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ANNOUNCEMENT – FOR IMMEDIATE RELEASE

The Imperial Valley Housing Authority will take the following temporary measures to decrease personal public contact during the nationally declared emergency due to the COVID-19 virus.

- Temporarily suspend in-person appointments for all IVHA managed programs, HUD Public Housing, HUD Housing Choice Voucher (Section 8), HUD Multi-Family, USDA Rural Development and Tax Credit programs
- Client's appointments will be rescheduled and conducted by telephone.
- Client's documents will be received in our offices and forwarded to their appropriate case worker (Occupancy Specialist). Documents received will not be immediately copied. Clients will be responsible to provide copies of sensitive documents.
- Clients will be notified by telephone by their case worker (Occupancy Specialist) when they may pick up their documents at our offices.
- Housing Choice Voucher (Section 8) inspections may be suspended or rescheduled at the discretion of management.
- Clients will continue to be responsible for paying rent in a timely manner as the methods for paying rent will remain the same. We encourage you to place your payment in the mail as we are suspending late payment fees through April 30, 2020. Payment drop boxes are available at our offices.
- Housing Assistance Applications will continue to be disseminated, received and processed. Applicants will be notified of their eligibility by mail.
- Non-emergency routine maintenance to units will be suspended when there is illness within the household or at the discretion of management. Move-in and Move-out inspections will be conducted without the tenant present. The issuance of parts will be suspended.

***The Imperial Valley Housing Authority will make changes to operations as the situation evolves.**