



NATIONAL  
**MULTIFAMILY**  
**HOUSING**  
COUNCIL

# COVID-19 Resource Webinar

Seven Questions with Heather Wallace, SVP, Sares Regis Group

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April 22, 2020

# Mission Statement

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NMHC is the place where the leaders of the apartment industry come together to guide their future success. With the industry's most prominent and creative leaders at the helm, NMHC provides a forum for insight, advocacy and action that enable both members and the communities they build to thrive.

# Speakers

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**Sarah Yaussi**

Vice President, Business Strategy  
NMHC



**Heather Wallace**

Senior Vice President  
Sares Regis Group

# February 26 to March 7



TIMELINE

NOTICES SENT REGARDING CORONAVIRUS  
AND POSSIBLE OFFICE CLOSURE

STATE OF EMERGENCY

CENTER FOR  
DISEASE CONTROL

RESIDENTS

EMPLOYEE  
HEALTH & SAFETY

CALIFORNIA

SRG ANNUAL  
LEADERSHIP  
TRAVEL BAN

WARNING CORONAVIRUS WILL SPREAD  
THROUGH COMMUNITIES IN THE US

PERSONAL PROTECTIVE EQUIPMENT  
DISPATCHED TO ALL SITES

CANCELED FLIGHTS  
AND HOTEL RESERVATIONS

# JURISDICTIONAL NEWS

## SRG RESIDENTIAL CLIENT UPDATE FOR COVID-19 ORDINANCES



### CALIFORNIA STATE

March 27, 2020, CA Governor Newsom signed Eviction Moratorium which expires May 31, 2020.

- 6-Month Payback timeline
- Documents required 7 days after rent is due

### CITY AND COUNTY OF LOS ANGELES

March 27, 2020, CA Governor Newsom signed Eviction Moratorium which expires May 31, 2020.

- 12-Month Payback timeline
- No documentation required from residents

### ARIZONA STATE

March 23, 2020, AZ Governor Ducey signed Eviction Moratorium which expires July 23, 2020.

- Payback timeline unspecified
- Documents can be collected but no timeframe specified

### COLORADO STATE

March 20, 2020, CO Governor Polis signed Eviction Moratorium which expires April 30, 2020.

- Payback timeline unspecified
- Documents can be collected but no timeframe specified

### OREGON STATE

March 22, 2020, OR Governor Brown signed Eviction Moratorium which expires June 22, 2020.

- 6-Month Payback timeline
- No documentation required by residents

### WASHINGTON STATE

April 16, 2020, WA Governor Inslee extended the Eviction Moratorium to June 4, 2020.

- Payback timeline is undefined; it must be reasonable
- No documentation required by residents.

