



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

Texas 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.

TEXAS RENT RELIEF

<https://texasrentrelief.com/>

The Texas Rent Relief program can help renters with the past due and current rent and utilities starting as far back as March 13, 2020.

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/

Austin/Travis County

Travis County Family Support Services - call 211 or 512/854-9020

Catholic Charities of Central Texas—512/651-6100

Travis County Family Support Services Division—512/267-3245

Austin Texas Health and Human Services Department (HHSD)—512/972-5011

Dallas/Dallas County

United Way of Metropolitan Dallas—214/978-0000—info@unitedwaydallas.org

American Red Cross | North Texas—512/928-4271

Catholic Charities—866/223-7500

Dallas County Health and Human Services—214/819-2000

Interfaith Dallas—214/827-7220

Dallas Housing Crisis Center—214/828-4244

Houston/Harris County

The Archdiocese of Galveston-Houston—719/659-5461

Catholic Charities—713/874-6776

Chinese Community Center—713/271-6100

Disaster Housing Assistance Program—866/497-6036

Jewish Federation of Greater Houston—713/667-9336

Katy Christian Ministries—281/391-5261

Memorial Area Assistance Ministries—713/468-4516

Red Cross—713/526-8300

United Way—713/957-4357

West Houston Assistance Ministries—713/977-9942

Brazoria County

The Salvation Army – 979-233-5420

Fort Bend County

East Fort Bend Human Needs Ministry – 281-261-1006

Beaumont/Jefferson County

Catholic Charities of South East Texas – 409-924-4400

Salvation Army – 409-896-2361

San Antonio/Bexar County

San Antonio Risk Mitigation Fund—210/207-7830

Bexar County Community Resources—210/335-3666

Alamo Area Resource Center—210/358-9995

Salvation Army – Social Services—210/352-2020

San Antonio AIDS Foundation—210/225-4715

Alamo Area Resource Center—210/358-9995

SAMMinistries—210/340-0302

St. Vincent de Paul—210/225-7837

Corpus Christi/Nueces County

Nueces County Department of Human Services – 362-888-0837

Catholic Charities of Corpus Christi – 361-884-0651

The Salvation Army of Corpus Christi - 361-884-9497