwriter Certification and to Loan Purchase = 60 days

All loans that have not been underwriter certified by day 60 from reservation date will automatically cancel. If the loan is underwriter certified by day 60, it will not auto-cancel. The loan will instead, extend automatically with no further action required by the Lender.

Extension Fee

15 days 0.125%, 30 days 0.250%, 45 days 0.375%, 60 days 0.500%

Loans purchased after the maximum delivery date are subject to re-pricing costs and possible late purchase fees. These costs will be netted from the Participating Lender's Service Release Premium (SRP) at loan purchase.

Loans delivered to Lakeview (that have been underwriter certified by day 60) but not purchased by day 60 will NOT be cancelled.

LOAN CANCELLATION AND CHANGES

For loans cancelled in the eHPortal but still closing in the Louisiana Housing Corporation Program. What do I do get the loan reinstated?

- Click on this link and complete the reinstatement request.
- Reinstatement requests are taken by eHousingPlus between 8:00AM - 4:00PM CT (Business days excluding holidays).
- Any cancelled loan will require eHousingPlus to verify if there would be a pricing adjustment to reinstate. Pricing adjustments will be netted at purchase.
- Loans reserved and cancelled the same day may be reinstated with the original reservation date, only if requested prior to 4:00pm CT on the day the loan was reserved.

What if a borrower changes lenders?

A borrower may not improve their interest rate by changing lenders. For any active loan or loan that has been cancelled within the last 60 days, the borrower will receive the higher of the previous locked rate or current rate, if higher.

- Contact eHousingPlus to clear loan for re-reserving if cancelled and follow up with new loan number when locked so that rate adjustment can be made.
- This does not apply if the borrower is purchasing a different property from the original reservation.
- eHousingPlus will NOT cancel the loan. The Lender that made the initial reservation must cancel the loan.

What if the property changes?

This will require the Lender to cancel the loan, then, complete the Clear Flags request to have the flags cleared for the borrower.

UNDERSTANDING THE PROCESS FOR NEW LOAN RESERVATIONS SEPT. 9TH AND AFTER

Step 1	Once Lenders have attended training online and have been given system access, Lenders can then qualify borrowers for the first and second mortgage based on all applicable Agency, Lakeview and LHC Program requirements. Lenders should confirm borrower(s) have attended and completed an approved homebuyer education course.
Step 2	Lenders collect all necessary documentation from borrower(s) for confirmation of eligibility to participate in the LHC Home Starts Here Program.
Step 3	Once a fully executed sales contract is obtained and Lender has taken a loan application in their origination system, provide Program disclosures to borrower(s). In order to meet loan delivery/purchase timelines, it is recommended that lenders do not reserve the first and second mortgages in the eHousingPlus eHPortal until their underwriter is ready to certify the loan.
Step 4	Loans are certified by the Lender's underwriter for compliance with all Program requirements and data consistency. **Underwriter Certification should be completed no later than 60 calendar days from reservation.**
Step 5	Program closing documents and the second mortgage documents are pulled from eHP FrontPorch using the Digital Docs App, for forwarding to the closing company along with all Lender generated first mortgage loan documents.
Step 6	Loan closes and Lenders submit a Program compliance file to eHousingPlus via eHP FrontPorch using the , for review/approval and a closed first and second mortgage loan file to Lakeview for purchase review and approval of credit file and collateral documents.
Step 7	eHousing issues exceptions (if any) to Lenders for loan files that are non-compliant with Program requirements. Lakeview issues exceptions (if any) to Lenders for loan files that are deficient in loan documentation and/or do not satisfy Agency or Lakeview requirements.
Step 8	Lenders submit necessary documentation or "cures" to clear loan for purchase to eHousing via eHP FrontPorch, and/or Lakeview. Eligible loans are then purchased by Lakeview and Lenders are reimbursed the net amount of table funded first and second mortgages in addition to an Service Release Premium (SRP). **Reservation to Purchase = 60 calendar days.**
Step 9	Lenders submit any final trailing documentation to Lakeview.

Training and User Credentials

Each person who will access the eHousingPlus systems must complete the training required for their specific role. Training is assigned to the individual, and user credentials should not be shared.

To begin, register for training through the eHPUniversity. Users may complete the available on-demand training modules at their convenience.

After the required training has been completed, eHousingPlus will issue credentials to new users. Existing users will have their credentials updated to include access to the applicable Louisiana Housing Corporation HomeStart programs. The user will receive a system-generated email when access has been established or updated.

Credentials are generally issued after training completion and verification. Users should allow sufficient processing time and complete training before they need to reserve or process a loan.

TERMS AND CONDITIONS

PROGRAM AREA

Bond proceeds may be used to finance mortgage loans for the purchase of residences throughout the State of Louisiana only.

PROGRAM ANNOUNCEMENT

New programs are announced through a Program Notice and or Bulletin emailed to all approved lenders containing the following information:

- Start Date
- Programs, Rates
- Amounts Allocated
- Program Deadlines

DAILY RATE LOCK AVAILABILITY

Reservations in this program are available Monday - Friday 9:00 a.m. - 6:00 p.m. Central Time excluding holidays.

ACCEPTABLE LOAN TYPES

Mortgage loans delivered for purchase must be Fannie, Freddie Mac, FHA, VA, or RD, and must be eligible for pooling in mortgage-backed securities guaranteed by Fannie Mae, Freddie Mac or GNMA as set forth in the applicable guidelines of Fannie Mae, Freddie Mac or GNMA. Loans must be 30-year fixed rate, first mortgages. Down payment requirements are determined by mortgage type. Certain restrictions also apply by loan type and compliance requirements. Please ensure that all applicable parameters are met for loan purchase by the Master Servicer.

RATES

Interest rates are posted daily to the eHousingPlus web page for the Home Starts Here Program. Interest Rates are always subject to change. Prior to making a reservation, lenders should always confirm the rate. Rates may change during the business day. Interest rates are set by the program and cannot be changed. Lenders must use the published rates. Buy downs are not allowed.

DEFINITIONS

The following definitions apply throughout these Lender Guidelines. Unless otherwise stated, terms defined by the applicable insurer, guarantor, GSE, federal regulation, or loan product guidelines retain those meanings.

Acquisition Cost

The TOTAL ACQUISITION COST of the property includes all amounts paid previously or in the future, in cash or in kind by the Mortgagor(s) or any other person(s) to or for the benefit of the seller(s); points paid by the seller(s) excluding "usual and reasonable settlement and financing costs," additional amounts paid for fixtures under state law (i.e, light fixtures, window treatments, floor carpeting; capitalized value using discount rate established by the Issuer of ground rent, (leasehold estate); additional amounts to be paid if dwelling is incomplete or unfinished for which a written estimate of completion cost is attached; additional amounts for land purchased separately and not owned by the mortgagor(s) for at least two (2) years prior to the commencement of construction of the residence; and other amounts including any agreements, whether oral or written, property taxes in excess of the mortgagor(s) pro-rata share and settlement and financing costs in excess of the usual and reasonable costs, hook-up, tap-in, site improvements, architectural and builder fees, permits, subcontracted items, construction loan interest and commissions. Apart from any normal real estate agents' commissions, no money is being paid, no promissory note is being delivered, nor is anything else of value (including, without limitation, personal property) being exchanged for or transferred to the seller of the residence or any other persons by me, or to my knowledge, by any other person in connection with the residence except as itemized with the amount of their purchase price that does not exceed their fair market value and attached hereto and incorporated into this Affidavit.

Appraisal

The appraisal must indicate that the home has at least a 30 year remaining useful life.

