Jacksonville Housing Finance Authority

2024 - 2026 Mortgage Credit Certificate Program For Duval County

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EQUAL HOUSING OPPORTUNITY

eHOUSINGPLUS
Program Management Specialists

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2026 REVISIONS TABLE

Archived revisions found on the last page of this guide

Date	Revision	Page
07/07/26	Revised Income limits	11

CONTACT DIRECTORY
954-217-0817 or Toll Free (888) 643-7974
Select Option #2

Question	Option #	email
Lender Training (Program & System)	Option #4	Click here
Lender User Access (Credentials, Disabled Access, etc)	Option #1	Click here
eHPay - Digital Payment of Compliance Fees	Option #3	Click here
Program Eligibility Questions - READ THIS GUIDE FIRST	Option #2	Click here
Deficiencies - To view and upload compliance file deficiencies	View compliance and Servicer DEFI's in eHP FrontPorch using Digital Docs App, Deficient Compliance Files drop down menu.	
Loan Specific Questions - If you have any questions related to a specific loan already reserved/rate locked in the eHPortal.	Post note in Collaboration Station within eHP FrontPorch	
Credit underwriting questions, refer to their internal UW Department or US Bank	(800) 562-5165	Click here
System Errors - Technical Assistance	Option #6	Click here
DU Findings, DTI, Insurance, Collateral and Purchase of the loan questions all need to be addressed by the Servicer directly. eHousingPlus cannot assist you with questions related to these items. Shipping First or Second mortgage closed loan files Questions regarding exceptions on first and second mortgage closed loan files U.S. Bank	(800) 562-5165	Click here

(Rev 10/02/23)

THESE GUIDELINES MAY BE USED FOR A STAND-ALONE MCC. OR AN MCC COMBINED WITH THE JACKSONVILLE HFA FIRST MORTGAGE. IF USED WITH THE HFA'S FIRST MORTGAGE YOU MUST ALSO VIEW THE FIRST MORTGAGE GUIDELINES. WHICHEVER GUIDE HAS THE MORE STRICT RULES, FOLLOW THE STRICTER RULES.

THE PRODUCT

MORTGAGE CREDIT CERTIFICATES

The Jacksonville Housing Finance Authority has authorized the issuance of Mortgage Credit Certificates (MCCs). The Program Administrator will be eHousingPlus (the "Administrator").

TAX DISCLAIMER

This material is not intended or written to be used, and it cannot be used, by any taxpayer for the purpose of avoiding tax penalties that may be imposed on the taxpayer. This material may be used to support the promotion or marketing of the matter discussed herein. The taxpayer should seek advice from an independent tax advisor regarding the matter set forth herein based on the taxpayer's particular circumstances.

What is a Mortgage Credit Certificate?

A mortgage credit certificate ("MCC") was designed to assist persons of low and moderate income to better afford their own home. The procedures for issuing MCCs were established as an alternative to the issuance of single family mortgage revenue bonds. As distinguished from a bond program, in a MCC program the mortgagor may take a tax credit in an amount equal to the annual amount of interest paid on the mortgage loan multiplied by the Mortgage Credit Certificate Rate. Currently, to maximize the benefit to the MCC applicants, the Mortgage Credit Certificate Rate for the Program is 20%, there is no annual maximum tax credit cap. Effective for all loans in the pipeline, and new MCC reservations as of Aug. 16, 2023. (Rev 08/17/23)

As an example, an Applicant with a $349,000, 30 year, fixed rate mortgage (monthly payment has equal monthly installments of principal and interest) and a 7.125% interest rate could realize the following federal income tax savings (numbers are rounded):

Example of Buyer Benefit (20% Tax Credit)

- 7.125%, 30-year fixed rate mortgage
- $349,000 mortgage loan amount
- 20% Tax Credit Rate with no annual maximum tax credit cap
- $22,685 mortgage interest paid in first year
- Multiply MCC Credit Rate of 20% (.20) x Mortgage Interest Paid ($22,685) = $4,537
    - $4,537 is the maximum potential tax credit
- Borrower has $5,500 in tax liability (because the tax liability is more than $4,537 in potential tax credit, the borrower can use the entire amount of the tax credit.
    - Of the $22,685 mortgage interest paid apply as follows on the tax return:
        - $4,537 may be applied as a Tax Credit (this is a dollar for dollar reduction)
        - $18,148 will remain as a Tax Deduction

During the first year of the Program, the Applicant in the example would be eligible for a tax credit of up to $4,537 if not limited by tax liability. The Applicant would be able to file a revised W-4 withholding form taking into consideration the anticipated tax credit and have approximately $378 per month in additional disposable income in the first year.

In the example, 100% of the mortgage interest paid is $22,685 so 20% of the mortgage interest paid is $4,537. Because the credit rate is 20%, the amount that may be claimed as a credit there is no annual maximum tax credit cap. According to IRS instructions on Form 8396, the amount of allowable mortgage interest deduction on Schedule A is determined by reducing the amount on Line 3 of Form 8396 ($4,537). So the total mortgage interest paid in the first 12 months was $22,685, subtract $4,537 and the remaining $18,148 may continue to be used as a deduction.

The tax credit amount may be used as a tax credit after all other deductions and credits have been applied and to the extent there is tax liability. If not all of the tax credit can be used because there is not enough tax liability, it may be carried forward for up to three years. However, it cannot be added to the allowable mortgage interest deduction.

