



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

North Carolina 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.

North Carolina's Housing Opportunities and Prevention of Evictions

<https://www.rebuild.nc.gov/hope-program>

The Housing Opportunities and Prevention of Evictions Program (HOPE) provides rent and utility assistance to low-income renters that are experiencing financial hardship due to the economic impacts of COVID-19. The program helps prevent evictions and utility disconnections to promote housing stability during the ongoing COVID-19 pandemic.

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/

Raleigh/Wake County

<https://housewake.org/>

Wake County Housing Emergency Assistance Program | 919-212-7000

Wake County Housing Authority | 919-269-6404

Triangle Family Services' Emergency Housing Assistance Program | 919-821-0790 X 115

County Emergency Assistance | 1-800-662-7030

Raleigh Housing Authority 919-831-8300

Salvation Army | 919-834-6733

Women's Center of Wake County | 919-829-3711

Oak City Cares and the Coordinated Entry program | 984-344-9599

City of Raleigh | 919-857-4330

North Raleigh Ministries | Phone: 919-844-6676

Charlotte/Mecklenburg County

<https://rampclt.com/>

Providing rental, utility, & mortgage assistance to those impacted by COVID-19 in the City of Charlotte & Mecklenburg County

Crisis Assistance Ministry | 704-371-3001

Charlotte Area Fund | 704-372-3010

Wilmington/New Hanover County

Wilmington Housing Authority | 910-341-7747

Housing Authority of The City of Wilmington | 910-341-7700

Section 8 Rental Assistance | 910-341-7747

Carolina and Kure Beach - Island Cottage | 910-458-9339

Crisis Line | 910-392-7408

Salvation Army - New Hanover County | 910-762-5948

The A.M.E.Z. Housing Community Development Corporation | 910-815-3826

New Hanover County Community Action, Inc. | 910-762-1177

Greenville/Pitt County

Salvation Army Greenville | 252-756-3388

Greenville Housing Authority | (252) 389-4000

Martin County Community Action, Inc (also covers Greenville & Pitt County) | 252-792-7111

Community Unity Network | 252 717-9600

Pitt County Department of Social Services | 252-902-1110