



HouseKeys-Town of Los Gatos BMP Program Orientation

TUESDAY, FEBRUARY 15, 2022, 6PM-7PM - SESSION #5

House Keeping



Chat



Raise
Hand



Q&A

Please use the **Q&A button** to submit questions.

HouseKeys' Mission Statement

*Improve Programs that
Improve Lives*

HouseKeys Inc

**Effective 2021, the
Town of Los Gatos contracted with HouseKeys to take over as their
Affordable Housing Program Administrator**

**Since then, we've been working alongside the
Town's staff to transition their BMP program from the previous
Program Administrator**

How to Identify Town of Los Gatos BMP Rental Units

All Apartment Complexes manage their own wait lists. HouseKeys will not run any Opportunity Drawings for them

If a vacancy occurs, the Apartment Complex will identify an applicant from their wait list. When the property manager has a complete file ready, they will submit it to HouseKeys for review. **Thus, if you are interested on getting on their waitlist, please call each property individually to ask if they are accepting names for their individual Apartment Complex wait list**

HouseKeys will provide further information about new construction rentals when the information becomes available via email notifications to all email subscribers, or you are welcome to monitor our dedicated HouseKeys-Town of Los Gatos website **<https://www.housekeys12.com/> website > Rental Opportunities Tab**

Per the Town's website: if you are looking to rent a BMP rental unit, all Apartment Complexes are listed in the **Town's Housing Resource Guide**

Buyer Selection Process

A point system is used to establish a ranking of applicants for the purchase of an available unit.

Applicants will be ranked according to total points and must have at least one point to be eligible to purchase a unit.

In addition, applicant households must contain at least the same number of persons as the number of bedrooms in a unit, at the time of application, in order to be eligible to purchase that unit, if the unit contains three bedrooms or more

All points are calculated per household, not for each individual within the household.

For example, a household in which two members are senior citizens would receive six points for senior citizen status, not twelve points for two members having senior citizen status

For more information, please reference

<https://www.housekeys12.com/> > Getting Started Tab > Home Buyer Info Page > Town's Current Guidelines >

Pages 6-11 > B. Buyer Selection OR USE THIS LINK

HouseKeys Websites

Description	Website
<p>HouseKeys Account Registration Site</p> <ol style="list-style-type: none">1. Open a HouseKeys Account2. Register your household3. Obtain an Application I.D.4. Enter an Opportunity Drawing5. Opt-Out from an Opportunity Drawing	<p><u>https://www.myhousekeys.com/</u></p>
<p>Town of Los Gatos Program Specific Website (resource website only)</p> <ol style="list-style-type: none">1. Opportunity and Opportunity Drawing Information2. Application Forms3. Exhibits4. Orientation Pre Recorded Video and Power Point Presentation, Short Videos and Quiz5. Checklists6. Registered Lender List	<p><u>https://www.housekeys12.com/</u></p>

<https://www.myhousekeys.com/>

One Account per Household/No Multiple Accounts Allowed

- **Incomplete or fraudulent [www.myHouseKeys.com](https://www.myhousekeys.com/) accounts will not be allowed entry into any program Opportunity Drawing**
- **Please do not use multiple email addresses or devices (i.e., iPads, Tablets, cell phones, laptops, desktops etc.) to create multiple accounts to increase your chances of getting selected to an Opportunity. These accounts will be identified, deleted and disqualified from the Town's program**
- **If you are locked out/unable to edit your account or have questions, please email us at CustomerService@housekeys.org for assistance**

Account Registration & Set up Step by Step Process





HouseKeys
Unlock Opportunity

Step 1

Opportunity Advertisement

HouseKeys releases an Advertisement for a New Housing Opportunity. This notice will include:



**Bedroom &
Bathroom Count**



Income Level



Property Type

Single Family,
Condo or Town
house attached



Deadlines

Email notifications go out to Application ID holders and email subscribers.



Step 2

Package Your File

A Application Packet www.housekeys12.com > Getting Started tab > Ownership Info Page

The Program Package includes:



Application Part 1, 2 and 3



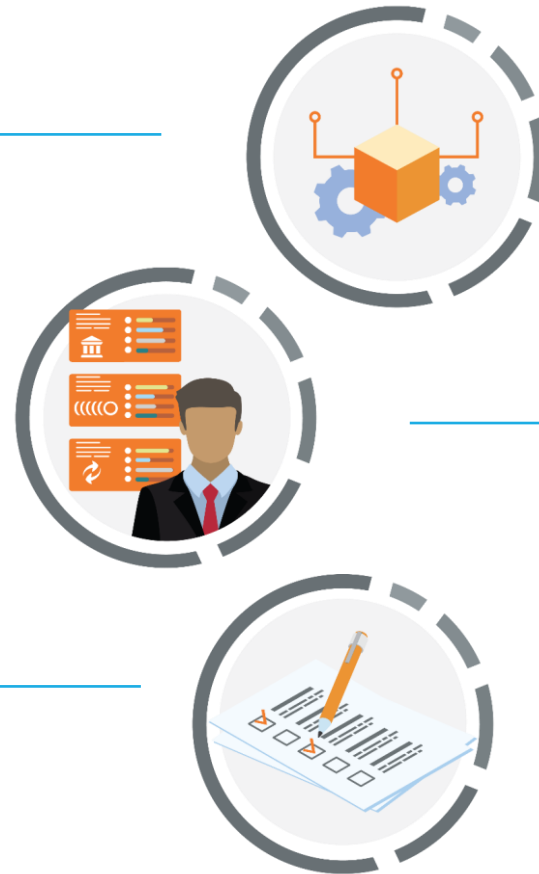
Document Checklist and Addendum Checklist



Exhibits

B Document Checklist

Contains a list of supporting documents to verify your household size, income, and other information that you have stated on your application and in the screening questions. It is important to be honest, truthful, and start on this Document Checklist right away. We recommend that you give yourself at least 21 days to collect everything on the list. If you find that a deadline does not give you enough time, do not be discouraged, HouseKeys is constantly adding new programs and opportunities to the Marketplace and Program Center.



