

FHLBank Topeka's TurnKey Programs

# HSP/HSP+ User Guide

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## TurnKey

For more than 25 years, FHLBank Topeka has set aside funds annually, within the Affordable Housing Program (AHP), to provide down payment and closing cost assistance to very low-, low- and moderate-income first-time homebuyers.

As part of our commitment to continue making housing accessible and affordable in our district, we would like to introduce you to TurnKey, our suite of programs designed to provide assistance to address the challenges of attaining homeownership in Colorado, Kansas, Nebraska and Oklahoma. Through our TurnKey programs, we support the dream of homeownership and partner with our members to build communities and change lives. The TurnKey suite of products includes the Homeownership Set-aside Program, the Homeownership Set-aside Program Plus and Homeownership Possibilities Expanded.

The programs are offered in partnership with FHLBank members – members work with qualified homebuyers, submit required documents to FHLBank, advance the grant funds at closing and request reimbursement of the funds after closing. The subsidies are provided to households as a forgivable grant with a five-year retention period.

### TURNKEY PROGRAM DESCRIPTIONS

#### HOMEOWNERSHIP SET-ASIDE PROGRAM

The Homeownership Set-aside Program (HSP) provides down payment, closing cost and repair assistance to first-time homebuyers earning at or below 80% of the Area Median Income (AMI) for households purchasing homes, to be used as their primary residence, in our four-state district.

#### HOMEOWNERSHIP SET-ASIDE PROGRAM PLUS

The Homeownership Set-aside Program Plus (HSP+) provides down payment, closing cost and repair assistance to first-time homebuyers earning at or below 80% AMI for households purchasing homes, to be used as their primary residence, in High-Cost Areas and non-metropolitan counties located in Difficult Development Areas within our four-state district.

#### HOMEOWNERSHIP POSSIBILITIES EXPANDED

The Homeownership Possibilities Expanded (HOPE) provides access to the “missing middle” or homebuyers that do not traditionally receive support but need assistance with down payment, closing costs and repair assistance. HOPE is not limited to first-time homebuyers and household income must be at or below 150% of the AMI for households purchasing homes, to be used as their primary residence, in our-four state district. HOPE is funded by FHLBank’s increased voluntary funding. This is a voluntary commitment of 5% above our regulatory contribution of 10% of our previous year’s earnings. The TurnKey User Guide for HOPE can be accessed on the TurnKey website, [www.fhlbtopeka.com/turnkey](http://www.fhlbtopeka.com/turnkey).



## Homeownership Set-aside Program Details

### FUNDING

Each year, FHLBank allocates ten percent (10%) of its net earnings from the prior year to its Affordable Housing Program (AHP). Up to the greater of \$4.5 million or 35 percent (35%) of FHLBank’s annual required AHP contribution is allocated to HSP.

The total HSP allocation is announced after FHLBank Topeka’s prior year financials are made public, typically towards the end of February. Below is a five-year history of HSP (including HSP+) funding.

Year	HSP Allocation
2020	\$7,209,086.34
2021	\$4,593,299.52
2022	\$6,245,887.02
2023	\$9,362,237.47
2024	\$14,407,560.19

The 2025 HSP allocation will be made available in increments starting March 3, 2025. One-fourth (1/4<sup>th</sup>) of the total allocation will be released on each of the following dates: March 3, April 1, May 1 and June 2. The full allocation of HSP+ funds will be made available on March 3, 2025.

Using the 2024 HSP total allocation of \$14,407,560.19, below is an example of how the 2025 HSP allocation will be released.

Date	HSP Funds Released	HSP+ Funds Released
March 3, 2025	\$3,226,890.05	\$1,500,000.00
April 1, 2025	\$3,226,890.05	N/A
May 1, 2025	\$3,226,890.05	N/A
June 2, 2025	\$3,226,890.04	N/A

### SUBSIDY PER HOUSEHOLD

The HSP minimum subsidy is \$2,500 per qualified household and the maximum subsidy is \$15,000 per qualified household. Through HSP+, households may receive a maximum of \$25,000 per qualified household. The minimum subsidy per household is \$2,500.

It is the member’s decision how much subsidy to provide to each household. FHLBank does not have a formula or scale based on household income or purchase price to determine subsidy per household. Funding for the HSP and HSP+ is available on a first-come, first-served basis subject to the Member Limit and availability of funds for each program.



## MEMBER LIMIT

For HSP, members may reserve up to \$75,000 in reservations per month beginning March 3, 2025 and the first business day of each month thereafter.

The monthly limit is \$175,000 in reservations per member, per month for HSP+.

Members may access the current month's limit plus the unused portion of the previous months' limits if funds are available. Members are neither allocated nor guaranteed the member limit(s) in reservations per month. Members may participate in all TurnKey programs concurrently; however, the member limit for all programs are separate and cannot be combined or transferred. The limit(s) are increased by 9:00 a.m. on the first business day of each month during the HSP funding period. Reserving funds in excess of the member limit is not allowed unless the limit is increased or eliminated by FHLBank.

Housing and Community Development (HCD) management will evaluate funds remaining after July 1, to determine whether to continue, discontinue or change the individual member funding limit. FHLBank will announce changes to member limits.

### **FYI**

The Member Limit is based on the amount of funds **reserved** by the member in HSP Online during the month.

The loan closing date and number of loan closings per month does not have any impact on the Member Limit.

The total disbursement requests submitted via HSP Online per month does not affect the Member Limit.

HSP Online will not allow members to reserve funds once they have reached their limit.

Withdrawn, ineligible and expired reservations are subtracted from the limit.



## 2025 KEY CHANGES

1. For the 2025 HSP and HSP+, all reserved funds must be disbursed to the member on or before May 1, 2026 or FHLBank will withdraw the reservation.
2. For HSP, the annual funding will be released in increments of 1/4<sup>th</sup> starting March 3, over a four-month period.
3. The HSP member monthly limit is reduced to \$75,000 per member, per month.
4. Funds will not be reserved for the household until the reservation is **submitted** in HSP Online. This applies to HSP and HSP+.
5. For HSP+, the household's front ratio may not exceed 44 percent (44%). The front ratio guideline for HSP remains at 38 percent (38%).
6. If a non-occupying co-signer/guarantor income is used to qualify the household for the loan, the household is not eligible for HSP or HSP+.
7. Guarantor definition was added to the 2025 AHP Implementation Plan and this guide. See the [Terms](#) section of this guide.
8. In the instance funds held in escrow for repairs are unused, documentation must be provided showing the unused funds were applied as a principal reduction to the loan or the unused funds are being held in escrow to be applied as future payments.
9. Authorized Users marked as contacts for the reservation will no longer receive an email prior to a household being deemed ineligible, asking for their agreement with the ineligible determination. Instead, Authorized Users will now receive an automated email from HSP Online when the household is deemed ineligible, detailing the reason(s) for ineligibility and informing them that funds are no longer reserved for the household.
10. HCD will not respond to reservation/disbursement status inquires. Please allow 30 days for eligibility determinations. For more information review the [Authorized Users](#) and [Turn Times](#) sections of this guide.



## HSP ONLINE

HSP Online is FHLBank Topeka's online, automated system through which members submit and FHLBank reviews and processes TurnKey (HSP, HSP+ and HOPE) reservation and disbursement requests. FHLBank **will not** review reservation or disbursement requests that are not submitted through HSP Online. Designated Authorized Users have access to HSP Online.

## ACCESS TO HSP ONLINE

To gain access to HSP Online, member contacts must be designated as Authorized Users and assigned the AHP/HSP Role in Members Only by their institution's Members Only Member Administrators.

Contact HCD at [TurnKey@fhlbtopeka.com](mailto:TurnKey@fhlbtopeka.com) or 1.866.571.8155 for additional information and instructions on how to become an Authorized User.

## AUTHORIZED USERS

Authorized Users are individual(s) designated by their member institution to execute applications, agreements, reservation requests, disbursement requests, forms, and other documents and otherwise complete all activities required to participate in Affordable Housing Program (AHP) and TurnKey programs.

Members should limit the number of Authorized Users for their institution to a few individuals that can be subject matter experts, manage the TurnKey Programs for their institution and have the capacity to fulfill the responsibilities of an Authorized User. Authorized Users submitting TurnKey Reservations and Disbursements in HSP Online are responsible for:

- Directly interviewing households to determine program eligibility.
- Gathering all required documentation and information from households.
- Calculating household income per the AHP/TurnKey Income Calculation Guidelines.
- Certifying household eligibility in HSP Online.
- Managing communication between all stakeholders (household members, real estate agents, loan officers, title companies, etc.) and FHLBank.
- Reviewing documentation prior to the loan closing (Closing Disclosure, Homebuyer Education Certificate, Real Estate Retention Agreement, Repair Documentation, etc.) to ensure the transaction meets FHLBank guidelines.
- Reviewing documentation post-closing, prior to disbursement request submission, to ensure the documents are completed correctly. If corrections are required, Authorized User must contact HCD prior to making corrections to ensure the method of correction is acceptable.

If the Authorized User is unable to directly interview the household, they must review backup documentation for all eligibility certifications. If the Authorized User does not have first-hand knowledge of the eligibility certifications required to submit a reservation in HSP Online, the Authorized User should not submit the reservation until they are able to acquire first-hand knowledge of household eligibility.



## TURNKEY REGISTRATION

To participate in HSP and HSP+ a TurnKey Member Registration Agreement (Registration Agreement) must be on file with FHLBank Topeka's Housing and Community Development Department (HCD). Members that completed a Registration Agreement in February 2024 or after, do not need to register again. The Registration Agreement is an evergreen agreement which allows members to participate in current and subsequent rounds without the requirement of registering annually. For questions about registration, email [TurnKey@fhlbtopeka.com](mailto:TurnKey@fhlbtopeka.com).

TurnKey down payment assistance programs are offered in partnership with FHLBank members. FHLBank does not work directly with homebuyers. Homebuyers inquiring about TurnKey programs should contact an FHLBank member to determine eligibility and apply. A list of participating members can be found in the Resources section of the TurnKey public website, [www.fhlbtopeka.com/turnkey](http://www.fhlbtopeka.com/turnkey).



## HSP+

HSP+ provides additional funding in High-Cost Areas and non-metropolitan counties located in Difficult Development Areas. First-time homebuyers purchasing homes in these areas are eligible to receive up to \$25,000 per household to assist with down payment, closing costs or eligible repairs.

HSP+ will be allocated \$1.5 million of the annual AHP contribution. The funds will be available on a first-come, first-served basis of \$175,000 in reservations per member, per month beginning March 3, 2025.

HSP+ is a separate program from the HSP and HOPE. Member limits, reservations, disbursements, etc. cannot be combined or transferred between other TurnKey programs. Most general, and all HSP income eligibility guidelines and rules apply to both programs.

High-Cost Area is defined by the Federal Housing Finance Agency (FHFA) as counties in which 115 percent (115%) of the local median home value exceeds the baseline conforming loan limit as established annually.

Non-metropolitan Difficult Development Areas are defined by HUD as non-metropolitan counties in areas with high land, construction, and utility costs relative to the area median income.

Members that obtained access to HSP+ in 2024 will automatically be provided access to the 2025 HSP+. Members that originate home loans in High-Cost Areas or counties located in non-metropolitan Difficult Development Areas but did not obtain access to HSP+ in 2024, may request access by emailing [TurnKey@fhlbtopeka.com](mailto:TurnKey@fhlbtopeka.com)

Eligible counties are determined by FHFA and HUD annually. For the 2025 HSP+, eligible counties are primarily in Colorado, along with one county in Kansas and six counties in Oklahoma. Currently, there are no eligible counties in Nebraska.

### **2025 HSP+ High-Cost and non-metro Difficult Development Areas within FHLBank Topeka district:**

#### Colorado Counties

Adams County, CO  
Arapahoe County, CO  
Archuleta County, CO  
Boulder County, CO  
Broomfield County, CO  
Chaffee County, CO  
Clear Creek County, CO  
Crowley County, CO  
Denver County, CO  
Douglas County, CO  
Eagle County, CO  
Elbert County, CO  
Garfield County, CO  
Gilpin County, CO  
Grand County, CO

#### Colorado Counties

Gunnison County, CO  
Jefferson County, CO  
Lake County, CO  
La Plata County, CO  
Mineral County, CO  
Montezuma County, CO  
Morgan County, CO  
Ouray County, CO  
Park County, CO  
Pitkin County, CO  
Routt County, CO  
San Juan County, CO  
San Miguel County, CO  
Summit County, CO  
Yuma County, CO

#### Kansas Counties

Kearny County, KS

#### Oklahoma Counties

Bryan County, OK  
Craig County, OK  
Delaware County, OK  
Pottawatomie County  
Texas County, OK  
Woodward County, OK



## HSP ELIGIBILITY

HSP Online requires the Authorized User to certify, through certifications on the Eligibility pages, the household meets the HSP eligibility requirements. The Authorized User submitting the reservation or disbursement request should have first-hand knowledge the certifications are accurate. Refer to the TurnKey Eligibility Questionnaire on the TurnKey public website, [www.fhlbtopeka.com/turnkey](http://www.fhlbtopeka.com/turnkey), for help determining a household's eligibility. Additionally, members are required to obtain and retain back-up documentation for each certification and provide that documentation to FHLBank upon request. For more information regarding Authorized User's responsibilities, reference the [Authorized Users](#) section of this guide.

**FHLBank reserves the right to request documentation to verify eligibility certifications at any time prior to and following reservation and disbursement request approval.**

Household eligibility for HSP subsidy is determined at the time of reservation submission. If a significant amount of time has lapsed between the household's pre-approval and executing a contract to purchase a home, the Authorized User must re-interview the household for HSP eligibility. For example: A homebuyer is pre-approved for a home loan and the household determined to be eligible for HSP subsidy several months prior to locating a home to purchase. When the homebuyer has an accepted contract to purchase a home, although the home loan pre-approval may still be active, the household's eligibility to receive HSP subsidy may not. Eligibility for HSP subsidy must be re-determined at this time due to the lapse in time between the eligibility determination and the location of the home to purchase.

## NEED FOR SUBSIDY

Often, households meet the basic criteria for HSP subsidy but have access to other sources of funds such as savings accounts, gift funds, other grants/forgivable loans, etc. Because HSP subsidies are limited, we ask members to be selective in who they provide subsidy to, making households in the most need top priority. If the household already has other sources of funds to help with the down payment and closing costs, they are most like not a good candidate for HSP subsidy.

## AFFORDABILITY

Non-occupying co-signers/guarantors are allowed to support households with minimal credit or the occasional household with undesirable credit. A new guideline has been implemented for all TurnKey programs that if a non-occupying co-signer/guarantor is added to the loan due to the household's inability to afford the payment, the household does not qualify for TurnKey subsidy and a reservation cannot be submitted for the household. The foundation of eligibility for TurnKey is household eligibility. If a non-occupying co-signer/guarantor's income is needed to make the payment affordable for loan approval, it is difficult to determine if all household income is accurately being disclosed. TurnKey's purpose is to promote affordability of homeownership, and FHLBank wants to ensure the subsidy is not used for a home purchase the household simply cannot afford. In addition, the HSP front ratio guideline is 38% and the HSP+ front ratio guideline is 44%.



## ELIGIBILITY CERTIFICATIONS

### FIRST-TIME HOMEBUYER

**I certify all borrowers, co-borrowers and co-owners of the transaction are first-time homebuyers, as defined by FHLBank Topeka, who do not own and are not investors in another residence.**

To be considered a first-time homebuyer, all borrowers, co-borrowers, and co-owners must meet the following definition:

**First-time homebuyer:** All borrowers, co-borrowers, and co-owners of the transaction, who do not own and are not investors in another residence, and who wish to purchase a home that will be their primary residence. In addition, the homebuyer(s) must meet any one of the following criteria:

- Have had no ownership in a residence during the prior three-year period ending on the date of purchase of the property;
- Have only owned a residence not permanently affixed to a permanent foundation in accordance with applicable Regulations;
- Has only owned a property that was not in compliance with State, local or model building codes and which cannot be brought into compliance for less than the cost of constructing a permanent structure; or
- Is a household displaced as a result of a Federally Declared Disaster (as designated by FEMA) within 24 months of the reservation date.

**If a homebuyer was party to a marital property with a former spouse during the prior three-year period, they do not qualify as a first-time homebuyer and therefore are not eligible for HSP subsidy. This includes properties in which the residence was purchased by a former spouse prior to the marriage (regardless of state law). FHLBank does not take into consideration if the homebuyer's name was on the warranty deed, deed of trust and/or mortgage.**

### NON-OCCUPYING CO-BORROWERS/CO-OWNERS/CO-SIGNERS/GUARANTORS

**I certify there are NOT any non-occupying co-borrowers or co-owners associated with the first mortgage loan.**

All borrowers, co-borrowers and co-owners must be household members of the property being purchased. **NON-OCCUPYING CO-BORROWERS AND NON-OCCUPYING CO-OWNERS ARE NOT ELIGIBLE FOR THE HSP.**

The scenarios below provide additional clarity to the differences between co-borrowers, co-owners, and co-signers/guarantors. The scenarios presented are for illustrative purposes and are not intended to encompass every possible scenario. After reviewing the scenarios, contact HCD prior to submitting a reservation request if you are unsure under which scenario a potential HSP subsidy recipient corresponds.

