"ResNet is really saving us time and money - staff travel is reduced and we're more productive because of the tools ResNet brings us. The integration with our servicing system means less time spent entering property data. We love it!"

Tom Dolce, VHDA Managing Director of Servicing & Compliance

Brief Description of Program

VHDA's eBusiness Strategy embraces the concept of maximizing technology and online resources to improve processes. The program was designed to deliver a suite of technology platforms that are critical for positioning VHDA in the realm of eBusiness, digital, and social media. This program is paving the way for VHDA to be a viable business partner that can quickly respond to evolving business trends. Additionally, some foundational work in progress is required for upcoming initiatives such as the implementation of the Single Family Solutions Suite.

Why It Was Undertaken

In late 2010, the VHDA Board of Commissioners recognized the need to improve our online presence and increase the use of vhda.com to conduct business transactions. Thus, eBusiness is not just another facet of our business; it is fast becoming *the* way we do business. Three primary program goals were identified:

- 1. Facilitating rapid adoption of new technologies to meet changing market conditions;
- 2. Gaining efficiencies and effectiveness through process improvements; and
- 3. Staying relevant and meeting expectations of current and future consumers entering the workforce and the marketplace.

What It Has Accomplished

To date, VHDA has completed 10 projects within the eBusiness Strategy Program:

- 1. VHDA.com higher availability/website back-up
- ResNet Real Estate Owned (REO) Website
- 3. News Clips/Really Simple Syndication (RSS) Feed
- 4. Social Media Governance
- 5. SharePoint 2010 Upgrade
- 6. Real Estate Professional Connection
- 7. Enterprise Project Management 2010 Upgrade
- 8. Single Family Online Interactive Learning
- 9. Board Portal Implementation

The most significant of these projects is the utilization of ResNet, an internet-based system for marketing and management of single family properties that VHDA owns as result of loan foreclosures. Implementation of ResNet required a complete rewrite of our primary website, www.vhda.com, which provided a secondary benefit of higher availability and better back-up of the entire website. ResNet, selected primarily because it interfaces with our loan servicing system, provides potential buyers with a single location to view each of our owned properties. Data on available properties is uploaded directly to ResNet by our loan servicing system. Real estate agents working with VHDA are able to update property data, community information, schools, crime rates, etc. as well as photographs

within ResNet that are automatically uploaded to the applicable Multiple Listing System (MLS) for viewing by realtors, potential buyers, investors, etc.

Potential buyers access ResNet from the www.vhda.com page and upon locating their property, can work directly with a realtor. Realtors can submit offers online directly to VHDA using ResNet. The system is a huge time and paper saver as all offers and counter-offers are managed within the system! The only paper generated is upon acceptance of the final offer – a contract for original signatures. Thus, the process of turning over VHDA's REO properties is much faster and much more efficient.

Why It Is Meritorious & Meets NCSHA Judging Criteria

Innovative

VHDA took an all-encompassing approach with eBusiness – it's not just a part of our business, it is the *way* we do business. Our focus was not one-dimensional but rather multi-faceted, thereby focusing on all Authority websites, developing and deploying mobile applications, and enhancing social media usage and internal business applications. Multiple outlets exist to advertise, blog, host discussion or chat sessions, and generate potential business. ResNet was targeted as a primary accomplishment because we are seeing a great deal of "hits" on the site and realizing a significant cost savings in reduced staff travel and paper and postage usage.

Replicable

HFAs having a desire to increase their internet presence, improve their accessibility via mobile apps, and expand their use of social media can certainly implement an eBusiness program. The technological infrastructure and security must already exist and knowledgeable information technology professionals must be on staff for successful replication. Because ResNet is not custom developed software, it is available to other HFAs with likely only minimal configuration.

