



COVID-19 Response

MFA has been deemed an essential business, and the MFA office remains open. However, for everyone's safety and the Gov. Lujan-Grisham's mandate, please try to conduct MFA business via email or phone.

MFA has had a successful telecommuting program in place for several months with more than half of our staff working from home up to two days a week. We have expanded that program to five days a week and have connected additional staff remotely. Currently, more than 75 percent of our staff is working completely from home. The remaining staff are spread throughout the building so ensure appropriate social distancing. Offsite staff can still be reached by calling their office phone.

We are conducting meetings and trainings via WebEx or teleconference. If you have a meeting scheduled with staff, you will receive a call-in number with your meeting invite. All out-of-state travel and off-site conferences for staff have been canceled.

If you are in the homebuying process: We continue to process mortgage loans and provide down payment assistance. Check with your lender or REALTOR to determine how to move forward with your home purchase. If you need to find an MFA-approved lender, [click here](#).

If you own a home: Foreclosures and evictions have been temporarily halted for homeowners with Freddie Mac, Fannie Mae and HUD mortgage loans. However, if you are having trouble making your mortgage payment, please talk to your mortgage service provider as soon as possible. If you have an MFA mortgage, click here for more information: <http://www.housingnm.org/homeowners/foreclosure-prevention>. If you have another mortgage service provider, go here: <http://www.housingnm.org/homeowners/steps-you-can-take>. Please don't wait to do this!

We recommend that, if at all possible, you make your MFA mortgage payment online. Here's the link: www.housingnm.org/homeowners. If you need assistance, watch the "How to make your online MFA loan payment" video at the top of the page.

MFA has waived the fee to process phone payments. If you would like to make your mortgage payment by phone, call: 505.843.6882.

In the event that you need to bring a check at our office, we ask that you drop it in the lockbox, which is to the right of the main door. Your canceled check is your receipt.

If you own or manage an affordable property: MFA has temporarily suspended site inspections. For properties scheduled for an inspection this year, we will begin conducting remote audits of the tenant files and compliance documents received during a review. If your property is being audited remotely, you will be contacted by the MFA housing programs analyst scheduling the review. A physical review of the property and units will be scheduled later to complete the entire review process.

In addition, MFA is suspending the requirement to provide social service enrichments, which are required in many tax credit LURAs. Please contact MFA asset management staff if you have any questions.