

# RE: COVID-19: Rent Collection Strategy



March 29, 2020

At Hometime, we've always been dedicated to ensuring rent continues to flow and we're working hard to ensure this continues even in these uncertain times.

When filling your property we worked hard to ensure we chose tenants with integrity, who truly want to be an ethical and an upstanding member of our community but with such economic disruption we know that a lot of these great tenants are going to find it hard to make ends meet.

We also know there will be times when government assistance programs alone won't completely bridge the gap and thus, we have created the **Hometime Tenant Relief Fund**.

The **Hometime Tenant Relief Fund** is our way of giving back and being part of the solution. During this pandemic, Hometime will be putting 100% of our Administration Fees, including Maintenance Surcharges, into a fund to assist those Hometime tenants that have worked with us to find them additional support or payment options but, to no fault of their own, have been unable to make ends meet.

The **Hometime Tenant Relief Fund** application forms are currently available on our website and have already started rolling in. Once received:

1. Agents will attempt to assist the tenants to access all available government assistance programs.
2. If the tenant is making all reasonable efforts to obtain funding and this still isn't sufficient then we will work with you and the tenant to determine if a suitable payment plan can be achieved.
3. If the tenant still needs further assistance, then the agent will approve them to take part in the **Hometime Tenant Relief Fund** with a recommended amount needed to bridge the gap.

At this point we are uncertain as to how much will be needed but Hometime is dedicated to doing what it can to build the **Hometime Tenant Relief Fund** and will continue to find new innovative ways to direct more funds toward this relief effort.

We understand that you may be concerned about the Government of Alberta's decision to ban evictions for the month of April. We want our clients to know that we will do everything in our power to ensure that rental income continues to flow at a steady pace, while keeping a strong relationship with the quality tenants. This announcement by the government still gives us significant leverage within the Residential Tenancies Act and with the aid of the **Hometime Tenant Relief Fund** we should have little trouble maintaining the leverage we need to ensure your property and income remain stable.

Sincerely,

**The Hometime Executive Team**

Cheryl, Stuart and Troy Maddaford

PS. To further assist our clients we will not be implementing the 2020 maintenance fee increases that were announced earlier this year.

More info at COVID-19 HOMETIME BLOG: [https://www.hometimecanada.com/about/COVID\\_19](https://www.hometimecanada.com/about/COVID_19)