Agency

The federal agency insuring or guaranteeing the first mortgage loan, including the Federal Housing Administration (FHA), U.S. Department of Veterans Affairs (VA), or U.S. Department of Agriculture Rural Development (RD).

Annual Household Income

The projected gross annual income expected to be received during the 12-month period following loan closing by the borrower, spouse, and other household members whose income is required to be included under the applicable Program. Annual Household Income is used to determine Program eligibility and may differ from the qualifying income used to underwrite the first mortgage.

Area Median Income (AMI)

The median family or household income for a geographic area, as published by HUD or another applicable source and adjusted as required by the Program.

Assistance

Funds provided through an LHC Program to assist with the borrower's down payment, closing costs, prepaid items, or other Program-permitted expenses. Assistance may be structured as a grant, forgivable second mortgage, or deferred second mortgage.

Assumptions

Loan assumptions are not allowed on the LHC Home Starts Here program loans.

Automated Underwriting System (AUS)

An automated system used to evaluate a mortgage loan application, including Fannie Mae Desktop Underwriter (DU), Freddie Mac Loan Product Advisor (LPA), FHA TOTAL Mortgage Scorecard, or another system permitted by the applicable loan product.

Borrower

Any person obligated on the first mortgage note. Unless the applicable Program provides otherwise, each Borrower must occupy the property as a principal residence.

Business Day

Any day other than a Saturday, Sunday, federal holiday, or day on which LHC, eHousingPlus, or the Master Servicer is closed for regular business.

Cash Back

The Borrower may not receive funds in excess of Paid Outside of Closing (POC) items, gifts from family/friends, and Earnest Money Deposit (EMD) back at closing. Costs must be shown as POC on the Closing Disclosure to be included in allowable cash back to borrower. LHC does not allow any principal reductions.

Citizenship
Mortgages are provided to U.S. citizens, permanent resident aliens, or to non- permanent resident aliens provided the borrower occupies the property as a principal residence, has a valid Social Security Number (SSN), and is eligible to work in the United States. Originating Lenders are required to certify that borrowers meet these guidelines.

Closing Date
The date on which the borrower executes the first mortgage note and related closing documents.

Co-Signer
A person who signs the first mortgage note but does not occupy the property and does not hold an ownership interest in the property. Co-signers are permitted only when allowed by the applicable Program and loan product.

Compliance Approval
Confirmation from eHousingPlus that the loan satisfies the applicable LHC Program requirements based on the documentation submitted in the Compliance File. Compliance Approval does not replace the lender's credit underwriting or property eligibility determination.

Compliance File
The Program documents and supporting documentation submitted through eHP FrontPorch for review by eHousingPlus.

Compliance Review
The review performed by eHousingPlus to determine whether the loan complies with LHC Program requirements, including applicable income, purchase price, first-time homebuyer, property, assistance, and documentation requirements.

Credit Score Requirement
All loans reserved **MUST** have a minimum credit score of **640**. Loans with a score **less than 640** are not eligible. Borrower must have at least 2 credit scores for MRB Programs and all 3 credit scores for CDBG Programs. Manufactured Housing will required a credit score of at least **660**.

Current Annual Household Income
The gross income anticipated to be received by the household during the 12 months following loan closing. Current Annual Household Income is calculated in accordance with the applicable Program requirements and is not limited to income used to qualify for the first mortgage.

Debt-to-Income Ratio (DTI)
The percentage of a borrower's gross qualifying monthly income used to pay recurring monthly debts, including the proposed housing payment. The loan must comply with the applicable Program's maximum DTI and any more restrictive agency, GSE, AUS, or Master Servicer requirement.

Down Payment Assistance (DPA)
Financial assistance provided in connection with an eligible first mortgage loan. Depending on the Program, DPA may be provided as a grant, forgivable second mortgage, or deferred second mortgage.

eHousingPlus (eHP)
The Program Administrator responsible for maintaining the Program reservation system and websites; publishing Lender Guidelines, forms, and training materials; providing system and Program training; answering Program and system questions; and reviewing Compliance Files.

eHPortal
The eHousingPlus online system used by Participating Lenders to reserve loans, complete required certifications, monitor loan status, and perform other Program-related functions.

eHP FrontPorch
The eHousingPlus online system through which Participating Lenders access Program forms, upload Compliance Files, review exceptions, and submit conditions.

Eligible Borrower
A borrower who satisfies the requirements of the applicable LHC Program, first mortgage loan product, insurer or guarantor, GSE, and Master Servicer.

Eligible Property
A residential property located in Louisiana that satisfies the occupancy, property type, condition, purchase price, appraisal, insurance, and other requirements of the applicable Program and first mortgage loan product.

First-Time Homebuyer – HomeStart Assist and HomeStart Plus ONLY
A person who has not had an ownership interest in a principal residence during the three-year period ending on the date the new residence is purchased. The requirement also applies to the borrower's spouse when required by the Program. Program-specific exceptions may apply to eligible veterans, displaced homemakers, single parents, or borrowers purchasing in designated Targeted Areas.

Verification of first-time buyer status
The following evidence is required and must be included with each loan submission file (compliance file) EXCEPT for borrowers utilizing the Veterans Exception or purchasing in a Targeted Area:

A Fraud Report is required for all borrowers. Include ALL pages of the Fraud Report. The Lender must CLEARLY identify (using highlight or asterisks) the borrower property current ownership and three year history. On page one of the report, please include notation to identify the Fraud Report page number, without this identification, the file cannot be compliance approved.

A Real Property Search is required for a Non-Purchasing Spouse (NPS), in the parish in which the NPS lives. The results of the search must be printed and included as part of the eHousingPlus compliance file submitted post-closing.

Fraud Report Tips
Companies that provide the Fraud Report include Lexis Nexis, Drive (Data Verify) and Fraud Guard (First American Data).

- Make sure that the Fraud Report is a complete report and includes the section for Real Estate Owned. That is something that is not standard and needs to be included.
- MERS only is not acceptable that only shows any registered loans with MERS and not all are.
- If the loan has a NPS, we must have a title search for that NPS in the parish where they reside. If they include the NPS on the Fraud Report, that will suffice.
- If NPS is not on report, must go to parish website where spouse resides and pull property search there, print and upload. We cannot accept Title Company search or credit report. Credit report only shows residence history, not necessarily ownership.

Forgivable Second Mortgage
A subordinate mortgage loan for which repayment is deferred and the outstanding principal is forgiven according to the schedule established by the applicable Program, provided all occupancy and other Program requirements are satisfied.

Front-End Ratio
The percentage of the borrower's gross qualifying monthly income used for the proposed monthly housing expense, including principal, interest, real estate taxes, hazard insurance, flood insurance, mortgage insurance, homeowners' association dues, and other applicable housing expenses.

Government-Sponsored Enterprise (GSE)
Fannie Mae or Freddie Mac.

Homebuyer Education
HomeStart Assist, HomeStart Advantage, HomeStart Plus require at least one occupying borrower attend Homebuyer Education. HomeStart Ready requires only first-time buyers attend Homebuyer Education. Borrowers can take training from any HUD approved Counseling Agency. Below are some acceptable online resources:

• [eHome America]
• [Framework]
• [Home Trek]
• [Finally! Home]
For a complete list of vendors in the country, visit www.hud.gov then search for counseling agencies.
Fannie Mae's HomeView, Freddie Mac's CreditSmart, and MI companies' courses are not acceptable.
(Rev. 09/10/26)

Homeowners Insurance
All LHC Home Starts Here Program loans will require Homeowner's Insurance equal to the full first mortgage amount. Additionally, the Pathways Program will increase coverage to include both the first and second mortgage amounts.

