

Best Communications with Texas Homeowner Association

Presented by: Endeavors

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HAF



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YOU



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TAKE OVER YOUR
CASES



QUESTIONS

Purpose of Today's Webinar

- As of June 23, 2023, Endeavors is no longer able to assist with submitting or updating applications.
- Our office will be closing July 12, 2023 and after July 12th, we will no longer be able to assist with your application.
- In return, we would like to provide some guidance on how to take over your case.
- Please reach out to your case worker for your case number(s)
- If you do not know your case worker, please email: mortgage-assistance@endeavors.org
 - After July 12, this email will not be monitored.

Best Practices to Contact HAF

- On July 15, your application will be transferred to TXHAF Intake Team.
- You will need to reset your application portal password to access your application
- <https://texashomeownerassistance.com/>
- Look for emails from txhafsa@tdhca.state.tx.us
 - Please check your spam.
 - They can only see applications submitted through a intake center
 - **This email is only for case escalations.**
- Call Center - 833 651 3874
 - Be prepared with your case number, last name and email on file

TEXAS HOMEOWNER ASSISTANCE

Login

Email

Password

I'm not a robot

reCAPTCHA
Privacy - Terms

Login

[Forgot your password?](#)

Not registered yet? [Register now](#)

Best Practices to Contact HAF

- This email is only used if you need to escalate your case. You can escalate your case if you have received a notice of foreclosure or receive a sell date
 - txhafsa@tdhca.state.tx.us
- You will not be able to get updates on your case via email. You will need to call the call center at 833 651 3874
- If you already have an application, do not start another one. It will cause a duplicate and will cause denial

How to access your application

- After you have changed your password on the TDHCA website, you should have access to your application
 - <https://texashomeownerassistance.com/>
- When you log in, you will see a case summary page that has your case number(s), and the most recent update date.
 - You will not see the most recent update on this page.
- For updates on your case, please call the call center at 833-651-3874

How to Upload Documents

100%

Representative Info ✓

Address ✓

Occupants ✓

Income ✓

Payment Requested ✓ check

Additional Info ✓

Utilities ✓

Documents ✓

Submit ✓

Case ✓

Payment Requested

ⓘ * Indicates required fields

ⓘ Allowed file types: pdf, jpg, jpeg, png, tiff, zip, csv

ⓘ You must provide documentation of the delinquent amounts to be eligible for HAF assistance.

Mortgage Past Due Amount	Homeowner Requested Amount
ⓘ Amount includes past due amounts that you owe to your mortgage servicer for principal and interest payments, as well as any amounts owed to your mortgage servicer's escrow account for property taxes, insurance and HOA fees.	0

Choose File No file chosen

or drag and drop one or more files to upload


- HAF May be reaching out VIA email to request new documents
- In the application, there will be buttons " Choose File" where you can upload documents.
- Make sure you are uploading documents in the correct spot. Read the description. There is not a way to remove documents.
- Please make sure to upload Clear photos or scans.
- If a document has multiple pages, please make sure all pages are uploaded.

How to File an Appeal

- If your case is denied, you can file an appeal within 30 days.
- When you log into your application, you will see the case summary. Under the denial, will be an appeal reason box for you to complete.
- Appeals can take 30 – 45 days to process
- Please note if you receive a Denial – Final, you will not be able to file an appeal.

Appeal Reason *

Appeal

 Please provide additional facts or evidence to show why your case should be reconsidered.

[+ Add New Case](#)