C List of Loan Officers

It is very important to connect with a Loan Officer as soon as possible. The ones on our list have gone through training and verified that their legal departments have reviewed the program documentation. We understand that it may sometimes be difficult to get ahold of a loan officer on our list in time to meet the posted deadlines. If you choose to go with your own lender, make sure to verify that they have done the same. If you do not verify, you run the risk of not being able to close on your purchase transaction even if you are chosen during the Lottery Ranking process.

Step 3

Attend an Orientation



Attend a Live Orientation or View one of the Pre-Recorded Orientation Videos. HouseKeys also holds FAQ Friday and Saturday Sessions (when available) as an additional resource to ask questions via a webinar platform. These FAQ sessions do not replace a Live or Pre-recorded Video Orientation. You can register by visiting <https://www.housekeys12.com/> > **EVENTS FAQ Sessions > Select a Date and Register**





HouseKeys
Unlock Opportunity

Step 4

Setup your MyHouseKeys Account

Set up an account at MyHouseKeys.com and complete the Household Profile with:

Household Member Profiles



UserName (Email):

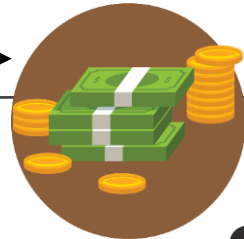
Password:

First Name:

Last Name:

Have an account?
Sign in

Create Accounts



Household Income Profiles

INFORMATION PROFILES	
Name	_____
Email	_____
Role	_____
Total Household Members	_____
Total Income	_____
AMI%	_____
Income Category	_____
Country	_____

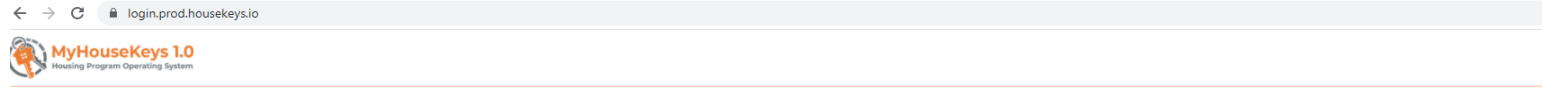
Members (4)			
Name	Email	Address	Action
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____



Household Asset Profiles(coming soon)

Your MyHouseKeys Account allows you to apply for any Program that HouseKeys manages.

<https://www.myhousekeys.com/> Create an Account and Log In



To Create an Account

Sign in to your account

Username *

Password *

Forgot your password? [Reset password](#)

No account? [Create account](#)

Create a New Account



To Create a New Account:

Username = Email Address

Password = 8 characters and 1 symbol →

First Name

Last Name

Click on Create Account

Create a new account

Username * (Email)

Password *

First Name *


Last Name *

Have an account? [Sign in](#) **CREATE ACCOUNT**

Sign in to your Account

login.prod.housekeys.io

Apps GrowthX Investor Stuff LinkedIn Muni Program Web... HouseKeys Analytics Admin Example Affordable... MyHouseKeys.Com Applications and Sit... Engineering Other bookmarks

 **MyHouseKeys 1.0**
Housing Program Operating System

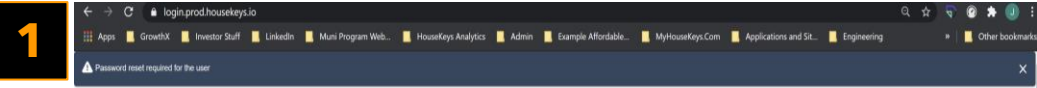
Sign in to your account

Username *

Password *

Forgot your password? [Reset password](#)

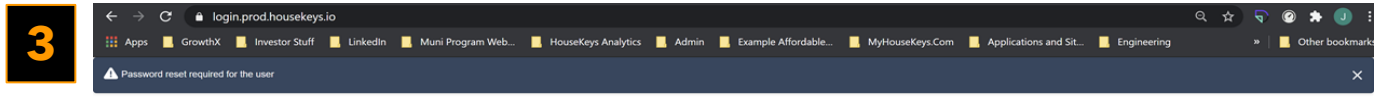
No account? [Create account](#)



1. If you need to Reset your password, please enter your Username (email address) and our system will email you a code



2. HouseKeys Verification Code Email



3. Use that code to create a New Password and Click Submit

My HouseKeys 1.0 Dashboard Screen/MENU/HOME

login.prod.housekeys.io

Apps GrowthX Investor Stuff LinkedIn Muni Program Web... HouseKeys Analytics Admin Example Affordable... MyHouseKeys.Com Applications and Sit... Engineering Other bookmarks

MyHouseKeys 1.0
Housing Program Operating System

Welcome, Jason

MENU ← The MENU Button will help you navigate this website. Click on it to open The Home button

DASHBOARD

JASON BOURNE

JASON BOURNE
julustest14@housekeys.org
Kaiser Permanente \$72,000.00

MARY BOURNE
Sunnyvale School District \$40,000.00

CINDY BOURNE

of Household Members **3**













Total Income **\$112,000.00**

AMI 20
Income Category Low
County Alameda

My Programs (0)
(Programs I've received a pre-application id for)

My Drawings (0)
(Drawings I've entered)

