



chfa updates related to covid-19

As circumstances from COVID-19 continue to evolve, CHFA's priority is ensuring the health and safety of our staff, customers, and partners while continuing to fulfill our mission of investing in affordable housing and economic development.

Consistent with guidance issued by government and health officials, and to do our part to help prevent the virus from spreading, CHFA is encouraging a culture of social distancing.

Until further notice, CHFA has asked our employees to work remotely and to restrict all business travel. Our organization has invested in technology that allows us to maintain business continuity despite these changes. While you may see us rescheduling meetings and trainings to occur as conference calls or webinars, our team remains committed to ensuring that we are accessible and responsive to your needs.

CHFA's Denver, Grand Junction, and Alamosa office buildings will be closed to the public until further notice. Mail and package deliveries via USPS, FedEx, and UPS will continue to be accepted at CHFA's Blake Street office in Denver.

For the health and safety of everyone in our community, please contact CHFA via phone or email at 800.877.2432 or askchfa@chfainfo.com if you need assistance.

While we adapt as appropriate to the changing environment, CHFA remains steadfast in our commitment to our work. More information for our customers and partners is below.

free online homebuyer education

To assist homebuyers needing to complete their CHFA-approved homebuyer education class, CHFA is offering free online homebuyer education classes effective March 16, 2020, for a limited time. This option is only available for participants who enrolled in an online class on or after the March 16, 2020, effective date. Reimbursement for online fees paid will not be granted by either CHFA or our homebuyer education providers.

Access the online classes by visiting CHFA's [interactive homebuyer education search tool and select online education](#).

assistance for chfa home mortgage customers

CHFA is committed to our home mortgage customers during this difficult time and is continually monitoring foreclosure and eviction moratoriums as well as available loss mitigation and home retention options including those provided by Fannie Mae, Freddie Mac and HUD.

Those experiencing difficulties paying their CHFA home mortgage loan due to impacts of COVID-19, or other financial circumstances, are encouraged to work with CHFA's Loan Servicing Team by applying for hardship assistance online at: www.yourmortgageonline.com/Account/Covid19Hardship. You may also contact CHFA Loan Servicing's Loss Mitigation team at 866.397.5370. Please know that CHFA Loan Servicing is experiencing a higher than usual call volume at this time, therefore hold and response times may be longer than expected.

Fraud Alert

According to the Federal Trade Commission (FTC), scammers are taking advantage of the coronavirus situation. Be on guard against suspicious emails or phone calls asking for personal or financial information. Visit ftc.gov for the latest updates on COVID-19-related scams.

assistance for chfa commercial loan customers

If you are experiencing difficulties making your CHFA commercial loan payment due to the impacts of COVID-19 or other financial difficulties please contact CHFA's Commercial Loan Servicing team as soon as possible at 800.877.2432. When calling, please be sure to mention that you are inquiring about your commercial loan account.

interim compliance policies for affordable housing property owners and managers:

As of March 16, 2020 and applicable through April 30, 2020 unless otherwise noted

In response to concerns related to COVID-19, CHFA is implementing the following policies for inspections and monitoring. CHFA's policy changes seek to help minimize the spread of COVID-19 and protect the health of tenants, partners, and CHFA staff. These policies and courses of action were developed based on current guidance provided by the IRS and HUD and are subject to change as the situation continues to develop and as warranted. [Click here to learn more.](#)

chfareach program

All **chfareach** classes will be held online through April 30, 2020. Those registered for classes during this time will receive specific information and directions. Class descriptions will be updated appropriately, and login information will be sent to registered participants.

Thank you for your cooperation and understanding. CHFA will continue to update this webpage with further updates and guidance as it becomes available.