

FORECLOSURE FAIRNESS PROGRAM

The Foreclosure Fairness Act (FFA) ([RCW 61.24.163](#)), initially passed by the Legislature in April 2011, creates a framework for homeowners and beneficiaries to communicate with each other, through the assistance of a neutral mediator, to reach a resolution and avoid foreclosure whenever possible.

Below are a few success stories and several quotes from mediation evaluations submitted by program participants. Some participant identities were omitted and/or changed to maintain their anonymity if requested.

2015 Success Story Submitted by a Borrower (agreement reached prior to a mediation referral being made)

“Please know that we (John and Sandy Lee) just sent off the paperwork for the loan modifications done on our primary home and condominium. It was a very scary and complex process but the Parkview Services folks led by Arijana Wall helped to make it happen and did it with professionalism and great compassion and care! We are blessed to have such a service available for people like us - who have been caught in a situation caused by circumstances well beyond their control (laid off from work)! We are confident in the future and we owe a huge debt of gratitude to the folks at Parkview Services for that re-set and advocacy of our plight to the mortgagee! God bless you all!”

2014 Success Story Submitted by a Foreclosure Fairness Act Mediator

Borrowers had a series of unfortunate events that included a diagnosis of an incurable disease, losing long term employment of over 12 years, and a car accident leading to additional huge medical expenses. Borrowers put their house up for sale before they were accepted into the mediation program as they had asked for a modification prior to entering the mediation process and were denied, so considering selling their home was the only other option. They hoped for a sale before the foreclosure process would force them into other outcomes. When I contacted them they were discouraged and had been advised to walk away. We helped them understand the advantage of time that the mediation process would bring them, and they moved forward. The mediation process was successful in several ways: the borrowers were offered a loan modification, which they ultimately didn't need to accept because in the time they gained from the mediation process they sold their house in a regular full price sale, they received enough from the sale of their house to allow them to pay off the bank in full and repay relatives who had supported them during the couple's medical and job loss issues, and allowed them to move to other housing locally. This was truly the win/win that we love to see in mediation. Every party had their best case scenario play out as a result of the additional time the mediation process provided and the opportunity to speak directly with the bank during the mediation session to clarify the issues and questions and get everyone on the same page regarding sale closure process and back-up plans.



2014 Program Participant Quotes

“Dave [Mediator] made me feel comfortable in a room of language that was so difficult to understand.”

“Communication that was clear and effective is greatly appreciated. Thank you for giving us a voice. Thank you and God bless.”

“Appreciate the knowledge and experience of Martin [Mediator] in mediation. He understood the issues, clarified them, and kept mediation moving toward an understanding that all parties were satisfied with.”

“I also wanted to thank everyone for their work on this case. This is probably the best modification I have ever seen, and when I discussed the terms with the borrower, she broke down crying she was so happy. The mediation process and the resulting modification have really impacted their lives, and they wanted to send their gratitude (as do I) to everyone who has been involved. Thank you again.”

“I appreciate the mid-mediation caucus; helped re-focus the mediation.”

“Helpful. I am so stressed by imminent foreclosure I find it helpful to have disinterested parties present. Very calming.”

“We 100% appreciate the opportunity to work with a mediator through the Department of Commerce as a third party. Even though we did not continue with the mediation, having a chance to direct the issues we were having with our negotiation with Indymac bank was welcome and a very needed help. I believe without the option for mediation we would have foreclosed on the house, and no-one would have benefited. Thank you, again.”

“I came into this very confused and feeling alone. I’m leaving feeling that I have a voice and chance of keeping my home. I’m well informed now and thankful for my mediators.”

“I like the separate pre-mediation discussions. It helps learn where everyone is at - so we walk into the mediation with a plan of action. Thanks!”

“Mediators were very respectful to both clients. As a housing counselor I feel that it is important for them to be knowledgeable of housing...and the mediators involved were very informed.”