The maximum allowable deductible for all property types is 5% of the face amount of the insurance policy. When a policy provides for a separate wind-loss deductible (either in the policy itself or in a separate endorsement), that deductible must be no greater than 5% of the face amount of the policy.
Replacement Cost Value (RCV) will be accepted if the coverage amount is 100% and meets the requirements set forth above. LHC will use the appraisal valuation of the land in the determination of RCV.

Household Member
A person who will occupy the property as a principal residence and whose income must be considered under the applicable Program. "Household Member" does not include foster children; live-in aides and children of live-in aides; unborn children; and children being pursued for legal custody or adoption who are not currently living with the household. Louisiana Law does not recognize marriage separations. Estranged spouses will be included as household members and must be included in all calculations. Only a final divorce decree can remove an estranged spouse from the household.

Income Limit
The maximum Annual Household Income or qualifying borrower income permitted under the applicable Program. Income limits may vary by Program, parish, household size, AMI, or Targeted Area designation.

Loan Reservation
The registration of a loan in the eHPortal that establishes the applicable Program, interest rate, assistance option, and delivery timeline, subject to funding availability and final Program eligibility.

Louisiana Housing Corporation (LHC)
The housing finance agency offering the single-family homeownership Programs described in these Lender Guidelines.

Manufactured Homes
- Permitted with FHA, USDA-RD, Fannie Mae and Freddie Mac
- Not permitted with VA
- Minimum 660 FICO
- Maximum DTI 45%
- AUS: Approve/Eligible
- No Manual Underwriting
- Leaseholds not eligible
- Manufactured after 1994
- Titled as real estate
- Permanently affixed
- Eligible for 30 year financing
- Single Wide is conventional loan products only

A residential structure constructed in a factory and transported to a permanent site that is permanently affixed, titled as real property, and satisfies the applicable Program, agency, GSE, appraisal, and Master Servicer requirements. Mobile or manufactured homes that do not meet these requirements are not eligible.
If a prospective borrower has owned a mobile home within the prior 3 year period, adequate proof must be obtained that the borrower **did not file homestead exemption**, regardless if they owned the actual land where the mobile home resided.

Master Servicer
Lakeview/Bayview, which purchases, funds, and services eligible first and second mortgage loans originated through the LHC Programs. The Master Servicer establishes loan delivery, credit, collateral, and purchase requirements.

Maximum Permissible Purchase Price
The maximum purchase price permitted under the applicable Program. The limit may vary based on parish, property type, Targeted Area designation, agency loan limit, conforming loan limit, or other Program criteria.

Minimum Borrower Contribution
HomeStart Plus Only
HomeStart Plus borrowers must contribute the greater of 1% of the purchase price or $1,500 from the borrower's own funds. Gift funds and lender or seller credits may not be used to satisfy this required minimum contribution.
(Rev. 09/10/26)

HomeStart Assist, HomeStart Advantage and HomeStart Ready do not impose a separate LHC minimum borrower contribution. The required down payment, closing costs and acceptable sources of funds are determined by the applicable first-mortgage loan product and Master Servicer requirements. (Rev. 09/10/26)

Non-Occupant Co-Borrower (Non-Occupant Co-Signer)
Allowable only with FHA loans. A person obligated on the first mortgage note who will not occupy the property as a principal residence and will not be listed on the mortgage, title or deed. Non-occupant co-borrowers are not permitted to have any ownership interest in the property. Essentially a loan guarantor only. Does not need to be a first-time buyer or attend homebuyer education.

Non-Purchasing Spouse
The non-purchasing spouse may not be on title, have any vested interest in the property, be on the purchase agreement, or be added to title after loan closing unless specifically required by the loan product. All individuals that will be on the title must comply with all the eligibility requirements. Borrowers and spouses cannot have owned principal residence in the past three years unless present property being purchased is in a targeted area. The spouse's income, property ownership, first-time homebuyer status, debts, signatures, or other information may be required under the applicable Program, state law, or loan product.

Owner Occupancy
The borrower's use of the financed property as the borrower's principal, permanent, and full-time residence within the period required by the applicable Program and loan product.

Ownership Interest
A present ownership interest in a residence, including fee-simple ownership, joint tenancy, tenancy in common, tenancy by the entirety, a life estate, certain beneficial interests in a trust, or another interest that provides the benefits and burdens of ownership. A leasehold interest generally does not constitute ownership unless otherwise provided by the applicable Program. Even if not included as a Borrower, a Borrower's spouse may not own any other residential real estate as of the date of closing.

Participating Lender
A lending institution approved by LHC, eHousingPlus, and the Master Servicer, as applicable, to originate, close, and deliver loans under an LHC Program.

Power of Attorney
The use of a Power of Attorney (POA) is not allowed unless: 1) the borrower is active-duty personnel in the United States Military and is currently deployed overseas; or 2) permitted under other extraordinary circumstances, as determined at LHC's sole discretion. Only then may a specific Power of Attorney be used by the approved agent designated in the Power of Attorney. In any circumstance, the Power of Attorney may not be an interested party to the transaction. This requirement does not apply to the seller or to non-occupying co-borrowers. Borrowers that specifically go through compliance review are required to sign the LHC exhibits and legal documentation. Other household members are only allowed to sign if required by the loan product.

Principal Residence
The property the borrower will occupy as the borrower's permanent, full-time legal residence. Vacation homes, recreational properties, seasonal residences, and investment properties are not principal residences.

Program
Any LHC single-family homeownership program administered under these Lender Guidelines, including HomeStart Assist, HomeStart Advantage, HomeStart Plus, and HomeStart Ready.

Program Documents
The affidavits, certifications, disclosures, second mortgage documents, compliance forms, and other documents required by LHC or eHousingPlus for a specific Program.

Program Income
Income calculated to determine whether a borrower or household satisfies the applicable Program's income limit. Program Income may include income that is not used to qualify the borrower for the first mortgage.

Purchase Price
The total amount paid by or on behalf of the borrower to acquire the property, including amounts required to be included under the applicable Program. For an MRB loan, Purchase Price must be calculated in accordance with applicable federal Acquisition Cost requirements.

Qualifying Income
Income determined by the Participating Lender under the applicable agency, GSE, AUS, and Master Servicer requirements and used to qualify the borrower for the first mortgage. Qualifying Income may differ from Program Income or Annual Household Income.

Recapture Tax
A potential federal income tax that may apply when a residence financed with a tax-exempt mortgage revenue bond loan is sold or otherwise disposed of within nine years after closing. Liability generally depends on the borrower's income, the gain realized from the sale, and the timing of the disposition.

Recording Fee Exemption: Louisiana Housing Corporation is exempt from recordation fees pursuant to Louisiana Revised Statute 40:600.100(C). No recording fee may be charged to the borrower for recording the LHC second mortgage. The exemption does not apply to the deed or first mortgage.

Reduced Mortgage Insurance
All conventional loans with a household AMI of up to 80% may take advantage of the reduced MI schedule available to the HFAs.
• 95.01% to 97.00% LTV – 18%
• 90.01% to 95.00% LTV – 16%
• 85.01% to 90.00% LTV – 12%
• 80.01 to 85.00% LTV – 6%

Second Mortgage
A subordinate mortgage securing DPA provided through an LHC Program. The repayment, forgiveness, interest, maturity, occupancy, sale, refinance, and transfer provisions are established by the applicable Program documents.

