

**HOUSE . . . . . No. 1454**

---

The Commonwealth of Massachusetts

PRESENTED BY:

*Elizabeth A. Malia*

*To the Honorable Senate and House of Representatives of the Commonwealth of Massachusetts in General Court assembled:*

The undersigned legislators and/or citizens respectfully petition for the adoption of the accompanying bill:

An Act to facilitate mediation of mortgage foreclosures of owner occupied residential real property in the city of Boston.

PETITION OF:

NAME:	DISTRICT/ADDRESS:
<i>Elizabeth A. Malia</i>	<i>11th Suffolk</i>
<i>Carlo Basile</i>	<i>1st Suffolk</i>
<i>Linda Dorcena Forry</i>	<i>12th Suffolk</i>
<i>Byron Rushing</i>	<i>9th Suffolk</i>
<i>Martha M. Walz</i>	<i>8th Suffolk</i>
<i>Carlos Henriquez</i>	<i>5th Suffolk</i>
<i>Martin J. Walsh</i>	<i>13th Suffolk</i>
<i>Jeffrey Sánchez</i>	<i>15th Suffolk</i>

**HOUSE . . . . . No. 1454**

---

By Ms. Malia of Boston, a petition (accompanied by bill, House, No. 1454) of Elizabeth A. Malia and others facilitating mediation of mortgage foreclosures of owner occupied residential real property in the city of Boston. Municipalities and Regional Government. [Local Approval Received.]

---

The Commonwealth of Massachusetts

\_\_\_\_\_  
In the Year Two Thousand Eleven  
\_\_\_\_\_

An Act to facilitate mediation of mortgage foreclosures of owner occupied residential real property in the city of Boston.

*Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:*

1 SECTION 1. For the purposes of this Act, the following words shall, unless the context  
2 clearly requires otherwise, have the following meanings:

3 “Creditor”, a person or entity that holds or controls, partially, wholly, indirectly, directly,  
4 or in a nominee capacity, a mortgage loan securing a residential property, including, without  
5 limitation, a mortgagee, an originator, holder, investor, assignee, successor, trust, trustee,  
6 nominee holder, Mortgage Electronic Registration System or mortgage servicer, including the  
7 Federal National Mortgage Association or the Federal Home Loan Mortgage Corporation.

8 “Creditor” shall also include any servant, employee or agent of a creditor with the authority to  
9 negotiate and modify the terms of a mortgage loan.

10 “Good Faith Effort”, shall have the meaning as described and determined in G.L. c. 244,  
11 §35A(c).

12 “Homeowner”, shall mean an individual mortgagor, his or her assignee, successor, or a  
13 trust or trustee who owns and resides in residential real property located in the city, and for  
14 whom such residential real property is his/her principal residence.

15 “Loan/mortgage mediation conference”, shall mean the formal discussion and negotiation  
16 undertaken by the parties in a good faith effort to negotiate and agree upon a commercially  
17 reasonable alternative to avoid foreclosure and held at a location mutually convenient to the  
18 parties. Both the homeowner/mortgagor and lender/mortgagee must be physically present for the  
19 mediation conference unless telephone participation is mutually agreed upon. Homeowners may  
20 be represented at the mediation conference by a person of their choice, but homeowner shall be  
21 present in the mediation.

22 “Mediation Program” or “Program”, shall mean the foreclosure mediation program  
23 established in the city of Boston pursuant to this Act and described in Section 6.

24 “Mediation Program Manager”, shall mean a neutral not-for-profit organization with  
25 offices located in the city of Boston and experienced in the mediation of the residential  
26 foreclosure process, familiar with all programs available to help homeowners avoid foreclosure,  
27 and knowledgeable of the mortgage foreclosure laws of the commonwealth. The Mediation  
28 Program Manager shall sign a user agreement with the city authorizing the receipt and use of  
29 personal and financial information for the purposes of the mediation program only. Such  
30 Mediation Program Manager shall ensure the security and confidentiality of any and all  
31 information received or exchanged under the program consistent with applicable federal, state,  
32 and city laws. Access to such program information shall be limited to those officers and  
33 employees of the organization who require the information to properly perform services under

34 the city's mediation program, and that the organization and its officers and employees may not  
35 access, modify, use or disseminate such information for inconsistent or unauthorized purposes.

