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## HouseCharlotte – Down Payment Assistance Program

The following information is **for LENDERS** as part of the House Charlotte down payment assistance program.

### Loan Guidelines

House Charlotte is a down payment assistance program administered by DreamKey Partners on behalf of the City of Charlotte. It provides 0% deferred loans to help eligible first-time homebuyers purchase a home within Charlotte city limits.

#### Key program guidelines:

- Assistance may be used for down payment, closing costs, and/or rate buy-down
- Maximum purchase price: \$365,000
- Eligible borrowers must meet first-time homebuyer requirements (HUD definition) and income limits (up to 110% AMI)
- All loans are subject to funding availability
- Reservations are issued on a first-come, first-served basis (max 20 per month)

#### Submission Expectations

- Lenders are responsible for submitting complete applications on behalf of buyers
- Funding is not guaranteed until formally reserved
- Buyers should be advised to maintain backup financing options to avoid delays

#### Helpful Links

- [Reservation Request Form](#)
- [Loan Submission Forms](#)
- [Household Income Eligibility Form](#)
- [Underwriting Criteria](#)
- [Helpful Hints](#)
- [Request additional information](#)

#### LOAN PACKAGE SUBMISSION

- All loan submission packages requesting House Charlotte funds need to be submitted to DreamKey Partners.
- Review [Guidelines for Completing the House Charlotte Subsidy Package](#) for detailed instructions.
- Lenders will be able to upload the loan submission package electronically through our secure *SharePoint* system. Access is user-specific. Please email [housecharlotte@dkp.org](mailto:housecharlotte@dkp.org) to request an invite.
- This is our preferred method for receiving packages; however, in case of technical issues, our address is DreamKey Partners, ATTN: House Charlotte, 4601 Charlotte Park Drive, Suite 350, Charlotte, NC 28217.

- A House Charlotte team member will confirm receipt of your package by emailing the lender and the Buyer's agent.

**Upon receipt of a complete loan submission package, allow 20 business days for processing and funding.**

- Once the loan is approved, the Lender, Buyer's Agent, and Closing Attorney will be notified via email.

**THE CLOSING PROCESS**

- When the House Charlotte funds are ready, DreamKey Partners will notify the Lender, Buyer's Agent, and Closing Attorney via email. **The check will need to be picked up at the City of Charlotte Housing & Neighborhood Services office, 600 E. Trade Street, Charlotte, NC 28202.**
- The loan closing documents will be sent to the Attorney's Office electronically from DreamKey Partners *SharePoint* system. The Attorney or Paralegal will need to download the closing documents from the system. Access is user-specific. Please email [housecharlotte@dkp.org](mailto:housecharlotte@dkp.org) to request an invite.
- After closing, the Attorney's office should return closed executed original closing documents within 48hrs to **DreamKey Partners ATTN: House Charlotte 4601 Charlotte Park Drive, Suite 350, Charlotte, NC 28217.**

**TO BECOME A REGISTERED HOUSE CHARLOTTE LENDER**

- [Lender Information Letter](#) (Includes items required to be submitted with Lender Agreement)
- [Lender Agreement Effective April 1, 2017](#) – all Loan Officers must complete the mandatory new lender training to offer the House Charlotte program. There is also an annual renewal training requirement. Please contact [HouseCharlotte@dkp.org](mailto:HouseCharlotte@dkp.org) for details.
- Return completed documentation to Ronald Mason, House Charlotte Program Manager for the City of Charlotte's Housing and Neighborhood Services Department, [Ronald.mason@charlottenc.gov](mailto:Ronald.mason@charlottenc.gov).

**For General Program Information, Loan Submission Process and Requirements**

**DreamKey Partners**  
704-705-3999  
[HouseCharlotte@dkp.org](mailto:HouseCharlotte@dkp.org)

**For Lender Registration and Post-Closing Account Services**

**City of Charlotte Housing & Neighborhood Services**

Ron Mason  
704-336-2754  
[ronald.mason@charlottenc.gov](mailto:ronald.mason@charlottenc.gov)  
[Post-Closing Account Services](#)