

# Renters - Proactive Communication

*Navigating COVID-19*

Many people are unable to work right now which might make it difficult to pay April's rent. While that can be a hard conversation to have, reach out to your landlord now, rather than waiting so that you can work toward a solution together.

## HERE ARE SOME TIPS:

- **Communicate as soon as possible**
- Communicate in writing (so that you have a record of your agreement)
- Communicate when you are feeling calm. This is hard on everyone, and it is best if we can keep the conversation polite.

We have put together some suggested ways to start the conversation. If this doesn't feel like something that you can do, please let us know. We can reach out on your behalf. We recommend that you take the first step, because landlords often respect when tenants take the responsibility to communicate with them.

If you do end up setting up a payment arrangement, please let us know so that we can support you and keep in touch with your landlord. Let us know if you have any questions or concerns.

## SAMPLE MESSAGES TO LANDLORDS

### If you can pay partial rent

Hi, (landlord's name), as you probably know due to COVID-19, I am currently off work right now because (my work is closed, my child's school is closed, etc.). I wanted to communicate with you about my employment status because I know April's rent will be due soon. Would you be willing to work with me and to accept (\$X) to cover this month's rent? I would like to set up a payment plan to cover the remaining rent to ensure your rental income. I appreciate your flexibility and understanding during these stressful times.

### If you can pay no rent this month

Hi, (landlord's name), as you may know, I am currently not working due to (my work is closed, my child's school is closed, etc.). Unfortunately, due to loss of income, I will not be able to pay April's rent on time. I would like to put a payment plan into place so I can start repaying once I have income again. I am working on a plan to get income (applying for unemployment, looking for a new job, exploring childcare options, etc). Please let me know how we can work together during this time to ensure your rental income and my housing stability. I appreciate your patience during this challenging time.

## If you would like to talk with an LHOP staff member for guidance, please reach out to our Intake Specialists

For Landlord Tenant/Fair Housing concerns in **Lancaster**  
**Phone** 717.299.7840  
**Email** ABeaver@LHOP.org

For Landlord Tenant/Fair Housing concerns in **York**  
**Phone** 717.827.4334  
**Email** AHerbst@LHOP.org

