



Dear Valued Resident,

As we continue to deal with the impact of COVID-19 and its ripple effect on jobs and the economy, it is important that we work **together**.

There may be confusion or misinformation about whether you must pay your rent during the Covid-19 Outbreak and resulting Stay at Home Orders. At this time, we want to confirm that rent is due pursuant to your lease contract. We also understand that this might not be as easy as it sounds. The most important thing you can do if you are unable to pay your rent during this time of crisis is **communicate your situation** with your Community Manager **right away**. We are available for you via phone or email so please call if you believe you are not going to be able to pay your rent on April 1<sup>st</sup>, 2020. Our goal is to ensure we act in the best interest for our residents during these difficult times. We will also continue share any new information as it becomes available.

This crisis has affected all of us. We want to do our part to help you remain in your home. We have established the **NRP Rental Assistance Task Force** to identify programs aimed at assisting you with rental payments. In the days ahead we will be providing you and your Properties Office Team with National, State and Local Agencies, Emergency Programs and Private Groups willing to assist with counseling and financial assistance. Additionally, we have a hotline and email address you can use to contact us for questions you may have. Hotline: 216-523-4599 E-mail: [covid19info@nrpgroup.com](mailto:covid19info@nrpgroup.com) Included at the bottom of this letter are some resources to help you navigate through these uncertain times. As a side note, securing documentation from an employer or other documentation that shows how you have been financially impacted by this crisis may help when communicating with some of the agencies below.

We value your residency and we will get through this **together**.

NRP Management

## **Pittsburgh Renter Resources**

The following organizations MAY be able to assist with rental payments:

### **Call 211**

211 is a universal number (similar to 911 and 311) for community information and referral services. It is intended to connect individuals and families in need and the appropriate community-based organizations and government agencies. Active 211 systems are in all or part of every state.

### **The Salvation Army**

Local divisions will continue to work in close partnership with area government and health experts to prepare and respond to meet specific community needs – visit the website below, scroll down to “Get Help” and enter your zip code.

[www.salvationarmyusa.org/usn/covid19/](http://www.salvationarmyusa.org/usn/covid19/)

### **Pittsburgh/Allegheny County**

<https://covidrentrelief.alleghenycounty.us/>

North Hills Community Outreach – 412-487-6316

Urban League of Greater Pittsburgh – 412-227-4805

Association of Churches of Allegheny County – 724-226-0606

Catholic Charities of Pittsburgh – 412-456-6999

St Vincent Di Paul – 412-321-1071

Jewish Family and Children’s Service – 412-422-7200