Utah Housing Corporation COVID-19 Response

In response to guidance from government leaders and healthcare professionals related to minimizing the spread of COVID-19, Utah Housing Corporation (UHC) will be closed to the public beginning March 21, 2020. While, all UHC programs and services are fully operational, you may experience some delays. Staff is working diligently to ensure daily operations are uninterrupted and will continue to answer calls and emails from customers and business partners.

Homeownership

Staff will continue to lock, review, purchase, and fund loans and support the lending community by answering your email questions or phone inquiries as quickly as we can.

Multifamily Housing

UHC has postponed all physical inspections until further notice. Staff will continue conducting desk audits of related compliance materials. The Multifamily Finance team is working remotely and remaining fully responsive to calls and emails.

Mortgage Loan Servicing

We are here to help our homeowners:

1. If you wish to speak with someone by phone, customer service representatives are available Monday through Friday, 8:00 AM to 6:00 PM by calling 801-902-8250, 801-902-8300, or 1-800-344-0452.

2. Making mortgage payments:
   - *Free* online payments at [www.utahhousingcorp.org](http://www.utahhousingcorp.org); you may access your account online 24/7 and if you aren’t enrolled yet, now is the perfect time
   - Phone pay - we are temporarily waving the $10 fee
   - US Mail – use your monthly coupons and mail your payments
   - A drop box outside our building
   - MoneyGram – companies providing this service will charge a fee

3. UHC is committed to helping our homeowners during this crisis. Late charges were already suppressed for the month of March and we will be suppressing negative credit reporting at the end of the month.

4. In the event you are financially impacted due to the COVID-19 situation, we will work with you, using repayment plans and available loss mitigation. **We need you to keep in touch with us! It is very important we understand your situation and have accurate telephone numbers and email addresses.**

5. Foreclosures and evictions for all owner-occupied properties are suspended for 60 days. It is critical you keep in contact with us during this time to identify the best options available to help you.

6. Staff will continue to process mail and payments - there may some delays, but we are working hard to minimize impact, and we ask for your patience as we work through this crisis.

UHC is committed to being a responsible community partner and we thank you for entrusting us with your mortgage and your business. Rest assured, we are continuously monitoring this ever-changing situation and we are taking every measure to limit the impact of COVID-19 on our operations, while safeguarding our homeowners, business partners and our employees. You can find valuable information at the Utah Coronavirus Task Force website: