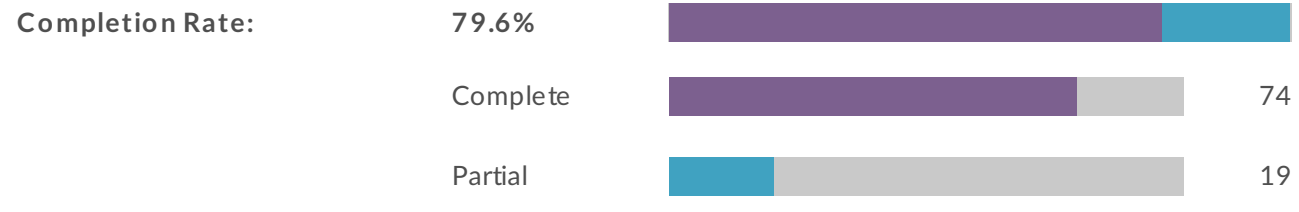


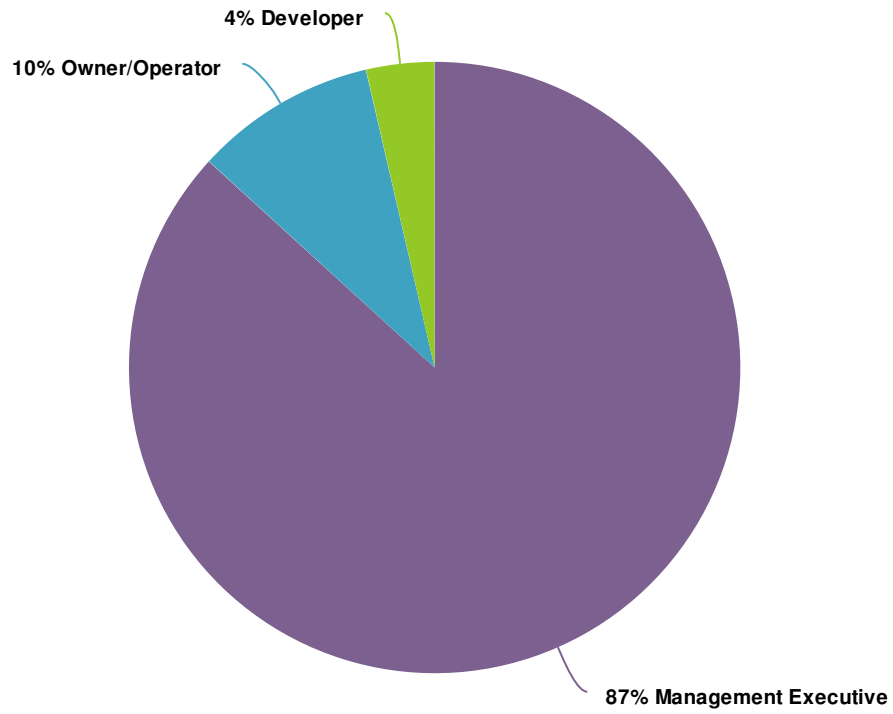
# Report for April 2020 COVID-19 Survey

## Response Counts



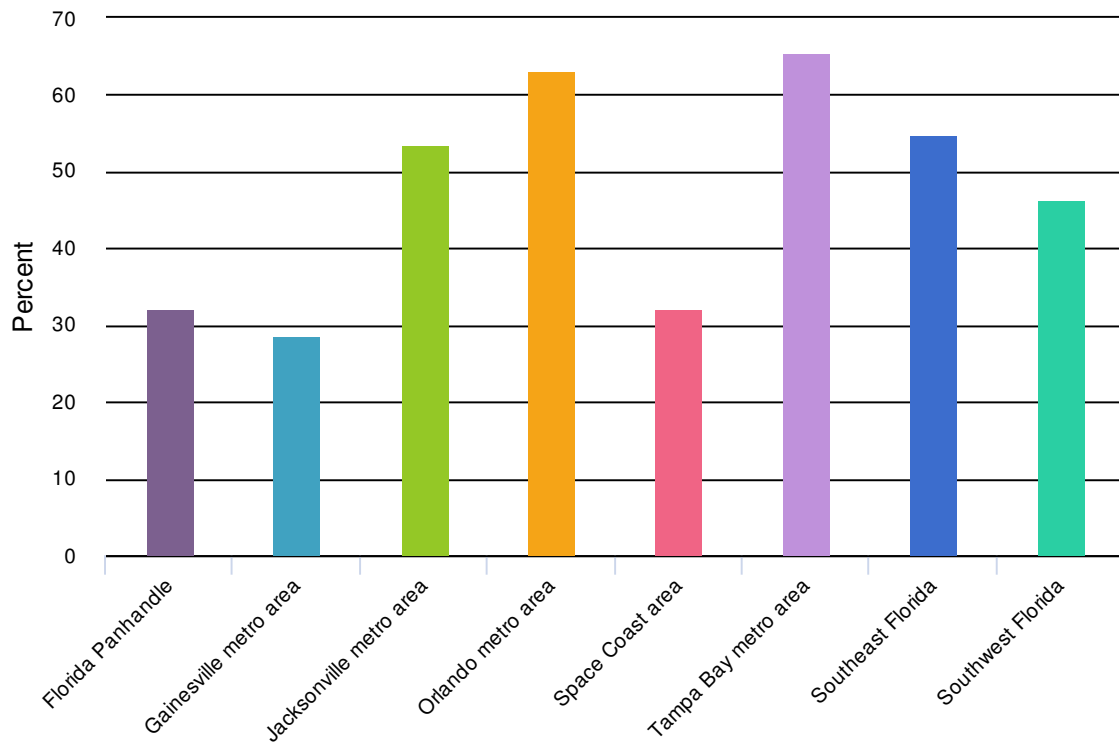
Totals: 93