Respond to a Management Challenge or Opportunity

VHDA saw this program as an opportunity to reach our first-time, presumably younger, home buyer in a new and creative way by using technology. This group uses the internet and the mobile apps on their smartphones for everything from an electronic airline boarding pass to ordering movie tickets to tracking calories and fitness programs. This is such an important initiative for VHDA that a digital media specialist position was recently created and filled by a young, energetic, *Generation Y* associate who in many respects demands this type of creativity and accessibility in personal and professional transactions. ResNet in particular addresses two challenges – marketing REO properties effectively and reaching our primary market – first-time homebuyers – in a relevant and meaningful way.

Achieve Measurable Improvements in Authority Operations

Utilization of ResNet is saving VHDA in travel time and costs as well as printing and postage costs. It is also providing faster and easier access to information and transactions, making internal resources more efficient and effective day-to-day by providing a "greener" internal environment and delivery, as well as encouraging a greener product to our current and potential customers and business partners.

Provide Benefits That Outweigh Costs

ResNet allows VHDA's REO staff to show and sell these properties online, from anywhere and at any time. It also allows potential realtors and buyers to view property information and submit offers from remote locations. This allows our staff to spend more time actually working and less time traveling to and from properties for showings and inspections. ResNet also allows quicker, easier access to the property data and has eliminated manual input by allowing the realtors and inspectors to input the property data. Prior to ResNet, REO staff had to search the entire servicing portfolio for the data they were seeking.

Demonstrate Effective Use of Resources

VHDA sees the investment in the ResNet software paying big dividends. Existing software products were upgraded at competitive rates utilizing current staff. Existing staff were reassigned to manage REO properties using ResNet. Only one project-related consultant was needed during implementation of all 10 of the completed projects, and all other work has been completed by current VHDA associates.

Achieve Strategic Objectives

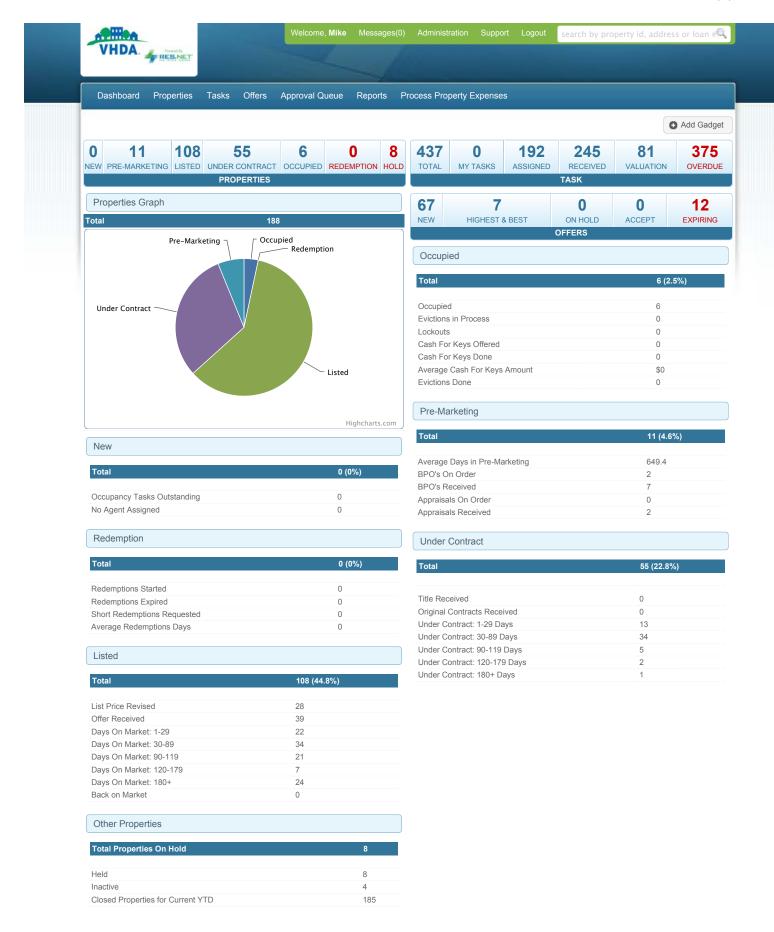
VHDA's mission is to help Virginians attain quality, affordable housing. One of the most important ways we do that is by providing financing to first-time homebuyers. First-time homebuyers are typically the right age for technology heavy opportunities, and ResNet certainly provides a technological way to see REO property information and photographs, as well as community and school data, etc.