#### **Know the Difference:**

**Co-borrower:** Individual(s) included on the deed, mortgage/deed of trust, and promissory note for a property in conjunction with another individual(s) and is liable for repayment of debt secured by the mortgage/deed of trust. **Non-occupying co-borrowers are NOT ELIGIBLE.**

**Co-owner:** Individual(s) included on the deed and/or mortgage/deed of trust for a property in conjunction with another individual(s). **Non-occupying co-owners are NOT ELIGIBLE.**

**Co-signer/Guarantor:** Individual(s) included on the promissory note and liable for repayment of debt for real estate but is not on the deed and/or mortgage/deed of trust for property. **Non-occupying co-signers/guarantors are eligible.**

- ❖ **Non-occupying Co-owner:** A homebuyer is married but does not live in the same home as his/her spouse, and the spouse will not be on the loan or be living in the home after closing. However, because the couple is not divorced, the non-occupying spouse is considered a non-occupying co-owner (and possibly a non-occupying co-borrower.) Non-occupying co-owners are not eligible, so the household is not eligible to receive the HSP subsidy. If the couple is divorcing, the divorce must be legally final prior to reservation submission (removing any requirement for a non-occupying co-owner).
- ❖ **Non-occupying Co-borrower:** A homebuyer's parent will be signing the loan documents along with him/her and will be included on the mortgage/deed of trust or deed. The parent is considered a non-occupying co-borrower. Non-occupying co-borrowers are not eligible, so the household is not eligible to receive the HSP grant.
- ❖ **Co-signer/Guarantor:** A homebuyer's parent will be signing a Promissory Note but will not be on the mortgage/deed of trust or deed. The parent is considered a co-signer/guarantor. The household is eligible to receive the HSP grant, assuming the household meets all other eligibility and regulatory requirements. However, if the non-occupying co-signer/guarantor's income is used to assist in qualifying the household for the loan, the household is considered ineligible for HSP subsidy.

#### CASH BACK AT CLOSING

**I certify the homebuyer will not receive cash back exceeding \$250.00 at any point in the purchase transaction.**

Cash back to the homebuyer exceeding \$250.00 at any point in the purchase transaction, including after the loan has closed, is prohibited, regardless the amount of funds the homebuyer and/or other parties contributed to the transaction. If the homebuyer receives more than \$250.00 cash back:

- The amount equal to the cash received exceeding \$250.00 will be deducted from the member's reimbursement of grant funds.  
*(Collecting those funds from the homebuyer and revising the Closing Disclosure is not an option to resolve the issue.)*
- Cash back includes any funds (checks, credits, cash back) issued to the household, as documented on the CD or before, during or after the loan closing.
- Unused escrow funds may be returned to the homebuyer subject to the \$250.00 cash back limit. Unused escrow funds exceeding \$250.00 must be applied as a principal reduction of the mortgage loan or held in escrow to be applied as a credit toward the household's monthly payments on the mortgage loan. See [Repairs](#) section for more information.

#### FYI:

If, during preparation of the Closing Disclosure (CD), it is noted that the homebuyer will receive cash back before, after or at closing in an amount exceeding \$250.00, you can remedy this through:

- ✓ A principal reduction (must be shown on the CD).
- ✓ Reducing the HSP subsidy amount (must be shown on the CD).
- ✓ Reducing other sources of funds.

\*Principal reductions should generally be for minimal amounts. If the cash back to borrower is a larger amount, FHLBank recommends restructuring the loan prior to the loan closing to allow for a larger down payment.



## HOUSEHOLD

**I certify that all individuals who currently, or will, occupy the residence will be disclosed as household members in the Income Calculation Workbook (ICW).**

- All individuals who currently or will live in the home must be identified and their income included to determine eligibility, even if they are not included on the home loan application.
- All children, borrowing adult occupants and non-borrowing adult occupants must be disclosed as household members. It is imperative the Authorized User interviews the household and asks who will be occupying the home. Given that the household is not aware of HSP guidelines, it is the responsibility of the Authorized User to ensure all occupants are disclosed appropriately. See the [Authorized Users](#) section of this guide.

## REPAYMENT OF OTHER DEBT

**I certify the HSP subsidy will not be used for repayment of other debt as part of the home purchase.**

Payment of non-housing-related costs (i.e., debt collections, credit cards, etc.), as part of the home purchase is prohibited, regardless the amount of funds the homebuyer and/or other parties contributed to the transaction. If the Closing Disclosure indicates there is payment of non-housing-related costs as part of the home purchase:

- The amount paid toward the non-housing related costs will be deducted from the member's reimbursement of HSP subsidy. *(Collecting those funds from the homebuyer and revising the Closing Disclosure is not an option to resolve the issue.)*
- Gift funds, seller credits, and other types of funds associated with the transaction cannot be "assigned" to the payment of non-housing-related costs. For example, if a seller agrees to pay for the homebuyer's debt collection, the payoff of the debt collection must be shown as paid by the seller in the Seller-Paid Column of the CD. The payoff of the of the debt collection **cannot** be shown as paid by the homebuyer at closing in the Borrower-Paid Column of the CD with a seller credit applied toward the borrower's costs in Section L.

## REFINANCING OF EXISTING LOANS

**I certify the HSP subsidy will not be used to refinance an existing loan.**

HSP subsidy may be used only for purchase transactions with permanent financing.

## LOAN CLOSING

**I certify the first mortgage loan will not close prior to a reservation status of "Reservation Request Eligible."**

The first mortgage loan should close only after the reservation has been approved by FHLBank. Reservation approval is indicated by a reservation status of "Reservation Request Eligible." In addition, all contacts (Authorized Users) associated with the reservation will receive email confirmation immediately following approval of the reservation by FHLBank.





#### HOMEBUYER NAME AND PROPERTY ADDRESS

**I certify that the homebuyer name and property address identified at reservation will match the homebuyer name and property address for the disbursement request.**

Reservations cannot be transferred to other homebuyers or other properties.

#### MORTGAGE INTEREST RATE

**I certify all mortgage interest rates will be at or below the FHLBank maximum interest rates in effect as of the date of closing.**

- FHLBank maximum interest rates are posted in the Resources section of the TurnKey public website, [www.fhlbtopeka.com/turnkey](http://www.fhlbtopeka.com/turnkey).
- FHLBank updates interest rates the first Friday of each quarter.

#### LENDER FEES AND DISCOUNT POINTS

**I certify the lender fees and discount points for all mortgages will be at or below FHLBank's maximum in effect as of the date of closing.**

- Lender fees paid by the homebuyer, including origination fees, shall not exceed 3.0 percent of the loan amount.
- Loan discount fees paid by the homebuyer shall not exceed 3.0 percent of the loan amount.
- Lender fees and loan discount fees are separate guidelines and calculated separately.

#### PROCESSING FEES

**I certify that processing fees will not be charged by any entity for providing the HSP subsidy to a household.**

- Members or other entities may not charge a fee for processing and/or providing the HSP subsidy to the household.

#### FRONT RATIO

**I certify the Front Ratio (FR) is within FHLBank Topeka guidelines based on the current loan projections and provided income documentation.**

- The FR may not exceed 38 percent (38%) for HSP and 44 percent (44%) for HSP+.
- The FR is calculated using the sum of the monthly principal, interest (including subordinate mortgages), property taxes, property insurance, other housing-related fees (e.g., homeowner's association fees, flood insurance, private mortgage insurance, etc.) divided by the household's monthly income.
- The FR will be determined using FHLBank's qualifying income calculation.
- The FR will be reviewed at reservation and disbursement.
- If the FR is within guideline at reservation approval, but determined to exceed the guideline during disbursement review, the disbursement request will be deemed ineligible, and the subsidy will not be



reimbursed. To avoid this issue, recalculate the FR using the FHLBank qualifying income calculation (found on the Household Income Screen in HSP Online) prior to the loan closing. Ensure the correct, final figures (that could have changed since reservation approval) are used and included in the calculation, such as property taxes, property insurance, homeowner's association fees, etc.

- If the FR exceeds the program guideline when the reservation is initiated, HSP Online will not allow the reservation to be submitted.

## HOUSEHOLD INCOME ELIGIBILITY

Member certifies, at the time of reservation, the Income Calculation Workbook accurately represents income from all household members. FHLBank reserves the right to request supporting documentation to verify any or all income calculations and member certifications.

**Household:** Includes all the individuals who currently, or will, occupy the house or residence.

All household members must be disclosed, including non-borrowing adults and minor children.

Co-borrowers and co-owners must occupy the residence and their income must be included to determine eligibility. If a co-borrower or co-owner will not occupy the residence, the household is ineligible to receive HSP subsidy.

If a non-occupying co-signer/guarantor's income is used to assist with qualifying the household for the loan, the household is not eligible for HSP.

### FYI

The Income Calculation Workbook (ICW) may be updated from time to time. Open the ICW from the TurnKey public website for each reservation. **Do not save the ICW to your desktop to use for multiple households.**

If the current version of the ICW is not submitted the reservation will be determined ineligible.

Household income is calculated based on the household's current annualized income at reservation submission. Household income must be at or below 80% of the Area Median Income (AMI) for the county in which the home is being purchased. HSP Online uses the United States Department of Agriculture (USDA) published median income for the area and adjusts for household size to determine the household's percentage of the AMI. Income limits can be found in the Resources section of the TurnKey public website, [www.fhlbtopeka.com/turnkey](http://www.fhlbtopeka.com/turnkey).

The AHP/TurnKey Income Calculation Guide must be utilized to determine income documentation requirements and to gain an understanding of how FHLBank calculates income for HSP eligibility. Incomplete reservations, reservations submitted with incorrect income documentation, income documentation dated outside of guidelines, etc. will be deemed ineligible. See the Household Ineligibility section of this guide. The income calculation guide can be found in the Resources section of the TurnKey public website, [www.fhlbtopeka.com/turnkey](http://www.fhlbtopeka.com/turnkey).

The HSP Reservation and home loan application may have different requirements that should be addressed separately. ALL individuals who currently or will live in the home must be identified and their income included to determine eligibility, even if they are not included on the home loan application. Loan guidelines do not supersede HSP guidelines.

## INCOME FAQs

**Q: Underwriting is requiring my homebuyer to have a co-signer (guarantor) to obtain a home loan. Do I disclose the non-occupying co-signer's income for grant qualification?**

A: If the non-occupying co-signer's (guarantor) income is being used to qualify the household for the loan, the household is not eligible for grant funds and a reservation cannot be submitted for the household.

**Q: My homebuyer's significant other and children will be living in the home. The significant other will not be a borrower on the loan. Do I need to disclose all these individuals as household members?**

A: Yes, all individuals (and their income) that currently or will occupy the home must be disclosed as household members, including non-borrowing adults and children.

**Q: What type of income should be disclosed for the reservation?**

A: All household income should be disclosed. This includes, but is not limited to, full-time and part-time employment income, seasonal income, unemployment benefits, non-employment income such as social security, child support, alimony, retirement benefits, self-employment, etc.

**Q: I'm working with a homebuyer that is getting married next month, should the fiancée's income be included as part of the household income?**

A: Yes, the fiancée's income should be included as part of the household income. **ALL** individuals that intend to occupy the home must be disclosed and their income included.

**Q: How many paystubs are required to calculate income for an hourly wage or salaried homebuyer?**

A: One paystub is required, please do not submit multiple paystubs. The paystub must meet the following requirements to complete the ICW:

- Represents at least 28 days of YTD earnings;
- Includes a breakdown of all YTD earnings;
- Accurately represents a typical pay period;
- Is dated within 60 days prior to the reservation submission date;
- Identifiable employer name and homebuyer name;
- Discloses pay period dates, pay frequency, pay date, wage/salary and hours worked/paid.

**Q: When completing the ICW, why is bonus, overtime, commission, tips, shift differential, etc. included in the YTD Other Income cell when I have already included it in the YTD Total Income? Isn't that counting it twice?**

A: No, the ICW consists of two separate income calculations, the YTD Earnings, and the Base Wages. The income entered in the YTD Other Income cell is part of the Base Wages calculation.

**Q: If a homebuyer typically works 40 hours a week, but the paystub that was provided to me shows 8 hours of Holiday Pay for a total of 48 hours paid for the week. Can I complete the Hours/Week cell with 40?**

A: No, If the paystub provided demonstrates the homebuyer was paid for 48 hours at the regular wage, the Hours/Week should be completed as 48. If it is not typical for the homebuyer to be paid 48 hours a week, do not submit that paystub. Obtain a paystub that accurately represents a typical pay period.

**For additional income calculation requirements, refer to the AHP/TurnKey Income Calculation Guide on the TurnKey public website, [www.fhlbtopeka.com/turnkey](http://www.fhlbtopeka.com/turnkey).**

**Q: How many years of tax returns do I provide for self-employed homebuyers?**

A: Only the previous year signed, individual tax return is required. Provide all pages and schedules. Do not provide multiple tax returns. If the self-employment started in the current year, the FHLBank YTD Profit and Loss Statement must be completed and signed by the homebuyer.

**Q: I am working with a homebuyer that has an employment contract. The home purchase will be completed before the start date of the new position. How do I document this homebuyer's income?**

A: If the homebuyer is currently employed, provide one paystub or a VOE from the homebuyer's current employer (employer at the time the reservation is submitted). If the homebuyer is unemployed at the time of reservation submission but has a contract to start employment on a future date, provide the signed and executed employment contract. Job offers will not be accepted.

**Q: How do you calculate income if a bonus was received early in the year and it is a one-time bonus?**

A: All income earned YTD will be annualized in the absence of documentation from the employer that states otherwise. If the employer can provide documentation, in writing, stating the bonus is received once a year and no other bonuses will be received for the remainder of the calendar year, it may be removed from the YTD Total Income and YTD Other Income cells and shown as a one-time earning in the ICW. **Overtime cannot be removed from the annualization.**



**Q: I am working with a homebuyer that is purchasing a duplex. The homebuyer will be living in one side and renting the other side to a tenant. Does rental income need to be disclosed as income in the income calculation?**

A: Yes, the current or anticipated rental income must be disclosed and included in the income calculation. The current executed and signed lease agreement should be provided. If there is no current lease agreement, an appraisal is needed. See the AHP/TurnKey Income Calculation Guide for detailed requirements. The guide can be found in the Resources section of the TurnKey public website, [www.fhlbtopeka.com/turnkey](http://www.fhlbtopeka.com/turnkey). For multifamily home purchases, rental income must always be disclosed.



## PROPERTY ELIGIBILITY

Eligible properties include single-family dwellings, duplexes, townhouses, condominiums, cooperative housing units or manufactured housing (must be affixed to a permanent foundation and titled as real estate) to be used as the homebuyer's primary residence.

Investment properties are not eligible for HSP subsidy.

Properties being purchased from family members are eligible for HSP subsidy.

The property being purchased must be located in FHLBank's four-state district (Colorado, Kansas, Nebraska, or Oklahoma).

Properties located in qualifying High-Cost Area and Difficult Development Area counties are eligible **HSP+**.

### **2025 HSP+ High-Cost and non-metro Difficult Development Areas within FHLBank Topeka district:**

#### Colorado Counties

Adams County, CO  
Arapahoe County, CO  
Archuleta County, CO  
Boulder County, CO  
Broomfield County, CO  
Chaffee County, CO  
Clear Creek County, CO  
Crowley County, CO  
Denver County, CO  
Douglas County, CO  
Eagle County, CO  
Elbert County, CO  
Garfield County, CO  
Gilpin County, CO  
Grand County, CO

#### Colorado Counties

Gunnison County, CO  
Jefferson County, CO  
Lake County, CO  
La Plata County, CO  
Mineral County, CO  
Montezuma County, CO  
Morgan County, CO  
Ouray County, CO  
Park County, CO  
Pitkin County, CO  
Routt County, CO  
San Juan County, CO  
San Miguel County, CO  
Summit County, CO  
Yuma County, CO

#### Kansas Counties

Kearny County, KS

#### Oklahoma Counties

Bryan County, OK  
Craig County, OK  
Delaware County, OK  
Pottawatomie County  
Texas County, OK  
Woodward County, OK

## ELIGIBLE USES OF GRANT FUNDS

HSP funds may be used for down payment, closing costs and eligible repairs.

Examples of closing costs include, but are not limited to:

- Loan origination and/or discount fees
- Appraisal and/or application fees
- Credit report
- Flood certification
- Closing, document preparation and attorney fees
- Title insurance, title fees and abstracting fees
- Recording fees and tax stamps
- Survey fees
- Prepaid interest
- Escrow of property taxes, homeowner's insurance, mortgage insurance, and flood insurance
- Mortgage Insurance (including upfront premium)
- Property inspection fees

Eligible repair costs include restoration of parts of the dwelling in substandard condition, damaged, broken, or not working correctly, back to good condition or working order to address habitability issues, code deficiencies, or underwriting requirements including, but not limited to:

- Accessibility
- Roof
- Plumbing and sewer
- Electrical and Mechanical (heating, cooling, ventilation, etc.)
- Foundation or other structural
- Windows and doors
- Floor coverings, wall repair and paint
- Hazardous material remediation

Ineligible repair costs include, but are not limited to:

- Construction/repairs of an outbuilding
- Payment directly to a household member for repair labor or repair expenses paid outside of closing
- Luxury items (i.e., landscaping, hot tubs, swimming pools)

**If unsure whether the proposed repairs are eligible, contact HCD at [TurnKey@fhltpeka.com](mailto:TurnKey@fhltpeka.com) prior to beginning purchase-related repairs.**



## REPAIRS

**Repair documentation should be obtained and reviewed by the member prior to the loan closing.**

Repair documentation is required to be provided as part of the Disbursement Request.

If HSP funds are used to pay for all or part of purchase-related repairs, the repairs must be documented on the Closing Disclosure by one of the two methods identified below:

### **Option 1: Escrow**

**Repair expenses are held in escrow and disbursed by the member or closing agent.**

- The funds held in escrow must be shown on the Closing Disclosure.
- An estimate from the contractor or vendor for the repairs and a detailed list of the repairs must be provided to FHLBank at Disbursement Request submission. Printouts of online shopping carts, cash register receipts, home inspection reports, appraisal requirements, etc. will not be accepted as estimates. In addition, estimates cannot be prepared or altered by the member or homebuyer.
- The estimate must document the address of the property in which the repairs are to be made.
- Any unused funds must be applied to the new first mortgage as a principal reduction or held in escrow to be applied towards future payments. Documentation showing the principal reduction applied, funds are being held in escrow to be applied to future payments or payments have been applied, must be provided.
- Under no circumstance can unused escrow funds be issued to the household before, at or after the loan closing in excess of the \$250 cash back guideline.
- The household may not be reimbursed for repair labor or repair expenses paid outside of closing.

