



Our response to COVID-19

As circumstances from COVID-19 continue to evolve, CalHFA's priority is ensuring the health and safety of our employees, customers, and business partners while continuing to fulfill our mission of helping Californians find a place to call home.

CalHFA Programs

While all CalHFA programs and services are fully operational, you may experience some delays. Staff is working diligently to ensure daily operations are uninterrupted and will continue to answer calls and emails from customers and business partners.

Single Family / Homeownership

CalHFA is open and accepting new reservations and rate locks. Staff is working diligently to ensure daily operations are uninterrupted and loan files are reviewed as quickly as possible. Please sign up for [CalHFA Enews announcements](#) and visit our Single Family [program bulletins page](#) to stay informed. We appreciate your partnership during these challenging times.

Homeowners / Loan Servicing

CalHFA does not service first mortgage loans. Homeowners who have a CalHFA loan and are experiencing a hardship due to COVID-19 should contact their mortgage servicer. Servicer contact information can be found on the monthly mortgage statement. We are in constant communication with our servicers encouraging them to follow federal guidelines on forbearance, and it is our understanding that they are. We do, however, service our subordinate loans (down payment and closing cost assistance), but these silent seconds do not require monthly payments.

Multifamily / Rental

CalHFA Multifamily financing programs remain available. We are monitoring Federal and State guidelines and have postponed physical property inspections until further notice. The Multifamily team remains fully responsive to calls and emails. Please sign up for [CalHFA Enews announcements](#) to stay informed. For our development partners, CalHFA has developed [guidance on requesting a hardship accommodation](#) for monthly mortgage payments.

Renters

CalHFA does not collect rent payments on properties that contain CalHFA financing. Therefore, renters in CalHFA-financed properties experiencing a hardship due to COVID-19 should contact their property manager/owner. Supporting developer hardships, as referenced above, is the way CalHFA can support the renters in those properties. In general, cities and counties have passed various renter protection

ordinances which property managers/owners are expected to follow. There is a statewide moratorium on residential evictions for renters who cannot pay their rent because of COVID-19 related economic hardships, which is valid through May 31, 2020.

Events & Travel

Travel for all staff has been canceled until further notice. Tradeshow and conference events have been canceled or postponed.

Consistent with [Executive Order N 29-20](#), Board of Directors meetings are being conducted via livestream and teleconference. No physical location will be provided. Livestream, teleconference and other board meeting information can be found on our [board calendar](#).

Employees & Office Access

Consistent with guidance issued by government and health officials, and to do our part to help prevent the virus from spreading, CalHFA is encouraging a culture of social distancing for those employees in the office, using various technologies to hold virtual meetings, and setting up telework options for many others.

Additionally, CalHFA office buildings in Sacramento and Culver City will be closed to the public until further notice.

Mail & Package Deliveries

Mail and package deliveries via USPS, FedEx and UPS will continue to be accepted at each location through normal delivery processes.

While monitoring this fluid situation, we are taking every measure to limit the impact of COVID-19 on our operations so that we can continue helping first-time homebuyers and financing affordable housing development.

Please sign up for [CalHFA Enews announcements](#) to keep informed.

You can find valuable COVID-19 information at California's COVID-19 website: <https://covid19.ca.gov/>