

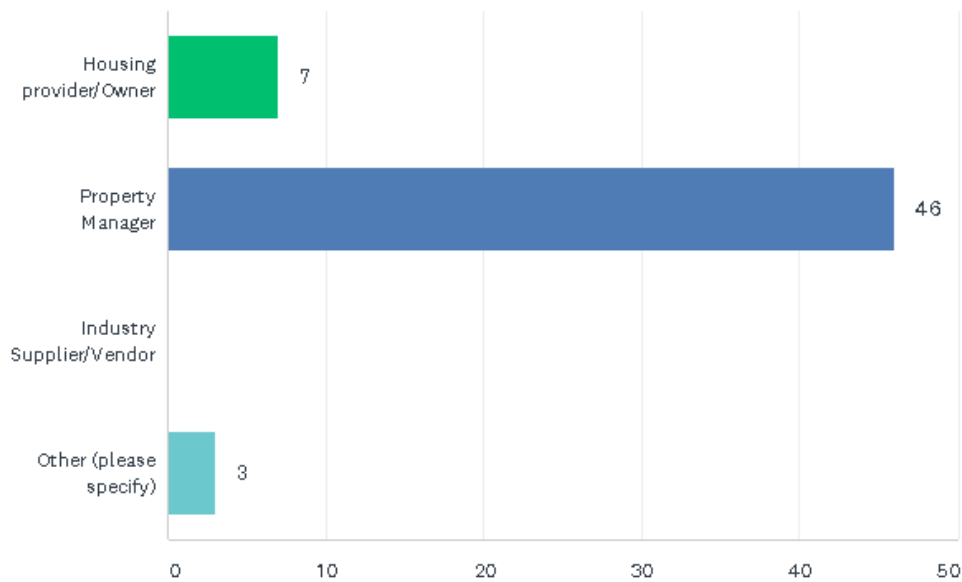


## Survey: COVID-19 Impact for Owners/Managers

The below results were gathered after surveying the Apartment Association of Greater Wichita’s membership on how they have been impacted since the COVID-19 pandemic began. Feedback included input from housing providers/owners, regional managers and property managers taken between April 16th-April 23rd, 2020. The below data represents 56 completed surveys.

### Q1: I identify as one of the following:

Answered: 56 Skipped: 0



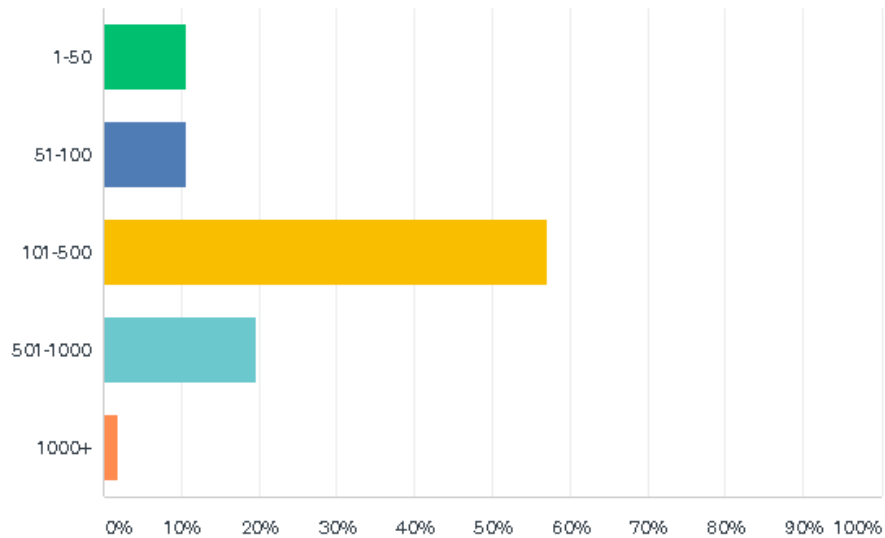
ANSWER CHOICES	RESPONSES
▼ Housing provider/Owner	12.50% 7
▼ Property Manager	82.14% 46
▼ Industry Supplier/Vendor	0.00% 0
▼ Other (please specify)	<a href="#">Responses</a> 5.36% 3
TOTAL	56