### **Option 2: Paid at Closing**

**Repair expenses are listed on the Closing Disclosure.**

- The repairs are listed on the Closing Disclosure, detailing the repair, as well as the cost for that specific repair.
- Copies of paid invoices and/or receipts detailing the repairs and cost of the repairs must be provided to FHLBank at Disbursement Request submission.
- The invoices or receipts shall match the vendor, amount, and repair type documented on the Closing Disclosure. Printouts of online shopping carts, cash register receipts, home inspection reports, appraisal requirements, etc. will not be accepted as invoices. In addition, invoices cannot be prepared or altered by the member or homebuyer.
- The household may not be reimbursed for repair labor or repair expenses paid outside of closing.

**HSP funds used for purchase-related repairs may not be disbursed to the homebuyer before, at or after the loan closing.**



## INELIGIBLE USES OF SUBSIDY

As described previously and summarized below, ineligible uses of grant funds include, but are not limited to:

- Transactions for homebuyers that do not meet the FHLBank first-time homebuyer definition;
- Transactions that include a non-occupying co-borrower or co-owner;
- Transactions in which a non-occupying co-signer/guarantor's income was used to assist with qualifying the household for the loan.
- Transactions in which all household members and income have not been disclosed.
- Cash back to the homebuyer exceeding \$250.00 before, after or at closing;
- Payment of non-housing-related costs (debt collections, credit cards, etc.);
- Transactions in which the household's front ratio exceeds 38% for HSP and 44% for HSP+, based on FHLBank's qualifying income calculation;
- Refinance transactions;
- Home purchases closed prior to FHLBank's approval of the reservation (a status of "Reservation Request Eligible");
- Home purchases for properties not identified at the time of reservation submission;
- Transactions in which the mortgage interest rate(s) exceed the FHLBank maximum interest rate(s) in effect as of the date of closing;
- Transactions in which the lender fees and/or discount points exceed FHLBank's maximum guidelines;
- Transactions in which a processing fee was charged by any entity for providing the HSP subsidy to the household;
- Homebuyer education costs that have been covered by another source or that exceed \$500.00;
- Home purchases for properties outside of FHLBank Topeka's district.



## HOMEBUYER EDUCATION

Homebuyer education is required for HSP and HSP+. FHLBank will accept certificates from providers approved by the organizations listed below. In general, if the homebuyer education provider is accepted by Fannie Mae or Freddie Mac, FHLBank will accept the course. This includes the online courses CreditSmart, Framework and Homeview.

- United States Department of Housing and Urban Development (HUD)
- National Industry Standards of Homeownership Education and Counseling
- Federal National Mortgage Association (Fannie Mae)
- Federal Home Loan Mortgage Corporation (Freddie Mac)
- Habitat for Humanity

Homebuyer Education must be completed within the current or previous calendar year of the purchase closing. Ensure the date of course completion is stated on the homebuyer education certificate.

Only one adult household member must complete the homebuyer education course and be named on the certificate.

If the homebuyer education course is taken in a classroom or face-to-face setting, the certificate must be signed by the provider. If the course is taken online, neither a signature from the homebuyer or provider is required.

HSP grant funds may be used to cover the cost of the homebuyer education if:

- The cost of the course does not exceed \$500.00.
- The cost has not been covered by another funding source.
- The cost is identified on the Closing Disclosure.

**If Homebuyer Education is taken through an online platform, such as EHomeAmerica, ensure the provider meets FHLBank Requirements. EHomeAmerica is not the Homebuyer Education provider.**

**FHLBank recommends the required homebuyer education course be taken prior to the loan closing. If the homebuyer does not complete a homebuyer education course, FHLBank cannot fund the disbursement request.**

## TURN TIMES

The best way to ensure a reservation request is approved quickly, is to complete the Income Calculation Workbook (ICW) accurately based on income documentation that meets TurnKey income calculation guidelines.

Allow FHLBank **30** calendar days to provide reservation approval. If additional documentation or corrections are required, the approval may take longer than 30 days. Schedule loan closings accordingly. Reservations, including clarification submissions, are reviewed in the order of receipt. **Requests to expedite reviews will not be honored and inquiries regarding the status of reservation approvals will not be responded to.**

### FYI:

If a member has outstanding Reservation or Disbursement Requests from any 2024 TurnKey Program, the member may not participate in the 2025 TurnKey Programs until the 2024 Reservations and/or Disbursements are funded or withdrawn.

Refer to the AHP/TurnKey Income Calculation Guide, on the TurnKey public website, [www.fhlbtopeka.com/turnkey](http://www.fhlbtopeka.com/turnkey) for income documentation requirements and instruction for completing the ICW.

## RESERVATION OF FUNDS

Reservations for HSP funds may be submitted beginning March 3, 2025, by registered members. HSP grant funds are available on a first-come, first-served basis. Reservation requests must identify a specific household and a specific property address as listed on the purchase agreement.

Reservation requests are accepted through HSP Online. The member must submit the Income Calculation Workbook (ICW) and income documentation through HSP Online to reserve funds.

Reservations are reviewed in the order of receipt. **Requests to expedite a reservation review/approval will not be honored.** Allow **30** calendar days for FHLBank to review the reservation. If clarification must be sent for corrections, additional documentation, information, etc. the approval will take longer. Schedule loan closings accordingly.

Reservations may be started and saved to complete later if the “Reservation Initiation Information” and “Additional Member Contacts” screens are complete. Once these two screens are complete:

- *The reservation’s status will change to “Reservation Request Pending;”*
- *Funds **are not** reserved for the household at this point.*

### **FHLBank cannot review Reservation Requests with a status of “Reservation Request Pending.”**

Pending Reservations must be submitted within one day of initiation. If not submitted in one day, HSP Online will expire the reservation and a new reservation will need to be initiated and submitted. Complete all screens (indicated by a green checkmark) and select “Submit” on the Reservation Home screen. Once the request is submitted:

- *The status will change to “Reservation Request Submitted;”*
- *All selected contacts for the reservation will receive an email confirming submission;*

- *The reservation is no longer editable by the member;*
- *Funds are now reserved for the household.*

Once FHLBank’s review of the reservation request is complete, the status of the reservation request will change to “Reservation Request Eligible,” “Reservation Request Clarification Pending,” or “Reservation Request Ineligible.”

- If the reservation request is approved, the disbursement request must be submitted within 90 days of the reservation approval (status of “Reservation Request Eligible”).
- If the disbursement request is not received within 90 days of the reservation approval, HSP Online will withdraw the reservation resulting in funds no longer being reserved for the household. The expiration date is included on the Dashboard and on the Timeline screen in HSP Online.
- If clarification is requested (“Reservation Request Clarification Pending”), responding to the request promptly will help to ensure the reservation is approved in a timely manner. **FHLBank may, at its discretion, withdraw Requests for which FHLBank has not received the requested additional information, correction, or clarification of submission within thirty (30) days of FHLBank’s request.**

### Know the Difference:

**Pending:** A reservation with a status of “Reservation Request Pending” will expire if the reservation is not submitted to FHLBank within one calendar day. For example, if a reservation request is initiated on Tuesday, it must be submitted by end of day Wednesday. **Reservations with a status of “Pending” have not been submitted and cannot be reviewed by FHLBank.**

**Submitted:** A reservation with a status of “Reservation Request Submitted” can be reviewed by FHLBank. Funds are reserved for the household once the reservation is submitted.

**Expired:** A reservation with a status of “Reservation Request Expired” means the reservation is no longer active and funds are not reserved for the household.

**The purchase contract and home loan application can be dated prior to the reservation submission date; however, the loan application and purchase contract are not reviewed by FHLBank and should not be submitted to FHLBank.**



## ZIPCODES AND ZIP+4

The Site Selection Screen must be completed by the member as part of the Reservation of Funds process. The member completes the screen by entering the street address, ZIP and ZIP +4 of the property being purchased and selecting “Lookup.” Once “Lookup” is selected, pertinent information regarding the property is populated to the screen (city, state, county, congressional district, census tract and CBSA) based on the ZIP and ZIP+4. It is important the correct ZIP information is entered on the Site Selection Screen because the county that populates to the screen determines the income limit and some of the other information that populates to the screen, such as census tract, is reported by FHLBank to FHFA.

The ZIP and ZIP+4 should be obtained and verified at [www.USPS.com](http://www.USPS.com). If USPS does not return any results for the property, the information can be obtained from [www.unitedstateszipcodes.org](http://www.unitedstateszipcodes.org) (always try to obtain the information from USPS first). If neither website provides results for the property, contact HCD at [TurnKey@fhlbtopeka.com](mailto:TurnKey@fhlbtopeka.com). Provide the address of the property so HCD staff can conduct research and provide ZIP information to use. Do not enter a ZIP or ZIP+4 in HSP Online unless it has been verified on [www.usps.com](http://www.usps.com), [www.unitedstateszipcodes.org](http://www.unitedstateszipcodes.org) or provided by HCD.

If an error message is received after selecting “Lookup” on the Site Selection Screen, email [TurnKey@fhlbtopeka.com](mailto:TurnKey@fhlbtopeka.com). Provide a screenshot of the error message and the address of the property so HCD can research the issue.

## HOUSEHOLD INELIGIBILITY

FHLBank has implemented a new process for deeming households ineligible. Member contacts will no longer receive an email requesting agreement with the ineligibility determination. Instead, member contacts associated with the reservation will receive an email from HSP Online informing them funds are no longer reserved for the household and outlining the reason(s) for ineligibility. In addition, incomplete reservation submissions will be deemed ineligible. Reasons households may be deemed ineligible include, but are not limited to:

- Household Income exceeds 80% of the AMI
- Front Ratio Exceeds 38% (HSP) and 44% (HSP+)
- Incorrect and/or outdated version of the ICW is provided
- Discrepancy in the ICW exists and is not accompanied by an **employer** explanation
- Income documentation or Zero Income Certification not provided for household members age 18 and older
- Incorrect income documentation provided. Examples include, but are not limited to:
  - ✓ Multiple paystubs when not necessary (FHLBank only requires one paystub in most situations)
  - ✓ Income documentation missing necessary information required to complete the ICW (i.e. YTD Earnings, breakdown of all YTD Earnings, Pay Period End Date, etc.)
  - ✓ Income documents are not dated within guideline(s)
  - ✓ Multiple years of tax returns are provided
  - ✓ P&L provided when a tax return is required and vice versa
  - ✓ Tax returns provided for households that are not self-employed
  - ✓ Bank statements are provided (FHLBank will never ask for bank statements)
  - ✓ Signature(s) missing when required (i.e. Tax Return, P&L, AHP/TurnKey Zero Income Certification, etc.)

Authorized Users having a strong understanding of income calculation guidelines and documentation requirements will help ensure reservations are not deemed ineligible and improve approval time frames. The AHP/TurnKey Income Calculation Guide can be found in the Resources Section of the TurnKey public website, [www.fhlbtopeka.com/turnkey](http://www.fhlbtopeka.com/turnkey), and includes the income documentation requirements, instructions for calculating income, instructions for obtaining and documenting employer explanations and verifications, information about income calculation discrepancies and much more!

### Important Reminders:

- Allow thirty (30) days for FHLBank to provide an eligibility determination.
- If clarification must be sent, the determination could take longer.
- It is the Authorized Users responsibility to manage and communicate expectations with homebuyers, real estate agents, sellers, title companies, loan officers, etc.
- If the reservation is deemed ineligible due to income documentation issues, a new reservation may be submitted, but the 30-day count will start over.
- If the reservation is deemed ineligible due to the household income exceeding the AMI% guideline or the front ratio exceeding guideline, a new reservation cannot be submitted for the household.
- FHLBank does not review real estate purchase contracts and does not take loan closing dates into consideration.
- Reservations are reviewed in the order of receipt and requests to expedite reviews are not honored.
- HSP/HSP+ subsidies should not be promised or guaranteed to households.
- Obtain new documents from the TurnKey public website for each household. Do not reuse documents for multiple households.

## DISBURSEMENT OF FUNDS

Disbursement Requests for HSP funds may be submitted after the Reservation Request status is “Reservation Request Eligible” and after the loan has been closed. Disbursement requests must be submitted within 90 days of a status of “Reservation Request Eligible” or the reservation will expire, and funds will no longer be reserved for the household. The expiration date is included on the Dashboard and Timeline screen in HSP Online. In addition, all contacts associated with the reservation will receive a reminder email 30 days prior to the grant expiration date. **It is the member’s sole responsibility to monitor the 90-day submission requirement.**

Disbursement of Funds must be requested through HSP Online and the following documentation provided:

- Final, signed Closing Disclosure
- Recorded Real Estate Retention Agreement
- Homebuyer Education Certificate
- Repair estimates/paid invoices (if applicable)
- Grant/forgivable loan or second mortgage documentation (if applicable)

A Disbursement Request does not have to be started and completed in one sitting. If started, be sure to save frequently. When coming back to work on a Disbursement Request or when responding to a Clarification Request from an HCD Analyst, be sure to select the Disbursement Number on the Dashboard, not the Reservation Number. The Disbursement screens are not visible if the Reservation Number is selected.

**FHLBank cannot review Disbursement Requests with a status of “Disbursement Request Pending.”** Disbursement requests in “Disbursement Request Pending” status will expire and must be submitted prior to the reservation expiration date. Complete all screens (indicated by a green checkmark) and select “Submit” on the Disbursement Home screen. Once the request is submitted:

- *The status will change to “Disbursement Request Submitted;”*
- *All selected contacts for the disbursement will receive an email confirming submission;*
- *The disbursement is no longer editable by the member.*

**It is the Authorized Users responsibility to review all documentation prior to the loan closing, post-closing and prior to disbursement request submission to ensure all documents are completed correctly and meet HSP guidelines. If corrections are required, Authorized Users must contact HCD prior to making corrections to ensure the method of correction is acceptable. Contact HCD at [TurnKey@fhltpeka.com](mailto:TurnKey@fhltpeka.com) or 1.866.571.8155.**



## GRANTS/FORGIVABLE LOANS AND SECOND MORTGAGES

If there are other grants/forgivable loans or second mortgages included in the transaction, the corresponding documentation must be submitted. The documentation should be obtained from the provider of the grant/forgivable loan or from the second or subsequent mortgage lender. Documentation for grants/forgivable loans should include:

- Terms of repayment; or
- Verification that no repayment is required;

Documentation for second mortgages should include:

- Loan Amount;
- APR;
- Loan Term;
- Interest Rate;
- Borrower Paid Origination Charges;
- Discount Points.

### Know the Difference:

**Grant:** Payments made to the household with no requirement or expectation of repayment. **DO NOT INCLUDE THE HSP GRANT IN THIS AMOUNT** in HSP Online.

**Forgivable Loans:** 1) If forgivable – The loan forgiveness might be structured to occur at one point in time (such as at the end of the affordability period) or forgiven incrementally (such as forgiving one-fifth of the loan each year over five years). 2) If repayable – Repayment might be required at the sale or transfer of the property or at the end of a fixed period of time. These loans are also referred to as “soft seconds.”

## PREPARATION OF THE CLOSING DISCLOSURE

Details of the homebuyer's loan must meet the following requirements:

- The loan closing date is not prior to reservation approval (status "Reservation Request Eligible");
- The property address on the Closing Disclosure (CD) matches the property address for which funds were reserved. Contact FHLBank prior to closing if the reservation does not include the correct address;
- All names on the CD were included as household members on the Household Summary tab of the Income Calculation Workbook that was submitted with the reservation request;
- The first mortgage loan term minimum is five years, and maximum is 40 years;
- All mortgage interest rates are at or below the FHLBank maximum interest rates in effect as the date of closing. FHLBank maximum interest rates are posted in the Resources section of the TurnKey public website;
- Lender fees (fees paid to the member and/or lender) paid by the homebuyer, including but not limited to origination fees, document preparation fees, application fees, etc. do not exceed 3% of the loan amount for all mortgage loans associated with the transaction;
- Discount points paid by the homebuyer do not exceed 3% of the mortgage loan amount;
- The homebuyer Education fee does not exceed \$500.00;
- The subsidy amount shown on the CD does not exceed the subsidy amount reserved;
- The subsidy amount shown on the CD is not less than \$2,500.00;
- The subsidy amount shown on the CD does not exceed \$15,000.00 and HSP+ subsidy does not exceed \$25,000.00;
- The subsidy is labeled "HSP Grant" or "HSP+ Grant" or something similar that demonstrates positive identification of the subsidy. **Do not label the grant as "second mortgage" or "gift funds";**
- The loan terms and loan information sections of the CD (amount, interest rate, term, product, etc.) are filled out completely;
- A processing fee is not being charged by any entity for providing the subsidy to the household;
- The subsidy is not being used for non-housing-related costs (debt collections, credit card payoffs, car loan payoffs, etc.);
- The household will not receive cash back in excess of \$250.00 at any point in the purchase transaction;
- Non-occupying co-borrowers and co-owners are not part of the transaction;
- A non-occupying co-signer/guarantor's income was not used to assist in qualifying the household for the home loan.
- The front ratio does not exceed 38% for HSP or 44% for HSP+ based on FHLBank's qualifying income calculation .
- The final CD is signed by all borrowers shown on the CD.



## COMBINING HSP AND HSP+ WITH OTHER FUNDING SOURCES

HSP subsidy may be combined with other federal, state, and/or local grants and loans. However, TurnKey (HSP, HSP+ and HOPE) subsidies may not be stacked and applied to the same transaction. Members should check with the secondary market investor regarding requirements for purchasing first mortgage loans where there is a recorded retention agreement on the property from a down payment assistance subsidy.

Households may receive HSP subsidy and FHLBank's Mortgage Rate Reduction Product (MRRP) however, MRRP utilizes different income limits and guidelines for determining household size and income disclosure. If the household is receiving both HSP and MRRP, guidelines from both programs must be followed and met.