Conclusion

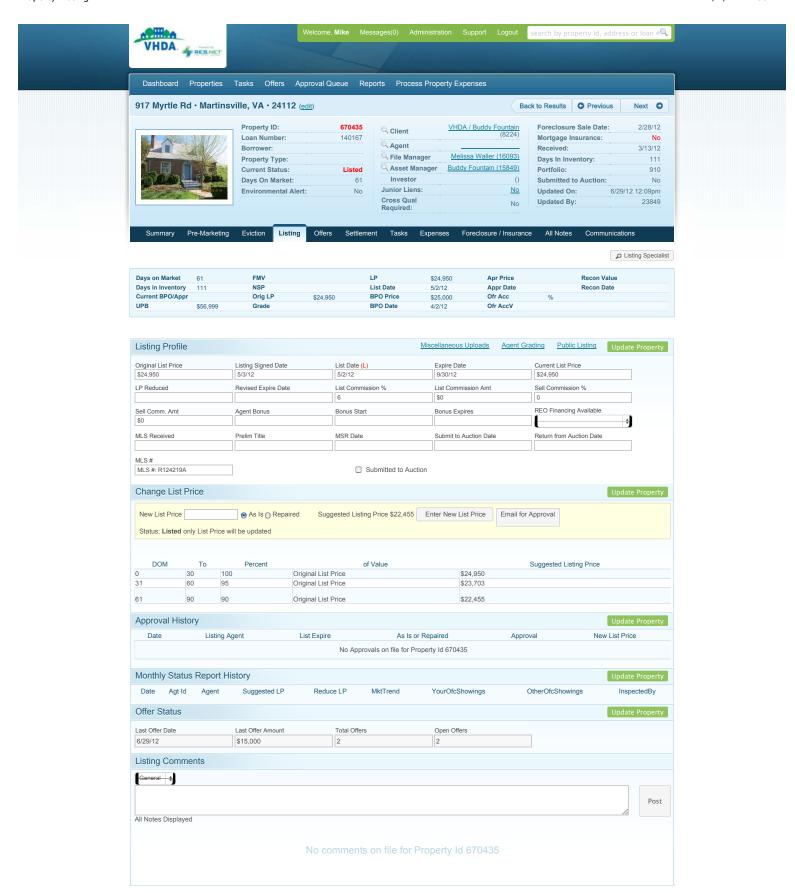
In February 2012, an eBusiness Strategy Team comprised of four VHDA associates, including the newly hired digital media specialist, was created with the express goal of investing a significant amount of time and energy in the on-going success and growth of our eBusiness initiatives. Based on the philosophy that eBusiness would be how we will do business in the future, not just be a part of our business, implementation of the highly marketable and easily duplicated ResNet was an easy decision. ResNet provides accurate, current data on VHDA REO properties for VHDA staff, realtors and potential buyers. It provides a completely electronic opportunity for an A to Z transaction: the servicing system uploads the data, realtors and/or buyers view the properties, all offers and counteroffers are submitted, viewed and ultimately accepted or rejected within the system. ResNet's efficiencies are realized in a reduction of paper usage, faster turn-around for offers/counteroffers, reduced travel and time away from the office for VHDA staff, and much better tracking and analysis of the REO historical data.

Please see ResNet attachments on following pages.

REO - Dashboard 7/2/12 11:33 AM



Property Listing 7/2/12 11:35 AM





REO Portal | REO Tracking

Tist.