1. Which option below best describes your role at your company?



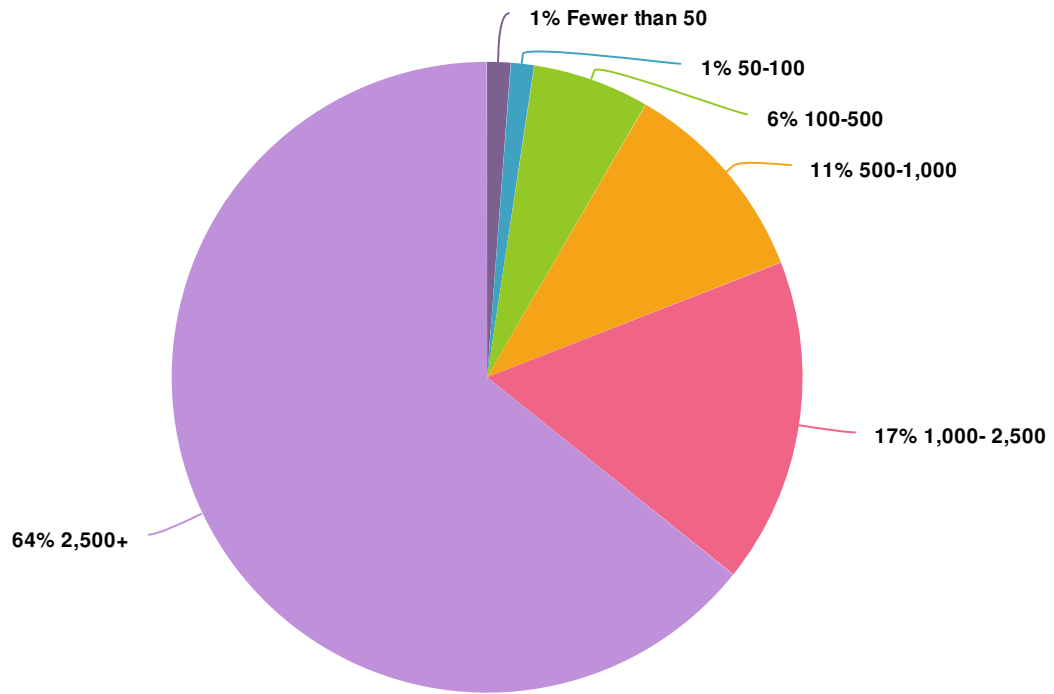
Value	Percent	Responses
Management Executive	86.7%	72
Owner/Operator	9.6%	8
Developer	3.6%	3
		<b>Totals: 83</b>