HSP guidelines, as well as lender and investor guidelines, must be followed. **Lender, investor and guidelines for other sources of funds do not supersede HSP guidelines.**

### Important Reminders:

- HSP does not have credit score requirements.
- HSP does not have purchase price limits.
- HCD does not review purchase contract.
- HCD does not review the member's loan underwriting results or criteria for HSP qualification.
- The loan term minimum is five years, and the loan term maximum is 40 years.

## FHLBANK EIN

A wide range of mortgage programs including Conventional, FHA, VA and USDA Rural Development can include HSP subsidy.

The FHLBank EIN (Tax ID) is 48-0561319 and can be used, if needed, when entering HSP subsidies in FHA Connection. HSP subsidies are not secondary financing that require installment payments therefore, FHLBank's HUD Lender ID is not needed for input of HSP subsidies into FHA Connection and will not be provided to members.



## HSP ONLINE STATUS DESCRIPTIONS

### RESERVATION REQUEST STATUS DESCRIPTIONS

**Reservation Request Pending** – A reservation request has been initiated, but not yet submitted. You may begin and save progress on the reservation request and return to complete the work at a later time/date. The reservation must be completed and submitted (status of “Reservation Request Submitted”) to FHLBank within one day, or the reservation will expire. Funds are not reserved for the household. FHLBank cannot review the request until it has been submitted. If the status includes the word “Pending,” it has not been submitted for FHLBank review.

**Reservation Request Submitted** – Reservation has been submitted and is now available for FHLBank to review and approve/reject. You are no longer able to edit the reservation request. Funds are now reserved for the household.

**Reservation Request Under Review** – Request is under review by FHLBank.

**Reservation Request Clarification Pending** – Reservation has a clarification request outstanding. You can only edit the pages where FHLBank has indicated clarification is needed. FHLBank cannot review the clarification until it has been submitted. If the status includes the word “Pending,” it has not been submitted for FHLBank review.

**Reservation Request Clarification Submitted** – Clarification has been submitted, returning the reservation request to FHLBank for review. You cannot edit the clarification once submitted.

**Reservation Request Ineligible** – The request has been reviewed, and FHLBank has determined the household is not eligible for a reservation.

**Reservation Request Eligible** – The request has been reviewed, and FHLBank has determined the household is eligible for a reservation. You may now proceed with the loan closing.

### DISBURSEMENT REQUEST STATUS DESCRIPTIONS

**Disbursement Request Pending** – A disbursement request has been initiated, but not yet submitted and is still at risk of expiring. You may begin and save progress on the disbursement request and return to complete the work at a later time/date by selecting the disbursement number on your Dashboard. FHLBank cannot review the request until it has been submitted. If the status includes the word “Pending,” it has not been submitted for FHLBank review.

**Disbursement Request Submitted** – The request has been submitted and is now available for FHLBank to review and approve. You are no longer able to edit the disbursement request.

**Disbursement Request Under Review** – Request is under review by FHLBank.

**Disbursement Request Clarification Pending** – Request has a clarification request outstanding. FHLBank cannot review the clarification until it has been submitted. If the status includes the word “Pending,” it has not been submitted for FHLBank review.

**Disbursement Request Clarification Submitted** – The clarification request has been submitted to FHLBank for review.

**Disbursement Request Rejected** – The request has been reviewed and FHLBank has determined the disbursement is not eligible for reimbursement.



**Disbursement Request Approved** – The request has been reviewed and FHLBank has determined the disbursement is eligible for reimbursement. Funds will be deposited into the member’s FHLBank DDA.

**WITHDRAWAL & EXPIRATION STATUS DESCRIPTIONS**

**Expired** – The length of time for grant reservation has passed. Reservations with this status are no longer eligible for reimbursement.

**Reservation Request Withdrawn** – FHLBank has approved withdrawal request.

## STEP BY STEP OVERVIEW

### ACCESS HSP ONLINE AND MEMBER REGISTRATION

1. Individuals seeking to become authorized users (access to HSP Online) should email [TurnKey@fhlbtopeka.com](mailto:TurnKey@fhlbtopeka.com) or call 1.866.571.8155 for instructions.
2. Member completes the Registration Agreement. Members that completed a Registration Agreement in February 2024 or after, do not need to register again. For questions about registration, email [TurnKey@fhlbtopeka.com](mailto:TurnKey@fhlbtopeka.com).

### MEMBER PREPARATION FOR PARTICIPATION

1. Member reviews training opportunities provided by FHLBank.
2. Member reviews the AHP IP (specifically Section VIII) and TCLP.
3. Member reviews the TurnKey (HSP/HSP+) User Guide.
4. Member reviews the AHP & TurnKey Income Calculation Guide and TurnKey Income Calculation Workbook.

### MEMBER RESERVATION OF FUNDS

1. Using the TurnKey Eligibility Questionnaire, member interviews the homebuyer, gathers documentation required for reservation, and completes the Income Calculation Workbook.
2. Member reserves funds in HSP Online for eligible households that have identified a home to purchase.
3. Member retains all back-up documentation for information certified (see “Eligibility Certifications” section) at the time of reservation (i.e., first-time homebuyer, household size, income, front ratio, etc.)
4. FHLBank reviews reservation and provides a determination of household’s eligibility via HSP Online.
5. Member may close the loan after the reservation has been approved (status change to “Reservation Request Eligible”).

### MEMBER CLOSING OF MORTGAGE LOAN AND REQUEST FOR DISBURSEMENT OF FUNDS

1. Member reviews the TurnKey User Guide, with careful consideration of the TurnKey Closing Checklist to ensure the household meets all program requirements.
2. Member closes the loan, fronts the grant funds and ensures the Real Estate Retention Agreement is executed at closing.
3. Member records the executed Real Estate Retention Agreement.
4. Member requests disbursement of grant funds through HSP Online and provides required documentation:
  - Final, signed Closing Disclosure
  - Homebuyer Education Certificate

#### **FYI:**

Review of household eligibility and program compliance are crucial, as the member must disburse funds to the homebuyer(s) at the loan closing and then be reimbursed by FHLBank Topeka after the loan closing. Ineligible use of HSP funds and/or providing funds to an ineligible household may result in a reduction or denial of disbursement.



- Recorded Real Estate Retention Agreement
  - Repair estimates/invoices (if applicable)
  - Grant/forgivable loan and second/subsequent mortgage documentation (if applicable)
5. FHLBank reviews the disbursement request and required documentation, requests clarification if necessary, and reimburses the member by depositing the funds in the member's FHLBank Demand Deposit Account (DDA). Notification of the deposit is made to the member contacts associated with the disbursement request via email. Deposits are also reflected in Members Only.



## REAL ESTATE RETENTION AGREEMENT REQUIREMENTS

The homebuyer must agree to a five-year retention period, to maintain ownership of the property for a period of five years from the closing date or potentially repay a prorated share of HSP funds. The amount of the subsidy declines 1/60<sup>th</sup> each month for 60 consecutive months and is then forgiven.

The retention period commences on the date the loan is closed.

The [Real Estate Retention Agreement](#) (RERA) must reference the property address and legal description of the property being purchased. All required fields must be completed (dates, names, etc.).

FHLBank recommends the RERA be signed at the loan closing and recorded immediately following the loan closing. The RERA should be recorded separately from other documents. A copy of the recorded RERA must be provided with the submission of the HSP Online disbursement request. **Do not submit a disbursement request until the recorded RERA can be provided.**

Use the current version of the RERA. Obtain a RERA from the TurnKey public website, [www.fhlbtopeka.com/turnkey](http://www.fhlbtopeka.com/turnkey) for each household to ensure submission of the current version. **DO NOT** save FHLBank documents on your computer to be reused for multiple households.

**DO NOT MAIL THE ORIGINAL RERA TO FHLBANK.** The copy uploaded to HSP Online with the disbursement request meets FHLBank requirements.

If the RERA is submitted to FHLBank and it is not completed correctly, FHLBank will request corrections to be made and acknowledged (initialed) by the homebuyer and/or notary. The corrected and acknowledged RERA will be required to be re-recorded. The disbursement request will not be approved until the RERA meets FHLBank's criteria. If the disbursement request is denied or the grant amount is modified, the member will be required to record a release or of the RERA. In the instance that a release is necessary, FHLBank will not approve the disbursement request until a copy of the recorded release **and** a copy of the newly executed and recorded RERA (if required) have been received and reviewed. A sample RERA to assist with completing the document correctly is available on the TurnKey public website.

## REPAYMENT OF SUBSIDY

In the case of a sale, transfer, assignment of title or deed, or refinancing of the home by the household during the retention period, a portion of the HSP subsidy may be required to be repaid to FHLBank unless one of the exceptions listed below applies. Contact FHLBank to determine the repayment amount.

- The unit was assisted with a permanent mortgage loan funded by an AHP subsidized advance;
- The unit is sold, transferred, or assigned to a very low-, low-, or moderate-income household, or proxy for such household, as defined in FHLBank's AHP IP;
- The amount of the HSP subsidy required to be repaid is \$2,500 or less;
- Following a refinancing, the unit continues to be subject to a deed restriction or other legally enforceable retention agreement or mechanism;
- The obligation to repay the HSP subsidy to FHLBank terminates after any foreclosure, deed-in-lieu of foreclosure, assignment to the Secretary of the U.S. Department of Housing and Urban Development, or the death of the homeowner.





#### CALCULATING REPAYMENT OF SUBSIDY

If the property is sold before the end of the retention period, the repayment amount shall be the lesser of:

- The HSP subsidy, reduced on a pro rata basis per month until the unit is sold, transferred, or its title or deed transferred, or is refinanced, during the HSP five-year retention period;
- Any Net Proceeds, as defined in the AHP IP, from the sale, transfer, or assignment of title or deed of the unit, or the refinancing, as applicable, minus the HSP-assisted Household's Investment as defined in the AHP IP.

*\*It is important for the homebuyer to save documentation of capital improvements made during ownership of the property.*

#### REFINANCING AND HOME EQUITY LOANS

- FHLBank Topeka will subordinate the RERA if the homebuyer wishes to refinance their first mortgage or wishes to establish a home equity loan.
- A link to the RERA release, payoff, or subordination request form can be found on the TurnKey public website, [www.fhlbtopeka.com/turnkey](http://www.fhlbtopeka.com/turnkey).

**For questions regarding payoffs, releases and subordinations of FHLBank's RERA, contact Housing and Community Development at 1.866.571.8155 or email at [HousingPayoffRelease@fhlbtopeka.com](mailto:HousingPayoffRelease@fhlbtopeka.com).**

## TERMS

**AHP/HSP Authorization Form (Authorization Form)** - identifies your institution's officers, employees and/or agents who are authorized to complete and execute applications, agreements, disbursement requests, reservations, forms, and other documents related to the Affordable Housing Program (AHP) and TurnKey (HSP, HSP+ and HOPE) programs.

**AHP/HSP Supplemental Authorization Form** - allows your institution to designate a new authorized user to the AHP/HSP Authorization Form on file with FHLBank Topeka. Do not use an AHP/HSP Supplemental Authorization Form to remove an authorized contact from your AHP/HSP Authorization currently in place. This form is to be used for adding authorized users only.

**AHP and TurnKey Income Calculation Guide** - Document that sets forth the income calculation guidelines for the Affordable Housing Program (AHP) and the TurnKey (HSP, HSP+ and HOPE) programs of FHLBank and provides instruction for the completion of the Income Calculation Workbook.

**Area Median Income (AMI)** - For owner-occupied and rental households, the median income for the area, as published by the United States Department of Agriculture and adjusted for household size. NAHASDA income limits may be used for either owner-occupied or rental households for Native American projects.

**Closing Costs** - Expenses over and above the price of the property incurred by the buyer when transferring ownership of the property.

**Co-borrower** - Individual(s) included on the deed, mortgage/deed of trust, and promissory note for a property in conjunction with another individual(s) and is liable for repayment of debt secured by the - mortgage/deed of trust. **Non-occupying co-borrowers are NOT ELIGIBLE.**

**Co-owner** - Individual(s) included on the deed and/or mortgage/deed of trust for a property in conjunction with another individual(s). **Non-occupying co-owners are NOT ELIGIBLE.**

**Co-signer** - Individual(s) included on the promissory note and liable for repayment of debt for real estate but is not on the deed and/or mortgage/deed of trust for property. If non-occupying co-signer income is used to qualify the household for the loan, the household is not eligible for AHP or TurnKey grant programs. "Co-signer" and "Guarantor" are commonly used interchangeably.

**Difficult Development Area** - Non-metropolitan counties with high land, construction, and utility costs relative to the area median income.

**Disbursement** - A transfer of program funds to the member for use by the homebuyer or project.

**Family Member** - Any individual related to a person by blood, marriage, or adoption.

**First-time Homebuyer** - All borrowers, co-borrowers, and co-owners of the transaction, who do not own and are not investors in another residence, and who wish to purchase a home that will be their primary residence. In addition, the homebuyer(s) must meet any one of the following criteria:

1. Have had no ownership in a residence during the prior three-year period ending on the date of purchase of the property;
2. Have only owned a residence not permanently affixed to a permanent foundation in accordance with applicable Regulations;
3. Has only owned a property that was not in compliance with State, local or model building codes and which cannot be brought into compliance for less than the cost of constructing a permanent structure; or

4. Is a household displaced as a result of a Federally Declared Disaster (as designated by FEMA) within 24 months of the reservation date.

**Forgivable Loans** - 1) If forgivable – The loan forgiveness might be structured to occur at one point in time (such as the end of the affordability period) or forgiven incrementally (such as forgiving one-fifth of the loan each year over five years). 2) If repayable – Repayment might be required at the sale or transfer of the property or at the end of a fixed period of time. These loans are also referred to as “soft seconds.”

**Front Ratio** - The sum of the monthly principal, interest (including subordinate mortgages), property taxes, property insurance, other housing related-fees (e.g. homeowners’ association fees, flood insurance, private mortgage insurance, etc.) divided by the household’s monthly income. FHLBank’s qualifying income calculation is utilized to determine front ratio.

**Grant** - Payments made to the household with no requirement or expectation of repayment.

**Guarantor** – Individual(s) included on the promissory note and liable for repayment of debt for real estate but is not listed on the deed and/or deed of trust for the property. If non-occupying guarantor income is used to qualify the household for the loan, the household is not eligible for AHP or TurnKey grant programs. “Guarantor” and “Co-signer” are commonly used interchangeably.

**Head of Household** - Household member identified as “Head of Household” on the Household Summary tab of FHLBank’s Income Calculation Workbook or similar spreadsheet.

**High-Cost Area** - Counties in which 115 percent of the local median home value exceeds the baseline confirming loan limit, as established annually by the Federal Housing Finance Agency.

**Homebuyer/Homeownership Education** - Recipients must complete a homebuyer education program, within the current or previous calendar year of the purchase closing date, provided by, or based on one provided by, an organization recognized as experienced in homebuyer education.

**Household** - Includes all the individuals who currently, or will, occupy the house or residence.

**HSP Online** - FHLBank’s automated online system for HSP reservations and disbursements.

**HUD** - U.S. Department of Housing and Urban Development

**Lender Fees** - Fees charged by lender in association with the loan.

**Loan to Value (LTV) Ratio** - The ratio of the first mortgage loan amount divided by the purchase price of the property.

**Low- or Moderate- Income Household** - A household that has an income of 80 percent or less of the AMI, with the income limit adjusted for household size in accordance with the methodology of the applicable median income standard, unless such median income standard has no household size adjustment methodology.

**Manufactured Housing** - A structure, transportable in one or more sections, which is built on a permanent frame and is designed to be used as a dwelling when connected to the required utilities.

**Member** - An institution that has been approved for membership in FHLBank and has purchased capital stock in FHLBank.

**Mortgage Partnership Finance (MPF)** - A secondary market alternative for fixed rate mortgage loans available to FHLBank members and housing associates who apply and are approved to become a Participating Financial Institution (PFI).

**Native American Housing Income Limits (NAHASDA Income Limits)** - The income limits published annually by HUD's Office of Native American Programs for the purpose of determining eligibility for assistance under programs funded by block grants under NAHASDA.

**Non-housing-related Costs** - Payment of costs not directly related to the home purchase. Costs include, but are not limited to, debt collections, credit card bills, child-support payments, and federal or state income taxes.

**Real Estate Retention Agreement (RERA)** - Recorded document in which the homebuyer agrees to maintain ownership of and reside in the property for which grant funds were received for a period of five years (60 months). If homebuyer sells or refinances home before the five-year period expires, repayment of a pro-rated amount may be required.

**Repair** - To restore those parts of a dwelling in substandard condition, damaged, broken, or not working correctly, back to good condition or working order to address habitability issues, code deficiencies, or underwriting requirements. FHLBank's subsidy for rehabilitation should be used to accomplish the objective of maintaining affordable housing, defined as housing that is targeted to the low-and-moderate income markets. Repairs or improvements inconsistent with the objective of maintaining affordable housing are not eligible as a rehabilitation cost.

Eligible Repair Costs – AHP subsidy may be used to pay for rehabilitation including but not limited to: accessibility, roof, electrical, plumbing, sewer, mechanical, foundation or other structural, windows, doors, floor coverings wall repair, paint, or hazardous material remediation.

Ineligible Repair Costs – AHP subsidy cannot be used to pay for repairs (unless specified above) including, but not limited to: construction/repairs of an outbuilding, payments directly to the household for repair labor, luxury items (i.e. landscaping, hot tubs, swimming pools).

**Reservation Date** - The date the Reservation Request was initiated in HSP Online. The status of the reservation is "Reservation Request Pending."

**Retention Period** - Owner-occupied projects that include the purchase of existing and newly-constructed homes shall have agreements ensuring retention for five (5) years (60 months) from the date of the closing as evidenced by the closing document.

**Request for Repayment Quote Form** - Form that walks through the steps to request a determination whether an AHP or TurnKey grant is past retention or whether repayment is required. Also identifies documents required for FHLBank to complete the analysis.

