



# HomeOwnership Announcement

November 2, 2022

## MassDREAMS Process Modifications and Best Practices

We appreciate your continued support of our mortgage programs by offering our MassDREAMS Grant program. We are extremely pleased with the high level of interest in our grant program so early in the release. Your efforts have made an immediate and positive impact to so many households.

Like any new product, we are learning hands on how to best serve our collective customers. In doing so, we are making a few changes below to our original guidance as well as sharing best practices to improve our process of reviewing the grant requests.

- **We are modifying our turn times due to the high volume of grant requests to set better expectations for our customers. We will process grant requests upon receipt of all documentation and in the order received by MassHousing.**
  - Brokers should anticipate over thirty (30) days for the overall time to complete a grant request. Lock timeframe, financing and closing contingency dates should be adjusted accordingly.
  - Estimated time for the issuance of a conditional grant commitment is ten (10) business days upon receipt of a complete grant package.
- **MassHousing will not include the following amounts into the grant amount:**
  - Condominium move in/out fees
  - Condominium fess paid in advance
  - Home Inspection fees
  - Buyer realtor fees
  - Borrower incurred legal cost outside the broker charged fees
  - Fees customary paid by the seller

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**A miscalculation of fees may lead to an unsaleable loan. We urge our Brokers to be vigilant on their review of their customary fees and the cash back to the borrower at closing.** We also remind our Brokers that MassHousing does not purchase loans that are determined to be HPML.

- **We are sharing the list below of best practices to assist us in the timely processing of the grant requests.**
  - Broker to provide evidence that points paid are bona fide points.
  - Please inform your borrower(s) to upload all documents at one time.
  - Wires must be returned within 24 hours on loans that do not close on the scheduled closing date.

Thank you for your business and partnership. Please check out our [MassDREAMS borrower instructions](#) as an additional resource and email [MassDREAMs@masshousing.com](mailto:MassDREAMs@masshousing.com) for additional assistance.