



WISCONSIN HOUSING AND ECONOMIC DEVELOPMENT AUTHORITY

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Lender Update 2017-09

May 4, 2017

In this Update:

➤ **SINGLE FAMILY ANNOUNCES STAFFING, DEPARTMENT AND PROCEDURAL CHANGES**

In an effort to continue to streamline the origination, closing and post-closing process for our Business Partner Lenders, WHEDA Single Family has revised its internal staffing configuration.

Please see the revised staff roster on our Lender Toolkit located at: <https://www.wheda.com/Lender-Toolkit/> under the “Resources” green tab.

WHEDA Single Family is now comprised of 5 different areas, listed alphabetically below, with a breakdown of the WHEDA Single Family Management Team and a short description of their responsibilities:

1. **LOAN OPERATIONS and CAPITAL MARKETS**

capitalmarkets@wheda.com

Pat Multerer is assuming a new role as the Loan Operations and Capital Markets Manager. Pat and her team will be responsible for:

- Managing investor relationships
- Development of new loan products
- Monitoring market conditions to insure best pricing

2. **QUALITY CONTROL and COMPLIANCE**

qualitycontrol@wheda.com

Jamie Wiese has been promoted to the position of Quality Control and Compliance Manager. Jamie was previously a QC Analyst with the Authority. Her team will continue to stay current on all agency, state and federal guidelines as they pertain to WHEDA Single Family. In addition to working with our Single Family Lender Partners on any loan audit and compliance issues, they will:

- Review new Single Family Business Partner Lender applications for approval and annual recertification
- Maintain all WHEDA Single Family quality control policies and procedures
- Research QC and compliance guidelines to ensure WHEDA policies comply with industry standards and remain efficient

3. **SALES and TRAINING**

sales@wheda.com

Marey Riemer, in her role as Sales Manager, will work to assist all current and new Business Partner Lenders with their training and knowledge of WHEDA Single Family programs and policies. In addition, her team will:

- Develop and maintain an open line of communication for Business Partner Lenders to voice concerns, suggestions and experiences
- Create new on demand training programs in answer to Business Partner Lender's request to offer streamlined training options
- Work to further streamline and create efficiencies in all aspects of the Business Partner Lender experience with WHEDA Single Family
- Develop new strategies for successful implementation of WHEDA Single Family's mission-based and neighborhood initiatives

4. SERVICING, LOAN ADMINISTRATION, POST CLOSING, LOAN DEFAULT servicing@wheda.com
Gary Stiemke, WHEDA Single Family Servicing Manager, continues to oversee all areas of WHEDA Single Family loan servicing and loan default. In addition:
- Post-closing operations will now be handled by Gary's team.
 - As we transition the document deficiency and trailing doc responsibilities – they will work to efficiently review closed loan packages and assist our Business Partner Lenders with resolving any document issues.
5. UNDERWRITING, LOAN PROCESSING, LOCK DESK, FUNDING
Denise Jamison-Thums has been promoted to Single Family Underwriting Manager. In her newly defined role and department, Denise and her team will stay current on all agency, state and federal guidelines as they pertain to WHEDA Single Family programs, manuals and matrices. In addition, they will work with Business Partner lenders to:
- Efficiently move loan submissions from WHEDA-Connect to underwriting – anticipating missing documentation or program issues
 - Manage lock desk lockdesk@wheda.com
 - Review funding requests and pre-closing documentation to curtail potential curative action or non-purchase issues for Business Partner Lenders