






APARTMENT ASSOCIATION OF GREATER DALLAS COVID-19 RESPONSE

Renter Resources

As we continue to deal with the impact of COVID-19 and its impact on jobs and our economy, it's important that we work together as a community to help prevent people from being displaced from their homes. We have included answers to some frequently asked questions, as well as other resources to help navigate through these uncertain times.

As rental housing providers, we are committed to providing safe and reliable housing to our residents across North Texas, and the safety and well-being of our residents is our top priority.

TO ADDRESS THIS CRISIS, AAGD HAS TAKEN THE FOLLOWING ACTIONS:

-  Encouraged rental property owners to waive late fees and establish payment plans with residents. We have forms available for our members to use, including a form to adopt temporary payments plans and/or waive late payment fees.
-  Supported the Texas Supreme Court order suspending evictions until after April 19 (except those involving criminal activity or imminent threat of physical harm).
-  Posted resources for renters and rental property owners – whether or not they are members of AAGD – on our website (www.aagdallas.com).
-  Identified and made charitable contributions to organizations providing relief to residents impacted by COVID-19.
-  Advocated at the federal level for emergency rental assistance for renters in need.

Frequently Asked Questions

Q.1 WHAT IF I CAN'T PAY MY RENT DURING THIS TIME?

We value our residents and always strive to maintain open lines of communication. The best thing you can do is communicate with your property manager about your situation. Your property manager may ask you to provide documentation from your employer or other documentation showing that you have been impacted by COVID-19. Providing documentation and maintaining frequent communication with your property manager will help you get the answers you need.

Additionally, AAGD has encouraged our members to waive late fees, work out payment plans, and take other actions to help keep residents in their homes.

Q.2 CAN I BE EVICTED FROM MY RESIDENCE DURING A PUBLIC HEALTH CRISIS?

The Texas Supreme Court has suspended evictions in Texas until April 19. During this time, residents can still be issued a notice to vacate by the property manager for non-payment of rent. Please note that this may occur if you fail to respond to notices and requests to contact your property manager.

Remember, even though evictions are halted during this time, residents must continue to pay rent. Paying your rent protects you as a renter under Texas law. Please communicate with your property manager if you think you might not be able to pay your rent.

Failing to pay your rent hurts our ability to continue operating and maintaining the property where you live. Ultimately it may also hurt your credit or result in an eviction once that process is reinstated.

Q.3 WHAT IF I CAN'T PAY MY UTILITY BILLS DURING THIS TIME?

Many utility providers are waiving late fees, reducing down payments, and extending due dates for payments. Your bills will continue to accrue, but your services will not be disrupted. Please be sure to check with your utility to provider on options they are offering at this time.

Q.4 WHAT ACCESS IS THERE TO AMENITIES AND RESIDENT SERVICES?

During this crisis, rental communities are following CDC recommendations to practice social distancing and take measures to limit spread of the virus.

As a result, your property may:

- Close select or all amenities
- Ask you to pay rent Online
- Close office to non-employees
- Limit repairs to emergency situations only

Our goal is to keep our residents safe, and implementing these measures helps us protect you and the employees who work on-site at the property.

Q.5 WHERE CAN I LEARN ABOUT RENTAL ASSISTANCE PROGRAMS?

Please see the resources section for a list of organizations that offer rental assistance. Many community non-profits also offer emergency financial assistance with additional needs, including utility or medical bills.

FREQUENTLY ASKED QUESTIONS CONT.

Q.6 WHAT IF I HAVE TO SELF-ISOLATE IN MY APARTMENT?

To avoid unnecessary contact, or maintenance staff entering your unit, consider notifying the management that you are undergoing self-isolation or quarantine.

- Avoid close contact with other people and pets.
- Maintain respiratory hygiene (use tissues, cover your mouth when sneezing or coughing).
- Keep your apartment clean and organized to maintain a healthy environment. Clean regularly and sanitize often using items like Lysol spray and Clorox wipes on “high touch” surfaces including countertops, tabletops, door-knobs, nightstands, bathroom fixtures, toilets, refrigerator handles, kitchen faucets, light switches, TV remotes, cell phones, computer keyboards and tablets.
- Do not leave your unit unless it’s an emergency. Do not use common areas.
- Postpone non-essential maintenance requests.

Q.7 WHAT IF I HAVE TO MOVE/APARTMENT HUNT DURING THE PANDEMIC?

