



Step-by-Step Guide: If I can't pay my mortgage loan, what are my options?

If you can't pay your mortgage or are worried about missing a mortgage payment, call your mortgage servicer right away. You should also contact a [HUD-approved housing counselor](#) to get free, expert assistance on avoiding foreclosure.

First, call your mortgage servicer. You can find the telephone number for your mortgage servicer on your monthly mortgage loan statement. If you don't get a monthly mortgage statement, look in the mortgage loan coupon book your lender gave you. You can also look on your mortgage servicer's website. If you don't know the name of your mortgage servicer, contact a HUD-approved housing counselor for help. If you have a VHFA loan see [link](#) for determining who the servicer may be.

When you call your mortgage servicer, be prepared to explain:

- Why you are unable to make your payment
- Whether the problem is temporary or permanent
- Details about your income, expenses and other assets like cash in the bank
- If you are a service member and have received permanent change of station (PCS) orders. (This is important to mention, because you may qualify for loss mitigation options because of your military move.)

Many mortgage servicers have programs to help people avoid foreclosure. Your mortgage servicer will look at your situation to consider the options that may be available to you. The servicer may ask you to fill out a mortgage assistance application. After the servicer reviews the completed application, it will let you know what loss mitigation options, if any, it will offer to you. Find the contact information here if you have [VHFA Loan](#) or [USDA Direct loans](#).

Next, call a HUD-approved housing counselor. If you are a Windham & Windsor Housing Trust customer call 802-246-2116. For people in other regions of Vermont go to [NeighborWorks Alliance of Vermont](#) website where you can find a housing counselor to help you. The counselor can:

- Discuss your situation and whether you qualify for any programs or additional help
- Help you understand the loss mitigation options your servicer offers and which options might work best for you
- Guide you through the process of working with your servicer and any other programs and paperwork you may need
- Help you at little or no cost with budgeting, credit card debt, or other financial problems that may be making it hard to pay your mortgage

Windham & Windsor Housing Trust

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