

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.