



March 19, 2020

ATTN: HCV Program Landlords,

As COVID-19 progresses across New Mexico, we wanted to provide some information and updates as to what measures our agency is taking to play our part in the prevention of spreading the virus as well as provide as much information as possible for you to equip yourselves as landlords. Our top priority is maintaining the safety and wellbeing of our clients, partners and residents.

TorCHA Response:

- We will be following guidelines from the CDC and HUD and keep you notified on updates as it relates to business operations as they come.
- Beginning March 23, TorCHA will be closing its lobby until further notice. Our office staff will continue working and you may contact us with any questions.
- TorCHA will not be conducting unit inspections unless it is an emergency. For inspections already completed with fail items, landlords still need to address the issues and report by mail, email or phone when repairs are completed.

Recommendations:

- Based on the latest information from the CDC, we urge resident meetings and gatherings to be postponed until further notice. We also urge all to take elevated measures in sanitizing communal areas.
- If you have not already done so, we advise distributing health and safety information from the CDC to residents. A draft letter and link to documents are further below.
- We encourage you to consider extending rent forbearance during this crisis. A lot of residents are paycheck to paycheck, and with mandated work closures and quarantines, many residents will not receive a paycheck for a few weeks. We strongly advise working with your tenants to the greatest extent possible.

Health Guidelines:

- If someone suspects they've been infected, please refer them to their health care provider for their directives and follow the guidance of the Center for Disease Control and Prevention (CDC). Please inform us if one of our clients is impacted.
- If there is a health emergency, please dial 911. Please note that a suspected COVID-19 case is not cause to dial 911.

SEE REVERSE SIDE





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To alleviate any tenant fear or anxiety across your property(s), we suggest emailing and printing and dropping off a hard copy of an information packet with the following contents:

Memo to residents:

Dear Tenant,

The safety and well-being of residents is our highest priority. We ask that all tenants help to prevent the spread of germs and infection.

The best way to protect yourself from COVID-19 is to avoid being exposed and take preventative measures as outlined by the Center for Disease Control and Prevention (CDC).

If you suspect that you or someone in your home has contracted the COVID-19 virus, we urge you to contact your healthcare provider for assistance and follow the guidance of the CDC.

Sincerely,

PROPERTY MANAGEMENT

To include in communication:

- CDC Fact Sheets

If you have any questions, please don't hesitate to reach out to Chantel Loera, HCV Program Specialist by email at c.loera@torchousing.org or by phone at 575-894-2244 ext. 133.

Sincerely,

Steven Rice
Executive Director, TorCHA

