

Public Notice



Oregon Housing and Community Services

CARES Act: Support for Homeowners

In March, Congress passed the Coronavirus Aid, Relief, and Economic Security (CARES) Act to respond to healthcare needs created by COVID-19 and to provide relief to Americans facing economic uncertainty due to the pandemic. Through the CARES Act, homeowners with government-backed mortgages can access forbearance and foreclosure protection. Oregon Housing and Community Services (OHCS) wants to ensure homeowners understand these protections and where to go for trusted advice.

How do I know if I have a government-backed mortgage?

Government-backed loans include mortgages made by the Federal Housing Administration, the Veterans Administration, the US Department of Agriculture, Fannie Mae, and Freddie Mac. To determine if you are eligible, visit the official website of your lender/servicer and look for information related to COVID-19 payment issues.

What is forbearance?

Forbearance allows you to pause or reduce your mortgage payments. Please note that the payments missed or reduced will be due at a later date, likely the end of the mortgage term. In most cases, a forbearance is available for up to 6 or 12 months, but that depends on the terms established by your lender or servicer (the company that manages your mortgage). Visit the [Federal Trade Commission website](#) to learn more. Watch this short video from the Consumer Financial Protection Bureau: [“CARES Act Mortgage Forbearance: What you need to know”](#)

What do I need to ask my servicer?

There are important questions to ask before entering forbearance. You must ensure you know when the unpaid amount is due. Will it be due a lump sum once payments resume? Can you add payments to the end of your mortgage? Will you have higher monthly payments to make up the deferred amount? Can you make partial or full payments during forbearance? These are some things to consider, but OHCS recommends working with a professional to make sure you understand the terms of forbearance.

I have other questions, who can help me?

To help navigate your options and assist with budgeting, contact one of Oregon Housing and Community Services' trusted housing counselors at a [local Homeownership Center](#) in your area, listed on the next page. Housing counselors can assist you with working with your lender/servicer, they have extensive knowledge of mortgage loans and industry terminology used when discussing payment options and plans available. They can explain the process and terms and conditions of loan documents, and assist

with collecting any documents necessary. Housing counselors are skilled at working directly with lender/servicer to ensure you get the help you need.

Avoid Scams!

Unfortunately, in the wake of these challenging times, scammers are more active. Working with a housing counselor or your servicer will ensure you are not taken advantage of. The Federal Trade Commission has additional tips on how to [avoid coronavirus scams](#).

County Service Area	Agency Name/Website	Phone/Email
Baker, Grant, Union, Wallowa	Community Connection of Northeast Oregon www.ceno.org	(541) 963-3186 info@ceno.org
Benton, Lincoln, Linn	DevNW www.devnw.org	(541) 752-7220 hello@devnw.org
Clackamas, Multnomah, Washington Portland Metro Area	African American Alliance for Homeownership www.aaah.org	(503) 595-3517 info@aaah.org
	Hacienda Community Development Corporation www.haciendacdc.org	(503) 961-6432 home@haciendacdc.org
	Native American Youth & Family Center www.nayapdx.org	(503) 288-8177 x223 kevins@nayapdx.org
	Portland Housing Center www.portlandhousingcenter.org	(503) 282-7744 Staff emails on website
	Open Door HousingWorks (Washington County Only) www.odhw.org	(503) 640-6689 info@odhw.org
Clatsop, Columbia, Tillamook	Community Action Team http://www.cat-team.org	(800) 325-8098 nmartin@cat-team.org
Coos, Curry, Douglas	NeighborWorks Umpqua http://www.nwumpqua.org	(541) 673-4909 info@nwumpqua.org
Crook, Deschutes, Jefferson	NeighborImpact www.neighborimpact.org	(541) 323-6567 homesource@neighborimpact.org
Harney, Malheur	Community in Action www.communityinaction.info	(541) 889-1060 x122 info@communityinaction.info
Hood River, Sherman, Wasco	Columbia Cascade Housing www.MidColumbiaHousingCenter.org	(541) 296-3397 x118 davep@columbaicascadehousingcorp.org
Jackson, Josephine	ACCESS www.accesshelps.org	(541) 774-4305 hocinfo@accesshelps.org
Lane	DevNW www.devnw.org	(541) 345-7106 hello@devnw.org
Marion	DevNW www.devnw.org	(503) 779-2680 hello@devnw.org
Umatilla, Morrow, Gilliam, Wheeler	Community Action Program of East Central Oregon www.capeco-works.org	(541) 289-7755 ygozmez@capeco-works.org
Yamhill, Polk	Housing Authority of Yamhill County www.hayc.org	(503) 883-4300 resourcecenter@hayc.org