

## **HOUSING COUNSELING GLOSSARY**

- **ANTI-PREDATORY LENDING**

We provide homeowners with anti-predatory lending (bad loans) counseling to prevent mortgage scams.

- **CREDIT AND BUDGET COUNSELING**

Certified Housing Counselors will provide you with Counseling to help you improve your Credit Scores and financial literacy.

- **DIVERSION CONSUMER COUNSELING**

The Diversion Program offers homeowners in foreclosure the opportunity to attend Conciliation Conference with their housing counselor in hope of arriving at an agreement with the lender to retain ownership of their home.

- **FIRST TIME HOME BUYER PROGRAM**

Our counselors host workshops and individual sessions to educate first-time homebuyers about the buying process, aiming to empower them to make informed decisions and avoid predatory lending. Pre-purchase counseling reduces the risk of falling victim to predatory practices and improves the likelihood of making beneficial agreements.

- **FORECLOSURE PREVENTION COUNSELING**

Housing Counselors will explain to consumers the various factors that may lead to mortgage default and delinquency. Money management, budgeting and credit are also discussed.

- **HOUSING CONSUMER EDUCATION**

Housing Counselors provide information about home maintenance and repair, comparative shopping, energy conservation and building credit. Consumers are given information and assistance in applying for federal and city low income housing programs.

- **MORTGAGE DEFAULT AND DELINQUENCY**

Our counselors help homeowners prevent and resolve mortgage default and delinquency through thorough analysis of their situation. We offer options like loan modification, repayment agreements, short sale, deed in lieu, and partial claims. We also assist with Pennsylvania's Homeowners' Emergency Mortgage Assistance Program (HEMAP), inform consumers about their homeowner rights, foreclosure proceedings, and alternative housing. Our counselors advocate for homeowners to prevent and resolve mortgage default.

- **Phila. Eviction Diversion Program**

Housing Counselors provide information to clients pertaining to rental laws and eviction processes. Eligible participants may receive up to \$3,500 in rental assistance through the Eviction Diversion Program.

- **TANGLE TITLE COUNSELING**

A Certified Housing Counselor will provide the consumers with information and assistance with transferring of deeds, problems arising from heir property and any other deed related issues.

- **TAX DELINQUENCY**

A Certified Housing Counselor will assist consumers experiencing a financial hardship in preparing to enter into an agreement for repayment of delinquent taxes.