MENU>Home>Manage your Household>Information Profiles (add, edit, delete, member/income info)

-  Home
-  Manage Your Household ^
-  Information Profiles
-  Tools and Planning
-  File Cabinet
-  Community Center
-  Program Center v
-  Program Operations ^
-  Opportunities
-  Drawings
-  Rankings
-  Drawing Results

INFORMATION PROFILES

MENU>Home>Manage your Household>Information Profiles



MENU

INFORMATION PROFILES

PROFILE

Name John Baker

Email

Role

Total Household Members

1

Total Income

\$0.00

AMI %

0

Income Category

County

To add member info or income please use these buttons

MEMBERS (1)

NAME	RELATION TO PRIMARY	EMAIL	ADDRESS	AGE	INVITED? (Y/N)	ACTIONS
------	---------------------	-------	---------	-----	----------------	---------

John Baker		john@abc.com				
------------	--	--------------	--	--	--	--

To Edit member info please use the pencils

INCOME (\$0.00)

NAME	EMPLOYER	INCOME	ACTIONS
------	----------	--------	---------

To delete member info or income please use the trash can

ADD MEMBER +

ADD INCOME +

- Home
- Manage Your Household ^
- Information Profiles
- Tools and Planning
- File Cabinet
- Community Center
- Program Center ^**
 - Programs**
 - Drawings
 - Opportunities
 - FAQ
 - Market Place
- Program Operations ^
 - Opportunities
 - Drawings
 - Rankings
- Drawing Results

Drawings	
Opportunities	293
Open Drawings	35
Applicants	4141
Active Applicants	657
Published	23

Opportunities				
Total	772			
Available	40			
By Income Level				
Ext. Low	V. Low	Low	Moderate	Median
0	2	15	18	3

Rankings	
Total	46
Opportunities	43
Open Rankings	4
Applicants	1299
Active Applicants	654
Published	32

Step 5

Get an Application ID

Go to the “Program Center” to find the list of Programs. You will see a “Request Application ID” button that leads to a set of pre-application screening questions that will issue an Application ID if you pass the screening.



HouseKeys
Unlock Opportunity

Town of Los Gatos <i>(Home Ownership)</i> Request Application ID Home Ownership	Santa Clara Affordable Rental Program City of Santa Clara <i>(Rental)</i> Request Application ID Rent	Hayward Affordable Homeownership Program City of Hayward <i>(Home Ownership)</i> View Application Home Ownership
Burlingame Ownership Program Burlingame <i>(Home Ownership)</i> View Application Home Ownership	Lafayette Homeownership Program City of Lafayette <i>(Home Ownership)</i> Request Application ID Home Ownership	Morgan Hill Affordable Rental Program City of Morgan Hill <i>(Rental)</i> Request Application ID Rent



- Home
- Manage Your Household
- Program Center
 - Programs
 - Drawings
 - Opportunities**
 - FAQ
- Market Place
- Program Operations
 - Opportunities
 - Drawings
 - Rankings
- Drawing Results

Drawings	
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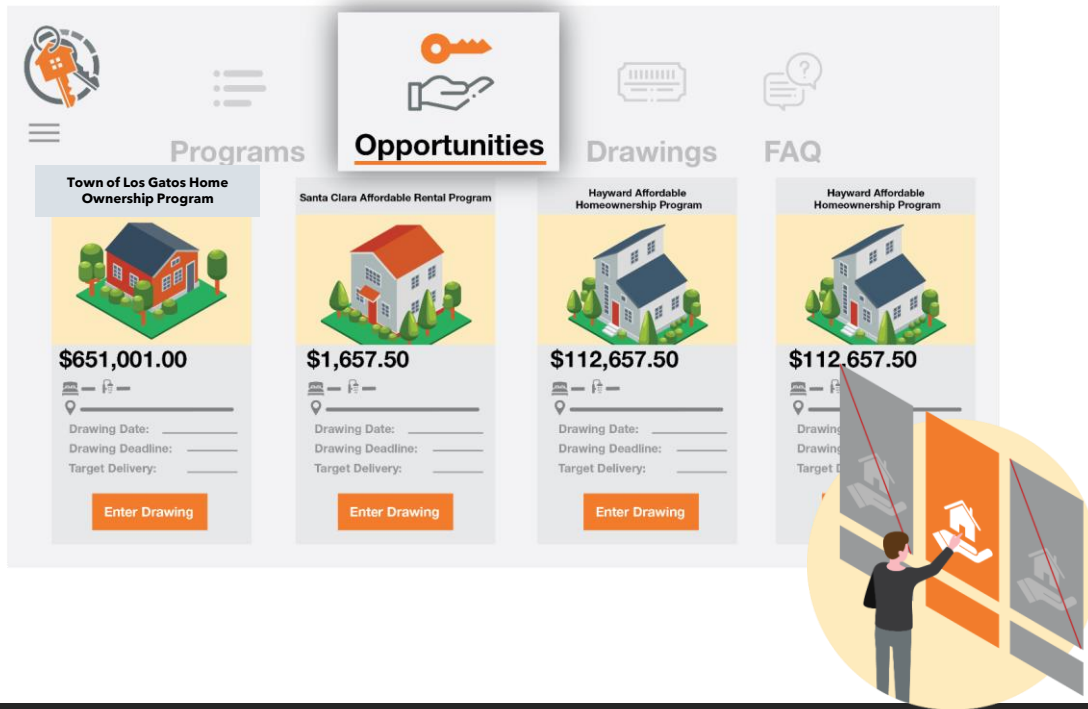
Rankings	
Total	46
Opportunities	43
Open Rankings	4
Applicants	1299
Active Applicants	654
Published	32

Step 6

Enter an Opportunity Drawing

Go to the “Program Center” and look at the Opportunities List or the Opportunity Drawing List. Available Homes in the Inventory that we present are called “Opportunities” and each Opportunity is placed into an Opportunity Drawing. An Opportunity Drawing is how HouseKeys connects applicants to available homes. You “Enter” a Drawing by pressing the entry button and answering an additional set of screening questions and you will be assigned an entry number if you pass the additional screening.