36 "Mediator", shall mean an individual approved by the City (a) whose training complies  
37 with the qualifications standards for neutrals specified in the guidelines for training mediators  
38 adopted by the Supreme Judicial Court of Massachusetts pursuant to Rule 8 of the Uniform  
39 Rules for Dispute Resolution and (b) who has completed training on foreclosure mediation; and  
40 (c) who has a working knowledge of all federal, state, and city programs available to help  
41 homeowners retain their homes.

42 "Mortgagee", an entity to whom property is mortgaged, the mortgage creditor or lender  
43 including, but not limited to, mortgage servicers, lenders in a mortgage agreement and any agent,  
44 servant or employee of the mortgagee or any successor in interest or assignee of the mortgagee's  
45 rights, interests or obligations under the mortgage agreement.

46 "Mortgage loan", a loan to a natural person made primarily for personal, family or  
47 household purposes secured wholly or partially by a mortgage on residential property.

48 "Mortgage servicer", an entity which administers or at any point administered the  
49 mortgage; provided, however that such administration shall include, but not be limited to,  
50 calculating principal and interest, collecting payments from the mortgagor, acting as escrow  
51 agent or foreclosing in the event of a default.

52 "Mortgagor", is the borrower of a mortgage loan that is secured wholly or partially by a  
53 mortgage on residential property.

54 “Residential property”, shall mean real property that is owner-occupied as an owner's  
55 principal residence, located within the city, that is either a single-family dwelling or a structure  
56 containing not more than four (4) residential units, and shall also include a residential  
57 condominium unit or a residential co-op unit occupied by an owner as an owner's principal  
58 residence.

59 “The parties”, shall mean the homeowner or mortgagor and the creditor or mortgagee, or  
60 their assigns or successors.

61 SECTION 2. Notwithstanding any general or special law to the contrary, no mortgage  
62 foreclosure in the city of Boston pertaining to residential property which is owner occupied as  
63 the owner’s principal residence shall be effective unless a certificate is issued by a city-approved  
64 mediation program manager verifying the creditor’s or mortgagee’s good faith participation in  
65 foreclosure mediation.

66 SECTION 3. The city of Boston is hereby empowered to establish a mediation program  
67 relative to mortgage foreclosures in accordance with this Act and promulgate regulations as  
68 necessary and appropriate to implementing such a mediation program involving mortgagees,  
69 creditors, mortgagors, and homeowners, utilizing city-approved mediation program managers  
70 and mediators to mediate between the mortgagee, or its assigns, and a mortgagor / homeowner  
71 who owns residential real property in the city which is occupied by the homeowner or mortgagor  
72 as his or her principal residence. Such mediation shall be facilitated by a city-approved  
73 mediation program manager and mediator according to procedures established by this Act.  
74 Except as hereinafter provided in sections 4 and 5 relating to foreclosure by power of sale or by  
75 entry, and notwithstanding any contrary provision of G.L. c. 244, inclusive, or any special law

76 relating to the regulation of mortgage foreclosures, such mediation program may only relate to  
77 the mediation of mortgage foreclosures of residential real property in the city of Boston that is  
78 the homeowner's principal residence.

79           SECTION 4. Notwithstanding section 14 of Chapter 244 of the General Laws relating to  
80 the power of sale, no sale in the city of Boston shall be effectual to foreclose a mortgage, unless,  
81 all notices required by § 14 reference a certificate from a city-approved mediation program  
82 manager verifying that the mortgagee, its assignee or any person identified in §14 who may do  
83 the acts authorized or required by the power of sale, has participated in a mediation program in  
84 accordance with this Act.

85           SECTION 5. No entry by foreclosure in the city of Boston shall be effectual unless the  
86 memorandum or certificate recorded as required by G.L. c. 244, § 2 includes as an attachment or  
87 exhibit a copy of a certificate from a city-approved mediation program manager verifying that  
88 the creditor or mortgagee (or its assignee or attorney) has participated in mediation with the  
89 mortgagor as required by this Act.

90

91           SECTION 6. Pursuant to this Act, the city shall establish a mediation program to provide  
92 mediation for all foreclosures of mortgages on owner-occupied residential property with no more  
93 than 4 units that is the primary residence of the owner-occupant. The program shall address all  
94 issues of foreclosure, including but not limited to reinstatement of the mortgage, modification of  
95 the loan and restructuring of the mortgage debt, including the reduction and forgiveness of  
96 mortgage debt. Mediations conducted pursuant to the program shall, by mutual agreement of the  
97 parties, use the calculations, assumptions and forms found in modification programs that are

98 established by (i) the Federal Deposit Insurance Corporation and published in the Federal  
99 Deposit Insurance Corporations Loan Modification Program Guide available on the Federal  
100 Deposit Insurance Corporation's publicly accessible website, (ii) the Home Affordable  
101 Modification Program; (iii) any modification program that a lender uses which is based on  
102 accepted principles and the safety and soundness of the institution and recognized by the  
103 National Credit Union Administration, the Division of Banks or any other instrumentality of the  
104 commonwealth; (iv) the Federal Housing Agency; or (v) similar federal programs.

105           The city shall provide for a means of evaluating and selecting qualified Mediation  
106 Program Managers and Mediators. The city shall also provide for a means of assessing and  
107 evaluating annually the city's mediation program including reports and data related to (a) the  
108 number of mortgagors who are notified of mediation; (b) the number of mortgagors who attend  
109 mediation and who receive counseling or assistance; (c) the number of certificates of completion  
110 issued under the program, and (d) the results of the mediation process, including the number of  
111 loans restructured or modified, number of principal write-downs, interest rate reductions and, to  
112 the extent such information is available, the number of mortgagors who default on mortgages  
113 within a year after restructuring.

114           The city may terminate a Mediation Program Manager's participation in the mediation  
115 program for good cause, as determined by the appropriate city official. In such case, the  
116 Mediation Program Manager shall deliver to the city all records and information in its possession  
117 for appropriate preservation and storage.

118           SECTION 7. Except for financial information otherwise permitted by law to be  
119 disclosed, any financial statement or information provided to the city or its approved independent

120 counseling agencies or provided to the mortgagee or mortgagor during the course of mediation in  
121 accordance with this Act is confidential and shall not be available for public inspection. Any  
122 financial statement or information to reasonably facilitate the mediation shall be made available  
123 as necessary to the mediator and to the attorneys or representatives, if any, of the parties to the  
124 mediation. Any financial statement or information designated as confidential under this section  
125 shall be kept separate and apart from other papers and matters not the subject of the mediation.

126         SECTION 8. For the purpose of the mediation program established by the city, the city  
127 shall receive a copy of all notices within ten (10) days of receipt by the Commissioner of the  
128 Division of Banks pursuant to G.L. c. 244, §35A(k) that relate to residential properties in the city  
129 of Boston. The city shall notify the creditor/mortgagee and the mortgagor of their rights and  
130 responsibilities under this Act regarding mediation. It is the intent and purpose of this Act that  
131 mediation commence within 45 days of the mortgagor receiving notice of his or her right to cure  
132 as provided in M.G.L. c. 244, §35A (g) and (h). The city shall refer the matter for mediation to  
133 an approved mediation program manager which shall have the responsibility of assigning a  
134 mediator and scheduling the parties to immediately commence mediation pursuant to this Act.  
135 The parties shall participate in good faith in such mediation consistent with the creditor's and  
136 mortgagor's rights and obligations in G.L. c. 244, §35A and the mediation shall proceed with the  
137 parties' good faith effort to negotiate and agree upon a commercially reasonable alternative to  
138 foreclosure as defined in c. 244, §35A(c). A creditor must send a representative to the mediation  
139 who has the authority to negotiate and modify the terms of the mortgage loan or agree to other  
140 commercially reasonable alternatives to foreclosure. A homeowner or mortgagor shall be  
141 permitted to bring a representative of their choice to the mediation. The mediation shall continue  
142 without delay until completion but shall not go beyond ninety (90) days from the date that the

143 mortgagor received notice of his or her right to cure unless the creditor or mortgagee agrees to  
144 continue to engage in a good faith effort to negotiate an alternative to foreclosure pursuant to  
145 M.G.L. c. 244, §35A(b).

146 SECTION 9. The mediation program established by this Act shall include, and be  
147 limited to, the following steps:-

148 (a) the parties shall participate in a mandatory loan/mortgage mediation conference at a  
149 location mutually convenient to the parties. Telephone participation by the creditor/mortgagee  
150 shall not be permitted unless mutually agreed to by all parties.

151 (b) said mediation conference shall be scheduled at a time and place to be determined by  
152 the mediation program manager, but not later than forty-five (45) days following the mortgagor's  
153 receipt of his or her notice of right to cure pursuant to G.L. c. 244§, 35A(b). The parties will be  
154 noticed under the mediation program by certified and first class mail.

155 (c) prior to the scheduled mediation conference, the mortgagor shall be assigned a city-  
156 approved loan counselor. If the mortgagor is already working with a city-approved loan  
157 counselor or legal services advocate, no assignment is necessary. However, such loan counselor  
158 or advocate must agree to work with the mortgagor during the mediation process in accordance  
159 with the provisions of this Act.

160 (d) the mortgagor shall cooperate in all respects with the Mediation Program Manager,  
161 providing all necessary financial and employment information. The mortgagor shall complete  
162 any and all loan resolution proposals and applications as appropriate. The mortgagor must  
163 provide evidence of current income. The mortgagee shall cooperate in all respects with the  
164 Mediation Program Manager. The mortgagee's representative must bring and make available, the

165 mortgage, note, all assignments, a detailed accounting of the outstanding balance, costs and fees;  
166 and an analysis of the mortgagor's eligibility for a loan modification as described in G.L. c.244  
167 §35A(c).

168 (e) if after two (2) attempts by the mediation program manager to contact the mortgagor,  
169 the mortgagor fails to respond to the mediation program manager's request to appear for the  
170 mediation conference, or the mortgagor fails to cooperate in any respect with the requirements  
171 outlined in this Act, the requirements of the Act will be deemed to be satisfied upon verification  
172 by the city-approved mediation program manager that the required notice was sent; and if so, a  
173 certificate shall be issued immediately by the mediation program manager certifying that the  
174 creditor/mortgagee has satisfied the mediation requirements of this Act.

175 (f) if, it is determined after a good faith effort made by the creditor/mortgagee at the  
176 mediation conference with the mortgagor, that the parties cannot come to an agreement to re-  
177 negotiate the terms of the loan in an effort to avoid foreclosure, such good faith effort on behalf  
178 of the creditor/mortgagee shall be deemed to satisfy the requirements of this Act. A certificate  
179 certifying such good faith effort pursuant to this Act shall be issued immediately and without  
180 delay by the Mediation Program Manager authorizing the creditor/mortgagee to proceed with its  
181 rights under Chapter 244 of the General Laws.

182 SECTION 10. The city of Boston is hereby authorized to enact and from time to time  
183 revise by ordinance, a reasonable and appropriate mediation registration fee to be paid for by the  
184 parties for the services attendant to administering the mediation program and issuing the  
185 creditor's good faith certification required under this Act. No fee charged to the homeowner  
186 may exceed \$75 and a hardship waiver request from a homeowner may be approved by the

187 mediator. The creditor is hereby prohibited from transferring, charging or in any way imposing  
188 on the homeowner any fee for the creditor's costs or expenses as a result of the creditor's  
189 participation in any mediation pursuant to this Act.

190 SECTION 11. This Act shall take effect no later than sixty (60) days from its passage.