**Second Home** – A residence the household intends to occupy for part of the year in addition to a primary residence.

**Single-family Home** - A structure with one to four dwelling units.

**Subsidy** - Monetary assistance granted by FHLBank in support of affordable housing in communities served by FHLBank. The AHP subsidy may take one of two forms: 1) A direct subsidy, provided that if a direct subsidy is used to write down the interest rate on a loan extended by a member, project sponsor, or other party to a project, the subsidy must equal the net present value of the interest foregone from making the loan below the lender's market interest rate; or 2) The net present value of the interest revenue foregone from making a subsidized advance at a rate below FHLBank's cost of funds.

**TurnKey Member Registration Agreement (Registration Agreement)** - Agreement that must be signed by the member and on file to participate in TurnKey programs (HSP, HSP+ and HOPE). By signing the



Registration Agreement, the member agrees to comply with the statutes, regulations, policies, procedures, and rules that govern the TurnKey programs.

**USDA Income Limits** - The income limits for a county developed by the United States Department of Agriculture (USDA) and published annually to determine eligibility of applicants for USDA's assisted housing programs.

**Very Low-income Household (VLI Household)** - A household that has an income at or below 50 percent of the applicable AMI, with the income limit adjusted for household size in accordance with the methodology of the applicable median income standard, unless such median income standard has no household size adjustment methodology.



## Using HSP Online

### HOURS OF OPERATION

**HSP Online will be available between the hours of 6:30 a.m. to midnight CST.** It will be offline for routine maintenance and updates between the hours of midnight and 6:30 a.m. CST.

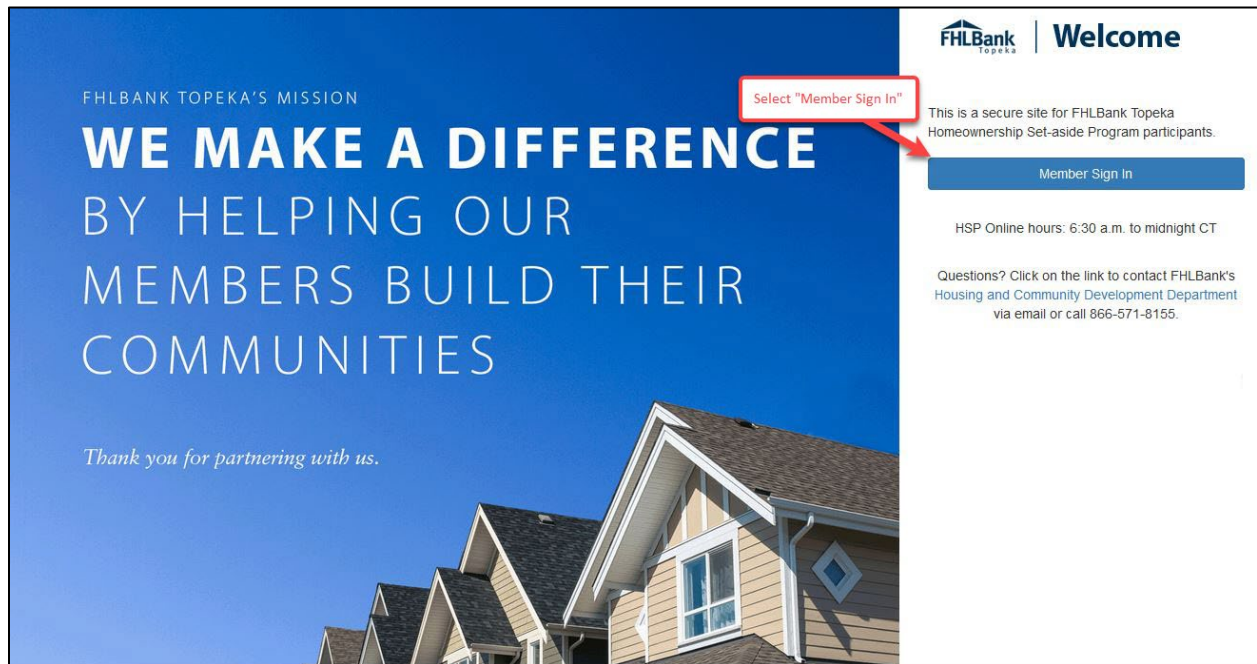
### ACCESSING HSP ONLINE

Select the link to HSP Online on the TurnKey public website.

On the Welcome Page, select “Member Sign In.”

#### FYI:

Most members will also be able to access HSP Online through Members Only.

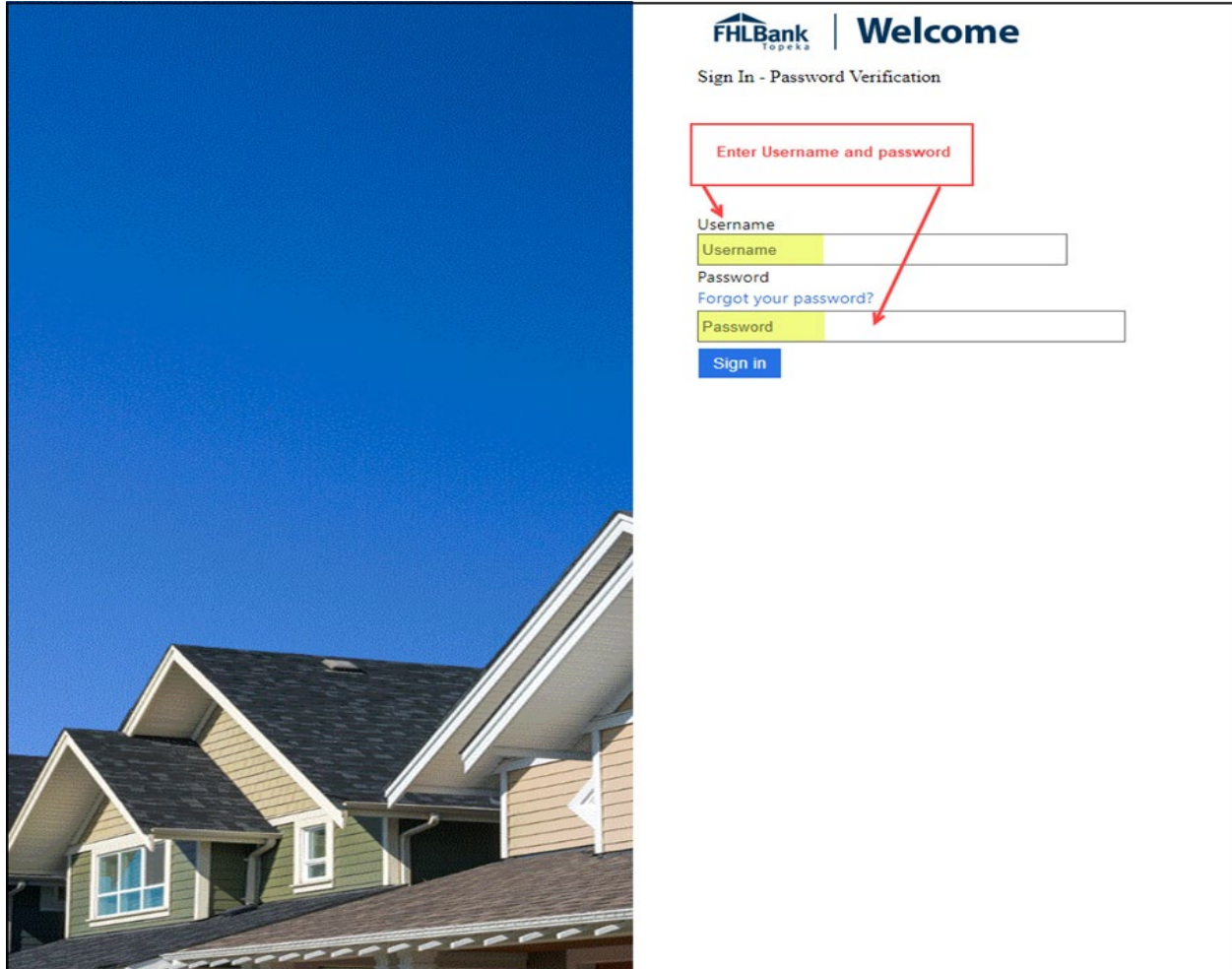


*\*Screen design/layout may be different than shown above.*

## LOGGING IN FOR THE FIRST TIME

Enter Username and password.

If this is the first time you are logging in, you will need to reset your password. Otherwise, skip this section, and continue to [Logging in to HSP Online](#).



*\*Screen design/layout may be different than shown above.*

You will be prompted to update your password.

**The password must be 8-16 characters and must include three out of four of the following:**

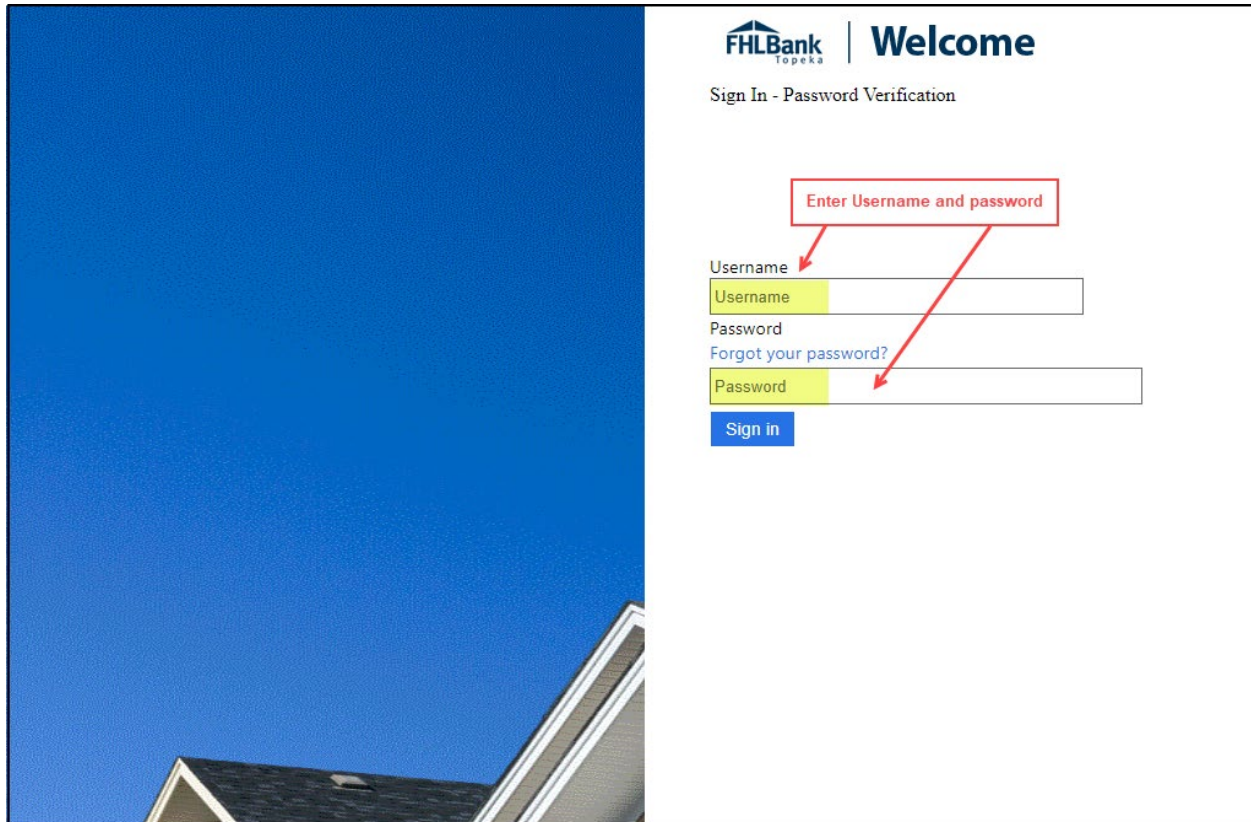
- **Lowercase characters**
- **Uppercase characters**
- **Numbers (0-9)**
- **One or more of the following symbols: @\$%^&\* \_+={}| \:/'"~`().**



### LOGGING IN TO HSP ONLINE

Enter Username and password.

**Your Username is not your email address.** Contact FHLBank at [TurnKey@fhlbtopeka.com](mailto:TurnKey@fhlbtopeka.com) or 1.866.571.8155 with questions or difficulty logging in. When contacting Housing and Community Development, provide your contact information (name, member name, phone number, and email) and general description.



*\*Screen design/layout may be different than shown above.*



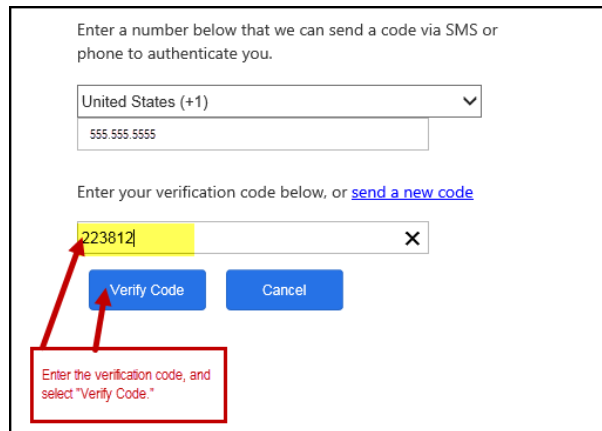
Authenticating your FHLBank Topeka Member account.

1. Enter the phone number you want to use to receive the verification code.
2. Enter the method by which you want to receive the verification code.
  - Text
  - Phone Call



*\*Screen design/layout may be different than shown above.*

Upon receipt of the verification code, enter it in the appropriate box. The verification code must be entered within approximately three minutes, or you will be required to request a new verification code.



## NAVIGATING THE DASHBOARD

Use the Dashboard to to:

- Select and view previous funding rounds for all TurnKey programs;
- Initiate reservations;
- Track reservation and disbursement request statuses;
- Obtain the amount of funds remaining for the round;
- Obtain the current version of the TurnKey Income Calculation Workbook;
- Track grant expiration dates.

The screenshot shows the FHLBank Topeka dashboard interface. At the top, there is a navigation bar with the FHLBank Topeka logo, a 'Logout' link, and the current date and time: 'Current as of April 7, 2017 at 11:12 AM CDT'. Below the navigation bar, there are links for 'Home | Messages (0) | User Guide'.

The main dashboard area is titled 'Dashboard' and includes a 'Dashboard ?' link. A 'Select Round to Display' dropdown menu is set to '2017A1000\_UAT'. To the right of this menu is an 'Export' button. Below the dropdown, a summary table displays various metrics:

Round Allocation Total	\$ 150,000.00	Total Reservations Submitted	2
Round Allocation Total Remaining	\$ 145,000.00	Total Reservations Eligible	1
Reservation Requests Pending	0	Total Amount of Funds Reserved	\$ 5,000.00
Reservation Requests Submitted	0	Total Amount of Expired Reservations	\$ 0.00
Reservation Requests Eligible	1	Total Disbursements Submitted	0
Reservation Requests Ineligible	0	Total Disbursements Approved	0
Reservation Requests Expired	0	Total Amount of Funds Disbursed	\$ 0.00
Reservations Withdrawn	1		

To the right of the summary table, there are links for 'Income Workbook' and 'Income Calculation Workbook.xlsx'. Below the summary table is a 'Reset Current Filtering' button.

At the bottom of the dashboard is a table with the following columns: Reservation Number, Disbursement Number, Homeowner Last Name, Homeowner First, Middle Name, Member Contact, Date Reservation Submitted, Current Status, Subsidy Reserved, Grant Expiration, Withdrawal Requested, Subsidy Disbursed, and Disbursement Date. The table contains two rows of data:

Reservation Number	Disbursement Number	Homeowner Last Name	Homeowner First, Middle Name	Member Contact	Date Reservation Submitted	Current Status	Subsidy Reserved	Grant Expiration	Withdrawal Requested	Subsidy Disbursed	Disbursement Date
664	N/A	Elliott	Sam	Mary Jones	Apr 07, 2017 08:06:32 AM	Reservation Request Withdrawn	\$ 0.00	Apr 10, 2017 12:00:00 AM	Y	\$ 0.00	
665	N/A	Wood	Janet	Mary Jones	Apr 07, 2017 08:55:03 AM	Reservation Request Eligible	\$ 5,000.00	Apr 10, 2017 12:00:00 AM	N	\$ 0.00	

At the bottom right of the dashboard, there is a copyright notice: '© 2017 FHLBank Topeka. All rights reserved.'

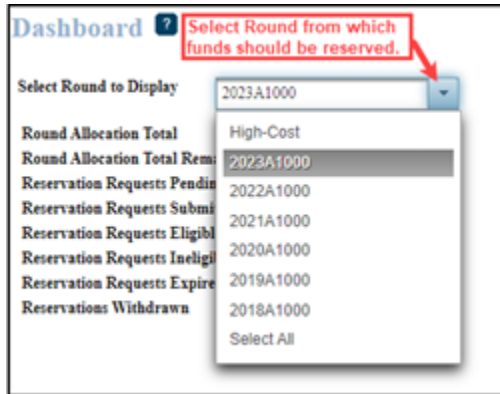
Red callout boxes provide additional instructions:

- Hover over "Initiate" to use the drop-down box to initiate reservation requests.
- Check the availability of HSP funds here.
- Obtain the current Income Calculation Workbook here.
- Check the status of your reservation and disbursement requests here. See "HSP Online Status Descriptions" section of this User Guide to learn what the status descriptions mean.

## INITIATING AND COMPLETING A RESERVATION

### DASHBOARD

Ensure the correct round displays in the “Select Round to Display” drop-down menu.

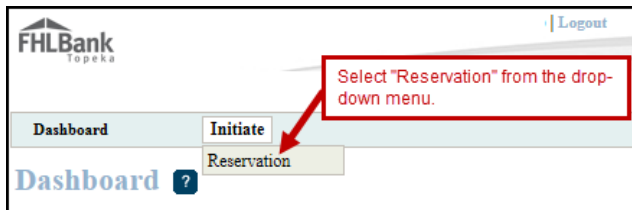


### FYI:

For helpful information, select the **?** at the top of the screen, and review the sidebar Help Text.

