



**Arizona Multihousing Association COVID-19/Coronavirus
Emergency Preparedness Guide
March 19, 2020**

Dear AMA Members,

We apologize in advance for all the emails but the COVID-19 outbreak and subsequent spread represents a threat to the rental housing market in Arizona and across the nation. In an effort to help Arizona Multihousing Association members be as prepared as possible we will continue to share information as it is made available.

HUD Notice / Clarification

Yesterday the POTUS announcement to halt all evictions created a lot of confusion for both residents and managers. Please see the link above that clarifies the announcement that the eviction and foreclosure moratorium only applies to single family homeowners with FHA Insured Mortgages.

AZ Legislature to Consider a \$10 Million Appropriation to the AZ Dept of Housing for Eviction Prevention

Today Senator Heather Carter will introduce an amendment to SB1692 to provide \$10 million dollars to the Arizona Department of Housing (AZDOH) to be used to help Arizona Renters facing eviction as a result of COVID-19. Rep. Daniel Hernandez will introduce the identical amendment in the House for HB2909. It would be great if your Arizona Senator and both of your Arizona Representatives received emails of support from you and your residents.

LINKS: [House & Senate Contacts List](#) | [Find Your Legislator](#)

Eviction Prevention Resources for Residents

Please see the two links below from AZDOH. Residents that are concerned they do not have the resources to pay their April 1 rent should call immediately. While resources might not yet be available they should ask the agency to put them on a list. AMA is working hard to identify state and federal resources to assist residents in this time of crisis.

LINKS: [Eviction Prevention Assistance](#) | [Community Action Agencies](#)

AMA Emergency Preparedness Guide

The AMA has created this 2020 Emergency Preparedness Guide to help you manage the pandemic from an informational perspective, an operational perspective and in terms of crisis communications and messaging.

FAQ

In such a fast-changing situation, we will do everything possible to keep you abreast of the latest relevant information and to answer your questions, [this document](#) includes some of the most common questions received from attorney member Christopher Walker with the Law Offices of Scott Clark.

While the AMA office is physically closed the team is working remotely and we are available during business hours. All phone calls will be forwarded and emails will be checked frequently.

If you need to reach us, please use the following contact information:

Phone Number: (602) 296-6200

Email: info@azmultihousing.org

For specific staff information, please visit our staff directory [HERE](#).





CORONA VIRUS AND EVICTIONS

As you are surely aware, evictions have become a hot topic as a result of this outbreak. Already, more than 20 jurisdictions across the U.S. have instituted moratoriums on evictions at least for the foreseeable future. Locally, the Cities of Phoenix and Tempe have halted evictions on city-owned property during the outbreak. The City of Phoenix and many other cities and SRP have also halted water shut offs.

The AMA has been asked by the Arizona Department of Housing (ADOH) on how the industry plans to manage evictions during this pandemic, given that many Arizona residents may be impacted by loss of income and/or by illness. **We ask that all members put policies in place and develop processes to work with residents impacted by COVID-19 including partial payment plans, waiving of late fees and other options to allow residents to stay in their homes during this national crisis.**

AMA has asked the ADOH to use the Housing Trust Fund (HTF) resources to prevent evictions, similar to the pilot project from last year. The Legislature also has authorized Gov. Ducey to spend as much as \$55 million in response to COVID-19. We will be talking with ADOH regarding these emergency resources as well. We are also in contact with our Federal Delegation to direct resources to help residents with rental assistance if impacted by COVID-19.

If you have policies that you are putting into place at this time and you're willing to share them with your fellow AMA members, please send them to us so we can post them to our [resource page](#).

HELPFUL RESOURCES

General Coronavirus Information

- [The President's Coronavirus Guidelines For America](#)
- [Center for Disease Control \(CDC\) 2019 Novel Coronavirus page](#)
- [Arizona Department of Health Services COVID-19](#)
- [Symptoms of Coronavirus Disease 2019](#)
- [How to Stop The Spread of Coronavirus at Home and at Work](#)
- [What to do if you are sick with coronavirus disease 2019 \(COVID-19\)](#)

Industry Specific Coronavirus Guidance

- [NAA HUD Evictions Moratorium Follow-Up 3/18](#)
- [NAA Guidance for Dealing With Coronavirus](#)
- [NAA Webinar on COVID-19](#)
- [RESCON Sanitize Your Property Information](#)
- [CDC Cleaning and Disinfectant Recommendations for Community Facilities with Suspected/Confirmed COVID-19 Exposure](#)
- [EPA List of Disinfectants to Use Against COVID-19](#)