2. Which Florida markets does your company operate in? Check all that apply.



Value		Percent	Responses
Florida Panhandle		32.1%	27
Gainesville metro area		28.6%	24
Jacksonville metro area		53.6%	45
Orlando metro area		63.1%	53
Space Coast area		32.1%	27
Tampa Bay metro area		65.5%	55
Southeast Florida		54.8%	46
Southwest Florida		46.4%	39

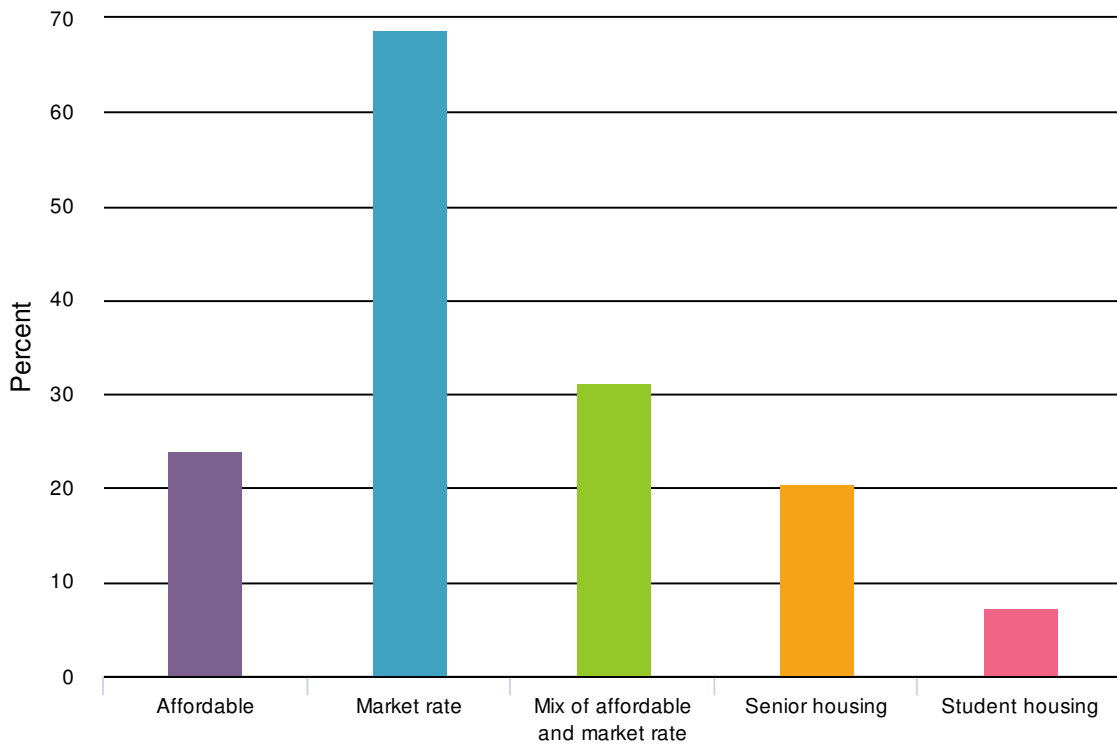
### 3. How many apartment units does your company own/manage in Florida?








Value		Percent	Responses
Fewer than 50		1.2%	1
50-100		1.2%	1
100-500		6.0%	5
500-1,000		10.7%	9
1,000- 2,500		16.7%	14
2,500+		64.3%	54