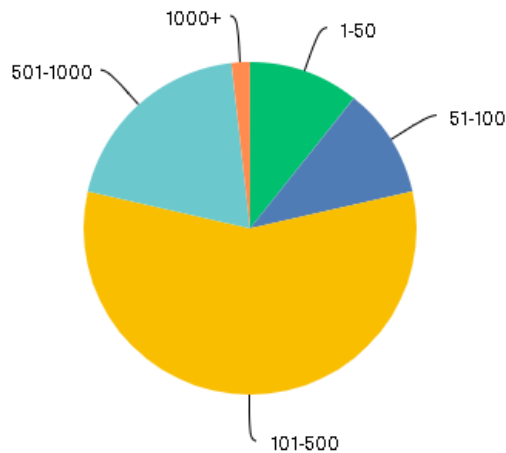
# Survey: COVID-19 Impact for Owners/Managers

Q2: How many units do you own/manage/service in the Wichita area?

Answered: 56 Skipped: 0



ANSWER CHOICES	RESPONSES	
1-50	10.71%	6
51-100	10.71%	6
101-500	57.14%	32
501-1000	19.64%	11
1000+	1.79%	1
TOTAL		56

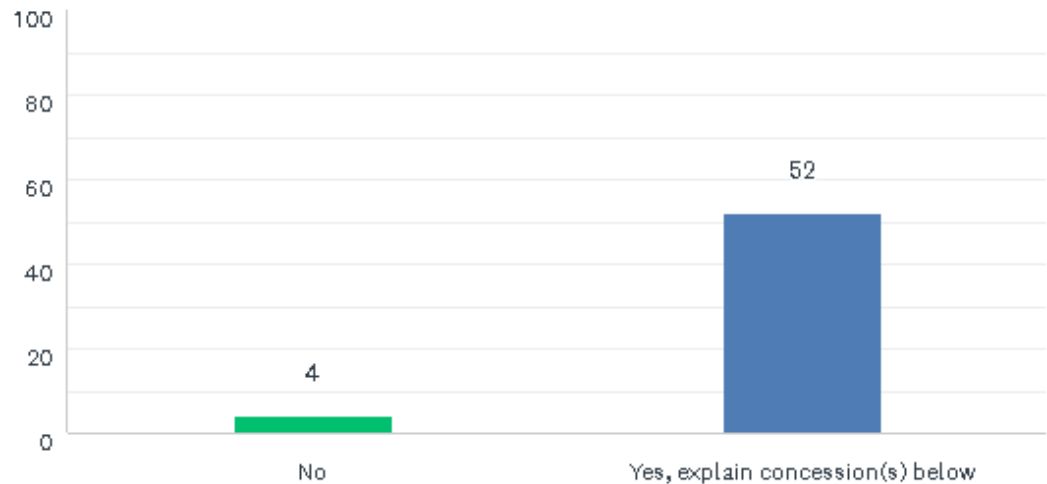




## Survey: COVID-19 Impact for Owners/Managers

Q3: Are you voluntarily offering your residents any concessions or waiving late fees to assist during this pandemic?

Answered: 56 Skipped: 0



### Sample of Comments:

“Halted late fees on all past due balances, increased payment terms to 90 days.”

“Waiving late fees if documentation of COVID-19 related financial hardship can be supplied. As of today 4/15/20 we have yet to send 3 day notices, but have sent notice 4/7 and 4/13 with friendly reminders that we are expecting payment.”

“Waiving late fees and \$0 increase on renewals”

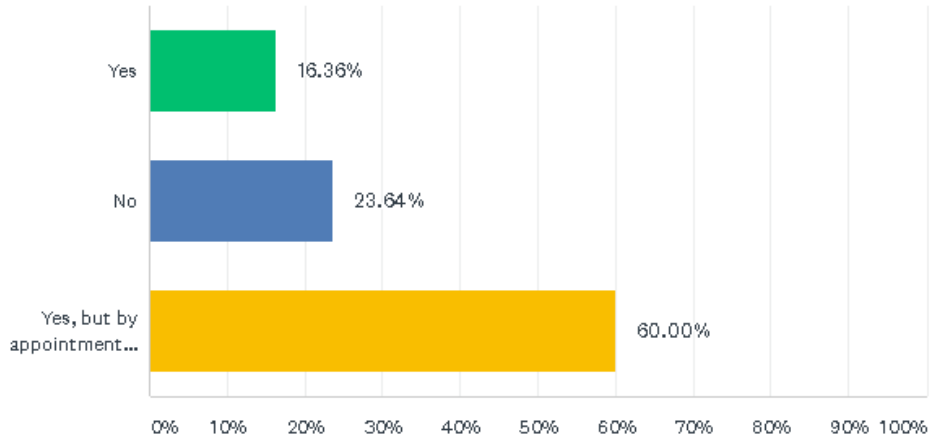
“1 of 2 ways. They can participate in a late payment repay latter program or break down rent payments with specific dates. when they pay on their promissory date, late fees are removed”