### INITIATE RESERVATION - HOMEBUYER INFORMATION

Hover over “Initiate” at the top left of the screen. From the drop-down menu, select “Reservation.”



Enter the following information:

- Grant Amount
- Use of Funds
- Homebuyer last and first names

Select **Next** at the bottom right of the screen.

Dashboard

**Initiate Reservation** ?

---

**1 Homebuyer Information**

Member Institution Name  
Member Contact Name  
Member Contact Email

**Amount Requested\***

Grant Amount\*  
\$ 5,000.00

**Uses of Funds (Select at Least One)\***

Assistance with Acquisition Costs

**Set-Aside Program Household Member Name(s)**

Household Member 1:

Last Name\* Doe  
First Name\* John  
Middle Name

List the Head of Household as Household Member 1.  
Do not list minor children as household members on this screen.

Enter the grant amount without using any commas or decimals (will automatically change).

Select "Assistance with Acquisition Costs."

Enter household member names. Do not include any punctuation.

After all information is entered select "Next" to continue.

---

\* Asterisk indicates required field.

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INITIATE RESERVATION -

ADDITIONAL MEMBER CONTACTS

Select additional contacts that should receive notifications for this reservation.

Select one of the following:

- “Save and Exit” to initiate the reservation, but not complete it. This will take you to the Dashboard. At this point, funds are not reserved for this household. However, the reservation request will expire if it is not completed in its entirety and submitted to FHLBank within one day of initiation.
- “Save and Continue” to complete the reservation if you have all the supporting documents and information.

This will take you to Reservation Home. Funds are now reserved for this household.

- “Cancel” to cancel the reservation initiation. The reservation will not appear on your dashboard.

**FYI:**

- Only representatives with the AHP/HSP Role in Members Only are listed as possible contacts.
- Funds are not reserved when the reservation is initiated. **After one day, if the reservation is not submitted to FHLBank, the reservation will expire.**

**Know the Difference**

**Reservation Request Pending** – A reservation request has been initiated, but not yet submitted. You may begin and save progress on the reservation request and return to complete the work at a later time/date. The reservation must be completed and submitted (status of “Reservation Request Submitted”) to FHLBank within **one** day, or the reservation will expire. The request has not been submitted. **FHLBank cannot review the request at this time.**

**Reservation Request Submitted** – Reservation has been submitted and is now available for FHLBank Topeka to review and approve/reject. You are no longer able to edit the reservation request. Funds are now reserved for the household.

Dashboard

**Initiate Reservation** ?

1 ✓  
**Homebuyer Information**

2 ✓  
**Additional Member Contacts**

Contacts for	
Name	Select
John Smith	✓

Select any contacts (in addition to yourself) at your institution you would like to receive notifications for this reservation request.

Select all contacts (authorized users) who should receive email notifications for this request.

For instruction on how to add or remove authorized users, contact HCD at [hsp@fhltopeka.com](mailto:hsp@fhltopeka.com) or 1-866-571-8155.

Back Save and Continue Save and Exit Cancel

RESERVATION HOME

To continue, select screens with a status of , and complete the corresponding screens.

| Logout
Current as of April 7, 2017 at 4:46 PM CDT

[Home](#) | [Messages \(0\)](#) | [User Guide](#)

**Reservation ID: 666**  
 Homeowner: Charles Ingalls

Reservation
Dashboard
Initiate

### Reservation Home ?

Grant Requested	\$ 5,000.00
Reservation Status	Reservation Request Pending
Withdrawal Requested (Y/N)?	N
Set Aside Round	2017A1000 UAT
Current Member Institution Name	Member Institution Name
Original Member Institution Name	
Household Member 1:	Charles Ingalls
Household Member 2:	Caroline Ingalls

*Income Workbook*

[Income Calculation Workbook.xlsx](#)

Description	Status
Reservation Initiation Information	✓
Additional Member Contacts	✓
Site Selection	✗
Eligibility Page 1	✗
Eligibility Page 2	✗
Eligibility Page 3	✗
Request Timeline	✓
Household Income	✗

*Status Changes Details*

Changed From	Changed To	Changed By	Changed Date
	Reservation Request Pending		04/07/2017 04:46:40 PM

Screens with a green check mark are complete.

Screens with a red X need to be completed.

In order to submit the reservation, all screens must be completed, and the reservation request must be submitted. **Once submitted, status will change to "Reservation Request Submitted."**

**FYI:**

Status Symbols:

- = Not Visited (Need to complete)
- = In Progress (Started but not complete)
- = Complete
- = Modified by Housing and Community Development Staff
- = Pending Clarification (clarification requested but not addressed)
- = Clarification Addressed
- = Data correction by Housing and Community Development staff after funding approval

SITE SELECTION

Enter the address of the property being purchased. **DO NOT** enter the homebuyer’s current address. Once the reservation is submitted, the address cannot be changed or corrected.

Enter the following information:

- Street address of the property being purchased (as reflected on the purchase agreement). **DO NOT enter the city, state and ZIP on Address Line 2.**
- ZIP
- ZIP+4

Use the “Quick Tools” option at [www.usps.com](http://www.usps.com) to obtain the ZIP+4. [www.unitedstateszipcodes.org](http://www.unitedstateszipcodes.org) can also be used to obtain this information.

If you are unable to locate a ZIP+4, contact HCD. Do not enter a ZIP+4 in HSP Online unless it has been verified on [www.usps.com](http://www.usps.com), [www.unitedstateszipcodes.org](http://www.unitedstateszipcodes.org) or provided to you by HCD staff.

Select “Lookup.” Based on the data entered above, HSP Online will populate the following as applicable:

- City
- County
- State
- Congressional District
- Census Tract
- CBSA

**FYI:**

Verify the city, county, and state that display are correct. If not, contact HCD prior to submitting the reservation.

Select "Save" and "Next" to continue.

**Site Selection** ?

---

Address (as reflected on the purchase agreement)\*

Address Line2

ZIP+  ZIP+4\*   ?

City DENVER      Congressional District CO07

County JEFFERSON      Census Tract 0118.05

State CO      CBSA 19740

Enter the address of the property BEING PURCHASED. Once the reservation is submitted, the reservation cannot be transferred to a different property.

ZIP+4 Help: [www.usps.com](http://www.usps.com) or [unitedstateszipcodes.org](http://unitedstateszipcodes.org)

Select "Lookup" after entering the ZIP+4 to populate the City, County, State, etc. fields.

If you receive an error message when entering the ZIP +4, send an email with a screenshot to [hsp@fhlbtpeka.com](mailto:hsp@fhlbtpeka.com) for assistance.

---

\* Required to save the page

◆ Required prior to submission

Always select "Save" before selecting "Next." Any data entry not saved will not be retained by HSP Online.

**To submit your changes please click Save before exiting this page.**

<Previous
Next>



## ELIGIBILITY SCREENS

Complete the certifications on Eligibility Pages 1, 2 and 3 by answering “Yes” or “No” to each question. Refer to the sidebar on each page for important information.

**Eligibility Page 1** Answer each question on the screen.

I certify all borrowers, co-borrowers and co-owners of the transaction are first-time homebuyers as defined by FHLBank Topeka who do not own and are not an investor in another residence.\*  Yes  No

I certify there are not any non-occupying co-borrowers or co-owners associated with the first mortgage loan.\*  Yes  No

I certify the homebuyer will not receive cash back exceeding \$250.00 at closing.\*  Yes  No

I certify that all individuals who currently, or will, occupy the residence will be disclosed as household members in the Income Calculation Workbook (ICW).\*  Yes  No

By answering “Yes” to the following statements, you are certifying the household and reservation meet the requirements set forth in FHLBank’s AHP Implementation Plan and you are retaining back up documentation to support the certifications.

All borrowers, co-borrowers and co-owners of the transaction must meet the FHLBank first-time homebuyer definition.

Non-occupying co-borrowers and non-occupying co-owners are NOT ALLOWED.

Consult the AHP Implementation Plan and the HSP User Guide (available on FHLBank’s website) for the FHLBank definitions of first-time homebuyer, co-borrower and co-owner.

---

\* Required to save the page  
◆ Required prior to submission

Always select “Save” before selecting “Next.” Any data entry not saved will not be retained by HSP Online.


**To submit your changes please click Save before exiting this page.**

<Previous
Next>

## REQUEST TIMELINE

This screen is for information purposes. The dates will populate once FHLBank's review is complete. Review the screen and select "Save" and "Next" to continue.

### FYI:

For helpful information, click on the  at the top of the screen, and review the sidebar Help Text.

**Reservation ID: 697**  
**Homeowner: Sam Elliott**

<b>Reservation</b>	<b>Dashboard</b>	<b>Initiate</b>
--------------------	------------------	-----------------

### Request Timeline

Reservation Date (Funds Reserved)

Reservation Expiration Date

Closing/Settlement Date

Retention Expiration Date

Request Timeline provides key dates for reference purposes only. Click Save and Next to continue. Dates will populate once FHLBank review is complete.

\* Required to save the page  
◆ Required prior to submission

Always select "Save" before selecting "Next." Any data entry not saved will not be retained by HSP Online.

**To submit your changes please click Save before exiting this page.**

<Previous Next>

## HOUSEHOLD INCOME

Obtain the TurnKey Income Calculation Workbook from HSP Online or from the Resources section of the TurnKey website, [www.fhlbtopeka.com/turnkey](http://www.fhlbtopeka.com/turnkey). Complete the Income Calculation Workbook according to calculation guidelines and instructions provided in the AHP & TurnKey Income Calculation Guide. Complete all required cells on the ICW to prevent an upload error. **The ICW must be completed, and back-up documentation provided in order to complete the pages required to submit the Reservation Request.**

### FYI:

Do not include any punctuation in names entered in the Income Calculation Workbook (i.e., John Doe, Jr. should be entered as John Doe Jr.)

1. Select the income limits that were used to determine the household's Area Median Income (AMI). The "FHLBank Topeka Income Guidelines" will be the most commonly used income limits.
2. Select "Yes" to the question "Have you completed the Income Calculation Workbook?" The screen will display an upload box for the ICW. Use the "Upload" button to locate the workbook.
3. Upload the completed ICW (must include the income of all household members).
4. Select "Save."

**Household Income** ?

Indicate the income guidelines utilized for this request. (Select one)\*

FHLBank Topeka Income Guidelines  
 Native American Income Guidelines

Have you completed the Income Calculation Workbook?\*  Yes  No

Attach the completed Income Calculation Workbook\*  ?

*Callout boxes:*

- Select the income limits used to calculate the households Area Median Income.
- Select "Yes" to verify the Income Calculation Workbook has been completed for the household.
- Use the "Upload" button to locate the completed Income Calculation Workbook to upload. Select "Save" to upload.

Include ALL household members in the Income Calculation Workbook.

**Household** - Includes ALL the individuals who currently, or will, occupy the house or residence.

For instruction on how to calculate income, refer to the AHP/HSP Income Calculation Guide (available on the HSP website, Resources tab) and look for help text within the workbook.

If household income exceeds 80% of the AMI, and you have questions about the calculation, contact HCD for assistance at [hsp@fhlbtopeka.com](mailto:hsp@fhlbtopeka.com) or 1-866-571-8155.

*Income Workbook*

Final HSP Income Calculation Workbook 08012021.xlsx

\* Required to save the page  
 ♦ Required prior to submission

To submit your changes please click Save before exiting this page.

[←Previous](#) [Home](#)

- Review the income information displayed and select "Yes" if it is correct. Household member names and dates of birth will not display to protect Personally Identifiable Information (PII).

### Household Income ?

**Information**

- Your changes have been saved to the system.

Indicate the income guidelines utilized for this request. (Select one)<sup>+</sup>

FHLBank Topeka Income Guidelines  
 Native American Income Guidelines

Have you completed the Income Calculation Workbook?<sup>+</sup>  Yes  No

Attach the completed Income Calculation Workbook<sup>+</sup>

Uploaded File Info

*ICW.Doe.xlsx* Remove

**Enrollment Date** 12/13/2020     **Household Size** 2     **MRB/HUD Effective Date** 02/03/2020

Household Member Number	Name (First and Last)	Relationship to Head of Household	Date Of Birth	Age at Time of Enrollment/ Income Qualification	Calculated Income from Individual Worksheets
1	*****	Head of Household	*****	39	\$ 33,759.07
2	*****	Wife	*****	36	\$ 0.00
<b>Total Household Income</b>					<b>\$ 33,759.07</b>

**AMI Category based on FHLBank Topeka Income Guidelines** < 50% AMI     **Actual AMI** 36.3783%

I affirm I have reviewed the Total Household Income displayed and AMI income category indicated and they are correct.<sup>+</sup>

Yes      No

<sup>+</sup> Required to save the page

<sup>+</sup> Required prior to submission

**To submit your changes please click Save before exiting this page.**

Save     Undo

<Previous
Home

Review the information displayed. Verify all household members are shown and household income is correct.

If the information is correct, select "Yes" and "Save" to continue. If not, select "No" to correct.

Include ALL household members in the Income Calculation Workbook.

**Household** - Includes ALL the individuals who currently, or will, occupy the house or residence.

For instruction on how to calculate income, refer to the AHP/HSP Income Calculation Guide (available on the HSP website, Resources tab) and look for help text within the workbook.

If household income exceeds 80% of the AMI, and you have questions about the calculation, contact HCD for assistance at [hsp@fhltopeka.com](mailto:hsp@fhltopeka.com) or 1-866-571-8155.

**Income Workbook**

[HSP ICW.xlsx](#)

6. Upon selecting “Yes” to verify the information is correct, the screen will display an upload box for documentation to support the income entered in the ICW. Use the “Upload” button to locate the documentation (paystub OR verification of employment, Zero Income Certification(s), etc.). **The documentation must be submitted for all household members as one file.**
7. Select “Save” and then “Home.”

Attach supporting income documentation for all household members and Zero Income Certifications as applicable.\*

+ Upload ?

Upload all income documentation for the household as a single file.

\* Required to save the page  
◆ Required prior to submission

Always select "Save" before selecting "Home." Any data entry not saved will not be retained by HSP Online.

To submit your changes please click Save before exiting this page


Save Undo

<Previous Home









If the ICW is calculating income over 80% of the AMI, and you have questions, contact HCD at 866.571.8155 or [TurnKey@fhlbtopeka.com](mailto:TurnKey@fhlbtopeka.com).

**DO NOT email income documentation to HCD.**

RESERVATION HOME

If all screen descriptions have a status of , the Reservation Request is complete and may be submitted.

Review the certification at the bottom of the screen. Selecting “Submit” indicates you agree to the certifications.

Description	Status
Reservation Initiation Information	
Additional Member Contacts	
Site Selection	
Eligibility Page 1	
Eligibility Page 2	
Eligibility Page 3	
Request Timeline	
Household Income	

All pages must be complete in order to submit the reservation.

**Status Changes Details**

Changed From	Changed To	Changed By ↕	Changed Date ↕
	Reservation Request Pending	palonso	04/07/2017 04:46:40 PM




I hereby certify that I am an authorized officer, employee, or agent of the member on whose behalf this reservation is being submitted, that all the information included herein is true, complete and accurate, and that appropriate steps were taken to ensure its accuracy. I further certify that I have informed the participating household of the program's eligibility requirements and that I understand all of the requirements that must be met in order for my institution to be reimbursed for the reservation, if approved, post settlement.

Select "Submit" to agree to the certification above and to submit the Reservation Request.

Once the reservation has been submitted, “Reservation Home” will reflect the status change at the top of the screen under the Grant Requested and in the “Status Changes Details” section. In addition to the individual submitting the Reservation Request, any additional Member Contacts identified on the “Additional Member Contacts” page will be notified via email the reservation has been successfully submitted.

**Status Changes Details**

Changed From	Changed To	Changed By ↕	Changed Date ↕
Reservation Request Pending	Reservation Request Submitted		04/08/2017 04:42:38 PM
	Reservation Request Pending		04/07/2017 04:46:40 PM

If a reservation status of “Reservation Request Submitted” does not display, the reservation has not been submitted to FHLBank. Ensure all Status symbols are . Revisit, complete, and save any pages with Status symbols that are  or .

## RESERVATION AND DISBURSEMENT CLARIFICATION REQUESTS

If FHLBank requires clarifications or corrections for the reservation or disbursement request, the member will be notified via email. Status will change from “Reservation Request Under Review” to “Reservation Request Clarification Pending” and in the case of a disbursement clarification request, the status will change from “Disbursement Request Under Review” to “Disbursement Request Clarification Pending.”


On the Dashboard, select either the Reservation Number or the Disbursement Number depending on whether the clarification request is for a reservation or disbursement request. **Do not select the reservation number from the Dashboard if the clarification request is for a disbursement.** Disbursement information is not viewable on the reservation screens.


Reservation Number	Disbursement Number	Homeowner Last Name	Homeowner First, Middle Name	Member
<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>
20117	N/A	Smith	Jose, C	FirstName LastName
20127	N/A	Jones	Jacob	FirstName LastName
20126	21099	Brown	Brent, A	FirstName LastName
20118	N/A	Miller	Kaylie	FirstName LastName


Showing 1 to 4 of 4 entries

### FYI:

Designated contacts for the reservation or disbursement, as identified on the “Additional Member Contacts” screen will be notified by email when a clarification has been requested by FHLBank.

On the Reservation or Disbursement Home screen,  will appear in the status column.

Select the Description line with  to respond to the clarification request.

