



what's inside: [refinance considerations](#) | [save on home bills](#) | [escrow analysis](#)

# chfa homeowner newsletter

First Quarter 2026 | Issue 1 | Volume XI

## heads up:

### escrow analysis

CHFA Loan Servicing will conduct its annual escrow analysis in April. This may impact your future payments.

Your escrow account is a fund held and administered by CHFA Loan Servicing on your behalf. A portion of your monthly mortgage payment is deposited into this account. The funds in your escrow account are used to pay property taxes, homeowners insurance, and other payments required on your behalf.

Mortgage servicers holding escrow accounts are required to conduct an annual escrow analysis to determine the amount needed to pay taxes, insurance, and other required payments due on your behalf, and the corresponding amounts that will need to be collected via your monthly payments for the next escrow account year.

This means that for the 2026 to 2027 escrow year, CHFA Loan Servicing will calculate your "target balance," or how much money you are estimated to have to pay for property taxes, insurance, etc., in the upcoming year. Following the analysis, an adjustment (increase or decrease) in your payment may be made. You will receive advance written notice of any adjustment to your payment in May. Contact CHFA Loan Servicing at 855.587.8655 with questions or for more information.

## rebates and tips that could help save on bills for your home

If you're looking to cut expenses connected to your home, you may be able to negotiate better deals on some of your bills, such as internet, cable, phone, and utilities.

- **Time Your Communication Correctly** – Consumer experts advise calling or chatting with a customer service representative when you have the time and patience to focus all your attention. You may also have better luck negotiating with a customer service representative at certain times of year such as during back-to-school sales, Black Friday, or the end of the year.
- **Be Polite** – The tone of your voice could help with your negotiation. Customer service representatives say that people who stay calm and speak kindly and respectfully typically end up with better results and may end up getting offers for additional discounts.
- **Do Your Research** – If you know what prices or deals your service providers' competitors are offering, the customer service representative may be willing to match or beat the prices to keep you as a customer. You can also ask if you qualify for any discounts or payment plans based on your income. If you've been a customer with the company for a

long time and have a history of on-time payments, you could also ask about a possible loyalty discount.

- **Don't Take the First No for an Answer** – Try an explanation like, "I'd like to continue using your service, but I can't afford to pay the price. What can we do to bring the bill down?" If that doesn't work, politely ask to speak with the customer service representative's supervisor, who may have more leverage to offer discounts.

Discounts on utility bills aren't typical, but financial assistance based on your income may be available. Through a new state program, you may also be eligible for a rebate to make energy efficient upgrades to your home that could lower utility bills in the long run.

### Colorado Home Energy Rebate Program

The new Colorado Home Energy Rebate Program is available through the Colorado Energy Office (CEO). The program provides rebates to eligible Coloradans for high-efficiency electric appliances and home energy efficiency upgrades. You can check your eligibility and find a list of registered contractors to begin the process at [energyoffice.colorado.gov/home-energy-rebates](https://energyoffice.colorado.gov/home-energy-rebates).

Source: <https://www.nerdwallet.com/article/finance/phone-call-bill-negotiating-tips>

## considerations around refinancing your chfa first mortgage loan

With interest rates decreasing, you may be thinking about refinancing your CHFA first mortgage loan. You may be able to refinance your loan, but there are some important considerations if you have a CHFA Down Payment Assistance (DPA) second mortgage loan.

- If you have an FHA first mortgage loan, you may be able to refinance your loan with the CHFA FHA Streamline Refinance program. This program allows you to keep your current CHFA DPA second mortgage loan with the same terms and conditions, and you will refinance into a new CHFA FHA first mortgage loan. CHFA will subordinate your current CHFA DPA second mortgage loan to your new

CHFA FHA first mortgage loan, meaning your new first mortgage loan will have priority over your existing CHFA DPA second mortgage loan.

- CHFA only offers the ability to refinance with the CHFA FHA Streamline Refinance program on CHFA FHA first mortgage loans. All other loan types are considered a non-CHFA refinance. If you use a non-CHFA refinance option to refinance your first mortgage loan, a CHFA DPA second mortgage loan cannot be subordinated to a new loan and will need to be paid off in full.

Please talk with your CHFA Participating Lender about any questions you may have about refinancing.