Second Mortgage Documents / Title Insurance / Mortgagee Clause – Borrowers must sign all second mortgage documents at the same time the first mortgage documents are signed. The second Mortgage must be recorded concurrently with the first mortgage at closing. The Servicer should be listed as the Trustee on the second mortgage. Documents to be prepared for the second mortgage: Disclosure of 2nd Mortgage Terms (program form found in eHP FrontPorch) second mortgage and second promissory note. A title policy is required for the second mortgage. (Rev. 09/10/26)

Mortgagee Clause
Lakeview Loan Servicing, LLC
c/o LoanCare, LLC
ISAOA/ATIMA
P.O. Box 202049
Florence, SC 29502-2049

The Executed and Recorded Second Mortgage with Recorder's Receipt or stamped Certified must be delivered to the following Lakeview Loan Servicing. Please send via Certified or Express Mail w/return receipt (Fed Ex, etc.) to the addresses below:
Indecomm Global Services
Attn: Final Docs
FD-LLS-3400
1427 Energy Park Drive
St. Paul, MN 55108

The Executed Original Second Mortgage Promissory Note must be delivered to the Lakeview Loan Servicing. Please send via Certified or Express Mail w/return receipt (Fed Ex, etc.) to the address below:
Lakeview Loan Servicing, LLC
Attn: Lakeview Correspondent
507 Prudential Rd, Mail Stop S142
Horsham, PA 19044

Subordination Agreements/Payoff Statements - LHC will not subordinate its second loan position if the borrower refinances the first mortgage or obtains a home equity line of credit (HELOC). To order a payoff statement contact Lakeview.

Targeted Areas
HUD designated census tracts that are subject to special benefits. The following special benefits are available only to MRB Assisted Program loans only. **Click on this link to view the targeted area census tracts.**
1) First-time homebuyer requirements are fully waived, but the residence financed under the Tax-Exempt Program must be the principal residence of the homebuyer/borrower.
2) Purchase Price / Mortgage Limits for residences in Targeted Areas are generally increased by 20%.
3) Family Income Limits are generally increased up to 140% of applicable median family income (AMI) and, subject to precise oversight and approval by the LHC.

Tax Returns
For the HomeStart Plus Program, the borrower and spouse (if applicable) prior-year federal tax return or tax transcript must be included in the post-closing compliance file submitted to eHousingPlus. Tax returns and transcripts are not required in the eHousingPlus compliance file for any other Louisiana Home Starts Here program.
Lakeview requires prior-year federal tax returns for all loans, regardless of the Home Starts Here program. Lenders must submit these documents to Lakeview with the post-closing mortgage file or credit package. (Updated 09/09/26)

Underwriter Certification
The lender's certification through the eHPortal that the borrower, property, and loan comply with the applicable Program requirements. The certification must be completed before valid Program closing documents may be printed.

Veteran
A person who meets the applicable federal definition of a qualified veteran for purposes of an MRB first-time homebuyer exception. Eligibility must be documented with a DD214 ONLY.

HomeStart Assist (Formerly MRB Assisted)

HomeStart Assist Quick Reference

Program Area	Available statewide in all Louisiana parishes
First-Time Homebuyer	Required. The borrower and spouse may not have owned a principal residence during the previous three years. Review page 10 for verification of first-time buyer status required documentation.
First-Time Buyer Exceptions	Requirement is waived for eligible veterans and properties located in designated targeted areas; limited single-parent and displaced-homemaker exceptions also apply
Maximum Income	**FHA, VA and RD loans**, annual household income may not exceed 115% of the applicable AMI in non-targeted areas or 140% of the applicable AMI in targeted areas, adjusted for household size and property location. **Conventional restriction:** Fannie Mae HFA Preferred and Freddie Mac HFA Advantage loans are limited to borrowers whose qualifying income does not exceed 80% of the applicable AMI. A conventional HomeStart Assist loan may not be originated when qualifying income exceeds 80% AMI. Click here to view the income limits.
Targeted Areas	HUD designated census tracts that are subject to special benefits. The following special benefits are available only to MRB Assisted Program loans only. **Click on this link to view the targeted area census tracts.** 1) First-time homebuyer requirements are fully waived, but the residence financed under the Tax-Exempt Program must be the principal residence of the homebuyer/borrower. 2) Purchase Price / Mortgage Limits for residences in Targeted Areas are generally increased by 20%. 3) Family Income Limits are generally increased up to 140% of applicable median family income (AMI) and, subject to precise oversight and approval by the LHC.
Eligible First Mortgages	FHA, VA, RD, Fannie Mae HFA Preferred 80% AMI and Freddie Mac HFA Advantage 80% AMI. FHA Limited 203(k) loans are allowable, provided the originating lender is approved by Lakeview to deliver 203(k) loans. For details, review the Lakeview Gov't Programs Matrice.
Ineligible Loan Products	FHA 203(h)
Loan Term	30-year fixed-rate first mortgage
Minimum Credit Score	640; 660 for manufactured homes
Maximum DTI	50%; maximum 45% for manufactured homes
Underwriting	DU Approve/Eligible or LPA Accept/Eligible required; manual underwriting permitted with FHA loans only, 660 Minimum FICO and 45% max DTI, see Lakeview Matrices for details; nontraditional credit are not permitted
Down Payment Assistance	4% of the original principal first mortgage amount
Eligible Uses of Assistance	Down payment, closing costs, prepaid items, and other eligible transaction costs
Assistance Terms	0% interest, forgivable second mortgage; the entire balance will be forgiven at the end of 60 months if the borrower has maintained the required occupancy and no repayment event has occurred.
Purchase Price Limit	Must not exceed the applicable MRB purchase-price limit for the property location and household. Click here to view the purchase price limits.
Occupancy	Property must be the borrower's owner-occupied primary residence
Eligible Properties	One-unit primary residences, townhomes, condominiums, modular homes, and qualifying manufactured homes
Manufactured Homes	See Manufactured Homes requirements in this guide.
Homebuyer Education	Required for at least 1 occupying borrower; course must be completed through a HUD-approved counseling agency or an approved online provider. Click here for a list of approved providers.
Co-Signers/Non-Occupant Co-Borrowers	Permitted with FHA financing only, subject to FHA and program requirements
Assumptions	Not permitted
Recapture Tax	The first mortgage is financed with tax-exempt mortgage revenue bond funds and may be subject to federal recapture tax if the home is sold within nine years of closing and the applicable income and gain conditions are met

Flood Insurance	Follow Agency and GSE guidelines.
Homeowners Insurance	Required, see Definitions.