Borrowers who receive an MCC and who continue to own and occupy the financed home will be eligible for a tax credit each year for the term of the loan.

The amount of the credit actually claimed on the MCC holder's federal income tax return cannot exceed the amount of federal income taxes due after other credits and deductions have been taken into account.

A purchaser of a new or existing single family home may apply for a MCC through any participating mortgage lender at the time he or she applies for a mortgage from the lender. A MCC cannot be issued to a homebuyer who is refinancing an existing mortgage or in connection with a mortgage from a relative. Also, an MCC cannot be used in connection with a bond program.

It's important to note that all or a portion of the MCC related tax credit may be subject to recapture if the Residence is sold within the first full nine years of purchase. This tax credit recapture is further explained in the Notice of Potential Recapture Tax and in the Recapture Tax brochure provided to an applicant.

It is important that borrowers understand the MCC and consider getting more information from their tax professional or the IRS.

What is the lender involvement?

Simply follow the guidelines for the first mortgage.

The Lender is responsible for filing a form with the IRS in each year in which they originate loans for which MCCs are issued, and for keeping certain records regarding the MCCs. For participating lenders, the annual form will be forwarded via email by the Program Administrator for execution and filing by the Lender.

MCC Homebuyer Benefit

The MCC can reduce the amount of federal income taxes; however, the tax benefit cannot exceed the amount of federal taxes owed for the year after other credits and deductions have been taken. But unused credit may be carried forward for up to three years.

Borrowers will have to adjust federal income tax withholding in order to receive the MCC benefit on a monthly basis. This adjustment is accomplished by the borrower speaking to their payroll department at their place of work. By reducing monthly withholding, they will have more disposable (after tax) income with which to make mortgage payments. The benefit of the MCC program continues for the term of the mortgage as long as the holder of the MCC continues to own and occupy the home under the mortgage for which the MCC was issued.

What does the Homeowner have to do to claim the benefit with the IRS?

Each year the homeowner files Form 8396 with their federal income tax return. The form is available on the IRS website.

MCC Special Rules

Process the first mortgage following these guidelines. After closing, simply follow the compliance file checklists. There are separate checklists for the first mortgage and for the MCC.

The MCC and Final Recapture Notice will be issued by the Program Administrator via mail sent to the borrower at the property address once the compliance file is approved.

Each January, the Program Administrator will provide the Lender with the required IRS reporting form for each year in which the Lender originates loans with MCC's.

Term of Program

MCC Program start date is January 29, 2024. MCC's may be originated prior to 01/29/24 but the MCC will not be issued to the borrower until 01/29/24 or after. MCCs may not be made for loans closing after December 31, 2026. Make certain that loans meet all deadlines that may be imposed on the program. Check with the Program Administrator for further information.

ABOUT THE MCC PROGRAM

Issuer: Jacksonville Housing Finance Authority

Program Administrator: eHousingPlus

The Program
Entitles the recipients to take an annual federal income tax credit. A tax credit represents a reduction of actual federal income taxes due. The holder of the MCC may use the credit each year the loan is outstanding as long as they continue to live in the home.

Allowable Loan Products
Lenders choose loans from their own rate sheets and underwrite their own loans.
Loans must be --
- FHA, VA, and conventional loans acceptable to Fannie and Freddie that are 30 year, fixed-rate market loans.
- No adjustable rate, balloon, interest only products are permitted. Stated income loans are not permitted.
- MCCs may not be issued for loans funded from a mortgage revenue bond program or for loans made by persons related to the buyer. No interest may be paid to a person related to a buyer.
- Cosigners are allowable in an FHA transaction when meeting the following conditions: (1) a co-signor cannot have any ownership interest in the property (they cannot be on the Deed) and (2) the cosigner cannot reside in the property being purchased. A cosigner will sign only the Note in the transaction. A cosigner's income is not considered for program purposes, tax returns are not required and cosigner's do not sign any program forms. For credit purposes, follow FHA guidelines.

Program Requirements
Three Year Requirement. Borrowers **and their spouses** must not have owned their principal residence for 3 years prior to closing of the loan for which the MCC will be issued (with exceptions for homes located in Targeted Areas and Veterans Exception loans). The past 3 years federal income tax transcripts for all borrowers and spouses are required.

Principal Residence. The home must be expected to become the principal residence of the Borrower within 60 days following closing. The MCC will be effective only as long as the home remains the Borrower's principal residence along with the original mortgage issued in conjunction with the MCC.

Income and Purchase Price Limits. Household income and the purchase price/sales price of the home are limited.

Qualified Property. The home must be located in Duval County and may be a one to four unit, single family home. Borrower must occupy one of the units.

New Loans. The loan must be made to acquire a home and may not be used to refinance a home or pay off an existing home/mortgage.

MCC PROGRAM REQUIREMENTS

Eligible area: Duval County, FL

Regardless of the first mortgage, all loans with MCC's have the following requirements

- Buyers and spouses must be first-time buyers
- Buyers and spouses must be able to permanently reside in the US.
- Work visas, student visas, any temporary visas do not qualify.
- Past 3 years tax returns or tax transcripts (any combination) for borrower and spouse.
- Buyers must live in the property they purchase as their principal residence.
- All applicants must be considered irrespective of age, race, color, religion, national origin, sex, marital status, military status or physical handicap.
- Buyers must occupy the property purchased within 60 days of closing.
- The past three years federal income tax transcripts are **NOT** required for **Targeted Area** buyers or those meeting Veteran's Exception requirements.