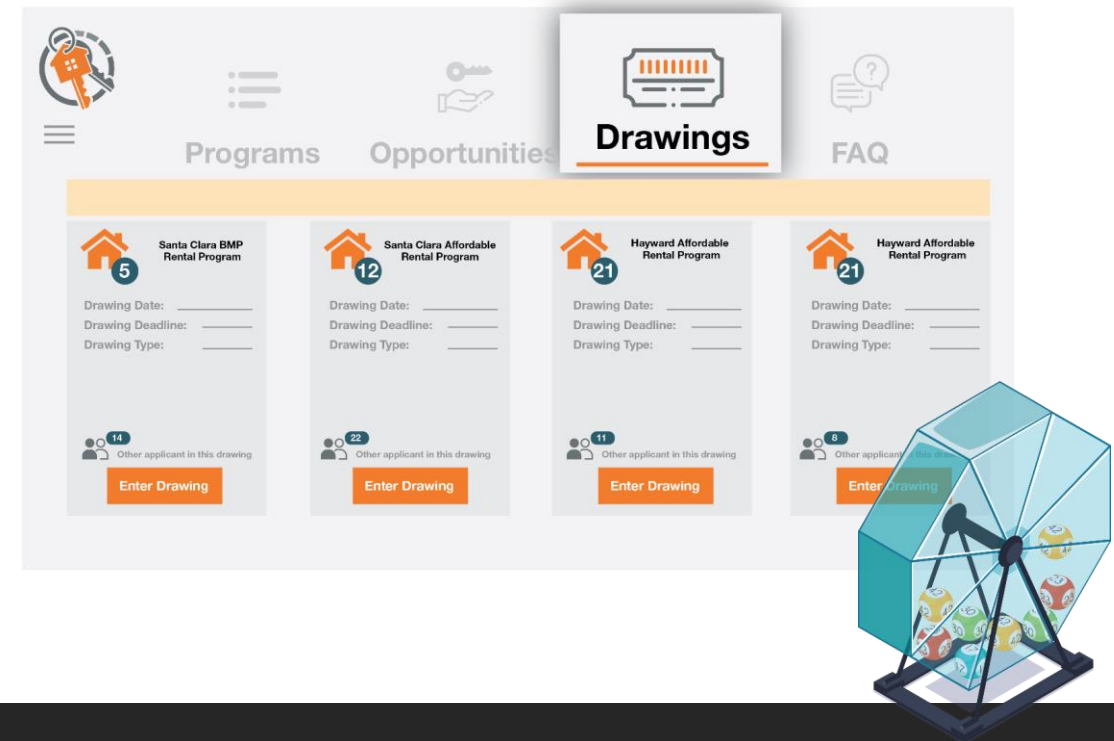
Go through the Opportunity List



Programs **Opportunities** Drawings FAQ

Program	Price	Enter Drawing
Town of Los Gatos Home Ownership Program	\$651,001.00	Enter Drawing
Santa Clara Affordable Rental Program	\$1,657.50	Enter Drawing
Hayward Affordable Homeownership Program	\$112,657.50	Enter Drawing
Hayward Affordable Homeownership Program	\$112,657.50	Enter Drawing

Or you can enter from the Opportunity Drawing List



Programs Opportunities **Drawings** FAQ

Program	Drawing Date	Drawing Deadline	Drawing Type	Other applicant in this drawing	Enter Drawing
Santa Clara BMP Rental Program				14	Enter Drawing
Santa Clara Affordable Rental Program				22	Enter Drawing
Hayward Affordable Rental Program				11	Enter Drawing
Hayward Affordable Rental Program				8	Enter Drawing

MENU > Home > Drawings > Opt Out


MENU

PROGRAMS OPPORTUNITIES **DRAWINGS** FAQ

Programs All Type All


DRAWINGS (16)

Showing (16) drawings


 **Hayward Affordable Homeownership Program (133)**
City of Hayward

Drawing Date: May 20, 2021 3:54 PM
Drawing Deadline: June 16, 2020 5:00 PM
Drawing Type: Lottery Selection

Entry No: 92-8-1.1.1-Own-OPPD-2020-1-3585


 Other applicants in this drawing (133)

[VIEW SUBMISSION](#) [OPT OUT](#)


 **Town of Los Gatos**

Drawing Date: May 26, 2021 1:32 PM
Drawing Deadline: January 1, 1900 5:00 PM
Drawing Type: Lottery Selection

Entry No: 92-7-2-Rent-OPPD-2021-4-3649


 Other applicants in this drawing (193)

[VIEW SUBMISSION](#) [OPT OUT](#)


 **Gilroy BMR Homeownership Program (164)**
City of Gilroy

Drawing Date: May 5, 2021 3:38 PM
Drawing Deadline: January 29, 2021 5:00 PM
Drawing Type: First-Form First-Serve

Entry No: 92-5-1-Own-OPPD-2021-12-3536

 Other applicants in this drawing (164)


[VIEW SUBMISSION](#) [OPT OUT](#)

 **Menlo Park Below Market Rental Program (184)**
City of Menlo Park


Drawing Date: April 15, 2021 4:30 PM
Drawing Deadline: May 3, 2021 5:00 PM
Drawing Type: Lottery Selection