**Reservation Home** 

**Grant Requested** \$ 5,000.00  
**Reservation Status** Reservation Request Clarification Pending  
**Withdrawal Requested (Y/N)?** N  
**Set Aside Round** 2021A.1000 PR  
**Current Member Institution Name**  
**Original Member Institution Name**  
**Household Member 1:** John Doe  
**Household Member 2:** Jane Doe

Description	Status
Reservation Initiation Information	✓
Additional Member Contacts	✓
Site Selection	?
Eligibility Page 1	✓
Eligibility Page 2	✓
Eligibility Page 3	✓
Request Timeline	✓
Household Income	✓

*Denotes FHLBank has requested a clarification or additional information.*

*Indicates the clarification or additional documentation required.*

**Administrator Comments**

Clarification	created by	created date
Please review clarification request on Site Selection Screen.		01/14/2021 09:34:19 AM


**Status Changes Details**

Changed From	Changed To	Changed By	Changed Date
Reservation Request Pending	Reservation Request Submitted	tgraham	01/14/2021 08:08:50 AM
	Reservation Request Pending	tgraham	01/13/2021 09:24:15 AM

"Reservation Request Pending" and "Reservation Request Clarification Pending" statuses indicate the request has not been submitted for review. To submit a request for review, complete all sections (section completion is signified by green check marks or green question marks) and select "Submit" at the bottom of this screen.

"Reservation Request Submitted" and "Reservation Request Clarification Submitted" statuses indicate the request has been submitted for review.

**Income Workbook**

 HSP 1CW.xlsx



For this example, a clarification has been requested for information submitted for the “Site Selection” screen. Address the clarification(s) requested and select “Save” to save changes.

HSP Online will indicate the changes were saved and may indicate those changes require action on additional screens. This will be indicated at the top of the screen as shown below.

**Site Selection** ?

---

**Information**

- Your changes have been saved to the system. ✓
- Changing information on Site Selection will require to revisit the Household Income page. ✓

Address (as reflected on the purchase agreement)\*

Address Line2

ZIP\*  ZIP+4\*   ?

City HOLTON      Congressional District KS02

County JACKSON      Census Tract 0827.00

State KS      CBSA 45820

Enter the address of the property BEING PURCHASED. Once the reservation is submitted, the reservation cannot be transferred to a different property.

ZIP+4 Help: [www.usps.com](http://www.usps.com) or [unitedstateszipcodes.org](http://unitedstateszipcodes.org)

Select "Lookup" after entering the ZIP+4 to populate the City, County, State, etc. fields.

If you receive an error message when entering the ZIP +4, send an email with a screenshot to [hsp@fhltopeka.com](mailto:hsp@fhltopeka.com) for assistance.

---


\* Required to save the page


◆ Required prior to submission

Address the clarification request and select "Save."

To submit your changes please click Save before exiting this page.

<Previous
Save    Undo    Next>

The status on the Reservation or Disbursement Home screen will change to .

Select "Submit." The status of all screens will change to .

**The clarification request must be submitted to enable FHLBank to review the clarification.**

When the clarification is successfully submitted, the following statuses will display:

- Reservation Requests: "Reservation Request Clarification Submitted"
- Disbursement Requests: "Disbursement Request Clarification Submitted."

Description	Status
Reservation Initiation Information	✓
Additional Member Contacts	✓
Site Selection	?
Eligibility Page 1	✓
Eligibility Page 2	✓
Eligibility Page 3	✓
Request Timeline	✓
Household Income	?

*Administrator Comments*

Clarification	created by	created
Please upload an appraisal by a state-certified or licensed appraiser. The document you provided is not an appraisal.	MWARD	04/12/2017 05:2

*Status Changes Details*

Changed From	Changed To	Changed By	Ch
Reservation Request Pending	Reservation Request Submitted	joe	04/08/2017 04:46:40 PM
	Reservation Request Pending		04/07/2017 04:46:40 PM

I hereby certify that I am an authorized officer, employee, or agent of the member on whose behalf this reservation is being submitted, that all the information included herein is true, complete and accurate, and that appropriate steps were taken to ensure its accuracy. I further certify that I have informed the participating household of the program's eligibility requirements and that I understand all of the requirements that must be met in order for my institution to be reimbursed for the reservation, if approved, most settlement.

"Submit" MUST be selected in order for FHLBank to review the clarification after it has been addressed.

Denotes the clarification has been addressed and is awaiting submission to FHLBank for review. After submission, this will change to a green check mark.

The clarification request must be submitted even if a green question mark or green check mark displays. A status of "Pending" indicates the Clarification Request has not been submitted and cannot be reviewed by FHLBank. After "Submit" has been selected, the status of the reservation will change to "Reservation Request Clarification Submitted."

Once a clarification has been submitted to FHLBank for review, the clarification cannot be modified. Contact Housing and Community Development if the clarification needs to be modified.

## REQUESTING WITHDRAWAL OF A RESERVATION REQUEST

A member may submit a request to withdraw a Reservation Request without penalty.

Log into HSP Online (see [Accessing HSP Online](#)).

### DASHBOARD

Ensure the correct round is displayed in the “Select Round To Display” drop down menu.

Select the reservation number of the household for which a withdrawal is being requested.

From the “Initiate” drop-down menu, select “Withdraw.”

### FYI:

**DO NOT** request a withdrawal unless you are certain a withdrawal is required. Once the withdrawal has been processed, it **cannot** be reversed.

The screenshot shows the 'Reservation Home' dashboard. The 'Initiate' menu is open, showing options for 'Reservation', 'Disbursement', and 'Withdraw'. A red box highlights the 'Withdraw' option with the text: 'Select "Withdraw" to begin the withdrawal request submission process.' Below the menu, reservation details are listed: Grant Requested (\$ 3,000.00), Reservation Status (Reservation Request Clarification Submitted), Withdrawal Requested (Y/N)? (N), Set Aside Round (2017A1000\_UAT), Current Member Institution Name (Bank Name), Original Member Institution Name, Household Member 1 (Charles Ingalls), and Household Member 2 (Caroline Ingalls). A yellow box on the right contains an 'Income Workbook' link and an 'Income Calculation Workbook.xlsx' file icon.

### INITIATE RESERVATION WITHDRAWAL SCREEN

Enter the reason for the withdrawal. A reason must be entered to save the screen.

Select “Save” and “Home.”

The screenshot shows the 'Initiate Reservation Withdrawal' screen. At the top, there is an 'Information' box stating 'Your changes have been saved to the system.' Below this is a text area for 'Explain reason for withdrawal\*'. A text box contains the reason: 'Home inspections yielded multiple deficiencies in the property. Seller was unwilling to remedy. Homebuyer withdrew from contract to purchase.' A yellow box on the right contains the text: 'A reason for the withdrawal must be provided below. (i.e. Loan did not close, Buyer not approved for loan, etc.) Withdrawals are final and cannot be reversed.' At the bottom, there are 'Save' and 'Undo' buttons. A red box highlights the 'Save' button with the text: 'To submit your changes please click Save before exiting this page.' Another red box highlights the 'Home' button with the text: 'Select "Save" and then "Home" after reviewing the information.'

### RESERVATION HOME SCREEN

Selecting “Home” will return you to the “Reservation Home” screen. To verify the withdrawal request was successfully submitted, return to the Dashboard.

The request’s “Current Status” will not change until the withdrawal request is reviewed by FHLBank. The “Withdrawal Requested” column will have a “Y” to indicate the withdrawal request was successfully submitted. Once the withdrawal request has been processed by FHLBank, the reservation status will be “Reservation Request Withdrawn,” and the member contacts for the reservation will receive email notification.

Dashboard
Initiate

**Dashboard** ?

Select Round to Display: 2017A1000\_UAT

Round Allocation Total	\$ 150,000.00	Total Reservations Submitted	4
Round Allocation Total Remaining	\$ 121,000.00	Total Reservations Eligible	2
Reservation Requests Pending	1	Total Amount of Funds Reserved	\$ 14,000.00
Reservation Requests Submitted	1	Total Amount of Expired Reservations	\$ 5,000.00
Reservation Requests Eligible	1	Total Disbursements Submitted	1
Reservation Requests Ineligible	0	Total Disbursements Approved	0
Reservation Requests Expired	1	Total Amount of Funds Disbursed	\$ 0.00
Reservations Withdrawn	1		

[Income Workbook](#)

[Income Calculation Workbook.xlsx](#)

Reservation Number	Disbursement Number	Homeowner Last Name	Homeowner First, Middle Name	Member Contact	Date Reservation Submitted	Current Status	Subsidy Reserved	Grant Expiration	Withdrawal Requested	Subsidy Disbursed	Disbursement Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
664	N/A	Elliott	Sam	JDoe	Apr 07, 2017 08:06:32 AM	Reservation Request Withdrawn	\$ 5,000.00	Apr 10, 2017 12:00:00 AM	N	\$ 0.00	
677	N/A	Horaswaggler	Mildred	MSmith		Reservation Request Pending	\$ 4,000.00	Apr 17, 2017 12:00:00 AM	Y	\$ 0.00	
666	N/A	Ingalls	Charles	JDoe	Apr 08, 2017 04:42:38 PM	Reservation Request Clarification Submitted	\$ 5,000.00	Apr 10, 2017 12:00:00 AM	Y	\$ 0.00	
665	N/A	Wood	Janet	MSmith	Apr 07, 2017 08:55:03 AM	Expired	\$ 5,000.00	Apr 10, 2017 12:00:00 AM	N	\$ 0.00	
675	711	Wood	Janet	JDoe	Apr 12, 2017 03:16:14 PM	Disbursement Request Submitted	\$ 5,000.00	Apr 14, 2017 12:00:00 AM	N	\$ 0.00	

1 / 1

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Once a withdrawal has been approved, "Withdrawal Requested" will change back to "N."

Indicates a withdrawal has been reviewed and approved by FHLBank.

Indicates a withdrawal has been requested.

## INITIATING AND COMPLETING A DISBURSEMENT REQUEST

Log into HSP Online (see [Accessing HSP Online](#)).

### DASHBOARD

Ensure the correct round is displayed in the “Select Round To Display” drop down menu.

Select the reservation number or homebuyer last name of the household for which disbursement is being requested. Reservation requests must have a “Current Status” of “Reservation Request Eligible,” and the loan must be closed before a disbursement request can be initiated and submitted.

#### FYI:

Reservation requests must have a Current Status of “Reservation Request Eligible” before a disbursement request can be initiated and submitted.

Dashboard
Initiate

### Dashboard ?

Select Round to Display

2017A1000 UAT

Ensure the correct HSP round is selected in the drop-down menu.

Export

4 *Income Workbook*

2  *Income Calculation Workbook.xlsx*

Round Allocation Total	\$ 150,000.00	Total Reservations Submitted	4
Round Allocation Total Remaining	\$ 125,000.00	Total Reservations Eligible	2
Reservation Requests Pending	0	Total Amount of Funds Reserved	\$ 10,000.00
Reservation Requests Submitted	1	Total Amount of Expired Reservations	\$ 5,000.00
Reservation Requests Eligible	1	Total Disbursements Submitted	0
Reservation Requests Ineligible	0	Total Disbursements Approved	0
Reservation Requests Expired	1	Total Amount of Funds Disbursed	\$ 0.00
Reservations Withdrawn	1		

Reservation Number	Disbursement Number	Homeowner Last Name	Homeowner First, Middle Name	Member Contact	Date Reservation Submitted	Current Status	Subsidy Reserved	Grant Expiration	Withdrawal Requested	Subsidy Disbursed	Disbursement Date
664	N/A	Elliott	Sam		Apr 07, 2017 08:06:32 AM	Reservation Request Withdrawn	\$ 5,000.00	Apr 10, 2017 12:00:00 AM	Y	\$ 0.00	
665	N/A	Wood	Janet		Apr 08, 2017 04:42:38 PM	Reservation Request Clarification Submitted	\$ 5,000.00	Apr 10, 2017 12:00:00 AM	N	\$ 0.00	
675	N/A	Wood	Janet		Apr 07, 2017 08:55:03 AM	Expired	\$ 5,000.00	Apr 14, 2017 12:00:00 AM	N	\$ 0.00	
675	N/A	Wood	Janet		Apr 12, 2017 03:16:14 PM	Reservation Request Eligible	\$ 5,000.00	Apr 14, 2017 12:00:00 AM	N	\$ 0.00	

Select the Reservation Number of the household for which disbursement is being requested.
This is the only reservation request for which a disbursement request can be submitted.

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## RESERVATION HOME

Select "Initiate" at the top left of the screen.

Select "Disbursement."

Reservation ▾
Dashboard
Initiate ▾

### Reservation Home ?

**Grant Requested** \$ 5,000.00  
**Reservation Status** Reservation Request Eligible  
**Withdrawal Requested (Y/N)?** N  
**Set Aside Round** 2021A1000 PR  
**Current Member Institution Name**  
**Original Member Institution Name**  
**Household Member 1:** John Doe  
**Household Member 2:** Jane Doe

Description	Status
Reservation Initiation Information	✓
Additional Member Contacts	✓
Site Selection	✓
Eligibility Page 1	✓
Eligibility Page 2	✓
Eligibility Page 3	✓
Request Timeline	✓
Household Income	✓

*Administrator Comments*

Clarification	created by	created date
Please review clarification request on Site Selection Screen.		01/14/2021 09:34.19 AM

*Status Changes Details*

Changed From	Changed To	Changed By	Changed Date
Reservation Request Clarification Pending	Reservation Request Clarification Submitted		01/14/2021 01:58.42 PM

Reservation  
 Disbursement ← From the "Initiate" drop-down menu, select "Disbursement."  
 Withdraw

"Reservation Request Pending" and "Reservation Request Clarification Pending" statuses indicate the request has not been submitted for review. To submit a request for review, complete all sections (section completion is signified by green check marks or green question marks) and select "Submit" at the bottom of this screen.

"Reservation Request Submitted" and "Reservation Request Clarification Submitted" statuses indicate the request has been submitted for review.

*Income Workbook*

x HSP ICW.xlsx

**FYI:**

If a disbursement request has already been initiated, a disbursement number will be assigned to the request and visible on the Dashboard. HSP Online will not allow more than one disbursement request to be initiated for the same household. **To continue working on disbursement request, select the disbursement number (not the reservation number) on the Dashboard.** By selecting the disbursement number, the disbursement screens can be completed.

JANUARY 27, 2025

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INITIATE DISBURSEMENT - DISBURSEMENT INFORMATION

Review the information on the screen to ensure the information is correct.

Enter the Disbursement Amount Requested. The amount entered must match the grant amount shown on the Closing Disclosure. It may be less than the amount requested, but not less than \$2,500 and never more than the amount reserved.

Select "Next."

**Initiate Disbursement** ?

**1** Disbursement Information

**2** Additional Member Contacts

**Disbursement Member**

Institution Name

Member Contact Name

Member Contact Email

Approved Reservation Amount \$ 5,000.00

Disbursement Request Amount\* \$

**Uses of Funds (Select at Least One)\***

Assistance with Acquisition Costs

**Set-Aside Program Household Members Name(s)**

Household Member 1:

Last Name\*

First Name\*

Middle Name

The Closing Disclosure must meet the following requirements:

- 1) Household Member 1 (Head of Household) must be listed as a borrower on the Closing Disclosure.
- 2) ALL borrowers listed on the Closing Disclosure are required to be disclosed as household members and their income must be included in the income calculation at the time of reservation, unless the borrower is a non-occupying co-signer, per FHLBank definition. Refer to the co-signer definition in the Help text on this screen.
- 3) All borrowers listed on the Closing Disclosure are required to sign the document.
- 4) The Disbursement Request Amount must meet the minimum and maximum grant amount requirements as defined in the AHP Implementation Plan and cannot exceed the Approved Reservation Amount.

\* Asterisk indicates required field.

Enter the HSP grant amount shown on the closing disclosure.

After entering the HSP grant amount requested, select "Next" to continue.

Next

Cancel

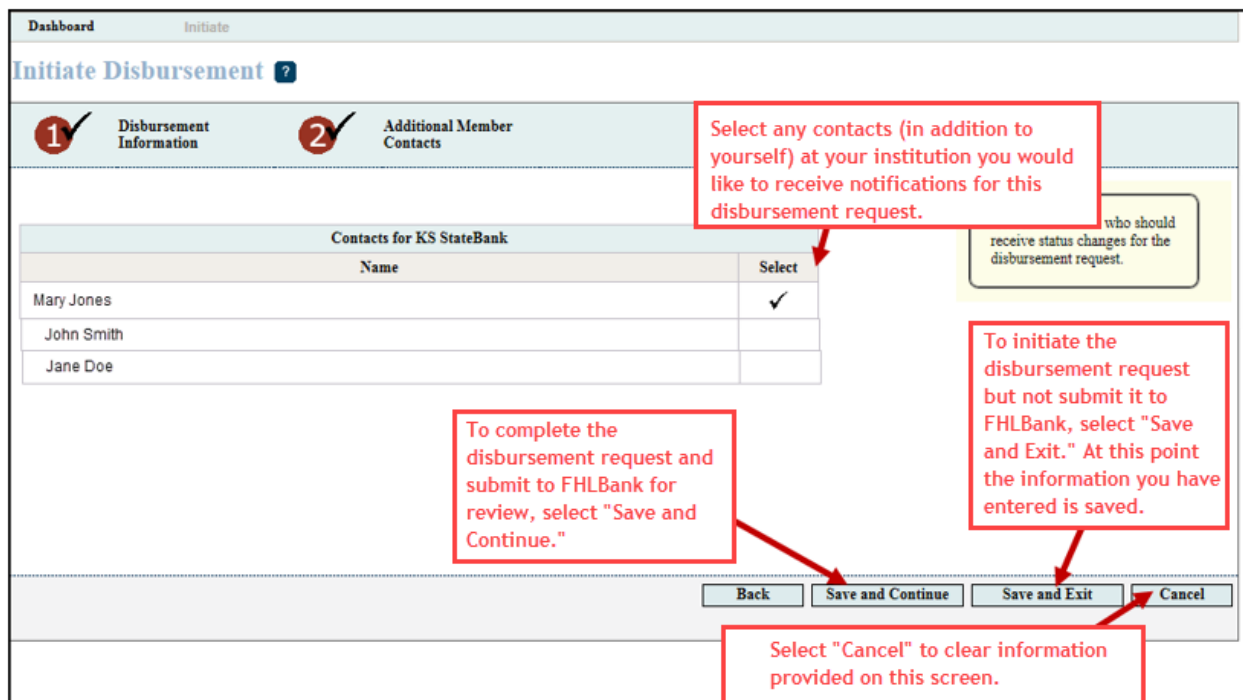
## INITIATE DISBURSEMENT - ADDITIONAL MEMBER CONTACTS

**Only representatives with the AHP/HSP Role in Members Only will be listed as possible contacts.**

Select additional contacts that should receive notifications for this disbursement.

