



Update on DC Housing Finance Agency Operating Status during COVID-19 Emergency

What is our operating status?

Along with the rest of District government, our agency remains open. However, we have made changes to how services are being provided.

How does this impact what we do?

- Multifamily Underwriting process and review of Single-Family Programs applications (DC Open Doors, DC4ME, HPAP, MCC and ReMIT) will be conducted online and by conference call.
- DC Open Doors and DC4MEPlus Interest rates will continue to be posted online and social media daily.
- Board of Director meetings will be conducted by conference call.
- DC Open Doors Homebuyers Informational Sessions Seminars have been suspended. Virtual seminars are available and listed on the events calendar on DCHFA.org

How does this impact our physical locations?

- **DCHFA's headquarters** at 815 Florida Ave NW is closed for the duration of the public health emergency.

What else are we offering to meet your needs?

- The DC Mortgage Assistance Program (DC MAP) provides financial relief to District homeowners who have been affected by the COVID-19 pandemic. Through DC MAP COVID-19, qualified borrowers can receive a loan of up to \$5,000 monthly toward their mortgage for up to six months. Homeowners seeking assistance through DC MAP COVID-19 should call [1-833-429-0537](tel:1-833-429-0537) to begin the process of applying or visit DCHFA.org for program details.

What precautions are we taking to limit the spread of the coronavirus (COVID-19)?

Our employees are taking precautions to keep themselves healthy and limit the spread of infections by teleworking while the building receives a deep cleaning. Upon the agency's reopening employees will take precautions in the workplace like wearing masks, regularly washing their hands, cleaning facilities more frequently, and reducing close contact with each other and residents. Plexiglass is been installed at the reception desk. Employees have been asked to let their supervisor know immediately if they feel sick.

Where should you go if you have questions?

For questions about any of the services we provide and information on any future changes, please contact us at 202-777-1600 or info@dchfa.org. For more information, please visit coronavirus.dc.gov.