



Frequently Asked Questions (HUD)

If I forget my login or password for HUDHOMESTORE.com, how do I retrieve my information?

You can email hudhomestorehelp@yardi.com or call tech assistance at 866-777-2034.

How do I find an FHA lender?

You can call the FHA hotline at 1-800-CALLFHA (1-800-225-5342), email info@fhaoutreach.com, or visit the FHA website at www.fhaoutreach.gov/FHAFAQ.

How do I find the contact information on a property I have an accepted bid on?

To view the contact list on HUDHOMESTORE.com, go to the Property Contacts tab and put in the case number or address.

How long is the HUD appraisal active?

120 days

Who pays the repair escrow?

The purchaser pays the repair escrow at the time of closing, and is in addition to the purchase price. It applies only to FHA financing.

Note: THIS IS NOT A GIFT FROM HUD.

Will HUD turn on utilities?

The utilities are turned on by the purchaser at the purchaser's expense. The selling agent coordinates with the FSM for approval, fees for winterization/de-winterization, and when utilities can be activated.

After the lockbox is removed the day of closing, how do I gain entry and get the key?

Please coordinate with the listing broker to gain entry to the property.