



## TorCHA COVID-19 Resident Letter

October 27, 2020

Dear Resident,

We imagine you are as tired of this Covid19 pandemic as we are, however, PLEASE note that this virus is still active and going through communities and getting people sick.

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 the current circumstances, the following actions will take effect until further notice:

- The office lobby will be closed to the public starting on October 28, 2020. Office staff will continue to work and be available by phone and email. While we do our best to respond to all calls / emails within 24 hours, PLEASE be patient and understand that sometimes we are subject to the mercy of technological glitches.
- Site managers and housing specialists will continue to work processing interim and annual recertifications by contactless means or if absolutely necessary in a manner with the most minimal amount of contact.
- All coordinator events and sponsored activities will continue to be postponed until further notice
- All routine unit inspections and non-essential maintenance requests will be temporarily postponed until further notice. Maintenance will continue to handle health and safety emergency work orders and urgent work requests.
- Maintenance staff is actively pursuing elevated measures to ensure the cleanliness of the common area building spaces



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



108 South Cedar  
Truth or Consequences, NM 87901  
(575) 894 2244 - Fax (575) 894-0756  
[www.torchousing.org](http://www.torchousing.org)

- 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.

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

We will continue to provide updates as they are available and if you have any questions or concerns, please contact your property office.

**REMINDER – REMEMBER – if you have had a change in status (job loss, less hours worked etc.) contact your case manager so we can help reduce your rent!**

While there is still an eviction moratorium for non-payment of rent, we will continue to send out late rent notices. Remember that rent is still due. If you are behind in rent, we can work with you on a repayment plan.

Please stay safe and healthy!



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