

Sample Letter to Residents

AMID COVID-19 OUTBREAK



Dear Residents,

The coronavirus (COVID-19) pandemic has thrust our community into unknown territory. We recognize this is a frightening time and that many in our community have faced both health and economic impacts. We are here to try to help.

The last thing anyone wants is to lose a safe place to call home. Unfortunately, there has been misinformation circulating Online and in the media about what the current crisis means for those who rent their homes. Our hope is to eliminate any confusion.

If you have suffered a job loss or other substantial loss of income due to the COVID-19 pandemic and are unable to pay rent, we encourage you to notify us as soon as possible to discuss potential alternative payment arrangements that may be made to accommodate your situation. Please be aware that if you do not contact us to let us know that you have been affected by COVID-19, we will not know that you may need assistance during these unprecedented times.

In addition, we may be able to help you identify resources offered by federal, state and local governments – as well as community organizations – to help you secure financial assistance, food and healthcare. Please contact us if you would like more information on rental assistance resources.

If you are not currently facing a COVID-19 related hardship, please continue to pay rent as usual. As employers, we want to ensure we are able to continue to support the personnel and staff who work every day to provide essential services to all residents. We are all in this together, and if we work together, we can weather this storm.

If you have questions or concerns, please contact _____ at _____.

With sincerest appreciation,

[NAME]