Resources that May be near you



Libraries – They may be able to assist with scanning and uploading the documents

<https://www.tsl.texas.gov/texshare/libsearch/>



211- Call, Text or Visit their website for resources near you



Legal Resources – Can search by zip code

<https://texashomeownerassistance.com/find-help/>

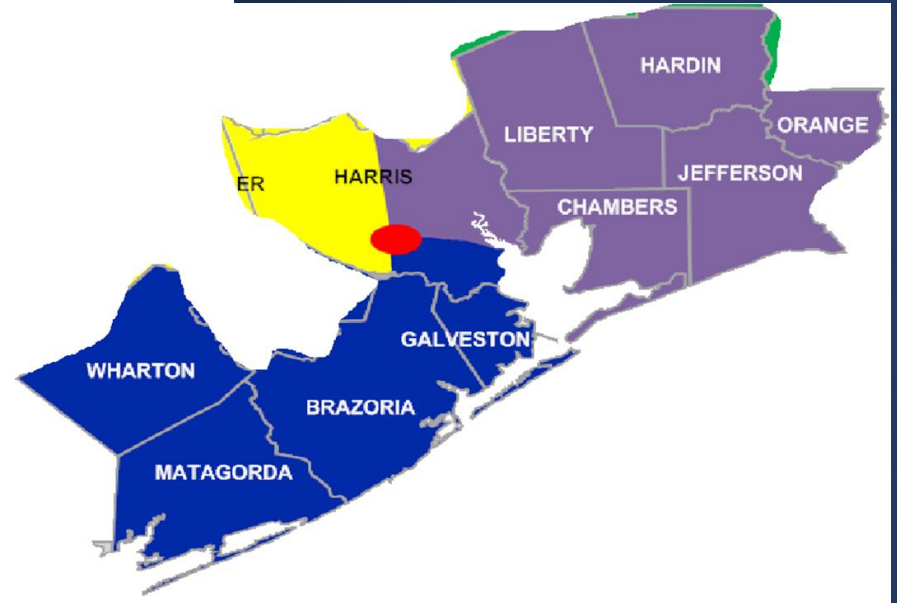


Housing Counselors – Can search by zip code

<https://texashomeownerassistance.com/find-help/>

Lone Star Legal Aid

- Service 76 Counties, Low Income
- Specific to HAF, Lone Star Services:
 - Brazoria, Chambers, Galveston, Hardin, Harris, Jefferson, Liberty, Matagorda, Orange and Wharton
 - If you are outside these counties, they may be able to still assist
- Civil Cases only, no criminal cases
- Visit LoneStarLegal.org or call 1-800-733-8394 Monday – Friday 8 –5 for assistance



Lone Star Legal Aid Office Locations



Beaumont

1965 Park Street Beaumont, TX 77701
(409)-835-4971 or (800)-365-1861
Hardin, Jefferson, Liberty, Orange



Belton

512 South Main Belton, TX 76513
(254)-939-5773 or (800)-234-6606
Bell, Coryell, Hamilton, Lampasas, Milam



Bryan

1714 East 29th Street Bryan, TX 77802
(979)-775-5050 or (800)-570-4773
Brazos, Burselson, Grimes, Lee, Leon, Madison, Robertson



Clute

102 Oak Park Dr. Clute, TX 77515
(979)-849-6464 or (800)-244-5492
Brazoria, Matagorda, Wharton



Conroe

412 West Lewis Street Conroe, TX 77301
(936)-539-2130 or (888)-595-8969
Montgomery, Polk, San Jacinto, Trinity, Walker, Waller



Galveston

2200 Market Street, Suite 301 Galveston, TX 77550
(409)-763-0381 or (800)-551-3712
Chambers, Galveston



Houston

1415 Fannin Street, Houston, TX 77002
(713)-652-0077 or (800)-733-8394
Harris



Longview

140 East Tyler, Suite 150 Longview, TX 75601
(903) 758-9123 or (800)-866-0821
Camp, Gregg, Harrison, Marion, Panola, Rusk, Upshur

Lone Star Legal Aid Office Locations



Nacogdoches

414 East Pilar Street Nacogdoches, TX 75961
(936) 560-1455 or (800) 354-1889
Anderson, Angelina, Cherokee, Houston, Jasper,
Nacogdoches, Newton, Sabine, San Augustine,
Shelby, Tyler



Paris

164 6th Street SE Paris, TX 75460
(903)-785-8711 or (800)-925-5802
Delta, Franklin, Hopkins, Lamar, Morris, Red River,
Titus



Texarkana

3001 Richmond Road, Suite A Texarkana, TX 75503
(903)-793-7661 or (800)-568-3857
Bowie, Cass (Arkansas), Hempstead, Lafayette,
Little River, Miller (Texas)



Tyler

110 North College, Suite 302 Tyler, TX 75702
(903)-595-4781 or (800)-248-0048
Henderson, Rains, Smith, Van Zandt, Wood



Richmond

212 South 2nd Street Richmond, TX 77469
(832) 913-7200 or (800)-733-8394
Austin, Colorado, Fayette, Fort Bend, Washington



Waco

900 Austin Avenue, 7th FL Waco, TX 76701
(254)-756-7944 or (800)-299-5596
Bosque, Falls, Freestone, Hill, Limestone, McLennan,
Navarro

Next Steps

- Texas Homeowner assistance program will be absorbing your case July 15, 2023
- Please send any updated documents to your case worker before July 12 to be updated. After July 12, we will not be able to accept any documents.
- After July 15, HAF will be reaching out to you directly to work the case and gather updated documents. Endeavors will not be able to assist with uploading these documents.
- Please keep an eye on your email and phone number that you provided to your case worker to have in your file as that is the contact information that HAF will reach you at.

Questions

- Please email: mortgage-assistance@endeavors.org
 - After July 12, this email will not be monitored.
- Call Center for case updates: 833 651 3874
- You can escalate your case if you have received a notice of foreclosure or receive a sell date
 - txhafsa@tdhca.state.tx.us
- HAF has a FAQ on their website
 - <https://texashomeownerassistance.com/faq/>