



## IMPORTANT UPDATE

### Coronavirus Disease 2019-(COVID-19)

Due to recent outbreaks of COVID-19, also known as the novel coronavirus, El Paso County Housing Authority (EPCHA) is taking extra preventative measures to ensure the health and safety of its residents, partners, staff and community members. Until further notice EPCHA will limit in-person interactions as recommended by the Center for Disease Control and Prevention and will temporarily close its offices and community centers. However, EPCHA will continue assisting all residents, landlords and partners during normal business hours by telephone, email and fax.

#### IMPLEMENTED ACTIONS FOR PUBLIC HOUSING RESIDENTS

**Effective Monday, March 16, 2020, and until further notice, EPCHA will implement the following precautions to protect its residents:**

- Suspension of Notices to Vacate and lease violations
- Suspension of evictions for non-criminal activity
- Suspension of transfers
- Suspension of routine work orders
- Suspension of housekeeping inspections
- Suspension of late fees
- Suspension of all resident activities to include Resident Council and other Youth Activities
- Recertification deadlines will be extended
- Existing repayment agreements should be made by mail
- Closure of all property management offices and community rooms; residents should email or call
- Visitors for social purposes, especially at elderly properties, are discouraged; Medically related visitors and caregivers may continue to visit residents
- Pest control services will be conducted on the exterior of buildings and common areas
- Pest control services will temporarily be suspended in residents units

#### IMPLEMENTED ACTIONS FOR HOUSING CHOICE VOUCHERS (SECTION 8) AND SRO (MAGOFFIN AND MERTLE LOCATION) RESIDENTS

**Effective Monday, March 16, 2020, and until further notice, EPCHA will implement the following precautions to protect its residents:**

- Closure of Housing Choice Voucher lobby, also known as Section 8; clients should email or call
- Recertifications deadlines will be extended
- Suspension of inspections
- Suspension of terminations

E: [publich@epcha.com](mailto:publich@epcha.com)  
P: (915) 764-3559  
F: (915) 764-3377

650 N.E. G Avenue  
P.O. Box 279  
Fabens, TX 79838

- Suspension of voucher issuance for current and new clients
- Suspension of moves and portabilities

## EPCHA CONTACT INFORMATION

Public Housing Supervisor, Monica Cavazos [publich@epcha.com](mailto:publich@epcha.com)

HCV-Specialist, Michelle Iglesias [miglesias@epcha.org](mailto:miglesias@epcha.org)

Procurement and Finance, Zulema Avila [zavila@epcha.org](mailto:zavila@epcha.org)

Executive Director, Miguel Hernandez [mhernandez@epcha.org](mailto:mhernandez@epcha.org)

Customer Service Phone number: 915-764-3559

FAX: 915-764-3377

## STAYING INFORMED

Local health officials are readily available and sharing information often.

**County and City of El Paso**

<https://www.elpasotexas.gov/public-health/coronavirus>

**Texas Department of Health and Human Services**

<https://dshs.texas.gov/coronavirus/>

**COVID-19 Hotline**

1-877-570-9779