



To all RPOAMM Members:

Your Board Members would like you to remind you . . . we are here. In this uncharted territory during this COVID-19 pandemic, we are here to assist you. If you have any questions or suggestions, please know you can always reach out to each and everyone of us.

The Board wants to make sure if you have any tenants reaching out to you looking for directions from you regarding rent payments, we will do our best to make recommendations or suggestions. Below are a few of those suggestions to assist you in the direction that best fits your needs.

1. First and foremost, be open to communicating with your tenants when they call you. The more they talk, the calmer you both will be, be a good listener.
2. If you don't already, you may want to implement the ability to accept credit cards or online payments so people don't have to leave their homes to get stamps, envelopes, etc.
3. Consider waiving late fees, if you are comfortable with this.
4. If your tenant qualifies from a previous agreement, consider allowing some of the deposit to be used toward the rent payment, knowing that this will reduce your deposit balance. Some landlords may have already collected 1 1/2 times rent and would consider refunding part of this earlier, again, if a previous agreement is in place. Feel free to consult with an attorney regarding this suggestion.
5. Offer new payment arrangements (i.e. ½ the rent is deferred over the next three months, etc.). The Grand Rapids RPOA sent out an email on March 25th with a 2 page Addendum to your Lease that you can utilize for this suggestion. We always want to get new agreements in writing, and this time the work is already done for you.
6. Set up for document exchanges via postal USPS, email or fax so that leases may be signed in absentia.
7. Put in place lock boxes for keys to new tenants to use after they have satisfied your lease requirements.

Again, these are suggestions, we are sure there are many more to fit your circumstances. Please remember that communication is key and if you end up making any side agreement with your tenant, be sure to get it in writing.

Please read the email from the Grand Rapids RPOA regarding "Limiting Evictions During the Coronavirus" sent on March 25th.

Good luck to you, stay safe and healthy.

RPOAMM Board Members