# JURISDICTIONAL NEWS

## SRG RESIDENTIAL CLIENT UPDATE FOR COVID-19 ORDINANCES

### FEDERAL



Assistance for  
American Workers  
and Families



Assistance to  
State and Local  
Governments



Assistance for  
Small Businesses



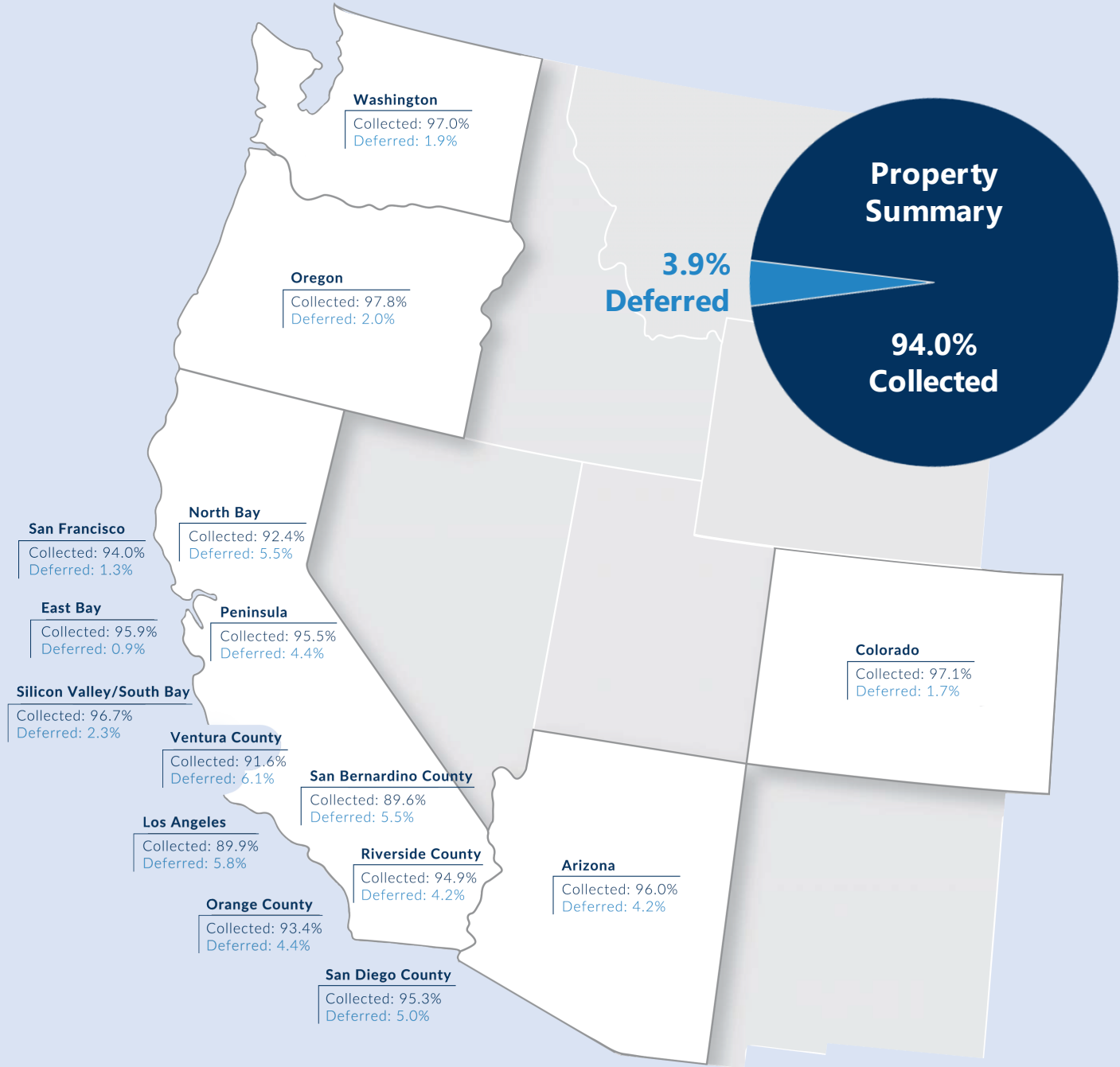
Preserving Jobs  
for American  
Industry

The Federal CARES Act established a 120-day moratorium (through July 24, 2020), which prohibits certain property owners from filing non-payment of rent evictions, as well as collecting late fees.

