

March 23, 2020

Dear Andover Crossing Resident(s):

As you are aware, Andover Crossing has posted a number of notices over the past week and we ask you to read them very carefully during this time of crisis. We are trying to update you regularly and keep you informed.

Your rent and or other fees such as **garage, laundry etc.** is still due on the first of every month according to our collection policy. However, beginning April 1, 2020 we will not asses late fees to your account until further notice. Please understand you are still fully responsible for all rent payments according to your lease agreement.

We ask in order to eliminate exposure to our staff; you pay online via ACH check or credit card. You may also contact your bank to set up drafts to be mailed to the property.

If your income and employment changes make sure to contact the office immediately to discuss if you are eligible for any assistance or need to make other arrangements.

Since the staff has been inundated with phone calls and office hours may be affected, we request those able to contact us via email send questions, service requests or other communication to us at andovercrossing@gmail.com and we will respond as timely as possible. However, for a maintenance emergency contact us at **316 218-** 1230.

Please know there are resources available for individuals:

Kansas Department of Labor
<https://www.getkansasbenefits.gov>

UNEMPLOYMENT CONTACT CENTER

Wichita (316) 383-9947
Toll-Free (800) 292-6333

Kansas Department of Health and Environment
<https://govstatus.egov.com/coronavirus>

Contact Information
1-866-534-3463 (1-866-KDHEINF)
Monday - Friday, 8am-7pm
Saturday, 10am-2 pm
Sunday, 1-5pm

Be well and be safe!

Management



Revised - Update from HCCI on Paying Rent & Evictions

LATE RENT & EVICTION - Due to the impact of COVID-19, many people are in fear of or have already experienced having their work hours reduced or losing their jobs. Therefore, tenants should begin planning a course of action to remain current with their rent. In order to assist, HCCI is providing the following tips:

- Understand, though Kansas courts may have a pause on civil court proceedings due to COVID-19, it does not mean you don't owe rent. You can still be evicted later for not paying all rent money due.
- Contact your landlord immediately to explain that due to a sudden and unexpected loss in income, you will not be able to pay the rent.
- Remember, this national emergency is not only happening to you, but to the landlord as well. Both parties should try to work together. Being a landlord is their job and how they derive income. Many landlords depend on rent payments to pay their mortgage and/or other bills.
- Ask for a rent payment plan which would outline a weekly, bi-monthly or monthly payment in order to get caught up. The landlord does not have to accept a payment plan, but if accepted, get it in writing. A tenant should only offer to make arrangements to pay what they can actually afford. Both parties must agree on the amount paid, and should sign the pay agreement, each receiving a copy.
- Always get a receipt for any rent paid.
- Late fees can only be enforced if outlined in a rental agreement. Ask your landlord if she/he can set aside any late rent fees due to this unusual

pandemic. If the landlord agrees, get the agreement in writing. A landlord does not have to comply, but many, if they can, want to help.

- Any additional income, for example, a government stimulus check, or IRS tax refund, could be set aside in a savings account for rent or should be sent directly to the landlord once received to cover rent payments. In other words, don't make a big purchase with that money. Use it for necessities such as shelter or prescription medication. Your city may have a list of resources for rent and other assistance. HCCI has resource lists for Topeka, Lawrence, Manhattan and Emporia, if needed.

- Important – The above is general information. There are significant specifics regarding late rent and the eviction process and each situation can be unique. Therefore, contact HCCI for FREE telephone counseling regarding late rent, eviction or other rental related issues at 785-234-0217. Your name and number will be placed on a call log and you'll be called back in the order of your call.

www.hcci-ks.org