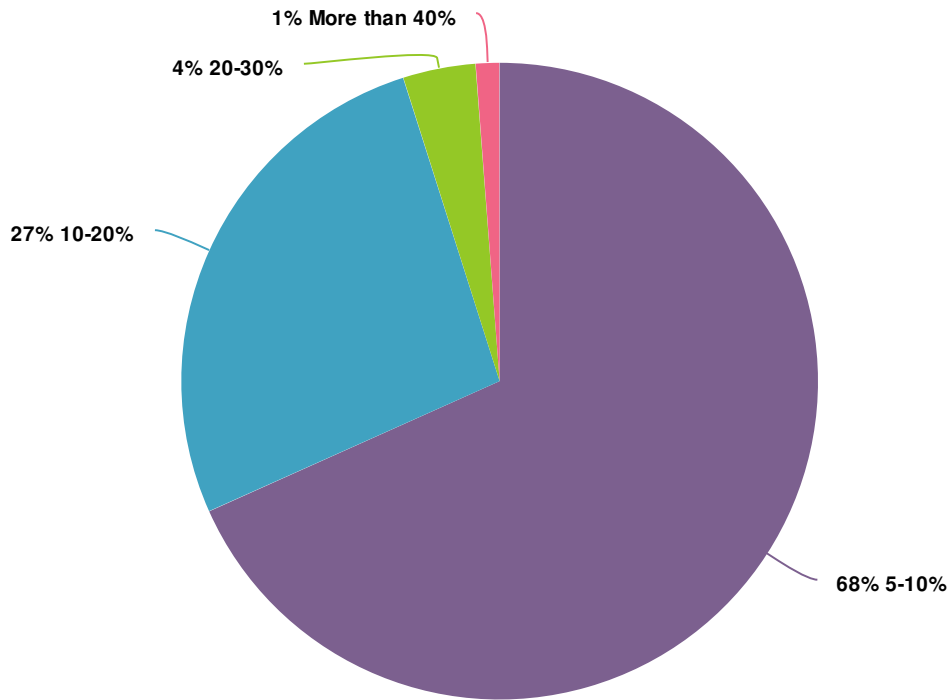
Totals: 84





4. What type of product(s) best represents your portfolio? Check all that apply.



Value		Percent	Responses
Affordable		24.1%	20
Market rate		68.7%	57
Mix of affordable and market rate		31.3%	26
Senior housing		20.5%	17
Student housing		7.2%	6

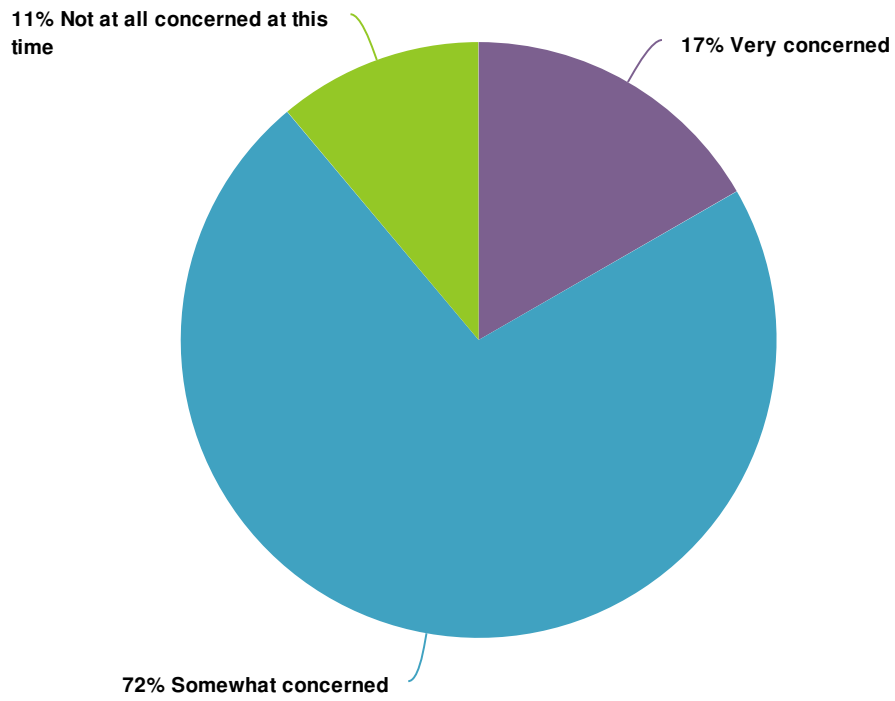
5. What was the overall delinquency rate for your Florida portfolio in April 2020?



