



**Lower 9<sup>th</sup> Ward Neighborhood Empowerment  
Network Association (NENA)**

**Disclosure to Client for HUD Housing Counseling Services**  
Effective January 1, 2021

**Services Offered**

**A) Pre-Purchase Counseling**

NENA provides one-on-one counseling designed to meet the specific needs of clients to meet their goals. The client's unique situation will be discussed and the action plan is created to outline appropriate steps to take. Many students in our workshops are referred by agencies that require pre-purchase counseling in addition to workshops. Pre-purchase counseling usually requires that we pull at least one credit report. Each counselor will provide regular routine follow up with the client as needed until the case has reached a resolution as detailed in the client action plan or the client has withdrawn from counseling. We charge the cost of the credit report currently \$12.50 per individual. The cost of pre-purchase counseling is \$37.50.

**B) Pre-Purchase Homebuyer Education Workshops (First Time Homebuyer Class)**

Our homebuyer workshop is a 12-hour course taken over 6 weeknights via video conferencing technology. Topics include The Lending Process, Searching for your Dream home, The role of the REALTOR®, The Home Inspection, The Title Company, Closing and more. The tuition is \$75. Students may attend any class a second time for free. The monthly fair housing session is free and we occasionally conduct other free home buyer workshops.

**C) Financial, Budgeting, and Credit Workshops (Financial Literacy Class)**

These workshops are designed to help our client at any stage of their financial development. Topics include Banking, Financial Products, Insurance, Financial planning, investments and more. These workshops are combination instruction, online education, homework and follow-up. The tuition is \$75. Students may attend any class a second time for free.

These workshops have cohorts of 7-12 participants who attend four sessions through the month and have regular check-ins after to ensure they are utilizing better money habits. The following is our curriculum:

**D) Mortgage Delinquency and Default Resolution Counseling**

This type of counseling addresses a delinquency and default. The counselor prepares a budget with the client to determine if the client could complete a repayment plan. The counselor then may submit a request for a forbearance package from the lender. The possible outcomes are a

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workout plan, loan modification, or pre-foreclosure sale. They may also receive information about either Short Sales or dation en paiement ( a Louisiana term similar to a deed in lieu) if that information is needed or desired by the client. Counselors who do default counseling must be capable of reaching loss mitigation departments and negotiating on behalf of the client for the solutions described above under Mortgage Default Counseling. BENI's counselors also work with loss mitigation departments on behalf of our clients. There is no charge by NENA for this type of counseling.

### **Relationships with Industry Partners**

Our agency has no financial or exclusive relationships with specific industry partners such as lenders, realty companies, builders, state housing finance agency, and intermediaries and their affiliates or branches. NENA invites guest speakers such as real estate agents, lenders, appraisers, inspectors, and other professionals that charge a fee for their services. NENA does not pay or charge speakers unless disclosed here. From time-to-time, vendors sponsor events at NENA. NENA has a relationship with the U.S. Department of Housing and Urban Development and is an independent HUD-approved housing counseling agency and does not have any affiliate relationships. You are not required to use the services of any guest speaker, affiliate, vendor, or sponsor.

### **Conflict of Interest**

(1) No NENA counselor, director, employee, officer, contractor, or agent of a participating agency shall engage in activities that create a real or apparent conflict of interest. Such a conflict would arise if the director, employee, officer, contractor, agent, his or her spouse, child, general partner, or organization in which he or she serves as employee (other than with the participating counseling agency), or with whom he or she is negotiating future employment, has a direct interest in the client as a landlord, broker, or creditor, or originates, has a financial interest in, services, or underwrites a mortgage on the client's property, owns or purchases a property that the client seeks to rent or purchase, or serves as a collection agent for the client's mortgage lender, landlord, or creditor.

(2) No NENA counselor, director, employee, officer, contractor, or agent of a participating agency shall not refer clients to mortgage lenders, brokers, builders, or real estate sales agents or brokers in which the officer, employee, director, his or her spouse, child, or general partner has a financial interest, neither may they acquire the client's property from the trustee in bankruptcy or accept a fee or any other consideration for referring a client to mortgage lenders, brokers, builders, or real estate sales agents or brokers.

(3) Every NENA counselor, director, employee, officer, contractor, or agent of a participating agency or any member of his or her immediate family shall avoid any action that might result in, or create the appearance of, administering the housing counseling operation for personal or private gain; providing preferential treatment to any organization or person; or undertaking any action that might compromise the agency's ability to ensure compliance with the requirements of this part and to serve the best interests of its clients.

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## No Client Obligation

There is no obligation to receive, purchase, or use any product or service offered by this agency or any services of its industry partners or other party in exchange for your receiving HUD housing counseling services.

## Alternatives

As a condition of our services, and in alignment with meeting our counseling goals, and in compliance with HUD's Housing Counseling Program requirements, we may provide information on alternative services, programs, and products available to you, if applicable and known by our staff.

## Housing Counseling Fee Disclosure

<b>Service</b>	<b>Cost</b>
Pre-purchase Counseling	\$37.50
Credit Report at Cost	\$12.50
12- hour Financial Literacy Class	\$75.00
12-hour First-Time Home Buyer Class	\$75.00
All other Public Workshops and Counseling	Free

I have read and received a copy of this disclosure.

\_\_\_\_\_  
Client

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client

\_\_\_\_\_  
Date

This disclosure was conveyed verbally via a virtual session, telephone session, or face-to-face.

\_\_\_\_\_  
Counselor

\_\_\_\_\_  
Date

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