

FAQ for Community Heroes Program

1. What is the Community Heroes program?

The City of Charlotte, in partnership with the Federal Home Loan Bank Atlanta, is providing matching grant funding for specific homebuyers who qualify for the City program Incentive loan.

2. Who is eligible?

Eligible Borrowers: Those who are employed as Law Enforcement Officers, Firefighters, other First Responders, or Public School Teachers with household incomes of **80.1% - 120%** Area Median Income (AMI). Please visit website for Career Definitions details.

Income Limits

Family Size								
% of Area Median Income	1	2	3	4	5	6	7	8
80.01% (lower income limit)	\$46,801	\$53,451	\$60,151	\$66,801	\$72,151	\$77,501	\$82,851	\$88,201
120% (upper income limit)	\$70,200	\$80,160	\$90,240	\$100,200	\$108,240	\$116,280	\$124,320	\$132,360

3. How do I apply for the Community Heroes program? (List steps to apply/qualify)

Your Lender will submit the request on your behalf. See the list of approved lenders on the HouseCharlotte website. An approved lender/Loan Officer must be used. **Effective July 1, 2017** HouseCharlotte will no longer be able to accept loan request from Loan Officers who have not completed the HouseCharlotte training, and Mandatory Annual Updates. ***Your lender will also need to be approved with FHLB Atlanta, details can be found on our website.***

4. What type of 1st Mortgage loan is required?

Community Heroes downpayment assistance loans can be layered with FHA, USDA, VA and Conventional 15 - 30 year fixed rate loans, or with 5-year Adjustable Rate Mortgages; up to a 30 year maximum term.

5. How much Community Heroes assistance am I eligible for?

Up to \$22,500 in downpayment assistance loan funds. The 3:1 Match funds will provide additional funds of up to \$7500 through the FHLBank Atlanta grant. NOTE: These funds are automatically paired together. You cannot qualify for just one or the other.

6. What can the financial assistance be used for?

- First Mortgage Principal Reduction
- Downpayment and closing cost
- Homebuyer Counseling/Education

7. What are the eligible neighborhoods for the Community Heroes program?

Borrowers must purchase properties located in Mecklenburg County.

8. What is the maximum, total home sales price for the Community Heroes program?

Maximum purchase price is **\$300,000** for existing and new construction homes.

9. Can I apply for both the HouseCharlotte program and the Community Heroes?

The \$22,500 falls under the HouseCharlotte funds as part of the City's program incentive. The \$7500 match is additional funding provided as a grant from FHLBank Atlanta. You cannot get one without the other. The two sources of funding must be paired together.

10. How long does it take to process Community Heroes files?

Upon receipt of a **complete** loan package, it takes approximately 10 business days from receipt of a complete package to process the file and get the check for closing. However, if the package is incomplete, it may take longer. A HouseCharlotte loan representative will notify the lender if items are needed which will cause a delay in processing.

- ***Your Lender is responsible for requesting the FHLBank Atlanta funds. These funds should be requested no later than 48 hours prior to scheduled closing date.***

11. Is an inspection required to receive Community Heroes funding?

Yes. The property must pass a HouseCharlotte inspection prior to receiving funds. However, this is a code inspection, not a complete home inspection. It is highly recommended that you get a full home inspection from a reputable licensed Inspector. The initial code inspection along with one additional re-inspection is provided at no charge to the borrower. If additional inspections are needed for any reason, the contact person on the Inspection Request Form will be responsible for payment to the Inspector at the time of re-inspection(s). ***Please note that borrowers should use caution in relying solely on the HouseCharlotte inspection. The HouseCharlotte inspection generally covers code violations. Therefore we highly recommend that borrowers hire their own Inspector to complete a full structural/mechanical home inspection in addition to the HouseCharlotte inspection.***

For new construction homes less than 6 months old, a Certificate of Occupancy (CO) is required.

In lieu of the HouseCharlotte inspection, buyer(s) have the option, at the buyer's cost, to hire an independent, licensed NC Home Inspector. However, this Inspector must complete the HouseCharlotte Minimum Housing Code form along with their normal inspection form. Both should be forwarded to HouseCharlotte upon completion. *This document, as well as the HouseCharlotte Inspection Request form can be found on the website.

12. Who would I contact to take the homebuyer education course and counseling as required for the Community Heroes program?

You may contact the **Homeownership Center of Charlotte (HCC)** at 704-342-0933 or **Prosperity Unlimited, Inc.** at 704-933-7405. Pre-Purchase Counseling & Homebuyer Education totaling a minimum of 8 hours is required. Online Education is accepted from E-Home & Framework ONLY. Generally 4 hours credit is given for online education. 1-on-1/Face-to-face Counseling must be included with online education also.

13. How long is the training course?

The training course varies in length, depending on which agency you have chosen to take the class with. Typically, the course consists of up to 8 hours, and is offered on Saturdays or weeknights to try to accommodate your schedule. Upon completion of the course, you will receive a homebuyer education certificate that is good for one year. **NOTE:** 1-on-1/Face-to-face Counseling is also required. Please contact the agency you wish to work with to learn more about class dates and times.

14. When should I take the course?

As stated above, the homebuyer education certificate is good for one year. It is recommended you take the course as soon as possible, as you will gain a wealth of information on homeownership. It is not required that you have a home identified prior to taking the course, however, you will need to complete the course before you can close and receive HouseCharlotte down payment assistance funds. Keep in mind that the certificate you will receive upon completion is valid for one year.

15. Is everyone listed on the mortgage required to take the course?

Yes

16. Should I contact the Community Heroes loan representative in reference to my loan status?

No. The loan officer or real estate agent will be in contact with the representatives of HouseCharlotte, on your behalf. In an effort to expedite the HouseCharlotte file processing, we encourage buyers to direct any questions or requests for status updates to their loan officer.

17. How long will the Community Heroes program and funding be available?

This program will be offered for a limited time based on funding availability.

18. Who administers the program?

The program is administered by Charlotte Mecklenburg Housing Partnership, Inc. Please email team if you have questions. HouseCharlotte@cmhp.org

To learn more, please visit www.HouseCharlotteProgram.com or call 704-705-3999.