“Waiving late fees not giving concessions but we have elected not to raise rates for leases expiring between April and June 30th at this time. We are not charging any month to month fees or short term fees, nor are we increasing rates to market for these lease terms”

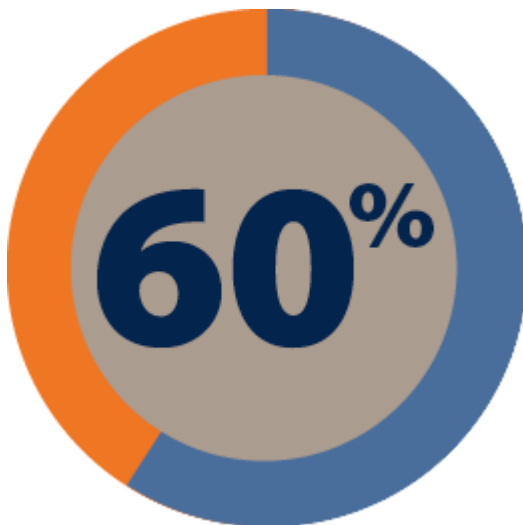
“Late fees waived, accepting 50% of the rent due”

Q4: Is your community leasing/management office open?

Answered: 55 Skipped: 1



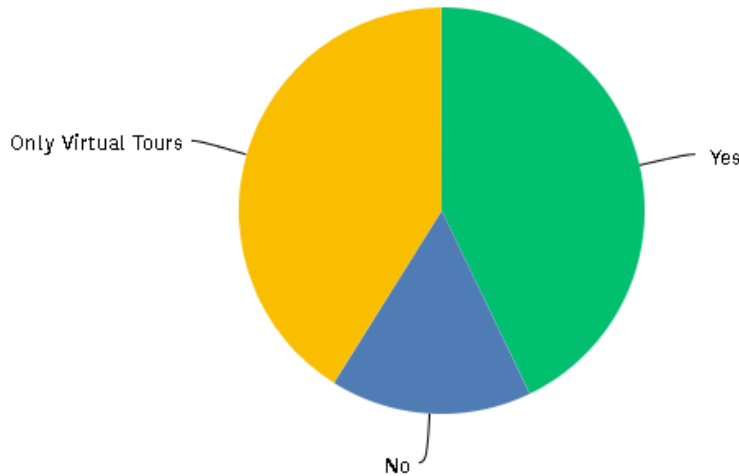
ANSWER CHOICES	RESPONSES	
Yes	16.36%	9
No	23.64%	13
Yes, but by appointment only	60.00%	33
<b>TOTAL</b>		<b>55</b>





Survey: COVID-19 Impact for Owners/Managers

Q5: Is your community offering apartment tours?



ANSWER CHOICES	RESPONSES
Yes	42.86% 24
No	16.07% 9
Only Virtual Tours	41.07% 23
<b>TOTAL</b>	<b>56</b>

**Sample of Comments:**

“Walking with prospect to apartment then allowing them to tour on their own. Keeping social distancing at all times”

“Not allowing tours until "stay at home" has been lifted”

“We also can do self-guided tours where we unlock a vacant and they can tour on their own.”

“Also-Self guided tours, leaving info in vacant unit for scheduled periods of time”

“Viewing set up via phone call 1st. map of showable unit and key provided on table for self tour. Follow up afterwards via phone or email”

“By appointment only and after answering our health questionnaire”

