



***"A HUD certified housing counseling agency"***

March 13, 2020

To our clients, colleagues and friends,

On behalf of Housing and Education Alliance, I wanted to send a message to let you know how we are responding to the situation. We are humbled by your loyalty, and we take our responsibility to our clients, our team, and our partners very seriously.

As things evolve, we are actively monitoring the situation and assessing risks, and are ready to implement immediate changes to ensure a high level of safety. For this reason, we have decided to cancel our homebuyer classes until further notice. We believe this is the appropriate course of action given the present situation.

We will be offering our students the use of HomeTRACK Online, HEA's award winning online homebuyer education course. HomeTRACK is the same course we use in our in-person classes. It is fun, interactive, engaging and informative and it uses EDU-tainment to teach the valuable lessons. If you registered for a class and paid a fee, you will be able to access HomeTRACK online for the same fee you paid. Stay tuned and check your email for further instructions on how to access this premier online course.

We ask for your patience as we transition and adjust to this unprecedented issue and sudden life shift. If you have a closing coming up, please scan a copy of your contract and send it to [info@heausa.org](mailto:info@heausa.org) so we can escalate your HomeTRACK Online course.

Please check our website [www.heausa.org](http://www.heausa.org) and connect with us on Facebook at <https://www.facebook.com/housingeducationalliance/> and we will continue to communicate with you in a timely and transparent way so you can continue to count on HEA with confidence.

Hoping for the best for you and your family.

Sincerely,

Sylvia Alvarez  
Executive Director



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9215 N. Florida Ave., (Career Source)  
Suite 104  
Tampa, FL 33612

P: 813-932-4663  
F: 813-932-4660  
E-Mail: [Info@heausa.org](mailto:Info@heausa.org)

[www.heausa.org](http://www.heausa.org)