Entry No: 92-10-2-Rent-OPPD-2021-8-3402

OPTED OUT


 Other applicants in this drawing (184)

[VIEW SUBMISSION](#)

 **Morgan Hill Affordable Ownership Program (194)**
City of Morgan Hill

Drawing Date: May 20, 2021 11:09 AM
Drawing Deadline: January 1, 1900 5:00 PM
Drawing Type: Lottery Selection

Entry No: 92-1-1-Own-OPPD-2021-65-3582

 Other applicants in this drawing (194)

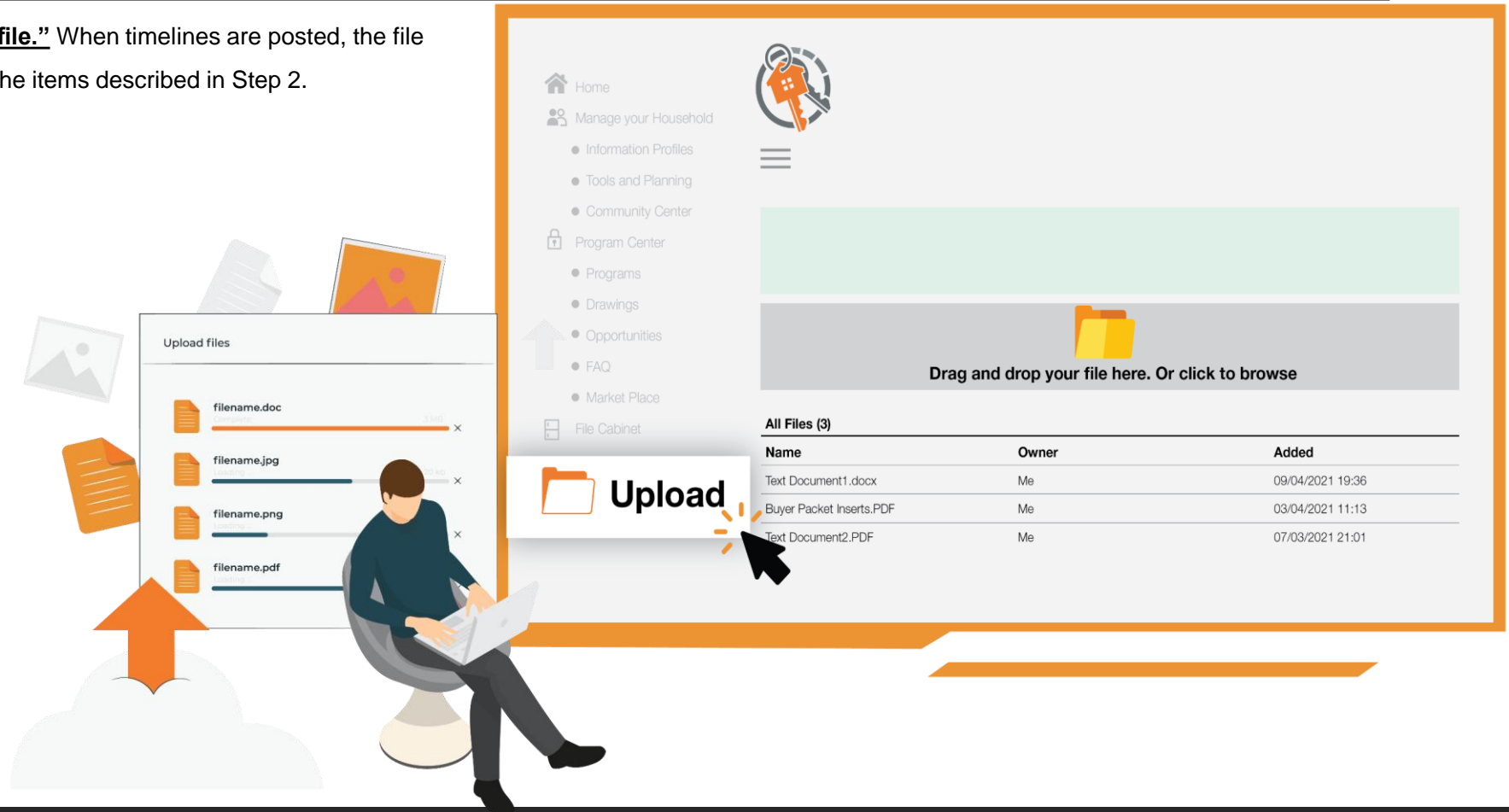
[VIEW SUBMISSION](#) [OPT OUT](#)

Step 7

Upload File to the File Cabinet

All the items in Step 2 are what make up a “file.” When timelines are posted, the file submission deadline is the deadline to submit the items described in Step 2.

1. **Application Forms 1,2,3**
2. **Exhibits**
3. **Gather ALL Checklist Items** (if something does not apply do not worry about it)
4. **Mortgage Loan Pre-Approval**
5. **All other Supporting Docs** (i.e., Online First Time Home Buyer Education Class Certificate)



The illustration shows a person sitting at a desk with a laptop, interacting with a digital interface. The interface is divided into two main sections. On the left, there is an 'Upload files' window with a list of files: filename.doc (3 MB), filename.jpg (1.2 MB), filename.png (1.5 MB), and filename.pdf (1.8 MB). Each file has a progress bar and a close button. On the right, there is a 'File Cabinet' interface. It features a sidebar with navigation options: Home, Manage your Household (Information Profiles, Tools and Planning, Community Center), Program Center (Programs, Drawings, Opportunities, FAQ, Market Place), and File Cabinet. The main area of the File Cabinet has a large green box with a folder icon and the text 'Drag and drop your file here. Or click to browse'. Below this is a table titled 'All Files (3)' with columns for Name, Owner, and Added. A mouse cursor is clicking on an 'Upload' button.

