



NATIONAL
MULTIFAMILY
HOUSING
COUNCIL

NMHC Rent Payment Tracker Update

January 8, 2021

Webinar Information

- To ensure good sound quality, all attendees will be muted during the webinar.
- To ask a question: type your question in to the **Question Box** on your control panel. NMHC staff will review and present your question to the speakers at the end of the presentation as time allows.
- Today's webinar is being recorded and will be made available on the NMHC website.
- For further information on the topics covered within this webinar, please visit <https://www.nmhc.org/covid19>.

The screenshot shows the NMHC website's COVID-19 Hub. The header includes the NMHC logo (National Multifamily Housing Council) and a navigation menu with links for About, Advocacy, Research & Insight (highlighted), Networking, Meetings, News, Membership, and COVID-19 Hub. Below the navigation is a search bar and a breadcrumb trail: Home / Research & Insight / Knowledge Library / Coronavirus (COVID-19) Hub. The main heading is 'CORONAVIRUS (COVID-19) HUB' with a sub-heading: 'Explore the recent updates, resources and research NMHC has assembled relating to the COVID-19 crisis.' The content is organized into a grid of 18 resource cards, each with an icon and a title:

- NMHC Rent Payment Tracker**: The NMHC Rent Payment Tracker, powered by Entrata, MG Software, IdealPage, RentMan and Yardi, provides a weekly regular accounting of rent payments.
- Renter Support**: If you are a renter in need of assistance, please check this page for our recommendations and resources. We also encourage property managers to share these resources with residents.
- High-Frequency COVID Economic Impact Data**: NMHC has created this member exclusive resource of high-quality, high-frequency data sources that help tell the impact of this historic pandemic on the economy overall.
- Tools for Communicating with Residents**: Includes talking points, sample templates, and techniques when communicating with residents about resources available regarding rent assistance, rent flexibility, eviction mitigation and more.
- COVID-19 News**: News, analysis, and advocacy from the NMHC team to keep you updated during the COVID-19 crisis.
- COVID-19 Updates Newsletter**: Read the newsletter and sign up to receive weekly updates in your inbox on the COVID-19 crisis and its effects on the multifamily industry.
- COVID-19 Webinars**: These on demand recorded webinars cover a variety of topics including construction impacts, policy updates, legal obligations and more.
- Reopening Resources**: A frequently updated list of guidance and go-to sites with relevant information regarding reopening properties, corporate offices and more.
- COVID-19 Resources**: A frequently updated list of go-to sites with relevant information organized by topics including reopening, operations, legal obligations, business guidance and more.
- Federal Legislative / Regulatory Relief and Responses to COVID-19**: Resources covering paid sick and family leave or medical leave, unemployment benefits, federal evictions and more.
- Advocacy & Policy**: As the COVID-19 virus spreads across the country, NMHC stands ready to support the apartment industry and its residents.
- Listserve**: Join NMHC's Emergency Preparedness Listserve to discuss the actions your firm is taking during the COVID-19 pandemic.
- NMHC's Suppliers Step Up Directory**: Explore this directory to see how supplier partners are addressing the crisis and stepping up to help.
- Cybersecurity Resources**: The COVID-19 pandemic has forced many apartment firms to transition some of their headquarter, regional office and on site staff to remote work. These NMHC member-only resources provide helpful cybersecurity guidance and best practices.
- COVID-19 Preparedness**: NMHC has compiled an overview of suggested apartment owner preparations and considerations.

NMHC Disclaimer

This webinar is provided for informational purposes only. This content is not investment or legal advice. NMHC assumes no liability for the use of the information provided in this webinar. The views expressed during this webinar are those of the individual presenters and not NMHC as a whole. Please consult with your own counsel for legal advice.

NMHC Mission

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.

PRESENTATION OUTLINE

- Welcome and Overview
- **Rent Payment Tracker priorities**
- Review Data & Methodology
- Dialogue with Data Partners and Multifamily Leader
- Closing Remarks



