

HOUSING PROVIDERS STEP UP TO SUPPORT RESIDENTS

FROM THE START OF THE PANDEMIC, APARTMENT FIRMS HAVE BEEN ON THE FRONT LINES HELPING KEEP THEIR RESIDENTS SAFE AND HEALTHY AND OFFERING SOLUTIONS TO RESIDENTS FINANCIALLY IMPACTED.

MITIGATING THE PANDEMIC FINANCIAL IMPACT



A RECENT SURVEY FOUND APARTMENT FIRMS TOOK MYRIAD STEPS TO SUPPORT RESIDENTS IN FINANCIAL NEED:



100%
**OFFERED
PAYMENT
PLANS**



78%
**DEFERRED
PAYMENTS**



26%
WAIVED RENT



8%
**CREATED A FIRM-
SPONSORED RENTAL
ASSISTANCE FUND**



96%
**WAIVED LATE
FEES**



50%
**FEE-FREE ABILITY
TO CHARGE RENT
ON CREDIT CARD**



54%
**CASH FOR
KEYS**

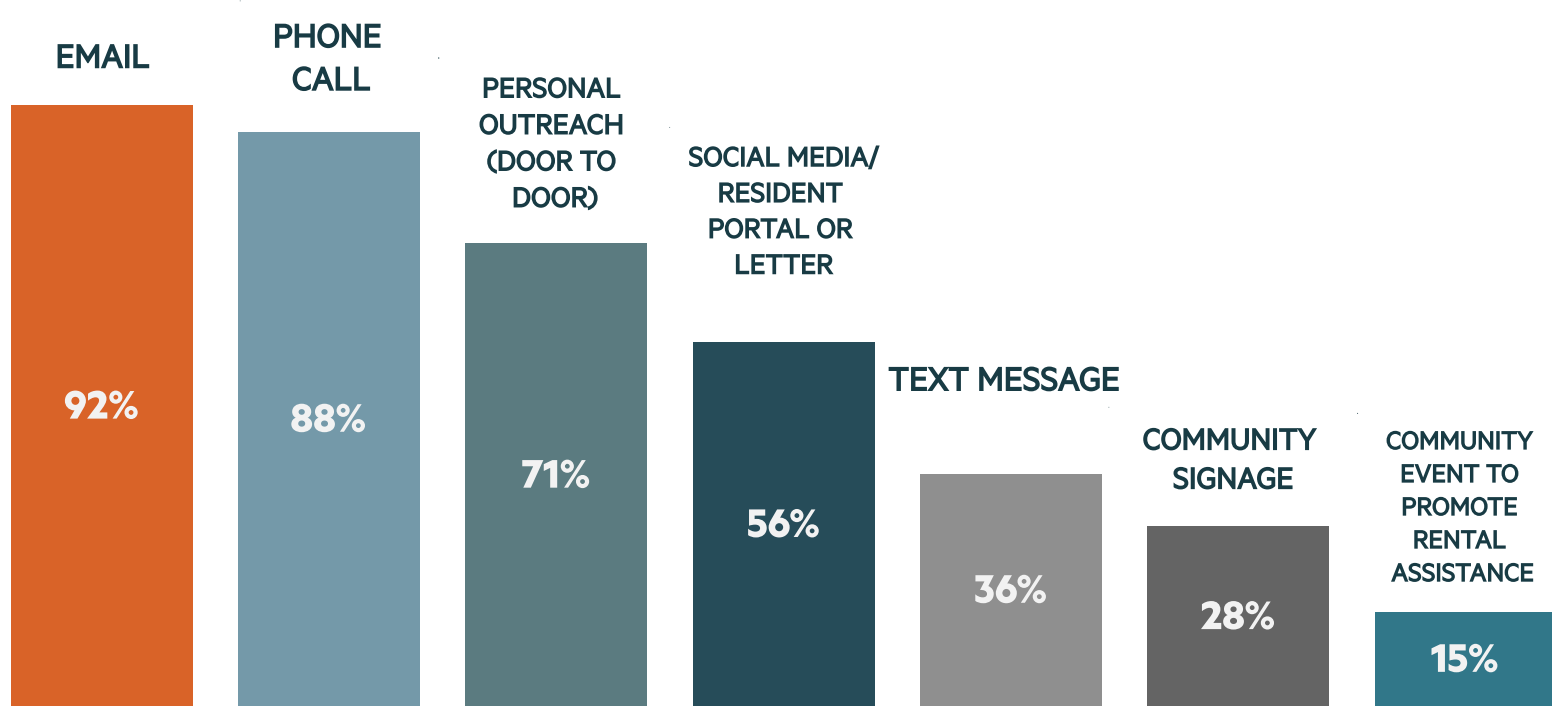


58%
**EXTENDED, SHORTENED
OR OTHER CHANGES TO
LEASE TERMS**

CONNECTING RESIDENTS WITH RENTAL ASSISTANCE



THE APARTMENT INDUSTRY LED THE CALL FOR A FEDERAL EMERGENCY RENTAL ASSISTANCE PROGRAM STARTING IN APRIL 2020. NOW THEY ARE WORKING HARD TO MAKE SURE RESIDENTS KNOW THAT \$47 BILLION IS AVAILABLE AND HELPING THEM APPLY OR APPLYING ON THEIR BEHALF.



55%

OF HOUSING PROVIDERS

HAVE REDIRECTED EXISTING STAFF TO CONNECT RESIDENTS WITH THE FEDERAL RENTAL ASSISTANCE PROGRAM.

7%

OF HOUSING PROVIDERS

HAVE HIRED ADDITIONAL STAFF TO CONNECT RESIDENTS WITH THE FEDERAL RENTAL ASSISTANCE PROGRAM.

THE MANY OTHER WAYS HOUSING PROVIDERS HELPED RESIDENTS DURING THE PANDEMIC

- 95% INCREASED CLEANING AND SANITATION
- 86% CONNECT RESIDENTS WITH FOOD BANKS, CHARITIES AND OTHER LOCAL SUPPORT RESOURCES
- 86% INFORM RESIDENTS OF HEALTHCARE PROTOCOLS AND BEST PRACTICES
- 57% HOST VIRTUAL SOCIAL AND EXERCISE EVENTS
- 50% CREATED ON-SITE SERVICES AT COMMUNITIES TO SUPPORT RESIDENTS
- 49% MADE IT EASIER FOR RESIDENTS TO WORK FROM HOME
- 12% DIGITALLY CONNECT RESIDENTS WITH HEALTHCARE PROFESSIONALS
- 4% SUPPORT RESIDENT CHILDCARE NEEDS