HomeStart Advantage (Formerly Keys for Service)

HomeStart Advantage Quick Reference

Program Area	Available statewide in all Louisiana parishes
Eligible Borrowers	Available to qualified homebuyers; no specific service-related occupation is required
First-Time Homebuyer	Not required; however, the borrower may not own another residential property at closing
Maximum Income	Annual household income may not exceed $125,000
Eligible First Mortgages	FHA, VA, RD, Fannie Mae HFA Preferred and Freddie Mac HFA Advantage. FHA Limited 203(k) loans are allowable**,** provided the originating lender is approved by Lakeview to deliver 203(k) loans. For details, review the Lakeview Gov't Programs Matrice.
Ineligible Loan Products	FHA 203(h)
Loan Term	30-year fixed-rate first mortgage
Minimum Credit Score	640; 660 for manufactured homes
Maximum DTI	50%; maximum 45% for manufactured homes
Underwriting	DU Approve/Eligible or LPA Accept/Eligible required; manual underwriting permitted with FHA loans only, 660 Minimum FICO and 45% max DTI, see Lakeview Matrices for details.
Down Payment Assistance	4% of the final first mortgage amount
Assistance Terms	0% interest, forgivable second mortgage; the entire balance will be forgiven at the end of 60 months if the borrower has maintained the required occupancy and no repayment event has occurred.
Maximum Purchase Price	May not exceed the applicable FHA loan limit
Occupancy	Property must be the borrower's owner-occupied primary residence
Eligible Properties	One-unit primary residences, townhomes, condominiums, and qualifying manufactured homes
Manufactured Homes	See Manufactured Homes requirements in this guide.
Ineligible Properties	Duplexes, single-wide mobile homes, vacation or second homes, recreational properties, timeshares, community land trusts, working farms or ranches, unimproved land, leaseholds, condotels, and geodesic domes.
Homebuyer Education	Required for at least 1 occupying borrower; course must be completed through a HUD-approved counseling agency or an approved online provider. Click here for a list of approved providers.
Co-Signers/Non-Occupant Co-Borrowers	Permitted with FHA financing only, subject to FHA requirements
Assumptions	Not permitted
Reservation Requirement	A fully executed purchase agreement is required to reserve program funds
Flood Insurance	Follow Agency and GSE guidelines.

HomeStart Plus Program (Formerly Pathways)

HomeStart Plus Quick Reference

Program Area	Designated Louisiana parishes affected by Hurricanes Laura, Delta, or Ida
First-Time Homebuyer	Required. The borrower and spouse may not have owned a principal residence during the previous three years, subject to limited displaced homemaker and single-parent exceptions. Review page 10 for verification of first-time buyer status required documentation.
Maximum Income	Household income may not exceed 80% of HUD Area Median Income, adjusted for household size and property location. Click here to view the income limits.
Eligible First Mortgages	FHA, VA, RD, Fannie Mae HFA Preferred and Freddie Mac HFA Advantage
Loan Term	30-year fixed-rate first mortgage
Minimum Credit Score	640; 660 for manufactured homes
Front-End Ratio	PITI must be at least 28% but may not exceed 33%
Maximum Back-End DTI	48%; maximum 45% for manufactured homes
Underwriting	DU Approve/Eligible or LPA Accept/Eligible required; manual underwriting and nontraditional credit are not permitted
Down Payment Assistance	Forgivable second mortgage of up to 20% of the purchase price up to $55,000
Closing Cost Assistance	Grant of up to $5,000
Assistance Terms	0% interest and forgiven monthly at 1/120 over 10 years of continued owner occupancy
Maximum Purchase Price	May not exceed the applicable FHA loan limit
Minimum Borrower Contribution	Greater of 1% of the purchase price or $1,500 from the borrower's own funds
Maximum Borrower Investment	Greater of 10% of the purchase price or $10,000, including the minimum borrower contribution.
Maximum Liquid Assets	After closing, the borrower may retain liquid assets equal to no more than six months of the proposed monthly housing payment. Any excess must reduce the Closing Cost Assistance. Retirement accounts are excluded. (Added 09/10/26)
Occupancy	Property must be the borrower's owner-occupied primary residence
Eligible Properties	One-unit primary residences, townhomes, condominiums, and qualifying manufactured homes
Manufactured Homes	See Manufactured Homes requirements in this guide.
Flood Zone Restriction	Properties located within a Special Flood Hazard Area are not eligible
Homebuyer Education	Required for at least 1 occupying borrower; course must be completed through a HUD-approved counseling agency or an approved online provider. Click here for a list of approved providers.
Assumptions	Not permitted
Environmental Review	All properties financed through the HomeStart Plus Program must pass an environmental review. The environmental review will be completed by Louisiana Housing Corporation (LHC) staff and may take up to two (2) weeks. Lenders must allow sufficient time for the review when establishing the anticipated closing date. A loan may not close until LHC has completed the environmental review and issued environmental clearance for the property. Contact LHC at Singlefamily@lhc.la.gov The lender must provide the following documentation: 1. Louisiana flood map applicable to the property; 2. Flood zone determination or flood certification; 3. Homeowners insurance quote; and 4. Flood insurance quote, when applicable. LHC will use the submitted documentation to complete the applicable Environmental Review for an Activity/Project That Is Exempt or Categorically Excluded and Not Subject to 24 CFR Part 58.5.

	LHC may request additional information or documentation when necessary to complete the environmental review. The lender is responsible for promptly satisfying all environmental-review conditions before closing.
Flood Zone Restriction	Tier 1 Flood Zone restriction. Properties in these zones will not be allowed under the disaster programs. No Flood Zone A, AE, or V.
Flood Insurance	Flood insurance is required for the property and escrowed throughout the life of the second mortgage. Coverage requirements will be the full first mortgage for all non-disaster programs and the full first and second mortgages for the disaster programs. • Individual unit - The maximum deductible available from the NFIP (currently $10,000) • PUD Project / Condominium Project - The maximum deductible available from the NFIP (currently $25,000)
HomeStart Plus Application	Every person who will occupy the property must be disclosed. Every household member age 18 or older must review, sign and date this application. Information is used to determine HomeStart Plus eligibility and satisfy CDBG reporting requirements. The form is completed by the lender and submitted with the eHousingPlus compliance file post-closing. The application is found within eHP FrontPorch.
HomeStart Plus Income and Asset Calculation Worksheet	Complete for every person who will occupy the property. This form is completed by the lenders underwriter and submitted with the eHousingPlus compliance file post-closing. The worksheet is found within eHP FrontPorch.
HomeStart Plus Lender Reference Checklist	Use this checklist to collect the household, income, asset, and transaction documentation needed to complete the HomeStart Plus Income and Asset Calculation Worksheet.
Federal Tax Returns or Transcripts	For the HomeStart Plus Program, the borrower and spouse (if applicable) prior-year federal tax return or tax transcript must be included in the post-closing compliance file submitted to eHousingPlus.

HomeStart Ready Program (formerly Premier)

HomeStart Ready Quick Reference

Program Area	Available statewide in all Louisiana parishes
First-Time Homebuyer	Not required; repeat homebuyers are eligible
First Mortgage	FHA, USDA-RD, VA, Fannie Mae HFA Preferred and Freddie Mac HFA Advantage
Loan Term	30-year fixed-rate mortgage
Maximum Income	$99,000 in qualifying borrower income
Minimum Credit Score	640 for all borrowers
Maximum DTI	Lesser of 50% or the maximum approved by DU/LPA
Underwriting	DU Approve/Eligible or LPA Accept/Eligible required; manual underwriting permitted with FHA loans only, 660 Minimum FICO and 45% max DTI, see Lakeview Matrices for details.
Assistance	No assistance offered at this time.
Eligible Uses	Down payment, closing costs, prepaid items, and other eligible transaction costs
Maximum LTV/CLTV	LTV and CLTV are subject to the applicable FHA, VA, USDA-RD, Fannie Mae, Freddie Mac and Lakeview requirements. (Rev. 09/10/26)
Maximum Purchase Price	May not exceed the applicable conforming loan limit
Occupancy	Property must be the borrower’s primary residence
Eligible Properties	One- or two-unit primary residences, townhomes, and eligible condominiums
Ineligible Properties	Three- or four-unit properties, manufactured or mobile homes, vacation or second homes, recreational properties, and timeshares
Homebuyer Education	Required for first-time homebuyers; course must be completed through a HUD-approved counseling agency or an approved online provider. Click here for a list of approved providers.
Assumptions	Not permitted
Flood Insurance	Follow Agency and GSE guidelines.

