

March 13, 2020

Dear Member(s),

Since we are a high density living environment that represents some of the most susceptible population affected by viruses and with the recent outbreak of the coronavirus (COVID-19), we are taking the precautions to help reduce the spread of the virus to our staff, their families but also to you the members. It is important we all work together, staff, members and their visitors in communicating with one another for our mutual protection.

If you are not feeling well or are experiencing symptoms:

- Please stay in your townhouse as much as possible
- Avoid contact with other members
- Do not come to the office
- Ask your visitors to not enter your townhouse or come to our office if they have symptoms

If you need to speak with a staff member, please call (913) 831-3035. If you have something you would like to leave for the office, please drop it in the drop slot.

If you are calling about a maintenance request, please inform us if you are experiencing any symptoms or are self-quarantining due to the virus. Maintenance will not enter any units if you exhibit any of the symptoms or are being self-quarantining, please expect a delay in your maintenance request.

If you have a maintenance emergency and we must enter your townhouse, we need to know ahead of time so our staff can take precautions.

Staff members will afford you the same respect and will not come to work if they are experiencing symptoms.

As an additional note, since there may be a shortage of toilet tissue, we are reminding you that if you must find alternative sources of products to use in place of toilet tissue, **DO NOT** flush anything down the toilet other than toilet tissue. If you use alternative products, dispose of them in the trash.

Thank you,

Management

# STOP!!

**ANYONE** that is experiencing any of these symptoms should **NOT** enter the building!!

Flu/COVID-19 Symptoms:

Cough

Congestion

Fever

Sore throat

Runny or stuffy nose

Muscle or body aches

Chills

March 23, 2020

Dear Members;

Due to the circumstances and to limit the potential spread of COVID-19, maintenance requests may still be submitted, but we will have to delay non-emergency requests until further notice.

If a maintenance emergency does occur call 913-888-0414 so staff can resolve it timely. If you feel your life is in danger for any reason immediately dial 911.

Below is a list of maintenance emergencies:

- Fire – call 911 first, then office number
- Gas Leak – call Kansas Gas 1-800-794-4780 first, then office number
- No electricity – call Evergy 816-701-0450 first, then office number
- Backed up sink, toilet or sewer line – DO NOT continue to use water, shut the water off if possible
- Water leak
- Flood
- NO water or no HOT water
- Toilet not operating – if only one bathroom in household
- Electrical short
- No HEAT if outside temp is BELOW 65 degrees
- No AIR CONDITIONING if outside temp is ABOVE 85 degrees
- Frozen pipes
- Any other safety hazard concern

Failure to report a maintenance emergency may result in long term damage to your unit and/or the property.

Non emergencies may be reported the next business day. We encourage all non-emergency concerns be submitted via email at [mwerner@quailvalleycooperative.com](mailto:mwerner@quailvalleycooperative.com)

Health and safety for you and our staff is of the utmost importance. Please notify us if you are experiencing flu-like symptoms, high risk or are currently quarantined (self or under direction of a physician).

Any staff members affected or experiencing symptoms will not be scheduled for work or entering your home.

Be well and be safe!

Management

March 23, 2020

Dear Quail Valley Members:

As you are aware, QuailValley has posted a number of notices over the past week and we ask you read them very carefully during this time of crisis. We are trying to update you regularly and keep you informed.

Your carrying charges and or other fees such as parking etc. is still due on the first of every month according to our collection policy. However, beginning April 1, 2020 we will not assess late fees to your account until further notice. Please understand you are still fully responsible for all rent payments according to your occupancy agreement.

We ask in order to eliminate exposure to our staff, you pay online via ACH check or credit card. You may also contact your bank to set up drafts to be mailed to the property.

If your income and employment changes make sure to contact the office immediately to discuss if you are eligible for any assistance or need to make other arrangements.

Since the staff has been inundated with phone calls and office hours may be affected, we request those able to contact us via email send questions, service requests or other communication to us at [mwerner@quailvalleycooperative.com](mailto:mwerner@quailvalleycooperative.com) and we will respond as timely as possible. However, for a maintenance emergency contact us at 913-888-0414.

Please know there are resources available for individuals:

Kansas Department of Labor

<https://www.getkansasbenefits.gov>

UNEMPLOYMENT CONTACT CENTER

**Kansas City (913) 596-3500**

**Topeka (785) 575-1460**

**Wichita (316) 383-9947**

**Toll-Free (800) 292-6333**

Kansas Department of Health and Environment

<https://govstatus.egov.com/coronavirus>

Contact Information

1-866-534-3463 (1-866-KDHEINF)

Monday - Friday, 8am-7pm

Saturday, 10am-2 pm

Sunday, 1-5pm

Be well and be safe!

Management



## Revised - Update from HCCI on Paying Rent & Evictions

**LATE RENT & EVICTION** - Due to the impact of COVID-19, many people are in fear of or have already experienced having their work hours reduced or losing their jobs. Therefore, tenants should begin planning a course of action to remain current with their rent. In order to assist, HCCI is providing the following tips:

- Understand, though Kansas courts may have a pause on civil court proceedings due to COVID-19, it does not mean you don't owe rent. You can still be evicted later for not paying all rent money due.
- Contact your landlord immediately to explain that due to a sudden and unexpected loss in income, you will not be able to pay the rent.
- Remember, this national emergency is not only happening to you, but to the landlord as well. Both parties should try to work together. Being a landlord is their job and how they derive income. Many landlords depend on rent payments to pay their mortgage and/or other bills.
- Ask for a rent payment plan which would outline a weekly, bi-monthly or monthly payment in order to get caught up. The landlord does not have to accept a payment plan, but if accepted, get it in writing. A tenant should only offer to make arrangements to pay what they can actually afford. Both parties must agree on the amount paid, and should sign the pay agreement, each receiving a copy.
- Always get a receipt for any rent paid.
- Late fees can only be enforced if outlined in a rental agreement. Ask your landlord if she/he can set aside any late rent fees due to this

unusual pandemic. If the landlord agrees, get the agreement in writing. A landlord does not have to comply, but many, if they can, want to help.

- Any additional income, for example, a government stimulus check, or IRS tax refund, could be set aside in a savings account for rent or should be sent directly to the landlord once received to cover rent payments. In other words, don't make a big purchase with that money. Use it for necessities such as shelter or prescription medication. Your city may have a list of resources for rent and other assistance. HCCI has resource lists for Topeka, Lawrence, Manhattan and Emporia, if needed.

- Important – The above is general information. There are significant specifics regarding late rent and the eviction process and each situation can be unique. Therefore, contact HCCI for FREE telephone counseling regarding late rent, eviction or other rental related issues at 785-234-0217. Your name and number will be placed on a call log and you'll be called back in the order of your call.

[www.hcci-ks.org](http://www.hcci-ks.org)