Main Menu Task Queue Report Menu Site Map Support Log Out Property Offers Pre-Marketing Offers FC / Insur Summary Eviction Listing Closing Tasks Expenses All Notes Filter Property(s) by entering one or more of the following criteria, then click the Filter Properties button: Loant Prop ID AmD ▼ FmD Spec Filter Properties | PrevProperty | NextProperty | Advanced Filter Export CSV File Current Property Information 140167 Client: 8224 VHDA Property ID: 670435 Loan No: FC Sale Dt: 2/28/12 MI Address: 917 Myrtle Rd Borrower: Agent: 23849 Rcvd: 3/13/12 Address2: PropType: FileMar: 16093 DII: 111 City, State: Martinsville, VA Status: Listed AssetMar: 15849 Portfolio: 910 Zip / +4: 24112 / DOM: 23849 6/29/12 12:09pm Investor: Updated: Cntv: Environmental Alert No Junior Liens No SubmittedToAuction Offer Specialist: DOM: 61 HPR-\$56,999 NSP-IP. \$24,950 **BPO Price:** \$25,000 Apr Price: Ofr Acc: % Grade: EMV-Orig LP: \$24,950 List Dt: 5/2/12 BPO Dt: 4/2/12 Appr Dt: Ofr AccV: Current BPO/Appr Avg: Recon Value: ReconDt: **Buver's Concessions** Offer Terms No# Status Offer Date Buyer's Offer Loan Loan Days Close Closing Repairs Home Survey Termite Inspec-Name Price Type Amount To Close Date Costs Warranty tion Fee Fee Fee Ofr Submitted 06-26-12 515.000 Conv \$12,000 08-15-12 45 1 Earnest Deposit \$500 Inspect Days 0 Other Costs PerDiem 0 BuyerType Owner PublicFunds No Traditional Seller Costs 0 Ctr Taxes Agent Comments: EnteredBy: w-23849 Log: Posted-23849 2012-06-27 10:45:05: Ofr Submitted 06-29-12 \$15,000 Conv \$12 000 45 08-15-12 2 Earnest Deposit \$500 Inspect Days 0 Other Costs □ ctr PerDiem 0 BuverType Owner PublicFunds No Traditional Seller Costs 0 Agent Comments: EnteredBy: w-23849 Log: Posted-23849 2012-06-29 12:09:27: Highest & Best To enter a "Highest & Best" situation, select Offers at U Status (under review) and click this button. New Conv 💌 Ctr mm/dd/yyyy EamestDeposit OtherCosts OtherDesc Traditional Seller Costs PerDiem Taxes

Comment (maximum of 3E0 characters)

Drice: C A

Subject (Frontal) 917 MYRTLE RD



Subject (Left Side)



Subject (Street Scene)



Subject (Right Side)



Subject (Rear)



Subject (Misc.)



Interior #1 16872113_35.JPG: Kitchen with some appliances



Interior #3 16872113_45.JPG: living room with fireplace. Notice



Interior #5 16872113_55.JPG: Dining room



Interior #2



Interior #4 16872113_50.JPG: Front entry and staircase



Interior #6 16872113_60.JPG: Ceiling damages. Interior is



Interior #7 16872113_65.JPG: Half bath



Interior #9 16872113_75.JPG: Full bath.



Interior #11 16872113_85.JPG: Sink - unsure why there is so much



Interior #8 16872113_70.JPG: Upstairs bedroom



Interior #10 16872113_80.JPG: Bathtub



Interior #12 16872113_90.JPG: Upstairs bedroom



Interior #13 16872113_95.JPG: Breaker electric service.



Interior #15 16872113_105.JPG: Appears to be gas hot water



Interior #17



Interior #14 16872113_100.JPG: basement area showing some



Interior #16 16872113_110.JPG: Basement area showing some



Interior #18





Links

Counter Sheet

				Prop	erty Cou	nter Shee	t -	Ente	er Counter	s			Re	efresh Ba	ck To List		
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13 Bondur	east St	3/8/12	1535	7	3	2	1.5 mi		1045	none	.22	54	128	39,950	30,000	PEO
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2) Identify any positive or negative site/location influences

Estimated Land/Lot Value \$ 10,	000				
Homeowner's Association I		, City, State, Z	in.	Talanhana Numb	
Association Name	Telephone Numb	ег			
Homeowner's Association Dues	/Condo Fees	When Due	Date of Last Pa	yment Any Delinquenc	ies
List any maintenance and utilitie	s included				
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Broker Recommended Repa					
Description of Item to be Repaire <i>Roof</i>	ed		Broke	rs Estimate of Cost of Repa	.ir
Windows				2,500	
Ceiling & Wall repair				1,500	
Interior paint				2,000	
Flooring repair and replacement				5,000	
HVAC				5,000	
		T	otal Cost \$	21,000	

(Estimate of Repairs)

bought by investors only.