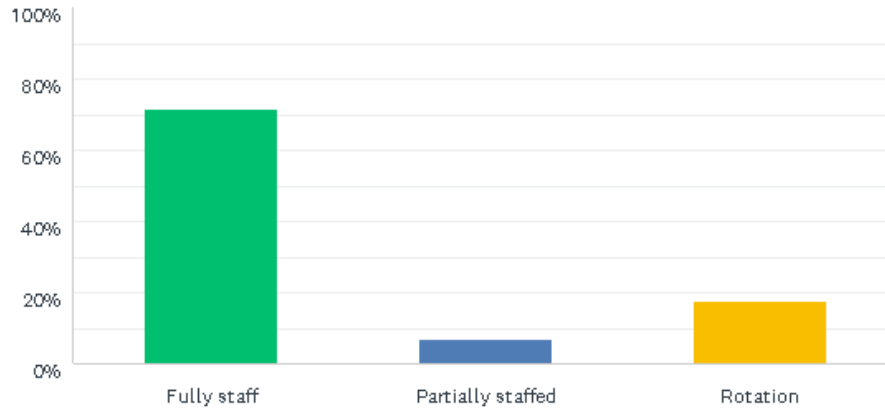
“We are offering shortened tours of apartments only no amenities; These are by appointment only and social distancing is required; we are also limiting the amount of people on any one tour to make sure we adhere to stay at home order; virtual tours are available.”



## Survey: COVID-19 Impact for Owners/Managers

### Q6: How are your offices staffed?

Answered: 56 Skipped: 0



ANSWER CHOICES	RESPONSES
Fully staff	71.43% 40
Partially staffed	7.14% 4
Rotation	17.86% 10
<b>TOTAL</b>	<b>56</b>

### Sample of Comments:

“We were short one leasing agent prior to the pandemic and have now held off our hiring efforts.”

“Only 1 full time and 1 part time in office. Separate offices several feet away. Masks and gloves are used. And Lysol all equipment throughout the day. Separate computers and phones used.”

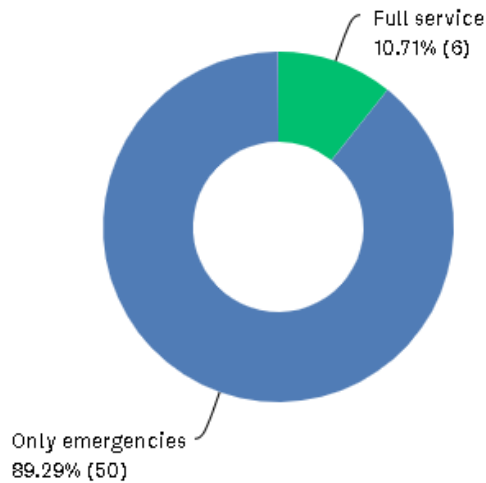
“Cut down one day a week per office staff member and closed on Saturdays. Staff of 3.”

“We have laid off one leasing agent there’s a manager assistant manager and one leasing agent and we have been busy because everybody’s at home.”

“I only have one manager at each property, but we are only open M,W& F.”

Q7: How are you handling maintenance service requests?

Answered: 56 Skipped: 0



ANSWER CHOICES	RESPONSES	
Full service	10.71%	6
Only emergencies	89.29%	50
TOTAL		56




# MAINTENANCE

Please submit all requests through the Resident Portal and only call if it's a maintenance emergency.

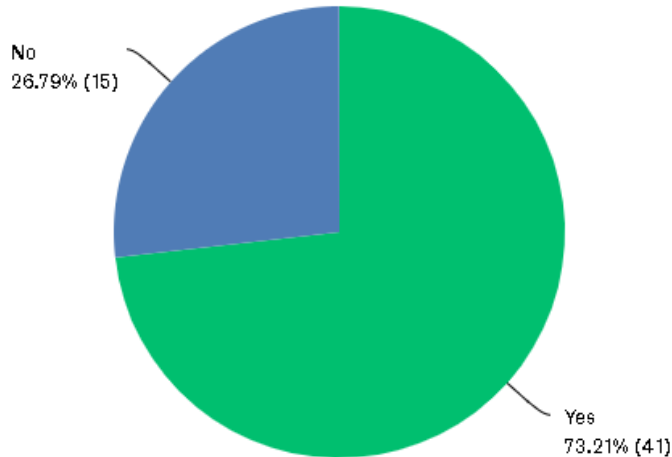




## Survey: COVID-19 Impact for Owners/Managers

Q8: Are you offering a COVID-19 Rent Plan to your residents?

Answered: 56 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	73.21%	41
No	26.79%	15
TOTAL		56

### Sample of Comments:

“Payment plans scheduled by resident or accepting promise to pay dates for April.”

“We are using the NAA Covid-19 pay agreement.”

“No price reduction, but payments can be partial, made in installments, with an agreement.”

“We do have a payment plan in place that splits it up into 3 payments if possible.”

“We haven't had any one with COVID-19 but it would be 1 of 2 ways. They can participate in a late payment repay latter program or break down rent payments with specific dates. when they pay on their promissory date, late fees are removed.”

“We are working with residents to assist them in finding local financial assistance. We are also waiving late fees until stimulus checks arrive for them, waiting for the \$600.00 unemployment checks and working out paying out higher monthly rent for the remainder of leases and extending leases to pay off unpaid rents.”

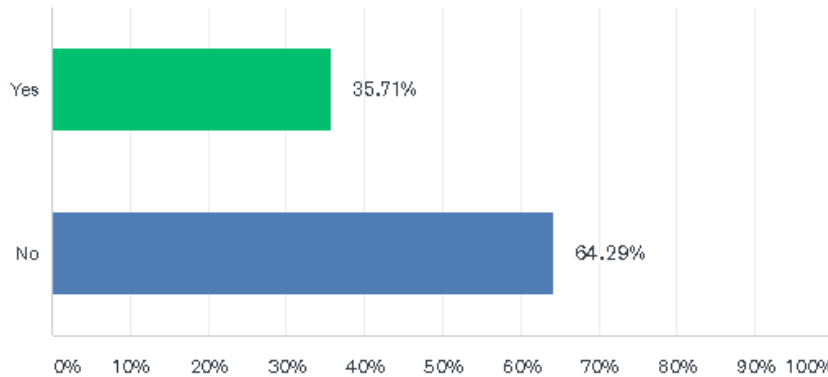




## Survey: COVID-19 Impact for Owners/Managers

Q9: Are you raising rents upon renewal for leasing expiring in April & May?

Answered: 56 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	35.71% 20
No	64.29% 36
TOTAL	56

### Sample of Comments:

“Not raising prices all year.”

“We have decided to wait past May to decide whether to raise rents.”

“Offering April-June renewals to stay at no increase or month to month with the understanding that we will eventually require them to be on a lease once this settles back down.”

“Normally 5% but currently 3%”

“Capped at \$15 per lease holder. Unless they’ve provided documentation about the virus effecting them specifically.”

“We did raise our rent January 1, 2020 I am not knowing that all this was going to happen but we’re still sticking in with the higher rent most of it’s just about \$25 I think the highest was 30.”

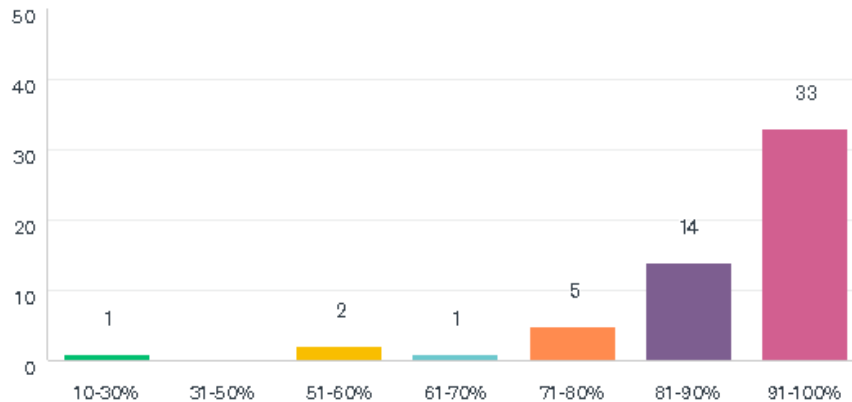
“Only at select properties, but some properties we are not.”



## Survey: COVID-19 Impact for Owners/Managers

Q10: What is your rent collection rate for April?

Answered: 56 Skipped: 0



ANSWER CHOICES	RESPONSES
10-30%	1.79% 1
31-50%	0.00% 0
51-60%	3.57% 2
61-70%	1.79% 1
71-80%	8.93% 5
81-90%	25.00% 14
91-100%	58.93% 33
<b>TOTAL</b>	<b>56</b>

### Compared to the Nation as of 4/19/20

NMHC Rent Payment Tracker Finds Rent Payment Rate at 95 Percent of Prior Month

**APRIL 1-19, 2020**



of rent payments made