Value		Percent	Responses
5-10%		68.3%	56
10-20%		26.8%	22
20-30%		3.7%	3
More than 40%		1.2%	1

Totals: 82

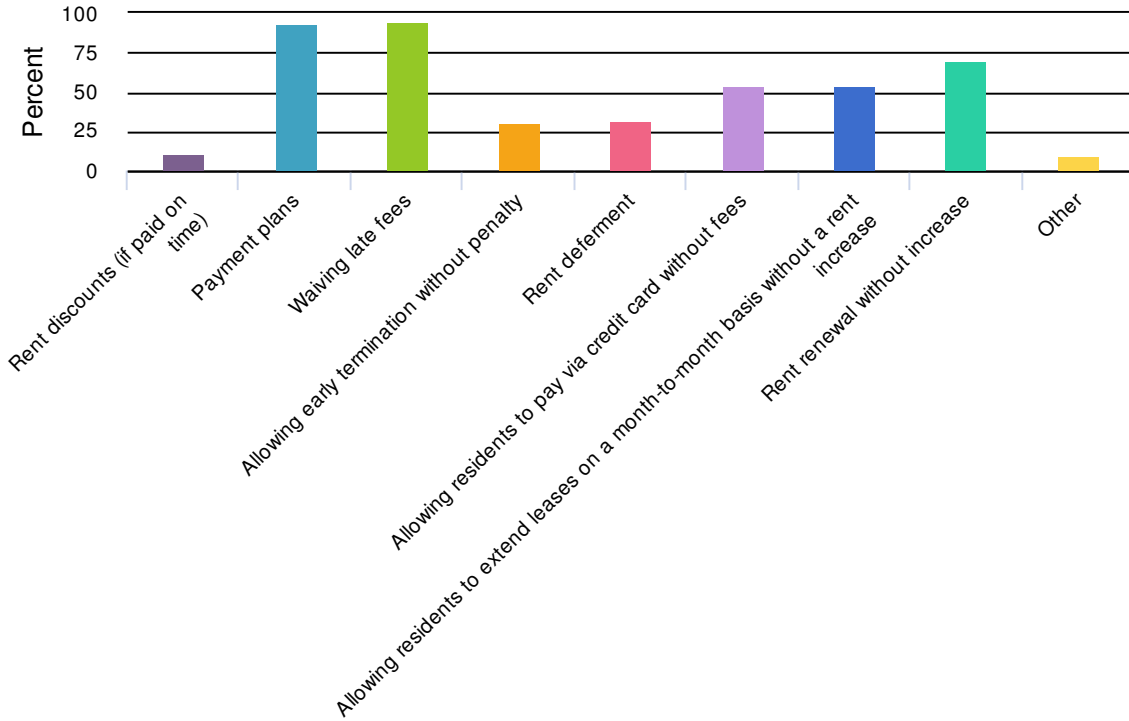
6. In light of the temporary eviction moratoriums in place and reduced cash flow, to what extent are you worried about the financial security of your business?



Value	Percent	Responses
Very concerned	16.7%	12
Somewhat concerned	72.2%	52
Not at all concerned at this time	11.1%	8