PROCESS SUMMARY FROM TRAINING TO LOAN PURCHASE

LENDER ONBOARDING

Our On-Boarding process is designed to provide all participating Lenders and their staff web-based training related to the Program, including Technical and Workflow requirements of the Program.
Based on your role, there are certain training requirements prior to adding a new program and features. These are determined based on which modules you have completed in the past, and which programs you want to add to your Portfolio.

Once you have submitted the eHP On-Boarding Registration, the eHP On-Boarding Team will create a specific training program for you based on the role(s) you selected, and you will receive an email confirmation with relevant information. Upon completion, your User Credentials will be created (if you are new User) or updated (if you are a current user) and you will receive a system generated email with this notification.
Click on this link to register for training.

QUALIFY

Lenders use Program requirements to qualify applicants for the Program. Buyers must present an executed sales agreement before being entered into the Program reservation system.

PROCESS

Lenders process the loan as they would normally keeping in mind the Program timeline. Please do not reserve funds too soon. Wait to reserve until you are relatively sure your underwriter will approve the loan prior to reservation in the eHousingPlus Lender Portal.

RESERVE FIRST MORTGAGE LOAN FUNDS

To reserve funds, use the eHousingPlus eHPortal. Log in and reserve the first mortgage. To reserve funds in the Program the borrower is required to have a signed real estate purchase contract for a specific address. Lender will need a 1003 and the Real Estate Purchase contract in order to make a reservation. If the reservation is successful, you will receive a loan number and a message that you've completed the reservation successfully.

HomeStart Assist, HomeStart Advantage and HomeStart Plus If there is a non-purchasing spouse you must also enter this individuals income in the eHPortal.

IMPORTANT - A reservation is for a borrower with a real estate purchase contract for a specific property. If the property needs to change, the loan must be cancelled and re-reserved. The lender is responsible for cancelling the loan within the eHousingPlus Lender Portal. And then, the lender must click on this link to complete an online form the CLEAR FLAGS on a cancelled loan so the funds may be re-reserved with a new address. Until this process is complete, the lender will not be able to re-reserve funds for the borrower.

RESERVE PROGRAM ASSISTANCE

HomeStart Assist and HomeStart Advantage
The assistance is calculated as a percentage of the total loan amount and will automatically calculate.

HomeStart Plus
Immediately following reservation of the first mortgage click on the "Add DPA/MCC" button found on the main menu to reserve the second mortgage funds.

RESERVE AFFORDABLE INCOME SUBSIDY (AIS) GRANT

For Freddie Mac HFA Advantage loan buyers with income not exceeding 80% AMI and 50% AMI, click on the "Add DPA/MCC" button found on the main menu to reserve the AIS funds. Lender will calculate the amount of subsidy from the total first mortgage loan amount. 100 basis point grant for buyers at or below 50% AMI. 50 basis point grant for buyers 50.01% - 80% AMI.

PRINT PRE-CLOSING FORMS – HomeStart Assist ONLY

Provide the borrower with the Notices to Buyers and Recapture Tax Brochure at time of reservation. The following Program pre-closing forms are found in eHP FrontPorch using the eHProForms App.

- Notice to Buyers w/Recapture Brochure

eHP Tip! *Need a reminder as to how to register a loan, complete the UW Certification, edit a loan or print forms? Log-in to eHP FrontPorch, then click on the eHPlaylist to view a short video.*

PROCESS

Lenders process the loan as they would normally keeping in mind the 60 calendar-day program timeline.

HomeStart Plus Program Only – Prepare the Household Income and Asset calculation worksheet. This form must be signed by the Lender's underwriter.

UNDERWRITE AND CERTIFY

Lenders are responsible for credit and collateral underwriting ensuring the loan meets both product and program guidelines and must determine the loan qualifies for Fannie Mae, Freddie Mac or GNMA pool policy. The Master Servicer will not re-underwrite Correspondent Lenders loans for eligibility or to ensure loans qualify to be placed in mortgage-backed securities. Additional guidelines to be aware of:

• All loans must receive "Approve/Eligible" through DU or "Accept" through LP Automated Underwriting Systems.

Following loan reservation and PRIOR to loan closing, the Lender's underwriter MUST complete the online UW Certification within the eHPortal. Once a loan is Underwriter Certified, no further changes can be made. If a change needs to occur after the certification is complete, please Log-In Here > Collaboration Station and request for the underwriter certification to be removed.

CLOSE AND VERIFY

THE LENDER WILL FUND ALL DOWN PAYMENT AND CLOSING COST ASSISTANCE AT LOAN CLOSING. Upon loan purchase, the Master Servicer will reimburse the Lender. It's important to provide accurate closing instructions to closing agents. All Program documents must be returned to the lender. It is VERY important to note, if the loan amount, purchase price or down payment assistance amount changes, and you have already printed forms, you'll need to print the forms again so the information on the form is accurate.

The following Program closing forms are found in eHP FrontPorch using the eHProForms App. Forms will pre-populate with the loan level detail.

HomeStart Assist Program Forms

1. Notices to Buyers and Recapture Tax Brochure – Signed Pre-Closing
2. Mortgagor Affidavit – Signed at Closing
3. Co-Signer Affidavit – Signed at Closing
4. Tax-Exempt Financing Rider – Signed at Closing
5. Notice of Potential Recapture Tax – Signed at Closing
6. Disclosure of 2nd Mortgage Terms – Signed at Closing
7. Second Mortgage Promissory Note – Signed at Closing
8. Second Mortgage Instrument – Signed at Closing
9. Obligation/Gift Letter – Signed at Closing
10. Compliance File Checklist – Submitted Post-Closing

HomeStart Advantage Program Forms

1. Disclosure of 2nd Mortgage Terms – Signed at Closing
2. Second Mortgage Promissory Note – Signed at Closing
3. Second Mortgage Instrument – Signed at Closing
4. Obligation/Gift Letter – Signed at Closing
5. Compliance File Checklist – Submitted Post-Closing

HomeStart Plus Program Forms

1. HomeStart Plus Application – Prepared pre-closing by Lender
2. Household Income and Asset Calculation Worksheet – Prepared Pre-Closing by underwriter
3. Duplication of Benefits Certification – Signed at Closing
4. Consent and Release Form – Signed at Closing
5. Flood Insurance Acknowledgement – Signed at Closing
6. Disclosure of 2nd Mortgage Terms – Signed at Closing
7. Second Mortgage Promissory Note – Signed at Closing
8. Second Mortgage Instrument – Signed at Closing
9. Obligation/Gift Letter – Signed at Closing
10. Compliance File Checklist – Submitted Post-Closing

HomeStart Ready Program Form

1. Compliance File Checklist – Submitted Post-Closing

Who signs the Program forms?

Except for the HomeStart Plus Application, which must be signed by every household member age 18 or older, Program closing forms are signed only by the borrower unless a particular form expressly requires another signature. A NPS should not sign any forms. A non-occupant co-borrower (co-signer) should ONLY sign the Note. An occupant non-borrower and co-signer cannot be listed on title or deed.

(Rev. 09/10/26)

COMPLIANCE FILE DELIVERY INSTRUCTIONS

ASSEMBLE THE COMPLIANCE FILE

Compliance Files and Corrections to previously submitted files with erroneous or missing required documents will be managed through the **eHP FrontPorch.** This portal provides lenders with all the tools necessary to deliver the required documents for the approval of the originated loan(s) in their respective affordable homebuyer programs. **eHP FrontPorch** is a secure, easy to use and efficient way for lenders to deliver the Compliance File, Correct DEFI's and pay the required Compliance Review Fees via our **eHPay** on-line fee approval, and related tools.