Veterans Exception

Qualified Veterans do not have to be first-time buyers. For the Veterans Exception, "veteran" is defined as "a person who served in the active military, naval, or air service, and who was discharged or released therefrom under conditions other than dishonorable." The Veteran cannot have previously obtained a loan financed by single family mortgage revenue bonds utilizing the veteran exception to the first-time homebuyer requirement set forth in Section 416 of the Tax Relief and Health Care Act of 2006. Borrower must provide true and correct copies of discharge or release papers, which demonstrate that such discharge or release was other than dishonorable.

Targeted Areas

Identified as Qualified Census Tracts and Areas of Chronic Economic Distress (if any) which are listed below, a borrower purchasing in home in a targeted area census tract is not required to be a first-time buyer. Click on this link to look-up the property address. Then compare the tract tract to the allowable targeted area census tracts listed below. If you find a match, the property is located in a targeted area. When reserving funds, choose from the TARGETED AREA rate/offering.

Per Rev. Proc. 2024-08, the following census tracts constitute the Targeted Areas for this program effective with new loan reservation 03/08/24:

Duval County: 0001.02, 0002.00, 0003.00, 0010.00, 0013.00, 0015.00, 0016.00, 0026.00, 0027.02, 0028.01, 0028.02, 0029.01, 0029.02, 0115.00, 0116.00, 0121.00, 0122.01, 133.02, 0143.11, 0154.00, 0155.02, 0163.00, 0174.00

MCC Processing Timetable

From	To	# Days
MCC Program Reservation	Underwriter Certification	**15**
MCC Program Reservation	MCC Compliance Checklist uploaded to eHP Digital Docs	**10**

Loans not meeting the deadlines, will cancel automatically without further notice. Lenders should review their pipeline reports on a continuous basis in accordance with the provisions of the Agreement.

Homebuyer Education

Any party appearing on the Note must complete a Program-approved pre-purchase homebuyer education course even if the borrower(s) is a Veteran or purchasing in a Targeted Area. The HFA will accept face-to-face homebuyer education if provided by a HUD approved counseling agency, a unit of local government that provides pre-purchase homebuyer education in FL, or a counseling agency designated by a unit of local government to provide homebuyer education on their behalf. Refer to HUD link below for a list of approved education providers by county. Online HBE is permitted if provided by a HUD approved agency, a unit of local government that provides pre-purchase homebuyer education in FL, a mortgage insurance provider, or an Agency or GSE sponsored course.

Homebuyer education provided over the phone or by the lender is NOT acceptable.
Certificates of completion are acceptable for 2 years from the date of completion.

Helpful links to provide to homebuyers:

Approved Face-to-Face education providers:

- Face to face from a HUD approved education provider

Approved Online education providers:

- Online education from eHomeAmerica www.eHomeAmerica.org
- Freddie Mac Credit Smart https://creditsmart.freddiemac.com/paths/homebuyer-u/
- HomeTREK online education: https://www.hometrek.org
- Framework Online Homebuyer Education: https://hpn.frameworkhomeownership.org
- MGIC - Finally Home! Homebuyer Education: https://www.finallyhome.org/en/partners/mgic/

Minimum Credit Score - Stand Alone MCC

(1st mortgage being originated is not with the Jacksonville HFA Home Sweet Home Program)

There is no program imposed maximum DTI, follow Agency guidelines.

Minimum Credit Score - Combined with HFA 1st Mortgage

The Program requires a minimum 640 FICO credit score for various products; the mid score must be the minimum of above. If an Agency (FHA. VA, etc) has a higher minimum, follow Agency guidelines. If a participating lender has a higher minimum for other loans and wishes to require a higher minimum for bond loans, then lenders must use the higher minimum.

Maximum Debt to Income Ratio - Stand Alone MCC

(1st mortgage being originated is not with the Jacksonville HFA Home Sweet Home Program)

There is no program imposed maximum DTI, follow Agency guidelines.

Maximum Debt to Income Ratio - Combined with HFA 1st Mortgage

- The program maximum DTI ratio is 45% for all loan products with 640 - 679 FICO.
- The program maximum DTI ratio is 50% for all loan products with a 680+ FICO.
- Lenders must comply with Mortgage Insurance DTI requirements which may limit the maximum DTI for borrowers.

MCC HOUSEHOLD INCOME CALCULATION

Include income of borrower(s) and spouse (occupants and non- occupants) and any person who will live in the household who is 18 years of age or older. Bond program income is not averaged. It is annualized. That's different from income used for credit underwriting. More detailed guidance for calculating program income is located in this guide on pages 19-23.

HOUSEHOLD INCOME LIMITS
MCC PROGRAM
Effective 06/17/26

County	1-2 person household Non-Target & Target	3 or more person household Non-Target & Target
Duval	$109,681	$126,133

Archived income limits may be found on page 18 of this guide.

ACQUISITION LIMITS (Sales Price Limits)

The program refers to Acquisition Limits - in most cases this is the Sales Price and is never FHA Acquisition limits. The acquisition has to include everything paid by the buyer or on the buyer's behalf. Effective with new loan reservations 03/21/24.

County	Non-Targeted Areas	Targeted Areas
Duval	$350,000	$350,000

The "Acquisition cost" is defined as follows:

The cost of acquiring residential property as a completed residential unit, including: all amounts paid, either in cash or in kind, by the mortgagor or a related party for the benefit of the mortgagor to the seller(s); or related parties for the benefit of the seller(s) as consideration for the residential property.

