

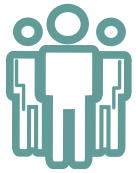
JCHA

Here For You

COVID-19

OUR COMMITMENT TO ALL OUR CUSTOMERS

Today things may look a little different than they have. JCHA wants to share what that means for our valued residents, potential residents, program participants, partners, and team members.



Our office teams are here

Community offices and the JCHA Home Office are open. Due to the CDC social distancing guidelines, we are available via phone, email and our website www.jcha.org. We are not holding face-to-face conversations until this emergency has passed.

Our entire team is embracing social distancing.



Maintenance

We are currently only answering to emergency work orders. *i.e. the loss of an essential appliance, flooding, loss of hot water, some plumbing, and the loss of heating or cooling if provided and depending on the weather.* Our maintenance team is narrowly focused on sanitizing hallways, elevators, lobbies and other commonly used areas as often as possible.



Amenities and Visitors

All amenities are closed until further notice. Exceptions are mail centers and laundry rooms. This will help reduce the potential spread of COVID-19 and allows your onsite team to focus on cleaning and sanitizing other spaces. We are requesting that each resident please limit outside visitors to essential visits only.



Partners and Suppliers

All non-essential work has ceased. Please call or email our teams with questions. If essential, in-person work is required, we must confirm the health of anyone that will be onsite. This is non-negotiable to protect our valued clients and team members.



Housing Choice Voucher

Your Housing Specialists will be working staggered shifts. In-person appointments will not be held until this emergency has passed. Please call or email your specialist about any updates to your household composition or income.



Emergency Home Repair & Inspections

JCHA will be working with clients and vendors to move repairs forward as efficiently and safely as possible.

Inspections will only be conducted for move-ins. All annual inspections will be rescheduled.

Helping Each Other

We are committed to working through this with all of you. We know there will be a lot of questions and concerns as we process what is unfolding. WE ARE HERE. We might not have all the answers but allow us to work through this with you. We are all in this together.

For More Information Visit www.jcha.org or Call 303.422.8600 or Email info@jcha.org