Once the additional contacts have been marked, select one of the following:

- “Save and Exit” to initiate the disbursement request, but not complete it. This will take you to the Dashboard.
- When you are ready to continue preparing or to complete and submit the disbursement request, select the Disbursement Number on the Dashboard. Selecting the Reservation Number from the Dashboard will not allow you to work on the disbursement screens. Do not attempt to “initiate” another disbursement request for the reservation from the Reservation Home screen.
- “Save and Continue” to complete the remaining screens and submit the disbursement request to FHLBank for review.
- “Cancel” to cancel the disbursement request initiation.





The screenshot shows the 'Initiate Disbursement' screen with two main sections: 'Disbursement Information' (marked with a 1) and 'Additional Member Contacts' (marked with a 2). Below these is a table titled 'Contacts for KS StateBank' with columns for 'Name' and 'Select'. The table lists Mary Jones (checked), John Smith, and Jane Doe. At the bottom are buttons for 'Back', 'Save and Continue', 'Save and Exit', and 'Cancel'. Red callout boxes provide instructions: 'Select any contacts (in addition to yourself) at your institution you would like to receive notifications for this disbursement request.' points to the 'Select' column; 'To complete the disbursement request and submit to FHLBank for review, select "Save and Continue."' points to the 'Save and Continue' button; 'To initiate the disbursement request but not submit it to FHLBank, select "Save and Exit." At this point the information you have entered is saved.' points to the 'Save and Exit' button; and 'Select "Cancel" to clear information provided on this screen.' points to the 'Cancel' button. A yellow box notes that 'who should receive status changes for the disbursement request.' is a required field.

Contacts for KS StateBank	
Name	Select
Mary Jones	<input checked="" type="checkbox"/>
John Smith	<input type="checkbox"/>
Jane Doe	<input type="checkbox"/>



DISBURSEMENT HOME

To continue, select each screen description with a status of , and complete the corresponding screens.

**FYI:**  
 indicates the screen is complete.

Disbursement Dashboard Initiate

### Disbursement Request Home ?

**Reservation Approved Amount** \$ 400.00  
**Disbursement Request Amount** \$ 400.00  
**Disbursement Status** Disbursement Request Pending  
**Withdrawal Requested?** N  
**Set Aside Round** 2019A1000PR  
**Current Member Institution Name** Bank Name  
**Disbursement Member Institution Name** Bank Name  
**Household Member 1:** Elmer Fudd  
**Household Member 2:**

Description	Status
Disbursement Initiation	✓
Additional Contacts	✓
Site Selection	✗
Household Income	✓
Disbursement Information Page 1	✗
Disbursement Information Page 2	✗
Disbursement Information Page 3	✗
Disbursement Information Page 4	✗
Disbursement Information Page 5	✗
Timeline	✓

Complete each screen with a red X.

**Status Changes Details**

Changed From	Changed To	Changed By	Changed Date
	Disbursement Request Pending		02/05/2019 12:39:35 PM

"Disbursement Request Pending" and "Disbursement Request Clarification Pending" statuses indicate the request has not been submitted for review. To submit a request for review, complete all sections (section completion signified by green check marks or green question marks) and select "Submit" at the bottom of this screen.

"Disbursement Request Submitted" and "Disbursement Request Clarification Submitted" statuses indicate the request has been submitted for review.

Disbursement requests must be submitted within 90 days of the reservation approval date ("Reservation Request Eligible" status) or the reservation will expire, and funds will no longer be reserved for the household. Refer to the Grant Expiration on the Dashboard.

If you exit HSP Online, when you log in again **select the household's Disbursement Number to continue completing the disbursement**, not the Reservation Number.

Reservation Number	Disbursement Number	Homeowner Last Name	Homeowner First, Middle Name	Member Contact	Date Reservation Submitted	Current Status	Subsidy Reserved	Grant Expiration	Withdrawal Requested	Subsidy Disbursed	Disbursement Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
664	N/A	Elliott	Sam		Apr 07, 2017 08:06:32 AM	Reservation Request Withdrawn	\$ 5,000.00	Apr 10, 2017 12:00:00 AM	Y	\$ 0.00	
666	N/A	Ingalls	Charles		Apr 08, 2017 04:42:38 PM	Reservation Request Clarification Submitted	\$ 5,000.00	Apr 10, 2017 12:00:00 AM	N	\$ 0.00	
665	N/A	Wood	Janet		Apr 07, 2017 08:55:03 AM	Expired	\$ 5,000.00	Apr 10, 2017 12:00:00 AM	N	\$ 0.00	
675	711	Wood	Janet		Apr 12, 2017 03:16:14 PM	Disbursement Request Pending	\$ 5,000.00	Apr 14, 2017 12:00:00 AM	N	\$ 0.00	

Select Disbursement Number to complete pending disbursement requests.

### SITE SELECTION

At Disbursement Request this screen is for information purposes only. Content cannot be edited, and uploaded files cannot be viewed. Review the information to ensure it is correct. If any information is incorrect, contact HCD.

To continue after reviewing information, select "Next."

**Site Selection** ?

Address (as reflected on the purchase agreement)\*  ZIP  ZIP+4

Address Line2

City  Congressional District   
 County  Census Tract   
 State  CBSA

Please review and verify that all information is correct. If any information is incorrect, contact HCD at 1-866-571-8155.

The property address on the Closing Disclosure MUST match the address submitted at reservation.

\* Required to save the page  
 ♦ Required prior to submission

**To submit your changes please click Save before exiting this page.**

<Previous Next>

Select "Save" and then "Next" after reviewing the information.

## HOUSEHOLD INCOME

At Disbursement Request this screen is for information purposes only. Content cannot be edited, and uploaded files cannot be viewed. Review the information on the screen to ensure it is correct. If any information is incorrect, contact HCD prior to submitting the Disbursement Request.

To continue after reviewing information, select "Save" and then "Next."

**Household Income** ?

Indicate the income guidelines utilized for this request. (Select one)\*  
 FHLBank Topeka Income Guidelines  
 Native American Income Guidelines

Have you completed the Income Calculation Workbook?\*  Yes  No

Attach the completed Income Calculation Workbook

Uploaded File Info  
*ICW.Doe.xlsx*

Enrollment Date 12/13/2020      Household Size 2      MRB/HUD Effective Date 02/03/2020

Household Member Number	Name (First and Last)	Relationship to Head of Household	Date Of Birth	Age at Time of Enrollment/ Income Qualification	Calculated Income from Individual Worksheets
1	*****	Head of Household	*****	39	\$ 33,759.07
2	*****	Wife	*****	36	\$ 0.00
<b>Total Household Income</b>					<b>\$ 33,759.07</b>

AMI Category based on FHLBank Topeka Income Guidelines < 50% AMI      Actual AMI 44.7733%

I affirm I have reviewed the Total Household Income displayed and AMI income category indicated and they are correct.\*  
 Yes  No

Ad

Attach supporting income documentation for all household members and Zero Income Certifications as applicable.

Uploaded File Info  
*Paystubs.pdf*

---

\* Required to save the page  
 ♦ Required prior to submission

Select "Save" and then "Next" after reviewing the information.

To submit your changes please click Save before exiting this page.

<Previous
Next>

This page is for informational purposes only. Select "Save" and then "Next" to continue. For questions, contact HCD at 1-866-571-8155.

DISBURSEMENT INFORMATION PAGE 1

Answer the following:

1. What is the Settlement (Closing) Date (displayed on the Closing Disclosure)? The date must be after the "Reservation Eligible" date. Use the calendar to select the settlement date.
2. Is the property being purchased a single-family home (see definition)?
3. Is the property being purchased a manufactured home (see definition)?

Use the upload box to upload the final, signed Closing Disclosure for the first mortgage loan. HSP Online does not accommodate multiple files uploads.

Answer the question "Were HSP grant funds used to provide any repairs associated with the home purchase?" as appropriate for the request and as identified on the final Closing Disclosure.

- If "No" select "Save" and "Next" to continue.
- If "Yes" upload, as one file, repair estimates/invoices (as applicable).

Select "Save" and "Next."

**FYI:**

**Useful Definitions (found in the sidebar of the screen):**

**Manufactured Home:** a structure, transportable in one or more sections, which is built on a permanent frame and is designed to be used as a dwelling when connected to the required utilities.

**Single Family Home:** a structure with one to four dwelling units.

**Disbursement Information Page 1** ?

What is the Settlement (Closing) Date? \* 01/13/2021

Is the property being purchased a single family home?\*  Yes  No

Is the property being purchased a manufactured home?\*  Yes  No

Attach the signed, final Closing Disclosure for first mortgage here.\*  No file selected. ?

Were HSP grant funds used to provide repairs associated with the home purchase?\*  Yes  No

Attach repair estimates/invoices (as applicable). If there is more than one, attach all as one document.\*  No file selected

\* Required to save the page  
◆ Required prior to submission

**Useful Definitions:**  
**Manufactured Home** - a structure, transportable in one or more sections, which is built on a permanent frame and is designed to be used as a dwelling when connected to the required utilities.  
**Single Family Home** - a structure with one to four dwelling units.

**To submit your changes please click Save before exiting this page.**

<Previous Next>

Enter the Settlement Date, and answer the questions. Upload the final Closing Disclosure.

If HSP funds are being used to pay for repairs associated with the home purchase, select "Yes" and upload the invoice.

Select "Save" and then "Next" after reviewing the information.

DISBURSEMENT INFORMATION PAGE 2

Use the final Closing Disclosure to answer the questions on the screen.

Select "Save" and "Next."

**FYI:**  
Enter the first mortgage loan term **in months**.

Disbursement	Dashboard	Initiate
<p><b>Disbursement Information Page 2</b> <span style="border: 1px solid red; padding: 2px;">Answer all questions.</span></p>		
<p>Is the first mortgage a fixed rate mortgage?* <input checked="" type="radio"/> Yes <input type="radio"/> No</p>		
<p>First mortgage loan term (number of months):* <input type="text" value="360"/> <span style="border: 1px solid red; padding: 2px;">Ensure the first mortgage loan term is entered in months, not years.</span></p>		
<p>First mortgage loan amount:* \$ <input type="text" value="36000"/></p>		
<p>First mortgage interest rate:* <input type="text" value="4.5"/> %</p>		
<p>Borrower paid origination charges (CD line A):* \$ <input type="text" value="650.00"/></p>		
<p>Sales (Purchase) Price:* \$ <input type="text" value="40000"/></p>		
<p>First mortgage APR:* <input type="text" value="5.25"/> %</p>		
<p>Is the first mortgage financed by the member?* <input checked="" type="radio"/> Yes <input type="radio"/> No</p>		
<p>* Required to save the page ◆ Required prior to submission</p>		
<p><span style="border: 1px solid red; padding: 2px;">Select "Save" and then "Next" after reviewing the information.</span></p>		<p><b>To submit your changes please click Save before exiting this page.</b></p> <p style="text-align: right;"> <input type="button" value="Save"/> <input type="button" value="Undo"/> </p>
<p><a href="#">&lt;Previous</a></p>		<p><a href="#">Next&gt;</a></p>

For questions regarding HSP requirements, consult the AHP Implementation Plan and the HSP User Guide (available on FHLBank's website).

DISBURSEMENT INFORMATION PAGE 3

Enter the following information:

Are there any grants or forgivable loans?

1. If “No,” continue.
2. If “Yes”:
  - Enter the **total** amount of grants and/or forgivable loans.
  - Upload the supporting documents for all grants/forgivable loans (as one file) in the upload box provided.

**Know the Difference:**

**Definitions also found in the sidebar on the screen:**

**Grant:** payments made to the household with no requirement or expectation of repayment. **DO NOT INCLUDE THE HSP GRANT IN THIS AMOUNT.**

**Forgivable Loans:** 1) If forgivable – The loan forgiveness might be structured to occur at one point in time (such as at the end of the affordability period) or forgiven incrementally (such as forgiving one-fifth of the loan each year over five years). 2) If repayable – Repayment might be required at the sale or transfer of the property or at the end of a fixed period of time. These loans are also referred to as “soft seconds.” **DO NOT INCLUDE THE HSP GRANT IN THIS AMOUNT.**

Is there a second mortgage?

1. If "No," continue.
2. If "Yes," answer/provide the following:
  - Second mortgage loan amount
  - Second mortgage APR
  - Second mortgage loan term (in months)
  - Whether there are any additional mortgages
  - Upload the closing documents for second and subsequent mortgages (as one file)

Select "Save" and "Next."

**Disbursement Information Page 3** ?

---

**Information**  
 • Your changes have been saved to the system. ✓

Are there any grants and/or forgivable loans?\*  Yes  No

Is there a second mortgage?+  Yes  No

Second mortgage loan amount: \* \$

Second mortgage loan APR: \*  %

Second mortgage loan term (number of months):\*

Are there any additional mortgages?\*  Yes  No

Attach closing documents for second and subsequent mortgages. \*  No file selected. ?

Useful Definitions:

**Grant** - payments made to the household with no requirement or expectation of repayment.

**Forgivable Loans** - 1) If forgivable - The loan forgiveness might be structured to occur at one point in time (such as at the end of the affordability period), or forgiven incrementally (such as forgiving one-fifth of the loan each year over five years). 2) If repayable - Repayment might be required at the sale or transfer of the property or at the end of a fixed period of time. These loans are also referred to as "soft seconds."

**NOTE:** The HSP Grant should NOT be included in the grant or forgivable loan amount total entered on this page.

---

\* Required to save the page  
 ♦ Required prior to submission

**To submit your changes please click Save before exiting this page.**

<Previous

Next>

Upload closing documents for second and subsequent mortgages as one file.

Select "Save" and then "Next" after reviewing the information.

DISBURSEMENT INFORMATION PAGE 4

Upload the following documents:

- Homebuyer Education Certificate
- Recorded Real Estate Retention Agreement

Select "Save" and "Next."

**FYI:**

For helpful information, click on the **?** at the top of the screen, and review the sidebar Help Text.

**Disbursement Information Page 4** ?

Attach signed Homebuyer Education Certificate here.\*  No file selected. ?

Attach recorded Real Estate Retention Agreement here.\*  No file selected. ?

Ensure the following:

- 1) The Homebuyer Education certificate is signed.
- 2) The Real Estate Retention Agreement is signed, dated, and recorded.

**Note:** It is recommended that homebuyers complete a homebuyer education course prior to the loan closing.

**Note:** The Real Estate Retention Agreement should be signed at the loan closing and recorded immediately following the loan closing.

\* Required to save the page  
◆ Required prior to submission

To submit your changes please click Save before exiting this page.

<Previous Next>

Select "Save" and then "Next" after reviewing the information.



## DISBURSEMENT INFORMATION PAGE 5

Read the member certification and provide a response.

Select "Save" and "Next."

## TIMELINE

At Disbursement Request this screen is for information purposes only.

Select "Save" and "Home."

## DISBURSEMENT HOME AND DISBURSEMENT REQUEST SUBMISSION

If the status of all Screen Descriptions is , the reservation request is ready to submit.

Review the certification at the bottom of the screen. By selecting “Submit,” you are agreeing to the certification.

I hereby certify that I am an authorized officer, employee, or agent of the member on whose behalf this disbursement request is being submitted, that all the information included herein is true, complete and accurate, and that appropriate steps were taken to ensure its accuracy. I further certify that I have informed the participating household of the program’s eligibility requirements and that I understand all of the requirements that must be met in order for my institution to be reimbursed for reserved HSP funds provided by the member at closing.

By selecting “Submit,” you are agreeing to the certification.

Verify the disbursement request was successfully submitted by reviewing the “Disbursement Status.” If the submission was successful, the status will be “Disbursement Request Submitted.”

Disbursement	Dashboard	Initiate
<b>Disbursement Request Home</b> <span style="float: right; font-size: small;">?</span>		
Reservation Approved Amount	\$ 5,000.00	
Disbursement Request Amount	\$ 5,000.00	
Disbursement Status	<span style="color: red; font-weight: bold;">Disbursement Request Submitted</span>	

Verifies submission of disbursement request was successful.

### FYI:

- If the “Disbursement Status” is not “Disbursement Request Submitted,” verify the status of all Screen Descriptions is . Revisit and complete any screens with a status of  or , and select “Submit.”
- Member Contacts designated on the “Additional Member Contacts” screen will be notified via email of the disbursement request’s successful submission.

## Information Security

### WHERE IS THE DATA STORED?

- The data is stored on Amazon Web Service servers in the cloud.
- Amazon Web Service Cloud Security website:  
<https://aws.amazon.com/security/>
- Information on Assurance certifications:  
<https://aws.amazon.com/compliance/pci-data-privacy-protection-hipaa-soc-fedramp-faqs/>

#### FYI:

To protect sensitive information, after logging out of HSP Online, close all browser windows.

### USEFUL LINKS:

- Business Continuity Plan: <https://www.fhlbtopeka.com/corporate-governance/business-continuity-plan>
- Fraud Awareness: <https://www.fhlbtopeka.com/corporate-governance-fraud-awareness>
- FHLBank Information Assurance: <https://www.fhlbtopeka.com/corporate-governance-information-assurance>
- Internal Control System: <https://www.fhlbtopeka.com/corporate-governance-internal-control-system>

### RESETTING YOUR PASSWORD:

To reset your password, follow the prompts.

### FOR TECHNICAL ASSISTANCE:

Contact Housing and Community Development at 1.866.571.8155 or [TurnKey@fhlbtopeka.com](mailto:TurnKey@fhlbtopeka.com) with questions or difficulty logging in. When contacting Housing and Community Development, provide your contact information (name, member name, phone number, and email) and a description of the issue.