The following costs are excluded: (1) those settlement costs and financing costs that are usual and reasonable and that would be paid by the mortgagor where financing is not provided through a qualified mortgage bond issue; (2) the value of any services performed by the mortgagor and family members in completing a dwelling unit on the residential property; and (3) the cost of any land that was owned by the mortgagor for at least two years prior to the construction of a dwelling unit on the residential property.

SUMMARY OF THE COMPLIANCE ORIGINATION PROCESS

LENDER ONBOARDING

Our On-Boarding process is designed to provide all participating lenders and their staff web-based training related to the Program, Technical and Workflow requirements of each program.
Based on your role, there are certain training requirements prior to adding a new Program and Features. These are determined based on which modules you have completed in the past, and which Programs you want to add to your Portfolio.

Once you have submitted the eHP On-Boarding Registration, the eHP On-Boarding Team will create a specific training program for you based on the role(s) you selected, and you will receive an email confirmation with relevant information. Upon completion, your User Credentials will be created (if you are new User) or updated (if you are a current user) and you will receive a system generated email with this notification. Click on this link to register for training.

QUALIFY

Lenders use program requirements to qualify applicants for the program. Buyers must present an executed sales agreement before being entered into the program reservation system.

RESERVE MORTGAGE CREDIT CERTIFICATE

To reserve funds, use the eHousingPlus eHPortal. Log in and reserve the mortgage credit certificate. To reserve funds in the program, the borrower is required to have a signed real estate purchase contract for a specific address. You will need a 1003 and the Real Estate Purchase contract in order to make a reservation. If the reservation is successful, you will receive a loan number and a message that you've completed the reservation successfully.

IMPORTANT - A reservation is for a borrower with a real estate purchase contract for a specific property. If the property needs to change, the loan must be cancelled and re-reserved. The lender is responsible for cancelling the loan within the eHPortal. And then, the lender must email (services@eHousingPlus.com) or call the eHousingPlus Compliance office at 954-217-0817 to have the borrower permanently removed from the eHPortal. Until this process is complete, the lender will not be able to re-reserve funds for the borrower.

The Lender will provide the borrower with the MCC Notices to Buyers and Recapture Tax brochure. These form may only be found with the eHPortal. The Lender will need user access to print the forms.

eHP Tip! *Need a reminder as to how to register a loan, complete the UW Certification, edit a loan or print forms?*
Log-in to eHP FrontPorch*, then click on the eHPlaylist to view a short video.*

PROCESS

Lenders process the loan as they would normally keeping in mind the program timelines. Borrower will need to sign the Notices to Buyers and be given the Recapture Tax Brochure as close to application as possible.

PRINT PRE-CLOSING MCC PROGAM FORMS

The program forms may only be found in eHP FrontPorch using the eHPro Forms App. Forms generated from any other source may void the loan making it not purchasable in the program. A lender will need user credentials for the eHPortal to access the forms.
Provide the borrower(s) with the following pre-closing forms:

Form	When Signed	Borrower	Co-Borrower	Non Purchasing Spouse	Co-Signer
MCC - Notices to Buyers	Pre-Closing	Yes	Yes	Yes	No
MCC - Recapture Brochure	Pre-Closing	Informational only, not signed			

UNDERWRITE AND CERTIFY

Lenders underwrite & are responsible for credit decisions of the loans in the program. Servicer does not re-underwrite loans. Following credit approval AND WITHIN 15 DAYS OF LOAN RESERVATION, Underwriter completes the online Underwriter Certification found within the eHPortal. If a change needs to occur after the certification is complete, please log-in to eHP FrontPorch > Collaboration Station and request for the underwriter certification to be removed. (Added 03/21/24)

PRINT CLOSING MCC PROGRAM FORM

The program forms may only be found in eHP FrontPorch using the eHPro Forms App. Forms generated from any other source may void the loan and the borrower will not receive the MCC. A lender will need user credentials to eHP FrontPorch to access the forms. Provide the borrower(s) with the following closing form:

Form	When Signed	Borrower	Co-Borrower	Non Purchasing Spouse	Co-Signer
MCC - Affidavit	Closing	Yes	Yes	Yes	No
MCC - Lender Certification	Closing	Yes	Yes	Yes	No

SIGNATURES ON MCC FORMS/DOCUMENTS

No one but the borrower and spouse should be on title and sign the Deed and mortgage.

Cosigners cannot live in property, do **NOT** sign MCC documents, take title and cannot be on the Deed.

ASSEMBLE THE COMPLIANCE FILE

Compliance Files and Corrections to previously submitted files with erroneous or missing required documents will be managed through the **eHP FrontPorch.** This portal provides lenders with all the tools necessary to deliver the required documents for the approval of the originated loan(s) in their respective affordable homebuyer programs. **eHP FrontPorch** is a secure, easy to use and efficient way for lenders to deliver the Compliance File, Correct DEFI's and pay the required Compliance Review Fees via our **eHPay** on-line fee approval, and related tools.

To assemble the compliance file, you will need a checklist. The checklist is specific to this program and used to submit the compliance documents post-closing to eHousingPlus.
Log-in here and use the eHProForms App.