Name	Owner	Added
Text Document1.docx	Me	09/04/2021 19:36
Buyer Packet Inserts.PDF	Me	03/04/2021 11:13
Text Document2.PDF	Me	07/03/2021 21:01

MENU>Home Tabs>File Cabinet>Uploads

- Home
- Manage Your Household
- Information Profiles
- Tools and Planning
- Community Center
- Program Center
 - Programs
 - Drawings
 - Opportunities
 - FAQ
 - Market Place
- File Cabinet**
 - Uploads

Welcome, Tommy

DASHBOARD

My Programs (11)

(Programs I've received a pre-application id for)

- Santa Clara BMP Ownership Program
City of Santa Clara
92-7-1-Own-App-2021-1445
- Santa Clara Affordable Rental Program
City of Santa Clara
92-7-2-Rent-App-2020-149

My Drawings (2)

(Drawings I've entered)

- Hayward Affordable Homeownership Program
City of Hayward
Submitted On July 7, 2020 4:57 PM
92-8-1.1.1-Own-OPDr-2020-1-1833
- Test Homeownership
City of HouseKeys
Submitted On March 22, 2021 9:01 AM



Welcome, Tommy 

MENU

FILE CABINET



DRAG AND DROP YOUR FILE HERE, OR CLICK TO BROWSE

 UPLOAD ALL

All Files (2)

Name	Owner	Added	
 Test Documentation 1.docx	Me	06/19/2021 6:35:15 PM	 
 Test Documentation 1.pdf	Me	06/19/2021 6:36:07 PM	 



Step 8

Get Your Ranking

All Opportunity Drawings have a timeline that include (you can only enter one Opportunity Drawing per City):

1. **Opportunity Drawing Release Date** - Date the Opportunity Drawing is made available to everyone
2. **Entry Deadline** – Date the Opportunity Drawing Closes
3. **File Submission Deadline** – Date that your Complete File must be uploaded to your File Cabinet in your MyHouseKeys account

Note: After the Entry Deadline, all entrants are ranked using either a randomly assigned number or timestamp, and some form of program preference for applicants who meet special criteria. Applicants who submitted their file by the deadline will be reviewed first according to ranking order. Applicants who enter the Opportunity after the Entry Deadline can enter the Opportunity as **back-up applicants** (back up applicants must immediately gather/build their file/documents and upload them to their MyHouseKeys account for consideration). **If and when** the Final Ranking Order List is exhausted (due a qualified borrower not being identified), we will review files per the time stamp in which the back up applicants entered the Opportunity.

The screenshot displays a dashboard with the following data:

- Applicants:** 25
- Drawing ID:** 166(78)
- Published:** 2021-04-06 16:32 PM
- Drawing Method:** General Randomizer Ranking

The dashboard also shows a list of opportunities and preferences:

- Opportunities (2):** Income Level: Very Low (17541)
- Preferences:** A list of preference tiers with corresponding icons.

Drawing Results for (166)

Applicant ID	Final Rank	Preference Tiers
92-1-App-2020-1992	1	Tier1, Tier 2
92-1-App-2021-2143	2	Tier1, Tier 2
92-1-App-2020-4178	3	Tier1, Tier 2
92-1-App-2021-5417	4	Tier1, Tier 2

<https://www.housekeys12.com/>

To protect the health and wellness of our applicants, community and employees, our office is temporarily closed to walk-in's. We are working remotely and ready to assist you. Please contact us at programs@housekeys.org. ×

TOWN OF LOS
GATOS BMP
HOUSING
PROGRAM

HOME

GETTING STARTED

HOME BUYER OPPORTUNITIES

RENTAL OPPORTUNITIES

EVENTS

DOWNLOADS

FAQ

PARTNERS

CONTACT US

Town of Los Gatos

BMP HOUSING PROGRAM

GET ON EMAIL NOTIFICATION LIST

<https://www.housekeys12.com/> Website Tabs(resources)

-Town of Los Gatos

-Ownership/Rental Opportunities Available Opportunities

-FAQ's Type in your Question

**-Downloads Santa Clara County's 2021 Maximum Income Limits,
Registered Lender List, etc.**

**-Getting Started BMP Homebuyer Info Page, Program Guidelines,
Application Forms, Exhibits, Checklists, Orientation Videos and
PowerPoint Deck Slides, Short Videos, Quiz**

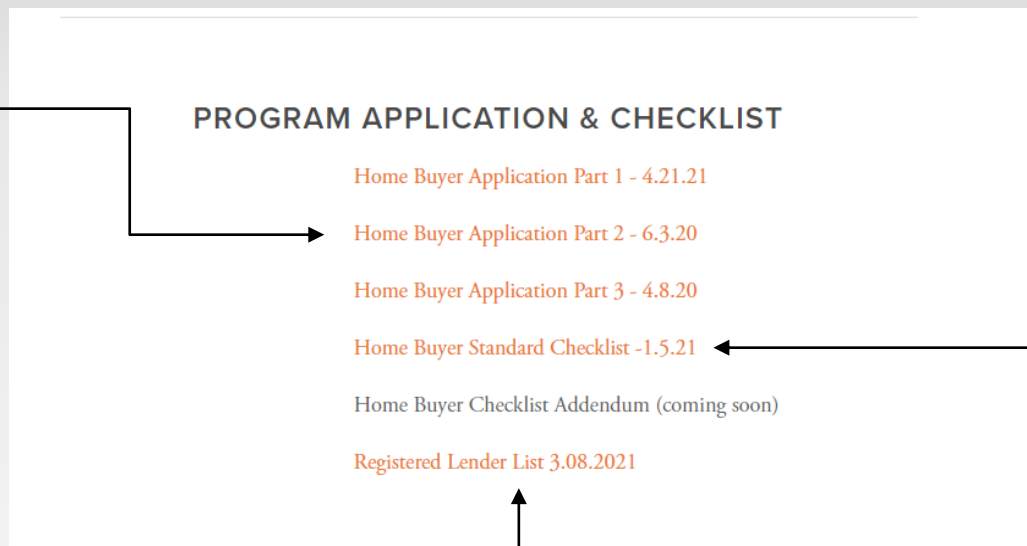
Steps 1, 2 & 3 at www.housekeys12.com/home-buyer-info-page