Totals: 72

7. What forms of flexibility is your company offering residents financially impacted by COVID-19? Check all that apply.

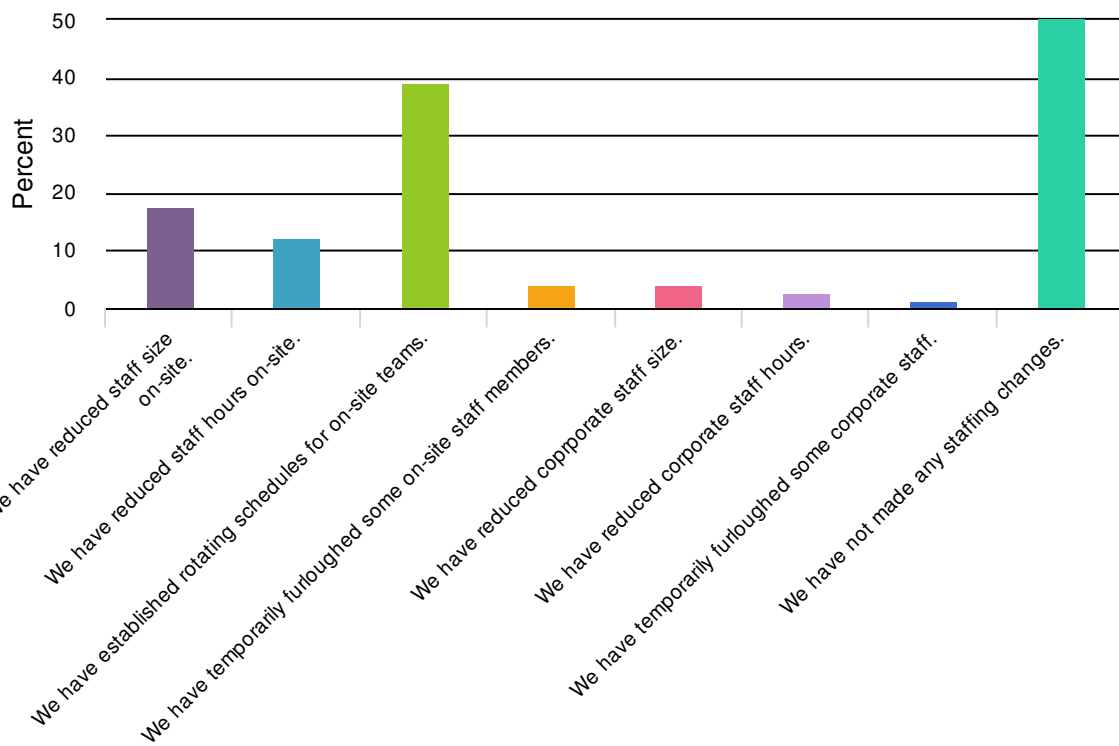


Value	Percent	Responses
Rent discounts (if paid on time)	11.7%	9
Payment plans	93.5%	72
Waiving late fees	94.8%	73
Allowing early termination without penalty	31.2%	24
Rent deferment	32.5%	25
Allowing residents to pay via credit card without fees	54.5%	42
Allowing residents to extend leases on a month-to-month basis without a rent increase	54.5%	42
Rent renewal without increase	70.1%	54
Other	10.4%	8



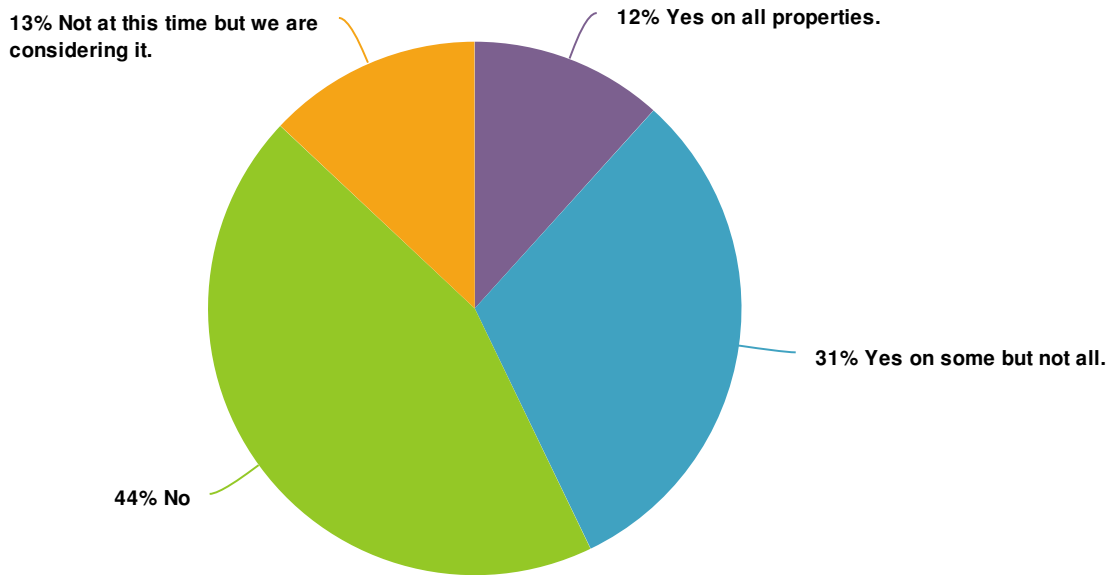
Other	Count
Early rent discount	1
Gift cards	1
Reduced Cost for Early Termination Fees	1
Renewal Increase 0-1%	1
Waived ACH Fees	1
We are working with each resident's unique situation	1
offering gift cards for rent beings paid on time through egiftrewards where the resident can pick from hundreds of options	1
providing information	1
Totals	8