Items to be uploaded in the Jacksonville MCC Program compliance file include:

FINAL SIGNED CLOSING DISCLOSURE (TRID form)
FINAL SIGNED 1003
Homebuyer Education Certificate
Jacksonville HFA MCC Program Affidavit Mortgagor, Seller, Lender
Taxes for Borrower(s) & Spouse - 3 years IRS transcripts or Signed 1040
Jacksonville HFA MCC Program Notices to Buyers
Real Estate Purchase Contract
Warranty Deed
Discharge Papers (DD214) only if Veteran is qualifying under the Veteran's Exception

UPLOAD THE COMPLIANCE FILE TO EHP DIGITAL DOCS

Log-in here and use the DigitalDocs App to upload the compliance file.
The Compliance File should be a PDF file uploaded upright and in a clear legible format, composed of all required documents on the Checklist. Don't upload a compliance file until everything is included in the package. The more complete the file, the quicker the review and approval, and the file AND fee must be received to start the review process. Be aware that Loans will go straight to deficient status if items are missing, or if the fee was not received or properly identified. Once you are ready to upload your documents select eHPDigital Docs and from the drop down menu click on New Upload and follow the prompts.

SUBMIT THE REQUIRED COMPLIANCE REVIEW FEE

The Compliance Review Fee may be submitted separately from the Compliance File.

eHPay is a secure, efficient method for lenders to pay the fees ON-LINE. Loans managed through eHPay are processed faster, without fee errors or other unnecessary delays. The Lenders Accounting Staff can access eHP FrontPorch and process the compliance fees payment easily via the Digital Docs App and eHPay.

Not sure of the required fee for your loan? Use the **FIND MY FEE** feature and get the instant answer by entering the eHP loan number or by Program.Compliance Files Uploaded are NOT ready for review until the Compliance Review Fee Payment has been received by eHP.

USE **PAYMENT CENTRAL** to determine any loan that may be pending fees, unidentified payments, files pending payment and short payments.

LOANS PENDING FEES lists Compliance Files that have been uploaded successfully, but whose fee payment is still pending. Lenders can monitor this area to ensure their fees have been delivered in a timely manner.

UNIDENTIFIED PAYMENTS are payments received from your company without the proper identification to apply it to the intended loan. Lenders can monitor this area to ensure that payments made are being properly identified with the eHP LOAN NUMBER.

PAID LOAN FILES lists compliance file that have been paid.

SHORT PAYMENTS If an incomplete payment is submitted, it will be displayed indicating the amount paid and the correct fee amount.

CLEAR A DEFICIENT COMPLIANCE FILE

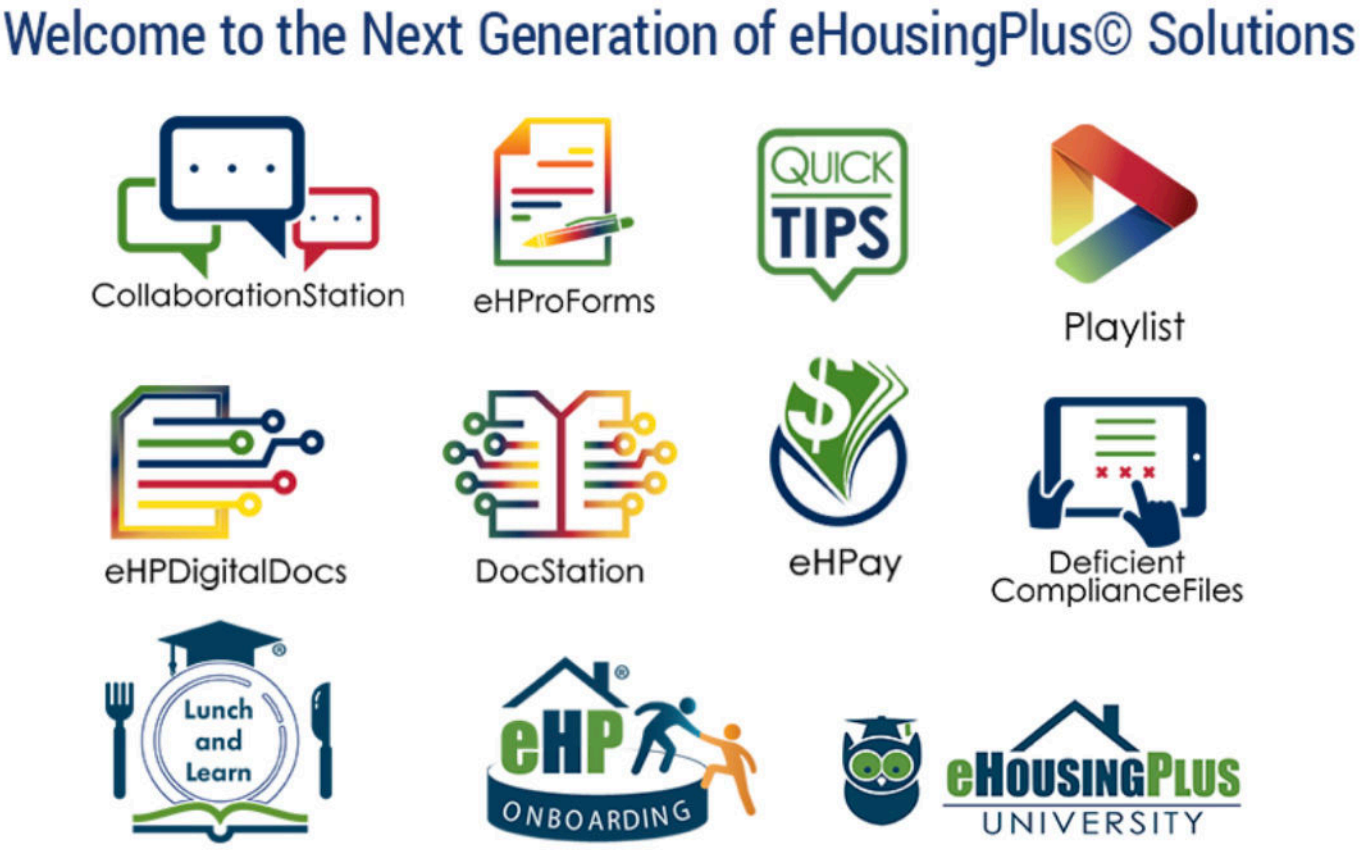
LOAN DEFICIENCIES ARE NOT ACCEPTED VIA EMAIL.
Clearing files deficiencies is critical to your loan being approved and ultimately purchased. In the Deficient Compliance Files drop down, choose View/Upload Corrected DEFIs. This area will assist you in viewing what needs to be corrected, which documents are approved and complete, and you will have the ability to upload the correction and communicate with us in one simple area.
Is very helpful in resolving outstanding issues and having broader visibility for all of your post-closing staff who may need to work on resolving these discrepancies.
Please make sure that you're shipping and post-closing staff is very familiar with this area.
Remember your loan can't be approved without standing deficiencies.

