



## Statement by Heart of Texas Apartment Association

As we continue to deal with the impact of COVID-19 and its ripple effect on jobs and the economy, it's important that we work together as a community to help prevent people from being displaced from their homes. We have included some frequently asked questions and answers to help navigate through these uncertain times.

### **If you are unable to pay your rent during this time of crisis, what should you do?**

The most important thing that you can do is communicate your situation with your Property Manager. Providing documentation from an employer or other documentation that shows how you have been impacted by this crisis will improve your chances for getting the help you need. Ignoring notices and requests to contact your Property Manager is not advised. Frequent and timely communication is the best course of action.

Justice of the Peace courts will not hold eviction cases or remove people from their homes through April 30th. However, you can still be issued a notice to vacate by your Property Manager for non-payment of rent. This will usually occur if you fail to respond to notices and requests to contact your Property Manager.

The members of the Heart of Texas Apartment Association understand that we must face this crisis as a community and fully understand that it is having an impact on all of us. We, like every other business, have employees and supplier partners that depend on us for their livelihood.

The Heart of Texas Apartment Association has encouraged their members to waive late fees and set up payment arrangements for residents impacted by COVID-19 crisis.

Please remember that they can't help you if you do not communicate your situation with them. When court proceedings resume you will still owe any amounts due and may be subject to eviction; therefore, trying to work with your landlord to make payment arrangements is your best course of action.

### **I am a renter and need assistance paying my bills. Where can I go for help?**

If you need rental payment assistance, there are several groups and agencies that can help, please see the attached list.

### **If you are unable to pay your utility bills during this time of crisis, what should you do?**

Utility assistance programs are available, please see the attached list.

### **Resident Service and Access to Amenities**

During the crisis, Rental Communities are following CDC recommendations to practice social distancing. Our members may:

- Close Amenities
- Ask you to pay rent online
- Close office to non-employees
- Limit repairs to emergency situations only

Please be understanding as they institute these because they are doing so to protect both you and their employees.

### **Where do I go for more information**

**Renter Information:** [www.Texasenant.org](http://www.Texasenant.org)

#### **General information on COVID-19:**

**City of Waco Health Department:**

<https://www.waco-texas.com/cms-healthdepartment/>

COVID-19 Hotline – 888-COVID19

**Centers for Disease Control and Prevention (CDC):**

[www.cdc.gov/coronavirus/2019-ncov/index.html](http://www.cdc.gov/coronavirus/2019-ncov/index.html)

**White House:** [https://www.whitehouse.gov/wp-content/uploads/2020/03/03.16.20\\_coronavirus-guidance\\_8.5x11\\_315PM.pdf](https://www.whitehouse.gov/wp-content/uploads/2020/03/03.16.20_coronavirus-guidance_8.5x11_315PM.pdf)



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### Assistance for Renters

#### City of Waco & McLennan County

**Community Programming**  
500 Franklin Avenue  
Waco, Texas 76701  
254-753-0331

#### Utilities

LITE UP Texas  
1-866-459-8387

#### Non- Profits

**Caritas of Waco**  
300 South 15th Street  
Waco, Texas 76701  
254-753-4593 or call 254-754-4339

**Economic Opportunities Advancement Corporation**  
500 Franklin Avenue  
Waco, Texas 76701  
254-753-0331

**Compassion Ministries**  
1421 Austin Avenue  
Waco, Texas 76701  
254-755-7640

**Emergency Solutions Grants**  
(254) 756-7271.

**Central Texas Veterans Health Care System**  
512-797-9547

**Catholic Charities of Central Texas Waco**  
254-732-0307

**McLennan Benevolence Ministry**  
254-754-8923