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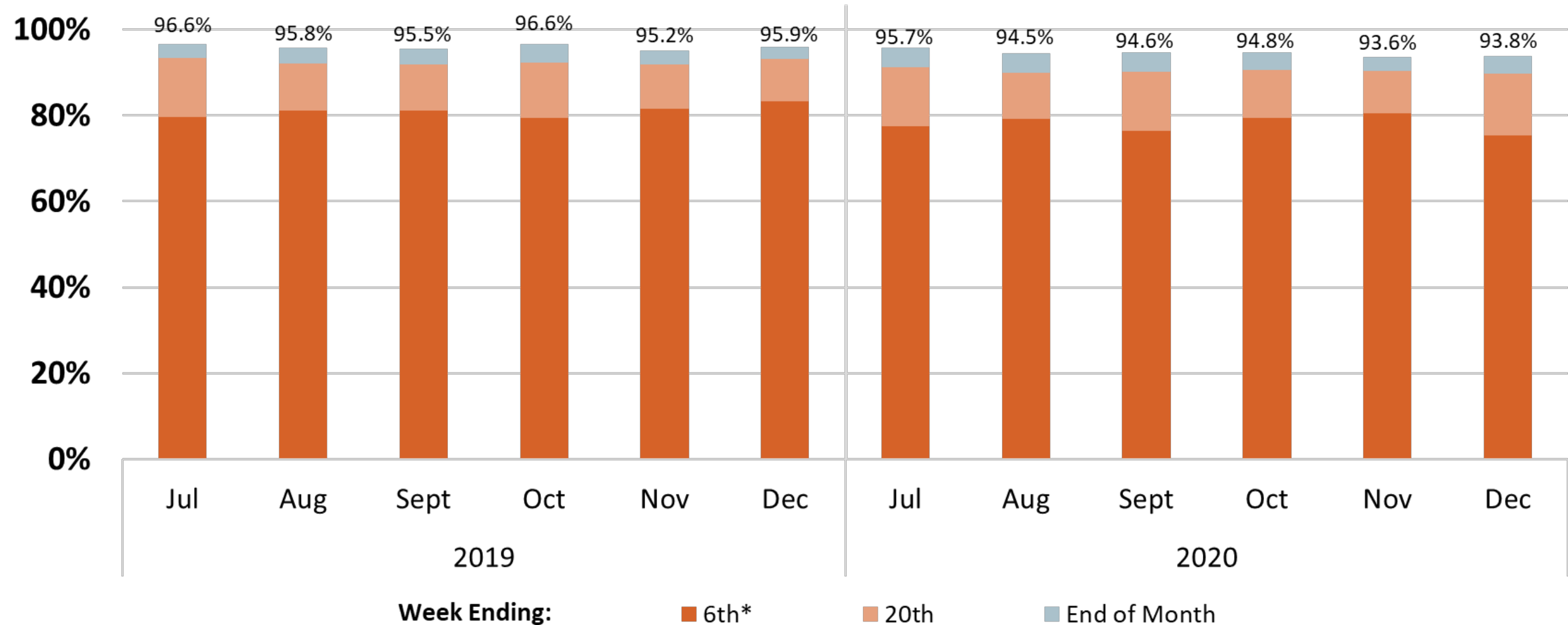
PRESENTATION OUTLINE

- Welcome and Overview
- Rent Payment Tracker
- **Review Data & Methodology**
 - **Claire Gray, Associate, Research gives details about the data collection process.**
- Dialogue with Data Partners and Multifamily Leaders
- Closing Remarks