To: (004) 040-0

From:

Date: July 02, 2012

Subject: 917 MYRTLE RD, MARTINSVILLE, VA 24112

Please see the response to the offer from

Buyer: steven mcrae

Please present the following Counter Offer Addendum to the Buyer. Should the Buyer agree to the price and terms of this Counter Offer Addendum, please have all Buyers sign, then <u>UPLOAD</u> this <u>Counter Offer Addendum</u>, and <u>Addendums A&B</u> to RES.NET immediately.

DO NOT CONSIDER THIS ACCEPTED UNTIL THE SELLER SIGNS AND DATES THE COUNTER OFFER ADDENDUM/ORIGINAL CONTRACTS.

Seller will consider the offer accepted only after they receive the Counter Offer Addendum/originals signed by both the Buyer and the Seller. Please note that the date of the Seller's signature will be effective date of contract.

Should the buyer wish to counter, please enter new counter directly on our website.

Thank you!

Fax: (804) 343-863

Reference is made to the Real Estate Purchase Contract and receipt for deposit dated <u>June 29, 2012</u> pertaining to the Real Property known as <u>917 MYRTLE RD, MARTINSVILLE, VA 24112</u> made between <u>steven mcrae</u> hereafter referred to as "Buyer", and Virginia Housing Development Authority "Seller".

Sales price to be \$18,000. Sale to close 45 calendar days from date of Seller's signed acceptance on this counter offer addendum, or sooner by written mutual agreement. Buyer agrees to pay \$10 per diem if transaction does not close as stated above by no fault of the Seller. Buyer to complete all inspections within 0 calendar days from Seller's signed acceptance. This offer is subject to final Seller approval.

Earnest deposit to be \$500.

Standard clauses to be made a permanent part of this contract:

- Buyer(s) agrees to deliver to Seller/Seller's agent signed purchase contract and Addenda within 4 (four) calendar days of Buyer's signature.
- This contract cannot be extended or assigned without prior written approval from Seller. Property taxes shall be prorated to day of closing.
- It is understood between Buyer(s) and Seller that this property is being sold in "Where-is, As-is" condition with no Seller representations or warranties, expressed or implied, by the Seller, Virginia Housing Development Authority, ResNet or the local listing agent.
- Buyer(s) to sign Seller's Addenda to be made part of original contract.
- Buyer to advise Seller of choice of Closing Agent once property is under contract.
- In the event of a per diem charge, Buyer authorizes Seller to debit their escrow deposit to cover said charge(s).

Unless this counter offer is accepted by the Buyer(s) by this offer shall be deemed revoked. Seller reserves the right to continue to market said property and accept any contract of Seller's choosing prior to Seller's written acceptance of contract and counter offer/addendum(s).

This transaction is subject to acceptance and execution of the original purchase contract/ sales agreement and this counter offer addendum by Virginia Housing Development Authority, "Seller".

All other terms and conditions shall remain the same. This counter offer addendum supersedes all other counter offer addenda and the purchase contract/sales agreement. This counter offer addendum is accepted by the Buyer(s) and the Seller, as evidenced by Buyer(s) and Seller's signature hereon. This counter offer addendum shall hereby become part of the above referenced contract between the parties.