FINAL RECAPTURE FORM AND MCC

Final Recapture Notice required by law is sent by the Administrator to the Lender along with the Mortgage Credit Certificate following Compliance approval. It is the Lenders responsibility to forward both to the borrower.

ISSUANCE OF MORTGAGE CREDIT CERTIFICATE

Upon receipt of uploaded documents and fee(s), the MCC will be processed. Once, approved, the Lenders Authorized Officer will receive a "confirmation of approval" secure email with the MCC. The Lender shall be responsible to provide the MCC to the borrower(s)



HP FrontPorch Helpful Tips

Our new eHP FrontPorch graphical menu lets you access all apps and tools with one click.
These apps were designed to assist you with the program requirements and workflow.
In addition, eHP FrontPorch introduces new innovative tools such as Collaboration Station, Quick Tips, the eHPlaylist, and the Alerts and Notifications area. These NextGen Lender Platform tools have been designed to help you complete your tasks quick and easy.

eHProForms

eHProForms is our newly designed forms generation App where a lender will access all program related documents. Using a search feature to quickly access the loan file, it provides all of the program forms that are required for your specific loan.

The forms are now organized by purpose leading with compliance related forms which will be part of the compliance package you sent to eHousingPlus, the closing second lien assistance and other similar forms you will submit to the servicer and their package and two additional areas for special forms and documents that may apply to your loan. The forms instantly generate from your loan record so it's essential to make sure that you review the information for accuracy.

If something needs to be updated you can log into the eHPortal, edit the loan and you come back to eHP FrontPorch and regenerate the forms.
It's easy and you can create forms as many times as you need with just one click.
If your loan record has not been updated, your loans will be incorrect, and your file will be placed in deficient status.
Clicking the waffle menu at the top of the page is an easy way to get back to the main menu.

eHP FrontPorch Helpful Tips

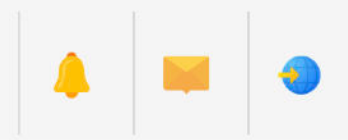
Collaboration Station
Collaboration Station creates a history of any issue that's been communicated regarding a specific loan and provides certain status alerts.
In collaboration station you can create a note to save to the loan file or you can send a message to anyone in our compliance team.

Click the message icon and a menu of eHousingPlus staff will appear at the top with their role for you to make the appropriate selection. You may include your team members who have user credentials to eHP FrontPorch that may assist in expediting solutions for your loans.

In Collaboration Station you can also find the Servicer notes and exceptions that need to be addressed with them. By providing this view to you it gives you transparency to any problem that has to be resolved related to the mortgage or collateral submitted to the Servicer.
This view can be grouped, filtered, searched and exported.

Quick Tips
Quick Tips is a library of useful tips to give you simple quick how to answers on common topics related to the process. It's a way to have short simple tips at your fingertips by roller subject where you can catch up and get you up to speed fast. These Quick Tips are a great place to search for frequent questions, concerns, or simply to educate yourself on a variety of topics.

eHPlaylist
The eHPlaylist is a newly created video platform with tutorials on where to perform tasks best practices and how-to's, all created to assist you with important information. Visual content is easy to access and understand and our playlist has a library of short concise and process-based learning topics. The video library has various categories and brief descriptions to easily build learning tools for your team. Together with Quick Tips the eHPlaylist will provide you and your team with continuous learning resources to help you keep up to date with any platform or process changes.



Alerts and Notifications
The Alerts and Notifications area (bell and envelope icons) has been designed to provide you notifications of notes and messages related to your loans, with additional notification of status changes based on your role. When you send and receive messages using this app, you will receive a notification alert so you can easily see what's happening with your loans.
The last area on the notification panel (world icon) is made available to help you navigate to any of the program pages, guidelines, eHPUniversity and to view eHP News.

PROGRAM TIMELINE

Buyers MUST HAVE A FULLY- EXECUTED SALES CONTRACT FOR A SPECIFIC PROPERTY in order to have funds reserved or be on a waiting list. **The contract may be dated prior to the date of the loan application. Buyers may be pre-qualified. However, if the buyer does not have a contract on a property, Mortgage Credit Certificate funds may not be reserved for the buyer until such time as the buyer presents a valid contract.**

Please DO NOT reserve loans that cannot meet the timetable. This is particularly important with respect to new construction and short sales. Please wait to reserve funds.