Step 1

Download, Print and Complete to the best of your ability:

- 1. Rental Application Part 1**
- 2. Rental Application Part 2**
- 3. Rental Application Part 3**

Note: If an item does not apply do not complete it.



Step 2
Leverage the Standard Rental Program Document Checklist (guide you to build your FILE)

Step 3
Contact and make an appointment with a Registered Loan Officer to obtain Loan Pre-Approval

What does Area Median Income (AMI) mean?

**The Area Median Income or “AMI”
is the midpoint of a county’s income
distribution.**

**Half earn more than the MEDIAN and Half earn
less than the MEDIAN**

Meet the Garcia's (Family of 5)

How Does HouseKeys Calculate Your Income to ensure that your Household is Program Eligible and does not exceed the County's Maximum Income Limits?

All Family Members
Income
is Calculated

Angela Garcia
\$50,000

Fabian Garcia
\$60,000

Jona Garcia (18)
\$12,000

April
Garcia (7)

Charles
Garcia (9)

\$122,000

***HouseKeys will Project your Income
12 MONTHS Forward
(Household Combined Gross Income)***



Santa Clara County (as of 12/31/21)

% of the Median	Household Size	1	2	3	4	5	6
30%	Extremely Low	\$34,800	\$39,800	\$44,750	\$49,700	\$53,700	\$57,700
50%	Very Low	\$58,000	\$66,300	\$74,600	\$82,850	\$89,500	\$96,150
80%	Low	\$82,450	\$94,200	\$106,000	\$117,750	\$127,200	\$136,600
100%	Median	\$105,900	\$121,050	\$136,150	\$151,300	\$163,400	\$175,500
120%	Moderate	\$127,100	\$145,250	\$163,400	\$181,550	\$196,050	\$210,600

Meet the Garcia's (Family of 5)

How Do Lenders Calculate your Income to ensure that the Borrower(s) can afford the Loan Financing?

Jonna's Income will be removed because he will not be on the loan/title and was 16 years old twenty-four (24) months ago

Angela Garcia
\$50,000

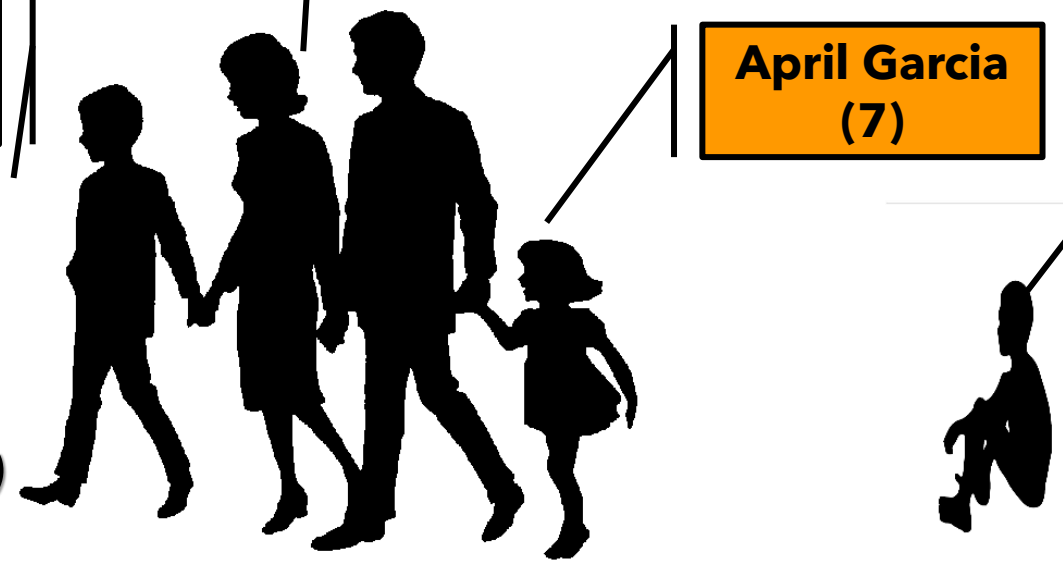
We will use Fabian and Angela' income only (they will both be on the Loan and on Title)

Fabian Garcia
\$60,000

Jonna Garcia (18)
~~\$12,000~~

April Garcia (7)

Charles Garcia (9)



\$110,000

Lenders will Average 24-36 Months back (Applicant and Co Applicant(s) Income)

Household Profile Overview

Program Eligibility vs. Lender Qualification

ELIGIBILITY INCOME

**All Family Members
Combined Income**

**It is Used to ensure that the
Household is below the
County's Maximum Income
per Santa Clara County's
Maximum Income Limits**

