



JCHA COVID-19
HCV Landlord Letter

March 17, 2020

Dear HCV Landlord,

The safety and well-being of those we serve and our staff is our highest priority. JCHA is committed to doing our part to promote community health and safety in the midst of COVID-19, including temporarily modifying our operations to reduce the spread of germs and infection. The best way to protect each other from COVID-19 is to avoid being exposed and to take preventative health measures.

In light of these unprecedented circumstances, we are taking elevated measures to reduce the risk of infection. The following changes will take effect immediately:

- * All annual unit inspections and re-inspections will be temporarily postponed until further notice. Initial inspections will continue to be done promptly. A tenant with concerns about the safety or habitability of their unit is still free to contact JCHA and a special inspection can be done if the landlord has not responded to a life threatening condition. As always, please contact JCHA- Roberta (303-403-5423 or rsturjeon@jcha.org) with any inspection related questions.
- * JCHA's lobby area will be closed to the public. However, staff will be working and will be available to assist the public via telephone, email, and lobby intercom (9am to 3pm only). Paperwork may be delivered via mail, fax, email, or may be placed in the drop box by the lobby entrance door. See contact information at the bottom of this letterhead. Due to modified staffing schedules, response time may be somewhat delayed. We appreciate your patience.
- * We understand that many of our participants may experience a reduction in household income during this time, as local businesses are impacted by COVID-19 related closures and changes. As a result, JCHA will prioritize processing of rental assistance adjustments based on reported reduction of household income. Please encourage your tenants to contact their caseworker immediately if they are experiencing reduced income and/or other financial hardships

Please rest assured that *no delay in making rental assistance payments to landlords is anticipated.*

If you are not already receiving your monthly payments through direct deposit, we strongly encourage you to enroll now! This method of payment is not subject to mail delays, making trips to the bank, etc. Stay inside, stay safe, and get paid quickly! Please contact Berlinda (info below) and she will email you an enrollment form.

JCHA wants you to know that we acknowledge that we couldn't successfully house Jefferson County's most vulnerable residents without your support and partnership. We will do our best to maintain an operations plan that prioritizes health and safety while minimizing any inconvenience to you.

Lastly, if you suspect that you or your tenants have been exposed to or contracted the COVID-19 virus, we urge you to contact a healthcare provider for assistance and follow to the guidance of the Centers for Disease Control and Prevention (www.cdc.gov).

We will continue to provide updates as needed. If you have any questions or concerns, feel free to reach out to your tenant's caseworker directly, to our general information line- 303.422.8600 or email info@jcha.org. Future updates will be posted, as needed, at www.jcha.org.

Stay safe and healthy,

JCHA Team

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Compliance/504 Coordinator (Reasonable Accommodation Requests):

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