## helpful resource:

### mobile food pantries

Food Bank of the Rockies has more than 70 mobile pantries to bring food directly to communities where it is needed most. Find free food distributions near you at [foodbankrockies.org/find-food](https://foodbankrockies.org/find-food). CHFA recently donated \$30,000 to Food Bank of the Rockies. The donation was bolstered by Like It Forward, CHFA's annual social media campaign to benefit Colorado nonprofits whose work aligns with CHFA's mission to invest in affordable housing and community development.

### reporting scams or fraud

Government imposter scams can happen when someone claiming to be with the IRS, Social Security, Medicare, the state, a local government, or even law enforcement contacts you trying to trick you into giving them your money or sharing personal information. You may see more tax scams, especially now during tax season. You can avoid these scams by asking the person to verify their identity, calling the legitimate agency by looking up its phone number on its website, and never clicking on links in texts or emails. Report any scams or fraud to the Colorado Attorney General's Office at [coag.gov/file-complaint](https://coag.gov/file-complaint).

## dates to remember:

**First of the Month:** CHFA mortgage payments are due by the first day of each month and late fees may be assessed if a payment is received after the 16th of the month. Sign up for ACH payments.

Visit: [chfainfo.com/homeownership/loan-servicing/payment-options](https://chfainfo.com/homeownership/loan-servicing/payment-options)

## your mortgage online app:

Access your loan and make payments. Download it from:



## free financial education app:

Zogo is financial education you'll love to learn. The app helps take the guesswork out of personal finance with clear, easy-to-understand lessons, plus you can earn rewards to Starbucks, Best Buy, and more. Download the Zogo app at [chfainfo.com/zogo](https://chfainfo.com/zogo) and enter access code "HOME" to start learning and earning.



## experiencing hardship? help is available!

Some homeowners may experience financial challenges that could affect their ability to make their mortgage payment. If you are facing hardship, CHFA is here to help.

### Finding the Right Option for You

CHFA Loan Servicing will help you determine what options might best fit your needs, depending on your unique circumstances. If you apply for hardship assistance, we will discuss your loss mitigation options with you. There are various loss mitigation options available to CHFA homeowners. CHFA Loan Servicing will provide information to help you choose which option may work best for you.

### Additional Resources

Further assistance may be available from the Colorado Homeownership Coalition's mortgage assistance program at [chhelps.org](http://chhelps.org). Additionally, to speak to a housing counselor, contact Colorado Housing Connects at 877.601.HOPE or HUD at [hud.gov](http://hud.gov) or 800.569.4287.

## contact us

Contact CHFA Loan Servicing at 855.587.8655 as early as possible if you think you might have difficulty making your mortgage payment.

## apply

If you are ready to apply for hardship assistance, you may do so online at [loansolutioncenter.com](http://loansolutioncenter.com). If you wish to speak to someone directly about your options, contact CHFA Loan Servicing's Loss Mitigation team at 866.397.5370.

### denver

303.297.chfa (2432)  
800.877.chfa (2432)

### western slope

970.241.2341  
800.877.8450

[www.chfainfo.com](http://www.chfainfo.com)

This newsletter may contain links to third-party websites, applications, software, programs, or materials (each a "Third-Party Link"). Any such Third-Party Link is provided solely for your convenience. The presence of a Third-Party Link does not imply any endorsement of the content on the Third-Party Link or any endorsement of or association with the Third-Party Link's operators or owners. You understand that, when accessing a Third-Party Link, that site is governed by the third party's privacy policy and terms of use, and the third party is solely responsible for the content at such Third-Party Link. CHFA makes no representation and accepts no responsibility or liability regarding the quality, safety, suitability, or reliability of any Third-Party Link or the content on any Third-Party Link. Use of Third-Party Links is strictly at your own risk.

With respect to its programs, services, activities, and employment practices, Colorado Housing and Finance Authority prohibits unlawful discrimination against applicants or employees on the basis of age 40 years and over, race, sex, sexual orientation, gender identity, gender expression, color, religion, national origin, disability, military status, genetic information, marital status or any other status protected by applicable federal, state or local law. Requests for reasonable accommodation, the provision of auxiliary aids, or any complaints alleging violation of this nondiscrimination policy should be directed to the Nondiscrimination Coordinator, 1.800.877.2432, TDD/TTY 800.659.2656, CHFA, 1981 Blake Street, Denver, Colorado 80202-1272, available weekdays 8:00am to 5:00pm.



**chfa**<sup>®</sup>  
financing the places where  
people live and work