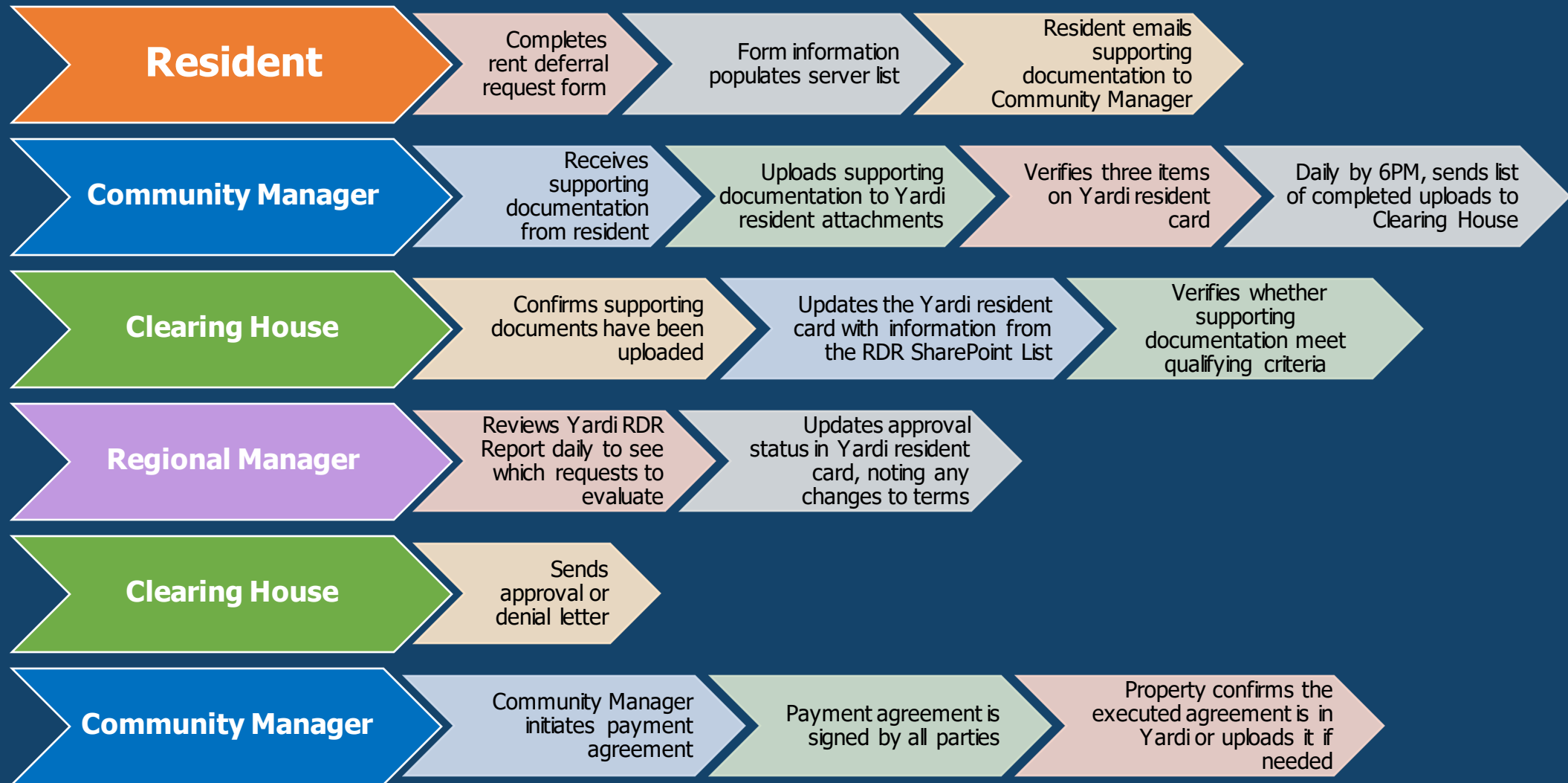
CARES Act includes: Federally Backed Mortgage Loan, Federally Backed Multifamily Mortgage Loan, Covered Properties (Properties that participates in a covered program (as defined by Section 41411(a) of the Violence Against Women Act of 1994 (34 USC 12491(a), Covered Housing Programs

Late fees are PROHIBITED by CARES (charge fees, penalties, or other charges imposed on the tenant related to non-payment of rent). Late fees cannot be added to notices or accounts. Landlords who own or manage Covered Properties can commence eviction on July 26, 2020. To be able to file on July 26, 2020, a landlord would need to serve a 10-Day Demand for Rent or Possession for the balance due as of July 2020. As a practical note, the Courts are not going to allow every eviction to be filed on July 26, 2020.

