



Los Vecinos
6704 North 59th Ave
Glendale, AZ 85301
Phone: 623-435-2255 Fax: 623-435-6430
www.csainc.org

Dear Homeowner,

We are so glad you took that tough first step and contacted us about your mortgage. We understand how hard that was to do and we will work with you to find a resolution to your situation.

To assist us in providing you with the most effective and efficient service, please complete the attached worksheets as thoroughly as possible. Please give the monthly household budget careful attention. This information is the key element of resolving your financial situation. Do your best with it and we will go through it together.

We can't help with a resolution unless we have a complete and accurate picture of your situation. A plan based on only part of your information is certain to fail.

Please provide the following documents in addition to the Intake form, Household budget, Hardship letter, Authorization-NFMC, 3rd Party Authorization, Privacy/Practice Policy.

- Copy of your mortgage/deed of trust
- Copy of your note
- Any correspondence from the mortgage company or its attorney, even if it's unopened
- Any documentation from the courts or the sheriff regarding a foreclosure
- Most recent pay stubs for all employment
- Last two months of all bank statements
- Last year's tax return
- Most recent bills and statements for all expenses

Our first appointment will last an hour and a half. Many other families are in the same position as you and the demand for our services is high. We often have appointments back to back. If you are late via phone or in-person, we will only be able to work with you for the remaining time of your appointment.

Once you have completed and gathered the requested information/documentation, please forward to our office. It can take up to 3 days to process your paperwork, you will then be contacted by a Housing Counselor to discuss your options.

You can reach us at 623-435-2255 ext. 100

You have taken the first step to resolving your situation. We look forward to working with you.

Sincerely,
CSA's Homeownership Team

