Good Afternoon All:

As if we don't have enough to think about! As your property manager I have essentially remained silent on the Corona Virus because as circumstances change by the hour what ever I 'declare' now might just become obsolete tomorrow.

I belong to the National Association of Residential Property Managers (NARPM), which is our 'mothership' of the property management industry, and as a matter of fact, I am the 2020 President Elect of the Virginia State NARPM. As a representative of NARPM, in addition to protecting the interests of our PMA landlords, I thought I would share a few comments and/or questions I've been monitoring in our NARPM portals and websites.

My intent is to demonstrate to you that property managers don't have all the answers, in fact, we have ton's of questions. After all, our sole mission among other things is to ensure that our tenants continue paying their rent. There are a couple of states, and more on the way, that are implementing tenant eviction rules. (In my opinion, this sets an 'entitlement' mentality.) Although I have not seen or heard any entitlement talk from our tenant/residents PMA staff remain vigilant in listening for any indications of this happening.

Immediately below, I included comments from PM's across the industry.Reading these you can understand why I think we have more questions than answers:

*"Coronavirus implications on our industry:*

*Some tenants will lose their jobs and/or won't be able to pay rent and government assistance to them may not come fast enough to curtail an eviction.*

*Modifying rent collection policies would be chaos. Not doing so will increase evictions.*

*We closed our office to walk-in traffic on Wednesday. We are limiting visits to properties to vacant homes only. I am considering allowing some/all of my employees to work from home.*

*What else do you guys see coming?"*

*"Hello*

*Anybody currently dealing with tenants that are getting laid off and getting involuntary time off from work because of the Coronavirus and not knowing how they will pay next months rent ?*

*What are you responding ?*

*What should I do ?"*

*"To those of you still planning to do in person showings, please stop and reconsider. Social distancing must occur to help slow the spread of this virus. If you don't trust me, trust the countless medical experts preaching this."*

*"Unless you've been living under a rock (and I know a few of us PM's do), a lot has been made this week in the coronavirus saga. Regardless of how you feel about it, tenants, owners, our team members, and vendors' perceptions could create our new reality."*

*"My maintenance team wants to suspend all cosmetic maintenance requests and only respond to leaks, HVAC issues, etc. Has anyone started this yet?"*

*"Property managers that have already started getting emails and calls asking about if the “landlord” will offer any “relief” during this pandemic. How are you responding in Florida? I’d like to see how your responding by email. Thanks"*

*“Let’s address the white elephant in the room. What are you doing to plan for the effects of the corona virus? I’m sure there will be some big ripples. What will you do for those tenants who ask for rent reductions or abatement?”*

Dayton is halting evictions until April 30! What I would like to know is the status of those already in process. The ones that had absolutely nothing to do with the coronavirus. Waiting to hear from my attorney next week. Not trying to be a jerk, just trying to figure all of this out.

Please see the following protocol that my PMA staff and I will implement immediately in order to protect our tenants, landlords, employees, families, vendors, and customers.

* We will ask all tenants to notify us immediately if anyone in their household is showing any sign of illness, i.e. excessive coughing, sneezing, or the appearance of a high fever.
* We will wear disposable gloves when we go to an occupied home (same protocol for vendors). They will be discarded after each job to prevent the spread of possible germs from one property to another.
* We will use hand sanitizer before and after entering each home. (Our vendors will follow the same protocol).
* We will practice social distancing at all occupied properties. We will also avoid shaking hands, or any other form of close contact with the general public while on a job.
* Maintenance: In the event that PMA staff arrive at a property and the tenant shows any sign of illness, i.e. excessive coughing, sneezing, or the appearance of a high fever, our staff will politely let the tenant know that for the safety of all parties, we will reschedule our appointment in 30 days (unless the problem proves to be an emergency) once they have recovered from whatever is making them ill. We will notify you of the situation, and reschedule.
* Showings: In the event that I arrive to a property and a prospective tenant shows up with any sign of illness, i.e. excessive coughing, sneezing, or the appearance of a high fever, I will politely let the prospect know that for theirs and my safety, I will not be able to allow them to view the house at that time.
* Delinquent Rent: Although it hasn't happened yet I feel that it imminent. Please start considering your position if our PMA bookkeeper contacts you with this situation. It may be by the time that April rent is due that our states of Virginia, Maryland or even DC install 'anti eviction' laws. Not that we would evict immediately, but my position is such that we should show empathy yet be firm in our resolve to collect rent. Perhaps we might discuss payment plans at that point?
* Cooperation: Please know that I covet your cooperation, and my hope is that all this blows over soon. I remember how chaotic life was immediately after 9/11, yet we all got through it with cooperation, empathy, and creative solutions.
* Setting Expectations: PMA staff will postpone typical seasonal inspections until at least April 2020 and will re-assess as conditions improve (or decline). PMA staff will endeavor to answer your emails, texts, and calls in a timely manner, but please allow us some additional time -- feel free to 're-contact', if needed. Please share our patience with vendors, as well. They will be juggling our calls along with several others'. Tenants tend to make up their own rules if it serves their needs, so we will constantly remind them of their lease terms and encourage them to cooperate. Be sure that we will contact you with any relevant updates. Finally, we'll keep an eye on the local news and act accordingly.

If you have any questions or concerns, please feel free to contact my office. I will do my best to serve your property management-related goals -- even in challenging times like this. Thank you so much for trusting Property Management Advisors, LLC as your property manager. It means a lot to me!