



NATIONAL
MULTIFAMILY
HOUSING
COUNCIL

APARTMENT LEADERSHIP RESIDES HERE™

Flex Payment Models for Apartment Firms During COVID-19 Outbreak

March 27, 2020

Webinar Information

- This webinar was pre-recorded on March 31, 2020 and was not intended for a live audience.
- For further information on the topics covered within this webinar, please visit <https://www.nmhc.org/covid19>. Questions can be emailed to **news@nmhc.org**.
- This webinar is provided for informational purposes only and is not legal guidance.

Webinar Speakers



Kevin Donnelly
VP, Government Affairs
NMHC



Sarah Yaussi
VP, Business Strategy
NMHC

NMHC Mission

The mission of NMHC is to create opportunities for the industry's best and brightest to come together to leverage smart decision making and collaborative action to shape a positive future for their business, the multifamily housing industry and the communities they help build.



Webinar Agenda

- **Welcome and Overview**

- Kevin Donnelly, VP, NMHC Government Affairs

- **How Did We Get Here?**

- Kevin Donnelly provides legislative and industry background fueling the financial hardships facing your residents.

- **What Are My Options?**

- Sarah Yaussi outlines flex payment plan models, best practices and resident-communication dos and don'ts.

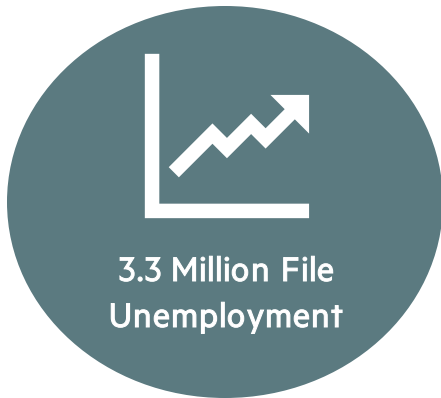
- **Closing Remarks**

- Sarah Yaussi highlights NMHC COVID-19 resources and Kevin Donnelly provides a brief legislative outlook regarding future coronavirus-related possibilities for the industry.

How Did We Get Here?



The COVID-19 outbreak is forcing many states and localities to mandate shelter in place orders – including the nation’s 40 million renters.



As a result of this outbreak, many Americans have been forced out of work and are left dealing with financial hardships.



Help is on the way, but it may not alleviate hardships in time for the April 1 rent deadline.

What Are My Options?

Communication Is Key

With April 1 rent payments rapidly approaching and little clarity around how many residents will be affected by furloughs or job loss, most apartment firms are bracing for an uptick in late payments and skips for April and likely even bigger jumps for May and possibly June.

COVID-19: Our Commitment to Residents



This crisis is testing all of us. We know that many families are facing financial pressures as businesses have been forced to scale back or close. We're committed to helping our residents during these trying times to ensure that no one loses the roof over their head if they're financially impacted by this pandemic.

WE'RE HERE TO HELP

- If you have suffered financially because of the outbreak, please contact your property manager. We are all in this together. We are committed to working with our residents, willing to create payment plans and waiving late fees for those directly impacted.
- In addition, we are putting rent freezes in place for the next 90 days to help residents weather the crisis.
- We also know that many of you are working from home. Please let us know if there is anything we can do to make this transition smoother.

RESOURCES

- We encourage you to identify resources offered by federal, state and local governments – as well as community organizations – to help you secure financial assistance, food and healthcare.
- To that end, the federal government is committed to providing significant resources to support those affected by the crisis. This includes an extension of unemployment benefits, direct payments to Americans and assistance to select industries to get people back to work. We hope that these support mechanisms will help make your household finances work.
- Helpful resources from the CDC can be found at <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

It's important to know that eviction moratoriums that have been put in place does not relieve residents of paying their rent or complying with their lease. Again, we are committed to helping those directly impacted by the pandemic. For those of you not financially impacted by the pandemic, it is critical that timely rent payments continue so we can continue to pay our employees, maintain the cleanliness and safety of our community and meet our other financial obligations like tax and insurance payments.

For now, we are heartened by the stories of neighbors helping one another – from grocery shopping to checking in on each other. Communities working together to stay safe is what will get us through this crisis, and we are here for you. The steps we're taking will safeguard this community and we appreciate your willingness to help.

YOUR LOGO
HERE

Examples of Flex Payment Models

Shorter Payment Schedules

- Align rent payments with pay schedule.

Deferred Payments

- Breaks up one month's rent payment over the remaining terms of the lease.

Security Deposit Conversion

- Allows dependable renters to apply security deposit to the month's rent.

Incentivizing On-Time Payments

- Awards renter for paying rent on time and in full.

Credit Card Payments

- Diversifies payment options for renter.

Flex Payment Best Practices



Put parameters in place to make sure they are protected from fraudulent behavior



Ask residents to provide documentation such as a letter from their employer stating they have been terminated, laid off or hours reduced as a result of the COVID-19 pandemic




Require resident to sign a written agreement that outlines clear expectations for both resident and operator.



Consult with a legal team to ensure your policies adhere to lease terms; comply with applicable laws and regulations; protect your rights if; and comply with all Fair Housing regulations.

NMHC Resources-- www.nmhc.org/covid19



NMHC
NATIONAL
MULTIFAMILY
HOUSING
COUNCIL


[Sign In](#) [Create Account](#) [Help](#)

[About](#) [Advocacy](#) [Research & Insight](#) [Networking Opportunities](#) [Meetings](#) [News](#) [Membership](#)


[Home](#) / [Research & Insight](#) / [Knowledge Library](#) / [Coronavirus \(COVID-19\) Hub](#)

CORONAVIRUS (COVID-19) HUB


Explore the recent updates, resources and research NMHC has assembled relating to the COVID-19 crisis.




COVID-19 Resources →
A list of go-to sites with relevant information organized by topics including operations, legal obligations, business guidance and more.




Prepare for April 1: Communicating with Residents Regarding Rent Flexibility and Obligations →
Includes talking points, sample signage template and considerations.




COVID-19 Webinars →
These on demand recorded webinars cover a variety of topics including construction impacts, policy updates, legal obligations and more.



Listserve →
Join NMHC's Emergency Preparedness Listserve to discuss the actions your firm is taking during the COVID-19 pandemic.



Advocacy & Policy →
As the COVID-19 virus spreads across the country, NMHC stands ready to support the apartment industry and its residents.



COVID-19 Preparedness →
NMHC has compiled an overview of suggested apartment owner preparations and considerations.



NATIONAL
MULTIFAMILY
HOUSING
COUNCIL

APARTMENT LEADERSHIP RESIDES HERE™

www.nmhc.org/covid19