Loan Processing and Delivery Timetable

Once a loan is reserved in the eHPortal system and is provided a Mortgage Credit Certificate Loan number, the loan must be;
(1) underwriter certified within **15 days** of loan reservation
(2) delivered to eHousingPlus within **10 days of closing.**

SUMMARY OF ALLOWABLE PROGRAM FEES

First Mortgage - Lenders are permitted to charge their usual, customary and reasonable fees charged to other buyers of similar 15 year or 30 year, fixed-rate products without MCC's.

eHousingPlus Fee
The program includes an MCC Compliance/Admin Fee of $275 and a penalty fee of $100 for files that are chronically deficient. The Compliance/Admin Fee is submitted with the Compliance File via eHP FrontPorch using the eHPay App.

Lender MCC Application Fee
The program includes a Lender MCC Application Fee of $100. The Lender MCC Application Fee is collected at closing and made payable to the Lender.

Archived Income Limits prior to 06/17/26

County	1-2 person household Non-Target	3 or more person household	1-2 person household Target	3 or more person household
Duval	$108,599	$124,889	$123,000	$143,500

CALCULATING INCOME

When calculating Program Eligibility Income, there are two types of income to consider – income from an employer and income from all other sources. **Include all income unless specifically listed as excluded in this guide.**

Part 1 – Calculating Income from an Employer

Determine whether the Borrower receives **base pay only** or a combination of **base pay and additional income** from an employer.

Calculate "Base Pay from an Employer"

Regular Hours/Pay

1. Determine frequency of income - weekly, bi-weekly, semi-monthly, etc.
2. Identify documentation needed to support payment frequency and calculation.
3. Apply Calculation - *(Base Wage x Hours Worked in a Pay Period) x (# of Pay Periods Per Year)*
4. This should approximate the annualized YTD on VOE or paystubs. If not, check for additional pay, such as overtime, bonus, shift differential, etc. (Employers don't always break this out on the VOE).
5. See additional guidance on calculating base pay from an employer.

Hourly pay	Bi-weekly pay	Semi-Monthly pay
Multiply the pay per hour by the number of hours worked per week. Multiply total by 52 weeks a year.	Multiply the bi-weekly pay by 26.	Multiply the semi-monthly pay by 24.
Example: 1.$15 per hour x 40 hours a week = $600 2.$600 x 52 weeks a year = $31,200 3.$31,200 / 12 = $2,600 gross monthly base pay	*Example:* 1.$1,200 every two weeks x 26 pay periods a year = $31,200 2.$31,200 / 12 months = $2,600 gross monthly base pay	*Example* 1.$1,300 semi-monthly pay x 24 pay periods a year = $31,200 2.$31,200 / 12 months = $2,600 gross monthly base pay

Irregular Hours/Pay

1. Annualize YTD Earnings total.
2. Average prior year's earnings total, if available, (or provide documentation and explanation to support not using the prior year's earnings.) Divide the resulting number by the number of months and days worked, and then multiply that number by 12 months to get total average pay from an employer.
3. See additional guidance on calculating base pay from an employer.

Calculate "Additional Pay from an Employer":

1. In the Earnings section of paystub or VOE, look for additional income earned that is not included in **base**. (Sick, vacation, holiday, etc. is generally included in **base**.)
2. Add up all additional income that is included in the YTD Earnings Total and not part of **base**.
3. Average prior year's earnings total, if available, (or provide documentation and explanation to support not using the prior year's earnings.). Divide the resulting number by the number of months and days worked, and then multiply that number by 12 months to get an average of **additional pay from an employer**.
4. See additional guidance on calculating additional pay from an employer.

Part 2 – Calculating Income from Other Sources

TYPES OF INCOME

Determine if there are other sources of income, apart from wages from an employer.

Wages from an Employer – Part 1

Base Pay

Definition/Inclusions	Exclusions
Regular Hours/Pay: Borrower is scheduled for the same number of hours per pay period. Gross salary or wage income from part-time, full-time, or seasonal work with regular hours/pay Irregular Hours/Pay: Variable hours, seasonal work, etc., such as nursing, restaurant, construction, retail or part-time work with varied hours or pay.	Income no longer available

Guidance

- Borrowers can't manipulate income (quit job, etc.) to become eligible.
- Include all income, including sick, holiday and vacation pay.
- Average current YTD and prior year's earnings total, if available, (or provide documentation and explanation to support not using the prior year's earnings.). The most recent federal income tax return may also be used for this purpose.
- Income documentation is required, and could include, but is not limited, to, paystubs, VOE, tax returns, W-2's, etc.
- Seasonal work requires the same documentation for variable pay as outlined above, but should also include any unemployment benefits, if applicable.
    - 1099s, tax returns, and/or verification from unemployment office to verify unemployment benefits

Additional Income from an Employer

Definition/Inclusions	Exclusions
Income over and above base pay, such as overtime, shift differential, bonuses, profit-sharing, tips, commissions, etc.	One-time (non-recurring) income; i.e., income received once that does not have a history and is unlikely to reoccur in the future.

