House Charlotte Reservation Request Process

Starting April 14, 2025, House Charlotte will begin accepting reservation requests from approved House Charlotte lenders to reserve funding for their customers. This is the only way to access House Charlotte funding (whether your customer will be using matching funds or not).

Please read the below in its entirety:

• Reservations will open on the first and fifteenth (1st / 15th) of every month or the following business day, and 10 reservations will be allotted for each opening.

• There will not be any "roll over" or waiting lists, if you are unable to secure a reservation, you will have wait until the next reservation period and resubmit a new request.

• It is imperative that you are answering all of the questions, completing the information, and providing the required applicable documentation on the reservation checklist (next page); as if any documentation or information is missing, we will move on to the next in line and you will have to resubmit a new request.

• Reservation requests are to be emailed to HCReservations@dkp.org (do not upload your reservation request to SharePoint, nor send to any other team email, it will be deleted).

Please allow up to 72 hours for review of your request to receive a response. If you do not hear back please follow up after this timeframe. Once we are able to issue a reservation, you will need to submit the reservation letter with your House Charlotte file submission package.

• After a reservation is secured, a complete file should be submitted to the House Charlotte Team for processing within 2 weeks absolutely no later than 3 weeks. If a file has not been received after 3 weeks you will receive a Warning letter and if no file is submitted within the deadline provided the reservation will be cancelled.

If you have any questions about the required documentation/information, or the process, please contact the team at housecharlotte@dkp.org

****Checklist on Next Page****

Reservation Checklist

Please submit all information/documentation below for review. If there is any missing information, the request will not be reviewed, and you will be required to resubmit the request.

1. Does the customer have a fully executed contract? Yes / No Name:_____

2. Does the customer have a preapproval letter (credit pulled) Yes / No Addr:_____

3. Is the borrower a First Time Homebuyer as defined by HUD? Yes / No Closing Date:_____

4. Household size?_____
_____Borrower _____Co-borrower _____children/ages _____other adult HH members _____
(provide income docs/HC Income eligibility form)

5. Borrower(s) liquid assets from ALL accounts $_____

6. List amount of additional DPA and Source for all that will be utilized for the file submission: (list individually)

_____

7. Employment start date: _____

8. New or Existing Construction: _____ Sales Price: $_____

Documents required for reservation:

_____Most recent W2, for ***all household members age 18 and older*** (2 years tax return/1099/YTD P&L for Self-Employed). For CMS employees, provide evidence of the number of months paid per year.

_____ 30 days paystubs, for all household members and/or House Charlotte Income Eligibility Form and supporting documentation

_____ Fully Executed Contract – all pages and addenda

_____ Preapproval Letter

_____ Is this a Condo? If so, provide the Condo Questionnaire

Lender calculated DTI's _____Front _____Back, If exceeding 33/45 does the borrower have all required comp factors? _____
(620+ score; current VOR on standard form; 3 months reserves-6 months if no VOR)

This review is to verify income meets guideline requirements for submission. **All House Charlotte guidelines apply; it is the responsibility of the lender to determine borrower eligibility prior to submission to House Charlotte**

****Please note this is not an approval of funds/assistance. This decision is based on information submitted for Reservation Review and any changes, or discrepancies to information received in the loan submission to House Charlotte could result in the customer being determined ineligible for assistance.**

Lender contact Information:

_____ _____ _____
Loan Officer Email Address Phone

_____
Loan Officer Signature

_____ _____ _____
LOA/Processor Email Address Phone

_____
Bank / Company Name

INTERNAL USE ONLY: House Charlotte map eligible Yes / No _____
Approved _____ Incomplete _____ Denied _____ **House Charlotte Representative**
Rev April 2026