



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 1st, 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 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

Florida 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.

OURFLORIDA

<https://www.ourflorida.com/>

Florida's Federally Funded emergency rental assistance relief program to support residents continue to recover and rebuild.

Florida Department of Children and Families

<https://myflfamilies.com/service-programs/homelessness/local-providers.shtml>

Continuums of Care are organizations composed of nonprofit homeless providers, service providers, faith-based organizations, governments, businesses advocates, public housing agencies, school districts, social service providers and mental health agencies.

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/

Bradenton/Manatee County

Catholic Charities - 941-714-7829

Brooksville/Hernando County

Mid Florida Community Services - 352-796-1425

Pinellas Park and St. Petersburg/Pinellas County

St Vincent De Paul - 727-825-0725

Catholic Charities – 727-893-1313

Wauchula/Hardee County

Hardee Help Center - 863-773-0034

Tampa/Hillsborough County

Catholic Charities - 813-631-4370