

Confidential Internal Corporate Communication

Memo

To: Property Management Community Managers, Property Managers and Resident Services Dept. Directors

From: _____

Date: March 30, 2020

RE: Handling Rent Collection, Evictions & Increases during COVID-19 Crises & Public Health Shelter in Place Orders

With the arrival of COVID-19 and the Public Health *Shelter In Place* orders MidPen's staff and its residents are dealing with unprecedented changes to their daily lives. As a company and as a provider of affordable housing to vulnerable populations we cannot respond with "business as usual" approaches.

As such, to respond to the impact on our residents MidPen and its related entities are implementing temporary changes to some of the current policies applicable to:

- Rent Collection
- Non Payment of Rent Enforcement & Evictions
- Other Lease Violation Enforcement & Evictions
- Rent Increases

Unless specified otherwise, the temporary changes set forth in this memo will take effect immediately and will remain in effect until further notice. These temporary changes and instructions will be reviewed and updated periodically to adapt to changing circumstances. Please monitor for such updates and the effective dates of future directives to ensure you are working off the most current instructions.

The instructions and directives set forth in this memo will be applied throughout the MidPen portfolio.

Rent Collection (effective for rent due April 1)

- Rental payments remain due and payable as of the first of each month.
- MidPen **will** allow partial payments of any amount. Any policy against partial payments is suspended. Partial payments will be permitted online as well as to the office.
- MidPen **will not** charge late fees for non-payment of rent or any other unpaid balances
 - Onsite/Real Page automatic charging of late fees will be deactivated.
 - Any late fees charged after March 1, 2020 will be reversed.

- Property Management staff will continue to record and track payments/non-payment through OneSite/Real Page as normal.
- Property Management staff will promptly notify Resident Services staff as to any resident who fails to make full payment of their outstanding balance providing information related to amount of that outstanding balance.
- Resident Services staff will reach out to residents who fail to make full payments and implement Rental Assistance program policies and procedures.
- Resident Services staff will document results of Rental Assistance program in Salesforce including reason(s) for non-payment.
- Resident Services staff will advise Property Management staff as to reason(s) for non-payment of rent which will be recorded in OneSite/Real Page.
- Resident Services staff will keep Property Management staff informed as to the progress of Rental Assistance program for tenants who failed to make full payment.
- On the tenth (10th) day of each month (beginning on April 10th), Property Management staff will provide to each tenant an invoice printed from OneSite/Real Page for any balance owed that remains unpaid and due.
- At the expiration of these temporary changes, residents who have an outstanding balance will be required to pay outstanding rent pursuant to Payment Plan Agreements that will be entered into at that time (templates to be provided).

Non Payment of Rent Enforcement & Evictions

- MidPen **will not** serve legal Notices to Pay Rent or Quit.
- MidPen **will not** initiate **new** eviction proceedings for non-payment of rent.
- For residents currently under an ongoing eviction proceeding and/or court monitored stipulated agreement for non-payment of rent further pursuit or enforcement of such actions will only occur after review and written approval of the SVP for Property Management, SVP for Resident Services, and Corporate Counsel.

Other Lease Violation Enforcement & Evictions

- MidPen **will** continue to serve lease violation/warning letters as appropriate.
- In accordance with current procedures Property Management staff will coordinate with Resident Services staff when deemed necessary to assist with behavioral concerns through existing programs and procedures.
- MidPen **will not** serve legal Notices to Perform or Quit for lease violations:
 - Exception for legal Notices to Perform or Quit (reviewed and approved by SVP for Property Management, SVP for Resident Services, and Corporate Counsel) pertaining to acts of violence/physical harm or threat of imminent violence/physical harm.
- MidPen **will not** initiate **new** eviction proceedings for lease violations;
 - Exception for new evictions (reviewed and approved by SVP for Property Management, SVP for Resident Services, and Corporate Counsel) pertaining to acts of violence/physical harm or threat of imminent violence/physical harm.

- For residents currently under an ongoing eviction proceeding and/or court monitored stipulated agreement lease violation further pursuit or enforcement of such actions will only occur after review and written approval of the SVP for Property Management, SVP for Resident Services, and Corporate Counsel.
- Reasonable accommodation policies updated to include potential adjustments to occupancy criteria/enforcement (i.e., unauthorized occupants), related to hardships arising from COVID-19. The household can request a Reasonable Accommodation which will be processed accordingly.

Rent Increases

- Rent increase notices previously sent out that have not yet taken effect shall be rescinded/voided, and a revised notice will be provided to confirm existing rent.
- MidPen **will not** send out new or further rent increase notices to residents.
- MidPen **will not** increase rents
- **Exception:** Procedures for rent increases for subsidized units (Section 8, PRAC, MSHA, Housing Trust Vouchers), where the resident portion of rent remains the same or an adjustment is required by a governing agency/law, will continue to follow the standard regulatory requirements for tenant notification and rent increase implementation.

Thank you for your commitment to our residents, each other and MidPen Housing!