



from the
DESK OF Carol Galante
Assistant Secretary for Housing/Federal Housing Commissioner



October 18, 2013

Dear Partners,

Last week I wrote to you to request that all approved mortgagees and lenders be sensitive to the financial hardships faced by borrowers as a result of the shutdown, including those borrowers subject to furlough, layoff, or a reduction in income as Congress worked to reach a resolution.

Yesterday, the Federal government reopened. I thank you for your support of our employees and contractors and ask that you remain sensitive to their situations as they get back to work at HUD.

There is much work to be done to get caught up from this more than two week shutdown but I want to assure you that we are up to the task. We are working feverishly to ensure that we can continue to serve our customers. That said, it will take time for our staff and our programs to work through the backlog created by the shutdown. Therefore, I ask for your patience and continued support as we bring our systems back online, respond to outstanding inquiries and restore normal order to our Office of Housing Programs.

From insuring single family, multifamily and healthcare loans, housing our nation's elderly and disabled and facilitating housing counseling to renters and homeowners alike, the staff of the Office of Housing perform critical tasks that support our nation. We look forward to working with you to continue the housing market recovery and ensure access to safe, decent, affordable housing opportunities.

###

LINKS

HUD.gov/fha

[HUD press releases](#)