# DELINQUENCY REPORT



# RENT DEFERRAL REQUEST WORKFLOW





If Deferral Amount exceeds the Lease Total, then the Community Manager or Assistant Manager must enter the Lease Total and notify the resident of the correction.

The Team Lead for the Clearing House verifies that the supporting documentation meets qualifying criteria.

The Regional Manager reviews all notes and attachments and determines if the request is approved and any terms.

SAVE YOUR WORK!

# YARDI CUSTOMIZATION

## Rent Deferral Report

Property: 999

Status: All

As of Date: 2020/04/05

Property Code	Property Name	Approval Status	Unit	Unit Type	Unit Sq Ft	Resident	Name	Status	Lease Type	Lease Total	Deferral Amount	Lease Begin	Lease Expiration	Notice Date	Move Out Date	In Eviction Prior to Crisis	Financial Hardship Due to Crisis	Hardship Verified	Deferral Start Date	Deferral Repayment Date
999	Sleepy Hollow	No Status	1109	2x2.5	1,221	t0042222	Resident Name	Current	Residential Market Rate	1,454.00	1,556.00	04/26/19	04/25/20			No	Employer layoff or business closure	Yes	04/01/20	06/01/20
999	Sleepy Hollow	No Status	1065	1x1	732	t0042223	Resident Name	Current	Residential Affordable	1,050.00	700.00	09/07/19	09/06/20			No	Employer layoff or business closure	Yes		04/17/20
999	Sleepy Hollow	No Status	9887	1x1	908	t0042224	Resident Name	Current	Residential Market Rate	1,167.00	400.00	05/17/19	05/16/20			No	Employer layoff or business closure		04/01/20	04/17/20
999	Sleepy Hollow	No Status	3399	2x2	1,073	t0042225	Resident Name	Current	Residential Market Rate	1,371.00	1,400.00	11/11/19	09/10/20			No	Other		04/01/20	06/01/20
999	Sleepy Hollow	No Status	2240	2x2	1,073	t0042226	Resident Name	Current	Residential Market Rate	1,378.00	500.00	03/07/20	03/06/21			No	Employer layoff or business closure	Yes		04/03/20

Total No Status

6,420.00

4,556.00

# RENT DEFERRAL REQUEST WORKFLOW

YARDI VOYAGER

System HomeHomeResidential DashboardCommercial DashboardHelpLogout

Crisis Management

Deferral Payment Plan

Crisis Management

Residents

Lease Administration

Charges

Receivables

System

Deferral Payment Plan (Yardi)

Functions

[Deferral Payment Plan Posting](#)

Reports

[Deferral Payment Plan List](#)

[Deferral Repayment Detail](#)

[Deferral Repayment for Unit](#)

Setup

[Deferral Plan Setup](#)

Crisis Management (FitechGelb)

Functions

[Late Fee Credit Function](#)

Reports

[Daily Collections](#)

[Charge/Credit Register](#)

[Request Tracking - Residential](#)

[Request Tracking - Commercial](#)

Settings

[Crisis Settings](#)

[Restore Custom Screens](#)

Documentation

[Crisis Management Documentation](#)

System Configuration

[Review G/L Account](#)

[Add G/L Account](#)

[Charge Code](#)

Residential

[Find Resident](#)

Commercial

[Review Lease](#)

# April 19 to May 1



TIMELINE

FOLLOW-UP WEBINAR

April 29 – TOWN HALL

NEW APPLICANTS

REOPENING  
TASK FORCE

CLIENTS

PAYMENT PLAN  
AGREEMENT

EMPLOYEES

EMPLOYMENT VERIFICATION IS  
NOW REQUIRED

STRATEGY AND LOGISTICS FOR REOPENING  
LEASING AND MANAGEMENT OFFICES

May 1 – TOWN HALL  
(tentative)



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APARTMENT LEADERSHIP RESIDES HERE™

[www.nmhc.org/covid19](http://www.nmhc.org/covid19)