NMHC Rent Payment Tracker: Data Methodology

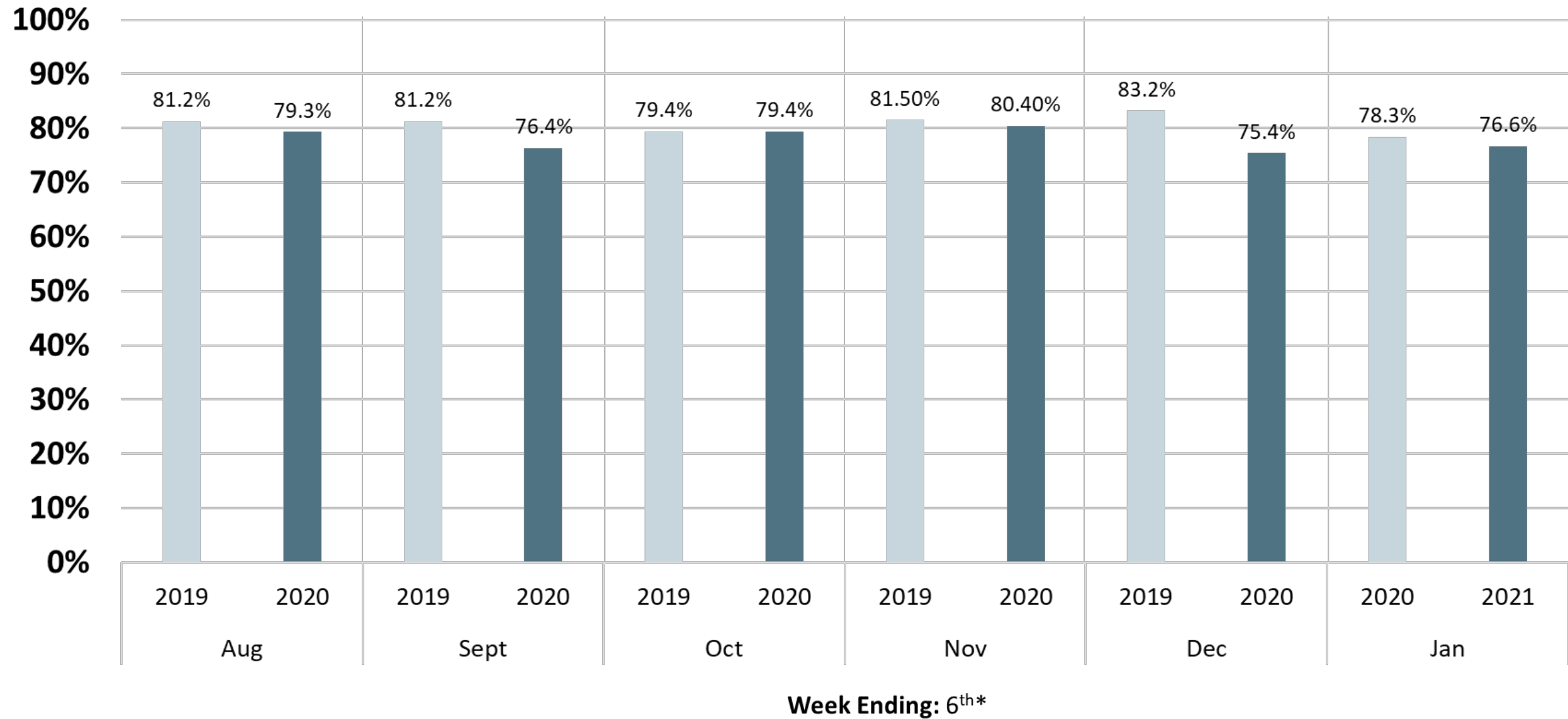
- Collected each week
 - Week 1: January 1 – January 6
- Partial payments are counted only once monthly, in the first time period it occurs. Subsequent partial payments are not captured.
- Single-source data collection from PMS partners, not payment software
- Percentages based on total occupied units; historical data are same-store.
- Total unit counts will vary with each release as units are occupied or vacated.
- Student housing, military housing, and subsidized affordable units are not included.
- Only national data included.

NMHC Rent Payment Tracker: Full Month Results



Data collected from between 11.1 - 11.5 million apartment units.

NMHC Rent Payment Tracker: Weekly Results



Data collected from between 11.1 - 11.5 million apartment units.

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- Welcome and Overview
- Rent Payment Tracker
- Review Data & Methodology
- **Dialogue with Data Partners and Multifamily Leaders**
 - **Caitlin and Sarah moderate a discussion with tracker data partners and multifamily providers, offering insights about the metrics and factors to consider.**
- Closing Remarks

SPEAKERS



Jeff Adler
Vice President, Matrix
Yardi Systems, Inc.



Elizabeth Francisco
President
ResMan



Chase Harrington
President & Chief
Operating Officer
Entrata



Kevin Owens
EVP, Operations
CF Real Estate Services



Greg Willett
Chief Economist
RealPage, Inc.



Brian Zrimsek
Industry Principal
MRI Software

PRESENTATION OUTLINE

- Welcome and Overview
- Rent Payment Tracker
- Review Data & Methodology
- Dialogue with Data Partners and Multifamily Leaders
- **Closing Remarks**
 - **Alison Johnson, Director of Programming, NMHC shares final thoughts and information about NMHC's COVID-19 industry resources.**

NMHC Rent Payment Tracker

Media Contacts

Entrata

Media Contact: Nate Mathis
nmathis@entrata.com

MRI Software

Media Contact: Rachel Antman
press@mrisoftware.com

RealPage

Media Contact: Andrea Massey
RealPageMediaRelations@realpage.com

ResMan

Media contact: Christina Cravens
Christina.cravens@myresman.com

Yardi

Media Contact: Jeff Adler
Jeff.Adler@yardi.com

NMHC

Media Contact: Colin Dunn
cpdunn@nmhc.org

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