Communications from U.S. Department of Housing and Urban Development

- [Message from the Secretary](#)
- [Message from Community Planning and Development](#)





- [Message from Public and Indian Housing](#)
- [Community Planning Development's Toolkit for Homeless Shelters and Continuum of Care Providers](#)
- [Questions and Answers for Office of Multifamily Housing Stakeholders](#)

Business Guidance

- [CDC Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019](#)
- [U.S. Small Business Administration - SBA Disaster Assistance in Response to the Coronavirus](#)
- [Congressional Research Service - COVID-19: Social Insurance and Other Income-Support Options for Those Unable to Work](#)
- [CDC Interim Guidance on Large Community Events](#)

CRISIS COMMUNICATIONS GUIDELINES

Every crisis communications plan is only as good as your team is prepared to implement. We strongly encourage our members to plan ahead when it comes to crisis management. The most well-prepared organizations have:

- A strategy and operations plan that allows the team to factually assess situations and determine whether crisis communications responses are warranted.
- A crisis communications team or individual in place to make recommendations on timing, messaging and the nuancing of appropriate responses.
- The ability to take immediate action to gather additional facts; identify and communicate with key stakeholders; handle media inquiries or refer the media to the right information source; a plan meant to minimize rumors and maintain order and confidence.
- In times of uncertainty, it is essential to communicate in short, succinct messages that enhance clarity. The best communications strategies adhere to simple messages. They allow for the possibility of additional information and for rapid changes in protocol based on need. If you don't know something, don't guess. Instead, suggest that you get the answer to the question and get to the person asking the question as soon as possible.

Here are some sample messages for use over the next few weeks.

- With so much uncertainty because of the coronavirus outbreak, rental communities across Arizona have implemented crisis management plans to keep residents and employees as safe and healthy as possible.
- Rental communities and companies continue to closely monitor the situation in regard to public health, outbreak prevention and the economic impact of coronavirus.
- As an industry, we are committed to doing what's best for our residents, our team members and all of Arizona. Anyone who needs help – including help in paying rent – should immediately ask





for help. We will do everything we can to help families on a case-by-case basis while we work as an industry and with key stakeholders to develop a comprehensive plan.

- If residents are impacted financially or medically because of the COVID-19 pandemic we urge them to immediately contact their property manager. The earlier a manager is aware of issues or concerns the more time they have to assist the resident and develop and implement alternative payment plans or identify potential rental assistance.
- This is a complicated situation right now, one with many unknowns. The one thing that is certain, is that we will all--from business owners to consumers---be impacted by this pandemic. We are all trying to understand the financial implications of this pandemic. While it is true that many of our residents are going to be impacted by this pandemic due to lost wages, rental owners face very similar and very real ramifications. It's not as simple as just halting evictions and walking away from rental income. The biggest issue is, many rental owners and companies have obligations to pay that will not go away in the face of the coronavirus outbreak. While many residents struggle with income loss, housing providers are also struggling to make mortgage and bank loan payments, pay utilities and insurance premiums, and maintenance, payroll and property tax obligations.
- We need a solution that balances all the impacts of this situation, which is why handling it case by case for now makes sense.
- As an industry, we are strongly advocating for emergency rental assistance at the state and federal levels. Such assistance has been proven effective in helping both residents and housing providers avoid the eviction process. Bans on evictions could impact the health and safety of our residents.
- The outbreak of COVID-19 is likely to hit low-income renters the hardest, with many of them hourly workers who will not regain the income they lose as a result of this outbreak. Emergency rental assistance would help these renters cover rent payments that will eventually become due.

You may be asked questions that have to do with health practices or other health-related inquiries. Those questions should be referred to the state health department or to the Centers for Disease Control (CDC) or Arizona Department of Health Services (AZDHS).

If a resident of your community tests positive for COVID-19, we strongly recommend that you direct maintenance staff, managers, maintenance and contractors to not enter the apartment. Instead, please immediately notify the local health department and contact CDC or AZDHS for guidance regarding appropriate measures.

Again, if you have any questions, please feel free to contact us at any point. We will continue to update our members as more information becomes available and as developments warrant.

Sincerely,
Courtney LeVinus
AMA President & CEO

