

**BEHIND ON YOUR LOAN...**

**STAY IN YOUR  
HOME!**



[WWW.STAYINYOURHOMEWNY.COM](http://WWW.STAYINYOURHOMEWNY.COM)

**EVERYONE FALLS ON HARD TIMES AT SOME TIME IN  
THEIR LIFE; DON'T PANIC!  
THERE IS FREE HELP OUT THERE. BUT YOU CAN'T  
IGNORE THE PROBLEM.**

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**WORK WITH A NON-PROFIT HUD APPROVED HOUSING  
COUNSELING AGENCY, WHO CAN  
HELP WITH ADVICE, PAPERWORK, REVIEW OF  
OPTIONS, AND HELP WITH  
NEGOTIATIONS WITH YOUR MORTGAGE COMPANY.**

**&**

**CALL YOUR MORTGAGE COMPANY; THERE MAY BE  
WORKOUT OPTIONS YOU QUALIFY FOR.**

THEIR PHONE NUMBER IS LISTED ON YOUR MONTHLY STATEMENT. SEE  
PAGE 3 FOR TYPICAL WORKOUT OPTIONS.

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**FREE LOCAL HUD AGENCIES**



**716-884-7791 Ext. 330**



**Buffalo  
Urban League**

**716-250-2400**

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**Be wary of SCAMS and businesses who promise a  
guarantee of stopping foreclosure. Make sure to  
research any organization or attorney before paying  
them for services.**

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**FREE LEGAL SERVICES**



**716-855-0203 Ext. 118**

**QUESTIONS? REACH US ON OUR  
HOTLINE: 716-828-8439**

## **Working with your Mortgage Company.**

- If you are experiencing financial difficulties resulting from COVID-19 or other hardships, help is available, but you should start by contacting your mortgage servicer. Forbearance plans do not happen automatically; you must request them from your mortgage servicer.
- A mortgage forbearance plan will allow you to pause your mortgage payments to provide initial payment relief temporarily. Extensions to initial forbearance plans for those who continue to experience COVID-19 related impacts may be available depending on your mortgage loan.
- Any paused payments will need to be repaid at the end of a forbearance plan. Repayment may be a financial burden, which is why longer-term assistance options may be available, depending on your mortgage loan, including:
  - A loan modification – this may include an extension to the mortgage loan term, giving you additional months at the end of the mortgage loan to pay the forbearance amount.
  - A partial claim – the forbearance amount is converted to an additional, subordinate lien on the property that is due in full at payoff.
  - A repayment plan – an agreement to pay your regular mortgage payment plus an additional amount over a set number of months until the forbearance amount is repaid.

These options, or a combination of these options, may be available depending on your mortgage loan. Additional paperwork may be required based on your individual circumstances. New assistance options may become available over time.

Your mortgage servicer or housing counselor can help you understand what options may be available for your mortgage loan and circumstances.

## **Reach out to your servicer now!**

- Your servicer will send you a list of the documentation you will need to provide for them to determine your eligibility. Examples of documentation include pay stubs, bank statements, and award letters that identify certain monthly benefits to which you may be entitled, such as social security. Other documentation may be required as well. Some documents may need updating periodically, and may be requested several times.
- You may need to provide a “hardship letter” and proof of your hardship to your servicer. The hardship letter should be detailed so your servicer can better understand your situation.
- Your servicer may ask you to sign documents to allow them to check your credit report, or to seek tax information to confirm some of the financial information you provide.

## **Want to know about your options about possibly selling your home?**

- Call a licensed Realtor who specializes in pre-foreclosure and short sales.
  - **Christine Noonan, GRI, SFR, PSA of HUNT Real Estate**



**716-578-8701**

For more information and additional resources,  
please visit our website.

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Dear Homeowner,



During these turbulent times created by the world-wide COVID-19 pandemic, many of us are struggling financially. If you have found yourself in a situation where your household is behind in its monthly mortgage or tax payments, or if you've received a foreclosure notice, we can also help.

Unfortunately, times of hardship attract scam artists who may contact you through phone calls, text, emails, or mail. They are looking for money to allegedly "help you." Ignore them and report them to the New York State Attorney General's office. The help we are offering is FREE!

The "Stay in Your Home" campaign was created in response to the inevitable foreclosure crisis due to the current COVID-19 pandemic. Members of the Erie County Zombie Foreclosure Task Force became concerned about the number of homeowners defaulting on their mortgages. With many forbearances expiring in March 2021, Task Force members want to make sure homeowners know their rights and options.

The enclosed materials are meant to help you during these challenging times. For more information and additional resources, visit our website at [stayinyourhomewny.com](http://stayinyourhomewny.com)

**Most importantly, we want homeowners to know they have the right to stay in their homes throughout the foreclosure process.**

Signed,

A handwritten signature in black ink that reads "Michael P. Kearns".

**Michael P. Kearns**  
Erie County Clerk

*And Members of the  
Stay in Your Home  
Campaign*

[WWW.STAYINYOURHOMEWN.Y.COM](http://WWW.STAYINYOURHOMEWN.Y.COM)





# Stay in Your Home Campaign Sponsors and Members

## Sponsored by:



Michael P. Kearns  
Erie County Clerk

M&T Bank



CITY OF North Tonawanda



TOWN OF  
**WEST SENECA**  
"PROUD PAST - UNLIMITED FUTURE"

WNY LAW CENTER

## In Collaboration with:



NYS Senator Timothy M. Kennedy  
63rd District

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