

## Hurricane Harvey Update

As a formal response to the damage caused by Hurricane Harvey, the HOPE NOW Alliance facilitated two mortgage assistance events in the Houston area over a two week period. 17 mortgage servicers, three reverse mortgage servicers, several non-profit agencies, insurance companies, the Veterans Administration, HUD, FEMA, Small Business Administration and other local partners collaborated on the events. The events provided a free opportunity for impacted homeowners to meet face-to-face with service providers and discuss their mortgage options. Quite often after a disaster, a family is struggling with several issues and the event was a key opportunity to go through mortgage options and understand next steps in the road to recovery. Homeowners can qualify for an option and understanding the next steps is imperative for peace of mind and life planning.

It's important to note that the Houston market was already struggling with a high number of mortgage delinquencies and the hurricane added to a challenging situation. As the industry works through tailored mortgage solutions, all partners will have to work closely to remediate situations and provide clear consumer messaging.

The chart below captures consumer data from attendees of the events. Over the six days, 510 homeowners attended and received assistance.

### Consumer Data Report

Total Attendees: 510

Question	Response	Response Frequency (%)
Condition of Home	Damaged / Repairable	<b>83%</b>
	Destroyed	<b>4%</b>
	Unaffected	<b>13%</b>
Is anyone living in the home now?	Yes	<b>73%</b>
	No	<b>27%</b>
Are you insured by the National Flood Insurance Program?	Yes	<b>23%</b>
	No	<b>56%</b>
	Don't Know	<b>21%</b>

Have you made an insurance claim?	Yes	<b>62%</b>
	No	<b>33%</b>
	N/A	<b>5%</b>
Are you eligible for FHA, VA, GSE, or other assistance?	FHA	<b>12%</b>
	VA	<b>5%</b>
	GSE	<b>7%</b>
	Don't Know	<b>37%</b>
	No	<b>24%</b>
	Other	<b>16%</b>
Do you need additional funds to repair or rebuild your home?	Unsure	<b>9%</b>
	No	<b>43%</b>
	<\$50k	<b>43%</b>
	<\$100k	<b>3%</b>
	>\$100k	<b>2%</b>
Has remediation started?	Yes	<b>44%</b>
	No	<b>55%</b>
	N/A	<b>2%</b>

## Exit Survey Data Report

Question	Response	Response Frequency (%)
Are you struggling with unemployment or loss of income?	Yes	<b>39%</b>
	No	<b>45%</b>
	Somewhat	<b>16%</b>
What is the condition of your property?	Destroyed	<b>10%</b>
	Damaged	<b>47%</b>
	Lightly damaged	<b>33%</b>
	No damage	<b>10%</b>
What is your reason for coming?	Learn my options	<b>35%</b>
	Talk to my mortgage servicer	<b>38%</b>
	Insurance payments	<b>5%</b>
	Understand the process	<b>20%</b>
	Other	<b>3%</b>



Do you think you will have the resources to rebuild?	Yes	<b>48%</b>
	No	<b>17%</b>
	Uncertain	<b>35%</b>
Have you dealt with flood damage in the last few years	Yes	<b>18%</b>
	No	<b>76%</b>
	Other	<b>6%</b>

**In 2018 HOPE NOW will be returning to Houston, if your organization would like to collaborate with our efforts, please contact us at [Help@hopenow.com](mailto:Help@hopenow.com)**

**If your home was impacted and you would like assistance in connecting with your mortgage servicer, please email [Help@hopenow.com](mailto:Help@hopenow.com).**

Proud List of Participating Companies:

Bank of America
Bank of Texas
Bayview
Caliber
Cenlar
Chase
Citi
Fannie Mae
Freddie Mac
Freedom
Gateway Mortgage Group

Mr. Cooper
Ocwen
One West Bank
PennyMac
PHH
Quicken Loans
Selene
Seterus
USAA
US Bank
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Prosperity Bank
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