



23 March 2020

Dear Resident, Home Owner and (any) Program Participant

All of us at the Estes Park Housing Authority (EPHA) have each of you and our entire community in our daily thoughts. This community will pull together and work in concert to see our way through the challenges that are upon us.

In an effort to support you and our effort to keep everyone housed, we have established the following changes:

- Payments due to EPHA can be deferred for the month of April and May. If you are experiencing a financial hardship, please contact your property manager or our main office to speak with us. We will ask some questions (for our documentation purposes) and we will ask for repayment by end of the year. The process will be brief and painless, we promise.
- All late fees will be waived for the months of April and May.
- If you would like to stop automated payments, contact us before Monday, March 30th
- And of course, all eviction action has been suspended.
- If you rent with EPHA, here are a few rental process changes:
 - Annual re-certifications, lease renewal and vacancies will continue through electronic avenues. Signatures will be obtained at a later date. Unit inspections will be suspended.
 - Maintenance will be assessed on a critical need only. Please reach out to your emergency maintenance contact, as you always have.

If you experience an impact to your household, whether it be income or health, please keep us informed. We have established a survey to keep us informed. You can access the survey at <https://www.surveymonkey.com/r/EPHACOV19SRV1> and you may complete it as often as the need arises.

We are committed to **keeping our residents housed**. As this situation evolves and new impacts occur, we will remain flexible to our community's changing needs and concerns. *Again, if you are experiencing an impact, please communicate with us as soon as possible.* Listed below is our contact information:

EPHA Main Office:	970 591 2535	epha@estes.org
Talons Pointe and Lone Tree:	Mariann 970 203 5470	Joe 970 372 8552
Pines, Cleave, and Peak View:	Duncan 970 586 8407	Nancy nmclemore@estes.org
Falcon Ridge:	Scott or Amanda 970 308 7905	

We remain available to you, so please don't hesitate to reach out with your concerns or comments.

Stay safe and be well,

Naomi Hawf
Executive Director
970 699 9585

Resources worthy of noting:

Larimer.org/health

Colorado.gov/TownofEstesPark.org

EPNonProfit.org

EstesHousing.org