To assemble the compliance file, you will need a checklist. The checklist is specific to the Home Starts Here Program and used to submit the compliance documents post-closing to eHousingPlus.
Log-in here and use the eHProForms App.

UPLOAD THE COMPLIANCE FILE

Log-in here and use the Digital Docs App to upload the compliance file.
The Compliance File should be a PDF file uploaded upright and in a clear legible format, composed of all required documents on the Checklist. Don't upload a compliance file until everything is included in the package. The more complete the file, the quicker the review and approval, and the file AND fee must be received to start the review process. Be aware that Loans will go straight to deficient status if items are missing, or if the fee was not received or properly identified. Once you are ready to upload your documents select eHPDigital Docs and from the drop down menu click on New Upload and follow the prompts.

SUBMIT THE REQUIRED COMPLIANCE REVIEW FEE

The Compliance Review Fee may be submitted separately from the Compliance File.
eHPay is a secure, efficient method for lenders to pay the fees ON-LINE. Loans managed through eHPay are processed faster, without fee errors or other unnecessary delays. The Lenders Accounting Staff can access eHP FrontPorch and process the compliance fees payment easily via the Digital Docs App and eHPay.

Not sure of the required fee for your loan? Use the **FIND MY FEE** feature and get the instant answer by entering the eHP loan number or by Program. Compliance Files Uploaded are NOT ready for review until the Compliance Review Fee Payment has been received by eHP.

USE **PAYMENT CENTRAL** to determine any loan that may be pending fees, unidentified payments, files pending payment and short payments.

LOANS PENDING FEES lists Compliance Files that have been uploaded successfully, but whose fee payment is still pending. Lenders can monitor this area to ensure their fees have been delivered in a timely manner.

UNIDENTIFIED PAYMENTS are payments received from your company without the proper identification to apply it to the intended loan. Lenders can monitor this area to ensure that payments made are being properly identified with the eHP LOAN NUMBER.

PAID LOAN FILES lists compliance file that have been paid.

SHORT PAYMENTS If an incomplete payment is submitted, it will be displayed indicating the amount paid and the correct fee amount.

CLEAR A DEFICIENT COMPLIANCE FILE
LOAN DEFICIENCIES ARE NOT ACCEPTED VIA EMAIL.

Clearing files deficiencies is critical to your loan being approved and ultimately purchased. In the Deficient Compliance Files drop down, choose View/Upload Corrected DEFIs. This area will assist you in viewing what needs to be corrected, which documents are approved and complete, and you will have the ability to upload the correction and communicate with us in one simple area.

Is very helpful in resolving outstanding issues and having broader visibility for all of your post-closing staff who may need to work on resolving these discrepancies.

Please make sure that you’re shipping and post-closing staff is very familiar with this area. Remember your loan can't be approved without standing deficiencies.

EHP COMPLIANCE APPROVAL

Following approval of Compliance File by eHousingPlus, lenders are notified and reminded of the purchase deadline. The Master Servicer is notified and the file may be approved for purchase.

SUBMIT MORTGAGE FILE & CREDIT PACKAGE TO MASTER SERVICER

The Mortgage File including Credit Package are sent to the Master Servicer. Click on this link to view the Master Servicer Seller Guide, scroll down the web page to the area titled, RESOURCES, then click on the Lakeview Seller Guide. The Master Servicer notifies lenders of exceptions and posts exceptions online.

eHP FrontPorch Helpful Tips

Our new eHP FrontPorch graphical menu lets you access all apps and tools with one click. These apps were designed to assist you with the Program requirements and workflow.
In addition, eHP FrontPorch introduces new innovative tools such as Collaboration Station, Quick Tips, the eHPlaylist, and the Alerts and Notifications area. These NextGen Lender Platform tools have been designed to help you complete your tasks quick and easy.

eHProForms

eHProForms is our newly designed forms generation App where a lender will access all Program related documents. Using a search feature to quickly access the loan file, it provides all of the Program forms that are required for your specific loan.

The forms are now organized by purpose leading with compliance related forms which will be part of the compliance package you sent to eHousingPlus, the closing second lien assistance and other similar forms you will submit to the Master Servicer and their package and two additional areas for special forms and documents that may apply to your loan. The forms instantly generate from your loan record so it's essential to make sure that you review the information for accuracy.

If something needs to be updated you can log into the eHPortal, edit the loan and you come back to eHP FrontPorch and regenerate the forms.
It's easy and you can create forms as many times as you need with just one click.
If your loan record has not been updated, your loans will be incorrect, and your file will be placed in deficient status.

Clicking the waffle menu at the top of the page is an easy way to get back to the main menu.

eHP FrontPorch Helpful Tips

Collaboration Station

Collaboration Station creates a history of any issue that's been communicated regarding a specific loan and provides certain status alerts.
In collaboration station you can create a note to save to the loan file or you can send a message to anyone in our compliance team.

Click the message icon and a menu of eHousingPlus staff will appear at the top with their role for you to make the appropriate selection. You may include your team members who have user credentials to eHP FrontPorch that may assist in expediting solutions for your loans.

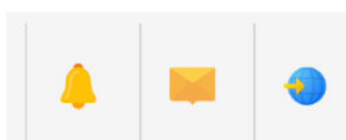
In Collaboration Station you can also find the Master Servicer notes and exceptions that need to be addressed with them. By providing this view to you it gives you transparency to any problem that has to be resolved related to the mortgage or collateral submitted to the Master Servicer.
This view can be grouped, filtered, searched and exported.

Quick Tips

Quick Tips is a library of useful tips to give you simple quick how to answers on common topics related to the process. It's a way to have short simple tips at your fingertips by roller subject where you can catch up and get you up to speed fast. These Quick Tips are a great place to search for frequent questions, concerns, or simply to educate yourself on a variety of topics.

eHPlaylist

The eHPlaylist is a newly created video platform with tutorials on where to perform tasks best practices and how-to's, all created to assist you with important information. Visual content is easy to access and understand and our playlist has a library of short concise and process-based learning topics. The video library has various categories and brief descriptions to easily build learning tools for your team. Together with Quick Tips the eHPlaylist will provide you and your team with continuous learning resources to help you keep up to date with any platform or process changes.



Alerts and Notifications

The Alerts and Notifications area (bell and envelope icons) has been designed to provide you notifications of notes and messages related to your loans, with additional notification of status changes based on your role. When you send and receive messages using this app, you will receive a notification alert so you can easily see what's happening with your loans.

COMPLIANCE UNDERWRITING GUIDANCE

HomeStart Assist, HomeStart Advantage and HomeStart Plus: Program eligibility is based on projected annual household income, including income from the borrower, spouse and all other household members age 18 or older.

HomeStart Assist Conventional Loan Income Restriction
In addition to satisfying the HomeStart Assist household-income limit, a borrower using a Fannie Mae HFA Preferred or Freddie Mac HFA Advantage first mortgage must have qualifying income at or below 80% AMI. Conventional HomeStart Assist loans are not permitted when qualifying income exceeds 80% AMI. (Added 09/10/26)

HomeStart Ready: Program eligibility is based on the verified 1003 qualifying income of all borrowers on the first mortgage. Income from a non-borrowing spouse or another household member is not included solely because the individual will occupy the property.

Non-Occupant Co-Signer Income: When using a conventional loan, the income of a non-occupant co-signer must be included to determine program income eligibility. Fannie Mae and Freddie Mac use this income to determine the AMI and it must be included.

