WHERE TO DIRECT YOUR QUESTIONS

Please direct any questions or concerns to the appropriate party listed below.

Florida Housing Finance Corporation Toll Free: (850) 488 –4197 https://www.floridahousing.org/	DPA Scenario Questions? Email us at DPA@FLORIDAHOUSING.ORG

CONTACT	TITLE	EMAIL
Chip White 	Homebuyer Loan Programs Director	Charles.White@floridahousing.org
Sandy Smith 	Homebuyer Loan Programs Administrator	Sandy.Smith@floridahousing.org
JaLisa Maxwell 	Homebuyer Loan Programs Manager	JaLisa.Maxwell@floridahousing.org
Mark Pease 	Homebuyer Loan Programs Business Development Manager	Mark.Pease@floridahousing.org
Natalyne Zanders 	Senior Homebuyer Loan Programs Analyst	Natalyne.Zanders@floridahousing.org

eHousingPlus 954-217-0817
Toll Free 888-643-7974 Option 2

QUESTIONS	OPTION #	EMAIL
Lender Training (Program & System)	Option 4	trainer@ehpuniversity.com
Lender User Access (Credentials, Disabled Access, etc.)	Option 1	useraccess@ehpuniversity.com
eHPay—Digital Payment of Compliance Fees	Option 3	maria.sanchez@ehousingplus.com
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 and 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	
System Errors—Technical Assistance	Option 6	Click Here
Credit underwriting questions, refer to their internal UW Department or Lakeview	855-253-8439 / Option 3	underwritingquestions@bayview.com
AUS 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.	855-253-8439 / Option 3	underwritingquestions@bayview.com
Shipping First or Second mortgage closed loan files. Questions regarding exceptions on first and second mortgage closed loan files.	855-253-8439 / Option 2	clientservices@bayviewloans.com