



To the Owners, Agents and Developers of Multifamily Properties in Pennsylvania, in response to COVID-19:

PHFA is continuously preparing to meet critical work needs during this outbreak of COVID-19. We're on alert about Coronavirus and have a number of precautions in place for employees as well as our community of vendors and clients.

While none of us can be certain of the impact of the current coronavirus outbreak, we know how deeply this type of challenge can alter lives and economies of the regions directly involved, as well as those that feel its ripple effect.

PHFA is making informed decisions based on sound information and guidance provided by the World Health Organization (WHO) and Centers for Disease Control and Prevention (CDC) and Governor Wolf's office. We will continue to operate and engage in plans to address issues as it continues to develop.

Our industry has weathered disruptions in the past. Working together, we will weather this, too.

In an effort to protect your personnel, your residents, and our staff from the coronavirus and its possible transmission, the following procedures are now in effect:

- Housing management reps (HMR's) and housing services reps (HSR'S) will no longer be performing site visits. If a site visit is deemed necessary, prior approval from the Director of Housing Management will be required.
- As of today, all Management Review File Audits will be conducted as a desk review. Your HMR will contact you regarding the new procedures and what will be required of you. If you currently have a Management Review scheduled, please consider it cancelled until your HMR contacts you with the new requirements.
- All other staff travel is restricted through the end of April and must receive prior approval from the Department's Director.
- Every effort will be made to have conference calls or webinars in lieu of face-to-face meetings involving PHFA staff.
- Technical Services Representative (TSR's) s will not be performing scheduled physical inspections beginning Monday March 16 through the end of April. These will be rescheduled at a later date. Similarly, the TSR's will not be attending construction job conferences. They will however be telephoning in to the construction job conferences so please have a telephone available with speaker capabilities at the construction office to accommodate this. Construction meetings should continue as scheduled.
- Construction payouts and project RFR reimbursement/work requests should be emailed (or mailed) to the TSR's at the office of PHFA within which they work out of. Properties should continue to submit utility analysis documentation for review under normal protocol. New application underwriting reviews (plans/specifications/cost data) should be submitted to PHFA Technical Services Division under normal protocol.

At this time, the Agency is not suspending or extending any multifamily program reporting or submission deadlines including the Preliminary Application deadline of April 1, 2020 for developments seeking Tax Exempt Volume Cap.

It should be noted that the Norristown Office is currently closed due to being in Montgomery County. Please continue to call the number of the PHFA employee you wish to contact in that office. The calls are being monitored. You can also contact the Harrisburg Office at 717-780-3819. Continue listening to the Governor's updates to hear when the Norristown Office reopens.

It is our hope that normal operations resume soon throughout PHFA.

Please contact any of the following Directors with any questions regarding this notice: Carl Dudeck at cdudeck@phfa.org or 717-780-3896, Holly Glauser at hglouser@phfa.org or 717-780-3994, Mike Kosick at mkosick@phfa.org or 717-780-1898, or Jay Hausher at jhausher@phfa.org or 610-270-1207.

All other Agency staff will be operating business as usual during this period.