8. What impact has COVID-19 had on your company's staffing? Check all that apply.



Value	Percent	Responses
We have reduced staff size on-site.	17.6%	13
We have reduced staff hours on-site.	12.2%	9
We have established rotating schedules for on-site teams.	39.2%	29
We have temporarily furloughed some on-site staff members.	4.1%	3
We have reduced corporate staff size.	4.1%	3
We have reduced corporate staff hours.	2.7%	2
We have temporarily furloughed some corporate staff.	1.4%	1
We have not made any staffing changes.	50.0%	37

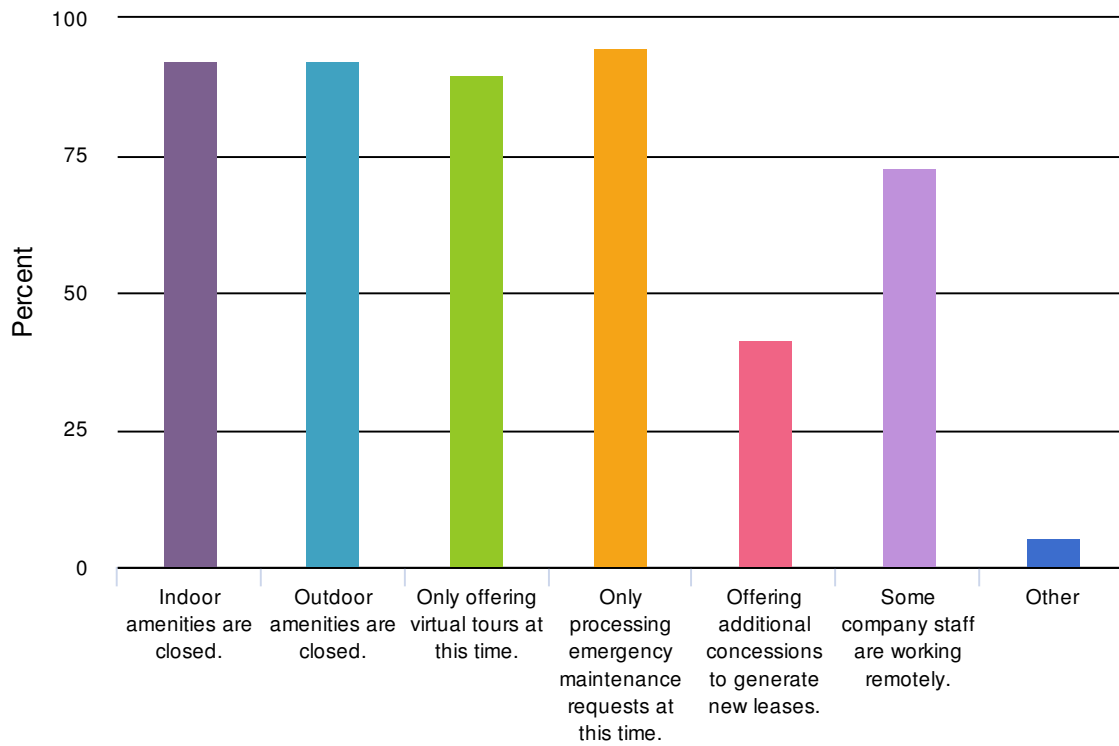
9. Have concerns about the market or COVID-19 caused your company to lower rents for your Florida properties?