HomeStart Assist, HomeStart Advantage and HomeStart Plus Income Guidance

LHC projects the borrower income over the next 12 month period. Income from these sources and others will be included in the projected calculations:

• Regular hourly, weekly, monthly wages
• Anticipated or proposed raise reflected on VOE
• Bonus
• Overtime
• Commission
• Current P&L
• Rental Income – 75% of the gross rental income will be used in the projected income figures
• Part-Time Employment
• Social Security
• Retirement
• Interest/Dividend
• Child Support/Alimony with less than three (3) years remaining Lenders are required to obtain the following income documentation:
• Verification of Employment – 2 year history. Current or Termination VOEs. Written only. LHC will not accept verbal VOEs. Must be dated within 60 days of commitment.
• Current paystub for each employer – within 30 days of commitment
• Child support/alimony/separate maintenance documentation, if applicable
• Documentation for pensions and all benefits received
• Documentation for other sources of income

LHC includes all adult household members (18 years and older) in the projected income AND benefits or other unearned income from minors. Earnings in excess of $480 for a full-time student 18 years of age or older who is a dependent are excluded.

There are areas that lenders should exercise caution when analyzing income documentation. Those areas include but are not limited to:
• Inconsistency of income between VOE and paystub

• Borrower paid bi-weekly versus 24 pay periods per year
• Number of pay periods for teachers – 9, 10, 11, or 12 months
• Overtime – rate and average may need written clarification from employer
• Bonus/Commission
• Future raises referenced on the VOE
• Self-Employment – YTD P&L required (P&L figures will be used to project annual income)
• Pay through Date (Pay End Date) vs the Paycheck Date. LHC will use the Pay through Date in the calculations.

Base Calculations to Project Annual Income
Hourly wages by # of hours worked per year (2080 hours for full time employment) – no overtime
Weekly wages by 52
Bi-weekly wages (paid every other week) by 26
Semi-monthly wages (paid twice a month) by 24
Monthly wages by 12
Other than full time – multiply wages by actual hours and weeks the person is expected to work

Daily Average Factor Formula
This formula is one of the methods used to project income. It pulls in all income data into one projection. There are 2 parts to the formula.
Factor = (Pay through date day count / 365) x 12
Annual Income Projection = (YTD Gross Total / Factor) x 12
The first part creates the Factor which is a number representation for the day of the year. The second part does the projection based on YTD totals and the Factor.

Alimony/Child Support
If an applicant is divorced or a single parent, a copy of the Legal Documents (Child Support Decree and the Department of Social Services (DSS) printout) are required. If no documents exist, provide written certification from the borrower stating the amount of alimony and/or child support received OR Certification that they do not receive child support and/or alimony AND that no legal documents exist stating they should receive child support and/or alimony.

Income Exclusions
Items that will not be included in income calculations
• One-Time Bonuses (verification may be required from employer)
• Food Stamps
• Scholarships
• Reimbursements (must be dollar for dollar reimbursement)
• Earned income of minors

Assets
All Louisiana Home Starts Here loans will use the actual income received from the assets.

Assets consist of but are not limited to:
• Checking
• Savings
• Money Market
• CD's
• Mutual Funds
• Stocks
• Bonds
• Broker and Barter Exchange Transactions
Retirement / 401K accounts will not be utilized in interest income from assets verification.

PROGRAM ACCEPTABLE FEES

The program determines the fees that may be charged and are indicated below referencing fees charged by the Corporation and Master Servicer.

LHC Reservation Fee - $125 Netted at loan purchase by Lakeview

eHousingPlus Fee

The program includes a first mortgage Compliance/Admin Fee of $275 and a penalty fee of $100 for files that are chronically deficient. The Compliance/Admin Fee is submitted with the Compliance File via eHP FrontPorch using the eHPay App.

The **Compliance/Admin Fee** is the fee charged by the Program Administrator/Compliance Agent to process the applicant/borrower from Origination to Compliance Approval, and to assess that the lenders originating such loans are following Program guidelines for the benefit of the eligible borrower(s). The Program Administrator/Compliance Agent tracks the loan via its web-based system, and assists the lender in processing the loan ensuring eligibility to the program available offerings, which can include various rate options, and down payment assistance. The Compliance/Admin fee includes the review of information and documents delivered in the form of a Compliance File by the originating lender, on behalf of the borrower. Additionally the Compliance review verifies that the lender has charged only the fees allowed by the Program. Contrary to this, approval may be denied and/or fees may have to be reimbursed to the borrower. The compliance file processing consists of required affidavits, application, closing documents, certain non-mortgage documents, tax returns where applicable and other pre-defined Program documents that are disclosed to the potential borrower(s). This is required to ultimately receive Compliance Approval. These documents can support both the first mortgage and any down payment assistance available, and are required to ensure eligibility to the Program, Federal, State and Local requirements, where applicable. The Compliance review verifies that the data and documents submitted meet all requirements, and may include those for first-time homebuyer, income limits, sales price limits, targeted areas, homebuyer education, rate, term, points, fee limits, LTV, FICO score, special state, city, parish program requirements for qualified military, first responders, teachers, etc.).

Lakeview Servicer Fees

- Funding Fee - $400
- Tax Service Fee - $85

LENDER FEES AND COMPENSATION

Any fee and expense imposed by lender must be reasonable, customary and comparable to other FHA, USDA-RD, VA, Fannie Mae and Freddie Mac loans of similar size. All fees and expenses must be fully disclosed to the Borrower in accordance with federal, state and local laws and regulations. Excessive fees, excessive expenses, and "Junk Fees" are considered contrary to LHC objectives and prohibited.

Origination Fee: 1%

Discount or Additional Points: Not allowed

Service Release Premium: 2.25%

Customary Charges Incurred by Lender: These should be nominal, customary and justified as pass through costs. Examples are as follows:

- Financing Costs – legal fees, underwriting fees and courier fees
- Settlement Costs – title and transfer costs, title insurance, survey/ILC, recording or registration costs
- Other Costs – doc prep fees, notary fees, hazard insurance premium, mortgage insurance premium, life insurance premium, prepaid escrow deposits and other similar charges allowable by the insurer/ guarantor.

CONTACT DIRECTORY
954-217-0817 or Toll Free (888) 643-7974
Select Option #2

Question	Option #	email
Lender Training (Program & System)	Option #4	Click here
Lender User Access (Credentials, Disabled Access, etc.)	Option #1	Click here
eHPay - Digital Payment of Compliance Fees	Option #3	Click here
Program Eligibility Questions - READ THIS GUIDE FIRST	Option #2	Click here
eHP Deficiencies – To view and upload compliance file deficiencies.	View compliance and Servicer DEFI's in eHP FrontPorch using Digital Docs App, Deficient Compliance Files drop down menu.	
Loan Specific Questions - If you have any questions related to a specific loan already reserved/rate locked in the eHPortal	Post note in Collaboration Station within eHP FrontPorch	
eHP System Errors - Technical Assistance	Option #6	Click here
Credit underwriting questions, refer to their internal UW Department or Lakeview	855-253-8439 Option #3	underwritingquestions@bayview.com
DU Findings, DTI, Insurance, Collateral and Purchase of the loan questions all need to be addressed by the Servicer directly. eHousingPlus cannot assist you with questions related to these items.	855-253-8439 Option #3	underwritingquestions@bayview.com
Shipping First or Second mortgage closed loan files Questions regarding exceptions on first and second mortgage closed loan files	855-253-8439 Option #2	Clientservices@bayviewloans.com
Lakeview All Regs Site Correspondent Lending Library > Lakeview Affordable Lending Product Matrices > LHC Conventional Program or Government Program	https://www.allregs.com/tpl/public/allregs_lakeview.aspx	