Acceptance: Buyer(s) accepts the above counter offer and acknowledges receipt thereof:

Buyer	Date				
Buyer	Date				
Acceptance: Seller accepts the above counter offer Virginia Housing Development Authority	and acknowledges receipt thereof:				
By:					

rax: (804) 343-863

THIS ADDENDUM IS ATTACHED TO AND MADE PART OF THE REAL ESTATE PURCHASE CONTRACT, HEREINAFTER REFERRED TO AS "CONTRACT", BETWEEN THE UNDERSIGNED PARTIES CONCERNING THE PROPERTY AT: ADDRESS: 917 MYRTLE RD. MARTINSVILLE. VA 24112

- 1. In the event there is a conflict between the terms of the Contract and this Addendum, the terms of this Addendum shall apply and shall supersede and replace anything to the contrary.
- 2. Buyer(s) agrees that title will be conveyed by Special Warranty Deed.
- 3. Buyer will advise as to the selection of the closing attorney/title company and will instruct him/her to order all title work and prepare all documents necessary to close this sale.
- 4. If financing is involved, Buyer(s) shall apply for a loan within Seven (7) calendar days from the effective date of the Contract (Seller's signature date on counter offer) and be approved within Thirty (30) calendar days from the date of application, or the Contract shall become null and void at Seller's option.
- 5. If any repairs are made part of the Contract, they shall not be initiated until Buyer(s) has received written loan approval and Seller has authorized work to commence in writing.
- 6. Property taxes shall be prorated to the day of closing.
- 7. Occupancy of the subject property shall not be permitted prior to closing.
- 8. Buyer(s) shall make a complete inspection of subject property within the time frame specified in the counter offer addendum. In no event will Seller be obligated for any repairs or replacements unless Seller has agreed in writing to make repairs, and/or credits as specified in the counter offer addendum
- 9. Buyer(s) acknowledges that subject property was acquired by the Seller as a result of a foreclosure sale or by deed in lieu of foreclosure and that Seller has not occupied this property. Personal property is not considered part of this Contract.
- 10. Buyer(s) acknowledges that the terms and condition of the Contract and this Addendum shall not survive the closing.
- 11. Closing of this sale constitutes acceptance by Buyer(s) of condition of property and Seller shall have no further liability thereon.

Buyer(s):	Seller:
Date:	Date:
Date.	Date.

	"AS IS" PROVI	SION
MYRTLE RD, MARTINSVI transaction by way of foreclos	LLE, VA 24112 Buyer is aware that Selure, by deed in lieu of foreclosure, or othe g the property in its present "AS IS" CON	for the property located at <u>917</u> er acquired the property which is the subject of this rwise similar procedure or transaction, and that Seller is DITION WITHOUT REPRESENTATIONS OR
Buyer acknowledges for Buye opportunity to inspect and investigations of that in payer's choosing, and that in the property and/or any improved, air conditioning, if any, for particular purposes, or that ap	r and Buyer's successors, heirs and assign estigate the property and all improvements ourchasing the property Buyer is not relying the property Buyer is not necest undations, soils, and geology, lot size or spliances, if any, plumbing and/or in complete.	nees, that Buyer has been given a reasonable thereon, either independently or through agents of g on Seller, or its agents, as to the condition or safety of sarily limited to, electrical, plumbing, heating, sewage, uitability of the property and/or improvements for ance with any City, County, State and/or Federal Buyer's Lender are to be the sole responsibility of the
	ng authority for intended use and holds the	ty for occupancy. Buyer(s) assumes responsibility to seller and Broker, if applicable, harmless as to
made to them by any person vobligation on the part of the So	whomsoever, and is purchasing subject pr	tion of subject property and not upon any representation operty in the condition in which it now is, without any repair thereto. Seller gives no warranties of fitness red as part of the purchase.
property may present exposur Lead poisoning also poses a p provide the Purchaser with an possession and notify the Buy	e to lead from lead-based paint that may particular risk to pregnant women. The selly information on lead-based paint hazards	tial dwelling was built prior to 1978 is notified that such blace young children at risk of developing lead poisoning. er of any interest in residential real property is required to from risk assessment or inspections in the Seller's rds. A risk assessment or inspection for possible
	N OR WARRANTY OF ANY KIND OR NA	e Buyer(s) that THE PREMISES WERE ACCEPTED ATURE AND IN ITS PRESENT "AS IS" CONDITION
Buyer(s):	Seller:	

Date:

Date: