



MEMORANDUM

VIA E-MAIL

TO: WVHDF Participating Lenders

FROM: Justin Hylbert
Business Development and Loan Origination Manager
DATE: Tuesday, January 20, 2026
SUBJECT: PowerLender (Lock System) Update – Friday, 1/23

An update to our lock system, PowerLender, is scheduled later this week. **Beginning at 6:00 p.m. EST, Friday, January 23rd**, the lock system will be unavailable throughout the weekend and until rates are published around 10:00 a.m. Monday, January 26th. Please ensure all lock, extension, revision, and cancellation requests are placed prior to 6:00 p.m. Friday.

As mentioned during our training in the fall, this update is largely cosmetic; however, please contact lockdesk@wvhdf.com, or other Single-Family Lending staff, if you have questions or encounter issues after the update. Thank you for your cooperation.