

Homeowner Success Story – Chi Nguyen, Portland, OR



Chi Nguyen purchased her first home in April 2007 with the help of Portland Housing Center (PHC). She learned of PHC's services through an article in *The Oregonian* and decided to attend a financial education class. "I thought that it was very helpful and insightful," said Chi. "It's a very comprehensive program that shows you how to manage a budget and to dissect a good faith estimate quote."

Although Chi already had a realtor, she did take full advantage of PHC's lending partners list. She considered five of the lending partners before deciding to use Jayna Carlson of Bank of America. "Going through a lending partner made it easier and a lot less stressful because they are all very patient," Chi said. "They're aware that it's your first time shopping for a loan. I had tried shopping

other lenders as well and they were definitely not as helpful or willing. When they were willing, those were also the ones to offer me the 'stated income' and other predatory loans."

PHC's programs provided the necessary resources for buying a home, including financial education. After completing the sessions and organizing her finances, Chi was ready to tackle more challenging and fulfilling experiences, such as buying a home. Throughout the classes and counseling sessions, PHC helped Chi during every step of the process. "I was always able to get through to someone, especially when it got close to closing on the house."

She believes every first time home buyer should have access to programs offered at PHC. "If people were empowered by the knowledge of going through these programs, they would be fully armed with the knowledge to help decide the best loan product for their self-proven budget," Chi said.

After her great experience as a customer with PHC, Chi decided to become a donor. "I felt it was the right thing to do, because the program had given me so much. I believed in what PHC was doing and I wanted to see it continue and grow."