Value	Percent	Responses
Yes on all properties.	11.7%	9
Yes on some but not all.	31.2%	24
No	44.2%	34
Not at this time but we are considering it.	13.0%	10

Totals: 77

10. How has COVID-19 altered your on-site operations? Check all that apply.



Value	Percent	Responses
Indoor amenities are closed.	92.2%	71
Outdoor amenities are closed.	92.2%	71
Only offering virtual tours at this time.	89.6%	69
Only processing emergency maintenance requests at this time.	94.8%	73
Offering additional concessions to generate new leases.	41.6%	32
Some company staff are working remotely.	72.7%	56
Other	5.2%	4

<b>Other</b>	<b>Count</b>
Office open by appointments only	1
Self-Guided Tours	1
hired a professional videographer to film vacant units so prospects can feel the experience without stepping foot onto the property...jontrevorphotography@gmail.com	1
tours by appt only	1
Totals	4



## ResponseID Response

26	We are a not for profit and always have a fund for those in crisis that can be applied for.
29	We are offering deferment plans, waiving late fees, term fees are waive, online payment portal assistance to set up, waiving online payment fees
36	Working closely with residents affected by virus.
39	Offering list of companies who are hiring,
41	Pinnacle has a resident relief foundation that we are able to refer tenants to.
42	YEs - we are emailing links for assistance; in some cases assisting them via Zoom to complete; delivering paper products (2 rolls per week per unit).
44	Yes, we are working with everyone with payment plans, rent specials
46	Same as previously asked - payment arrangements, National employee assistance fund
47	We do 3rd party management and are linking Residents to resources available in their area. One property owner we represent, waived April rent for residents who had been laid off.
48	Sending to residents a small publix gift card
52	Assisting with resource list for them to get financial assistance.
53	Not that I am aware of
56	Working on relief funds Creating virtual events for residents
57	we are providing payment plants and waiving late fees and putting them in touch with grants
58	We are offering help on a case by case basis
59	No
62	Yes, keeping residents up to date on how to pay rent, agencies that can help and list of companies hiring
65	We have set aside \$50000 to distribute to residents that are identified as a person in need. \$500 grants are being given.
67	none
71	Giving Publix gift cards for on time payments or signing up for payment plans.

## ResponseID Response

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75 Providing residents with a resource list for financial assistance.

77 N/A

86 We have put together multiple relief efforts encouraging our residents to work with local vendors/restaurants. Hosting social hours using local food trucks and paying for the residents dinners who RSVP. Food and snack carts going throughout mid-rise buildings to say hello to our residents (social distancing) and making them feel at home. This is all in addition to our flexible rent deferment program.

88 Area partners establishing help lines

90 For mental health of residents, we are encouraging our onsite teams to be actively engaged in virtual activities. Also sending "Boredom Busters" to residents for email and text. Trying to keep residents engaged and happy!

91 yes, sending them all info. to apply for loans, etc.



12. Is there anything else FAA can do to better assist members during the COVID-19 health crisis?



**ResponseID    Response**

6	I feel the updates are sufficient and cannot think of anything we need at this time from FAA. Great job so far keeping us all informed!
7	Continue to provide webinars that offer guidance on the topics we relate to most. I've really enjoyed the content provided thus far.
10	not that I can think of
14	No but thank you.
15	Help to source cleaning products and PPE Be a stronger voice in the governor's office and mayor's offices to combat rent controls and the belief the government can tell private property owners what they can do with their property and never again mandate rules on eviction stays.
16	You guys are doing great. The resources you have provided are valuable.
24	I think you have been doing an excellent job. We have been frequently visiting both the FAA and NAA website for information. We have also joined some of the webinar series.
26	Not that I can think of.
28	Legal seminars with Covid related updates
36	Hope so.
42	You are doing a great job communicating and providing resources!

## ResponseID Response

44	At this time, I feel we are all doing what we can to over come this
47	FAA has done an amazing job throughout this crisis. Thank you for your efforts.
48	Just keep us posted on changes as they are happening quickly - AS you have been Stay Safe
52	You've been very helpful throughout this crisis. Thank you for your efforts.
53	All of your webinars and email updates have been very helpful!
57	Yes, How can we educate residents that we dont get a bail out like many companies do? Their perception of reality is sad
58	Not at this time
67	do better surveys
77	Not at this time.
90	FAA is dong so much to assist during this time! You have gone above and beyond to ensure your members are informed, and updated. You have given resources and communicated more than i could have ever imagined. A fantastic resource and incredible support!