

## *From your property manager*

Providing a safe and secure home is our priority. The coronavirus pandemic has created uncertainty, but our commitment to our valued residents has not wavered. Your property management team is providing the following information to answer commonly asked questions. Please don't hesitate to contact us for assistance.

### **I can't pay my rent. What do I do?**

We understand that you may be facing financial challenges if you are no longer able to go to work. We don't want you to lose your housing and will work with you if you're facing financial difficulties. If you are unable to pay your rent on time, please contact your property manager immediately to allow us to develop a payment plan to keep you in your home.

### **Can I be evicted for not paying my rent?**

Although eviction hearings have been suspended during this crisis, evictions can still be filed. We urge you to continue paying your rent on time as required by your rental agreement to avoid falling behind and incurring penalties. Please be aware that suspension of eviction proceedings doesn't relieve your legal commitment to pay the amount owed later. It's also important for all residents to make timely payments to keep their building clean, safe and well-maintained.

### **What if I can't pay my utility bills?**

Local utilities won't disconnect services for nonpayment during the virus outbreak and many are offering flexible payment plans. If you have questions or concerns regarding your utility services, contact your service providers, or the Public Utilities Commission of Ohio at [PUCO.ohio.gov/contact-us](http://PUCO.ohio.gov/contact-us).

### **Will building maintenance services continue?**

Yes, we are following the CDC guidelines on cleaning and disinfecting to prevent the spread of the virus. We will continue maintaining your building, but at a reduced level of service to practice social distancing and protect our workers and residents. Property management will perform only emergency maintenance necessary to protect residents' health and safety. Typically, these involve heating, cooling and plumbing. Be assured that the federal government identifies property managers as "essential" workers, so please contact your property manager to discuss your service requests.

### **What should I do if I or a member of my household has tested positive and required to self-isolate?**

CDC recommends contacting your health care provider or local public health department for medical advice. The Columbus Health Department can be reached at 614-645-1519. The Ohio Department of Health has opened a call center to answer questions regarding coronavirus seven days a week from 9 a.m. to 8 p.m. at 1-833-4-ASK-ODH (1-833-427-5634). If you have been exposed or tested positive for coronavirus, please follow the isolation or quarantine recommendation of your health care provider or public health authority. Consider notifying property management that you or a member of your household are undergoing self-isolation or quarantine.

### **Will I be notified if someone in my building tests positive?**

If we learn of such a situation, we will communicate measures we are taking to prevent the spread of the virus at your property, in keeping with legal requirements regarding notification and personal privacy.

## Q I'm falling behind on a lot of bills. How do I decide what to pay first?

Paying rent is important because you must have a stable place to live. If you're able to continue paying your rent, you are obligated by your lease to do so. If you can't, please contact your property manager immediately about a payment deferment plan. Please be aware that you are obligated to pay any deferred amounts. In response to the pandemic, utility service providers are working out payment plans with customers and prohibiting disconnections. Communicating with whomever you owe money is key.

## Q Isn't the federal government helping apartment owners who have mortgages on their buildings?

You may have heard about mortgage relief for rental owners such as rent holidays or freezes. Not all owner debt qualifies for mortgage deferment. And, a property owner's mortgage may account for only up to half of total expenses, which also include insurance, taxes, maintenance, payroll, repairs, landscaping and extermination. Your rent helps us pay our bills that keep you and your neighbors in safe and well-maintained homes.

## Resources

### COVID-19 health information

Columbus Health Department  
Ohio Department of Health  
Centers for Disease Control  
cdc.gov

614-645-1519  
1-833-427-5634

### Food and Supplemental Nutrition Assistance Program (SNAP) enrollment

Mid-Ohio Food Collective  
midohiofoodbank.org

614-277-FOOD (3663) or  
614-274-7770

### Unemployment benefits

Ohio Department of Job and Family Services  
unemployment.ohio.gov

### Child care, food and cash benefits, and health care referrals

City of Columbus  
Columbus.gov COVID-19 resources

### Temporary free internet service

Charter } (households with students)  
Spectrum }  
Comcast (low-income families)  
InternetEssentials.com

1-844-488-8395  
1-855-243-8892  
1-855-846-8376  
1-855-765-6995 (Spanish)

## Resources

### Rental assistance and eviction mitigation

***Please contact your property manager if you cannot pay your rent to work out payment arrangements***

IMPACT Community Action Emergency Assistance Program Latisha Chastang at <a href="mailto:Ichastang@impactca.org">Ichastang@impactca.org</a>	614-453-1711
Broad Street Presbyterian Church COMPASS Program	614-221-6552
COAAA Housing Assistance Program (for older adults) Lynn Dobb at <a href="mailto:ldobb@coaaa.org">ldobb@coaaa.org</a>	614-645-3885
Franklin County Emergency Assistance (one-time assistance for households with one minor child or pregnant woman) <a href="http://jfs.franklincountyohio.gov">jfs.franklincountyohio.gov</a>	
The Legal Aid Society of Columbus <a href="http://columbuslegalaid.org">columbuslegalaid.org</a>	614-241-2001
Community Mediation Services Tenant/Landlord Mediation Marcus Salter at <a href="mailto:MSalter@communitymediation.com">MSalter@communitymediation.com</a>	614-228-7191 ext. 15

### Other basic needs assistance (including rent and utility assistance)

Salvation Army of Central Ohio <a href="http://co.salvationarmy.org">co.salvationarmy.org</a>	614-221-6561
Central Community House (near east & near south) <a href="http://cchouse.org">cchouse.org</a>	614-252-3157
St. Stephen's Community House (Linden) <a href="http://saintstephensch.org">saintstephensch.org</a>	614-294-6347
Gladden Community House (Franklinton) <a href="http://gladdenhouse.org">gladdenhouse.org</a>	614-227-1600
Franklin County Job and Family Services <a href="http://jfs.franklincountyohio.gov">jfs.franklincountyohio.gov</a> (For temporary child care, food and meal sites, see "FCDJFS Updates in Response to COVID-19 Outbreak")	



The Columbus Apartment Association is a non-profit trade association that represents the interests of owners and managers of more than 126,000 rental housing units in Columbus and Franklin County. Our members are engaged in stable housing initiatives such as Celebrate One and the Apartment-Community Partnership Pilot, to help residents maintain housing and avoid eviction.