Guidance

- Documentation of additional pay could include, but is not limited to, paystubs, VOE, etc.
- Average current YTD and prior year's earnings total, if available, (or provide documentation and explanation to support not using the prior year's earnings).
- Always use an average for overtime (unless employer and income history verifies OT was for one-time, special project, etc.), commissions, bonuses, shift differentials, and sick/vacation/holiday pay (if not already included in base pay).
- Include all income that is included in the YTD Earnings Total on a paystub or on a VOE.
- Any income that is determined to not be included in YTD Earnings Total (for example, employer-paid benefits or matches, such as an HSA match) does not have to be included in the Program Eligibility Income calculation.

Other Sources of Income – Part 1

Self-Employment/Business Income

Definition/Inclusions	Guidance

Individuals who earn their income through conducting a trade or business that they directly operate instead of working for an employer who pays them a salary or a wage.	• Determine gross annual income.
	• Use a two-year average from the most recent federal income tax returns.
	• Self-employment income documentation is required, and may include, but is not limited, to:
	  ○ Tax form Schedule C, most recent two years
	  ○ YTD Profit & Loss Statement
	  ○ Tax form Schedule K-1 (Form 1120S)
	• Request additional supporting documentation (i.e., current balance sheet and income statement) when necessary.
	• Deduct out-of-pocket business expenses such as office rent, telephone, etc., which are generally tax-deductible items.
	• Include all entertainment and travel expenses, private retirement contribution plans, and property or equipment depreciation. These items are generally tax-deductible, but must be added back for the Program Eligibility Income calculation if starting with the net income amount.
	• If a net loss, use $0. Do not subtract the loss from the Program Eligibility Income calculation.
	• Use caution with large variations in income (whether increase or decrease) when averaging two years' income. The determination in these cases should be documented and supported by the underwriter.

Income from Financial Assets

Definition/Inclusions	Exclusions	Guidance
Income from: trusts, annuities, dividends, royalties, interest earned from non- retirement accounts (savings, checking, money market, investments, mutual funds, etc.)	• One-time lump sum payments • Investments in retirement accounts (IRAs, VIPs, 403(b)'s, 401(k)'s) • Any cash withdraws from retirements accounts	• Always check tax returns for income from financial assets. • Include average of periodic payments, including recurring, lump-sum payments. • Where assets after closing exceed $5,000, calculate interest income based on the greater of actual income or imputed income based on the current passbook savings rate, as determined by HUD.

Insurance or Benefit Payments

Definition/Inclusions	Exclusions	Guidance
Periodic payments derived from: • Long-term care insurance • Disability insurance • Pensions • Death benefits	Do not include one-time, lump-sum payments.	Include periodic insurance or benefit payments at current level.

Government Transfer Payments

Definition/Inclusions	Exclusions	Guidance
Government transfer payments involve payments for which no current services are performed and are a component of personal income. • Retirement benefits • Disability benefits • Income maintenance benefits • Pensions • Veterans benefits • Federal education & training assistance • Public assistance • Worker's Compensation • Social Security benefits • Unemployment insurance compensation	• Food stamps • Government-paid child care paid directly to the provider • Foster care income • Section 8 vouchers	• Include all sources of this income at current level. Do not gross up.

Investment Property Net Rental Income

Definition/Inclusions	Exclusions	Guidance
Income from an Investment Property	Potential roommate income or rental income of future duplex or accessory dwelling unit	Calculate investment property net rental income • Monthly Gross Rent - Vacancy Loss = Gross Adjusted Rent • Gross Adjusted Rent – PITI and maintenance costs = Net Rental Income. If rental income is negative, enter $0. In addition, an operating statement may be used in lieu of using the above-referenced formula.

Child/Spousal Support

Definition/Inclusions	Exclusions	Guidance
Child support, child care, medical support, alimony, spousal maintenance	Court-ordered support not received; must document support was not received	• Use average of actual support received. • Review divorce/child support agreement. • Check with county social service agency to determine whether any payment adjustments have been made since the original payment schedule. • Cross-check payment schedule with bank statements, etc.

Regular Cash Contributions

Definition/Inclusions	Exclusions	Guidance
Regular cash contributions from non-resident(s)		Check bank statements for regular cash contributions. Include all regular cash contributions from non-residents.

Employee Allowances

Definition/Inclusions	Exclusions	Guidance
Car, cell phone, per diems, etc.	• Do not include any car, cell phone, travel per-diem, etc.	

Custodial Account Income

Definition/Inclusions	Exclusions	Guidance
Unearned income paid to children age 20 or younger, who live with the Borrower(s) 50% of the time or more	• 529 plans • Accounts where someone other than the parents are named as custodian. • Unearned income of adult dependents age 21 or older	Include all custodial account income.

Other Sources of Income

Definition/Inclusions	Exclusions	Guidance

• Contract-for-deed interest income
• Any other sources of income as identified or represented in the loan file and applicable documentation.
	• Loans; scholarships; grants and tuition reimbursement;
	• Earned Income Tax Credit refund payments; health insurance premium reimbursements (deducted from gross pay) and any out-of-pocket expense (co-pays, etc.) reimbursements
	• One-time lump sum (non-reoccurring) payments from:
	  o Inheritances
	  o Insurance settlements
	  o Lottery winnings
	  o Gambling winnings
	  o Capital gains
	  o Liquidation of assets
	  o Settlements for personal loss
		• Always include other sources of income not specifically excluded.
		• For contract-for-deed interest income, include interest portion of payments per the terms of the agreement/contract.

Date	Revision	Page
03/08/24	Revised targeted area census tracts effective 03/08/24	9
03/21/24	Revised Purchase Price limit effective 03/21/24	11