QUALIFYING INCOME

**2-3 Year History Income
It is Used to make sure the
Borrower(s) can afford the
Financing**



Sites to Remember

Information Item	Site/Phone Number
HouseKeys-Town of Los Gatos Designated Website	https://www.housekeys12.com/
HouseKeys Phone Number	1-877-460-KEYS (5397)
HouseKeys Email Address (questions)	CustomerService@housekeys.org
To Open an Account, Register your Household, Obtain an Application I.D Number, View and Enter Opportunity Drawings	https://www.myhousekeys.com/

Dates to Remember

FAQ Friday OR Saturday Webinar Broadcast

(these webinars does not substitute viewing the mandatory program orientation. They are an additional Q&A resource only)

Please visit <https://www.housekeys12.com/> > Events Tab > Calendar to register

FAQ Friday Webinar

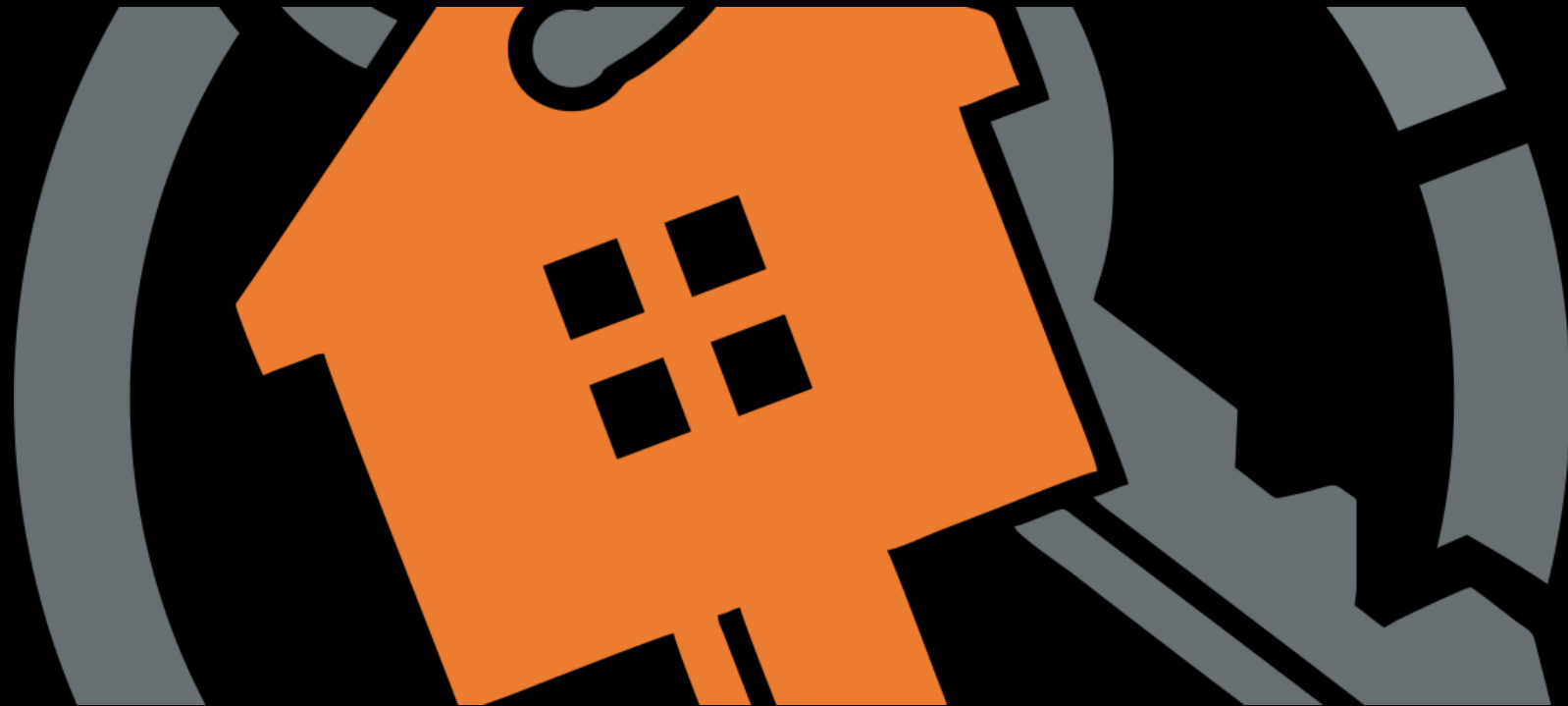
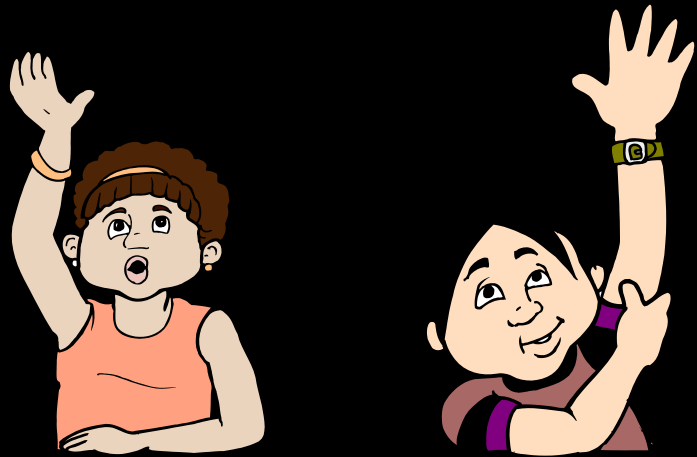
(please check our website for availability)

12pm-1:00pm

FAQ Saturday Webinar

(please check our website for availability)

9am-10am



QUESTIONS ?

