



## TorCHA COVID-19 Resident Letter

March 19, 2020

Dear Resident,

The safety and well-being of our residents is the highest priority. We are taking elevated measures to ensure your health and safety in the midst of COVID-19.

We ask all residents, resident guests and property staff to work together in helping 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 health measures.

In light of these circumstances, we are taking elevated measures to reduce the risk of infection. The following updates will take effect until further notice:

- All events, community meetings and coordinator sponsored activities are temporarily postponed until further notice
- All routine unit inspections and non-essential maintenance requests will be temporarily postponed until further notice.
- Maintenance staff is actively pursuing elevated measures to ensure the cleanliness of the building and all communal spaces
- We urge that if you have guests, you inform them of the safety advice of the CDC. We strongly discourage frequent guest visits and group gatherings.
- TorCHA's lobby will be closed to the public starting on March 23, 2020. Office staff will still continue working.

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



**IMPORTANT – READ REVERSE SIDE OF THIS NOTICE**



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[www.torchousing.org](http://www.torchousing.org)

We will continue to provide updates as they are available and if you have any questions or concerns, feel free to reach out to our call center at (575)-894-2244.

Please note:

- All Inspections (except emergency inspections) will be postponed until further notice.
- Only emergency and essential work orders will be scheduled, all others will be postponed.
- To minimize face to face contact, office staff will contact residents by phone or email to make arrangements to pick up required documentation for annual recertifications.

There are some residents that may have their income directly affected by this current situation (employment lay off, hours cut, termination, etc.) So that TorCHA can help in this situation, Please obtain a letter or notice from your employer verifying any changes in employment status or other employer documentation noting changes in employment status. Call either occupancy specialist, Caleb 894-2244 ext. 132 or Jeremy 894-2244 ext. 124 to arrange an appointment to receive your documentation at the office.

Stay safe,

Steven Rice  
Executive Director  
T or C Housing Authority



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