- Practice basic prevention—Take the usual precautionary measures, including not shaking hands, washing your hands after your visit is concluded, not touching your face and not touching surfaces, especially in common areas. Use hand sanitizer.
- Consider virtual tours
- Inquire about safety measures in place—Apartment communities are incorporating additional measures during this outbreak, such as deep-cleaning and disinfecting high-traffic surfaces. They may have closed or limited access to common rooms, gyms and laundry rooms. They may be stationing hand-sanitizer around the building. Finally, inquire how was the unit you plan to rent sanitized.
- Vet your moving/van rental company—Before scheduling your move, inquire what sanitation procedures your moving company has in place. Ask for movers to wear gloves to avoid contaminating your belongings. Alternately, consider moving your belongings yourself to minimize exposure, but make sure to inquire about sanitation procedures your moving van rental company has in place.

Resources

WHERE CAN I GO FOR MORE INFORMATION?

Renter information: www.aagdallas.com/rescenter

General information on COVID-19: Centers for Disease Control and Prevention

EMERGENCY FINANCIAL ASSISTANCE

The following organizations may be able to offer rental assistance and other financial assistance for household expenses.

CALL 211

211 is a universal number (similar to 911 and 311) for community information and referral services. It is intended to connect individuals and families in need and the appropriate community-based organizations and government agencies.

Active 211 systems are in all or part of every state.

DALLAS COUNTY

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| United Way of Metropolitan Dallas | 214-978-0000 |
| American Red Cross North Texas | 512-928-4271 |
| Catholic Charities | 866-223-7500 |
| Metro Dallas Homeless Alliance | 972-638-5600 |
| Dallas County Health and Human Services | 214-819-2000 |
| Interfaith Dallas | 214-827-7220 |
| Dallas Housing Crisis Center | 214-828-4244 |
| ULGD Urban League of Dallas | 214-915-4600 |
| Metrocrest Services | 972-446-2100 |
| Garland Housing Authority | 972-205-3393 |
| City of Garland Neighborhood Development | 972-205-3310 |
| City of Grand Prairie Department of Housing & Neighborhood Services | 972-237-8040 |
| Housing Crisis Center | 214-828-4244 |
| Lancaster Housing Assistance Program | 972-275-1750 |
| Mesquite Housing Assistance Program | 972-216-6424 |
| North Dallas Shared Ministries | 214-358-8700 |
| White Rock Center of Hope | 214-324-8996 |

DALLAS COUNTY

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| Irving Cares | 972-721-9181 |
| West Dallas Multipurpose Center | 214-670-6530 |
| Movement Ministries | 260-693-7283 |
| Irving Community Service Center | 972-251-4054 |
| Salvation Army of Dallas County and Irving | 972-721-9503 |
| Jewish Family Services of Greater Dallas | 972-437-9950 |
| Duncanville Outreach Ministry | 972-296-4986 |
| Salvation Army Corps of Garland Texas | 972-272-4531 |
| Christian Community Action | 972-221-1224 |
| Salvation Army Plano Service Center | 972-423-8254 |
| Mesquite Social Services | 972-285-3000 |
| Richardson East Care Corps | 972-231-8231 |

DENTON COUNTY

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| The Salvation Army Denton Corps | 940-566-3800 |
| Giving HOPE Inc. | 940-382-0609 |
| Denton Housing Authority | 940-383-1504 |
| Catholic Charities | 817-413-3921 |
| Christian Community Action Lewisville | 972-436-4357 |
| Helpnet of the Greater Denton Area | 940-382-1913 |
| Pilot Point Goodfellows | 940-686-3014 |
| Denton County Friends of the Family | 940-387-5131 |

COLLIN COUNTY

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| Allen Community Outreach | 972-422-1850 |
| Assistance Center of Collin County | 972-422-1850 |
| Salvation Army of Collin County | 972-423-8254 |
| Frisco Family Services Center | 972-335-9495 |

COLLIN COUNTY

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| Community Lifeline Center | 972-542-0020 |
| Anna Christian Community Outreach | 214-884-6871 |
| Salvation Army Plano | 972-423-8254 |
| McKinney Housing Authority | 972-542-5641 |
| Plano Texas Housing Authority | 972-423-4928 |
| Wylie Community Christian Care Center | 972-442-4341 |

The Apartment Association of Greater Dallas (AAGD) is a trade association, representing the Multifamily Industry. Since 1959, the association has provided professional resources, training, advocacy, and communication for its industry members. Our association represents 1,000 companies who own and operate 2,700+ properties with 580,000+ units in the eleven counties surrounding the City of Dallas.