

Renter Resources



As we continue to deal with the impact of COVID-19 and its ripple effect on jobs and the economy, it's important that we work together as a community to help prevent people from being displaced from their homes. We have included some resources and frequently asked questions to help navigate through these uncertain times.

Frequently Asked Questions

If you are unable to pay your rent during this time of crisis, what should you do?

The most important thing that you can do is communicate your situation with your Property Manager.

Providing documentation from an employer or other documentation that shows how you have been impacted by this crisis will improve your chances for getting the help you need. Ignoring notices and requests to contact your Property Manager is not advised. Frequent and timely communication is the best course of action.

The Austin Apartment Association is encouraging their members to waive late fees and set up payment arrangements for residents impacted by COVID-19 crisis.

Please remember that they can't help you if you do not communicate your situation with them. When court proceedings resume you will still owe any amounts due and may be subject to eviction; therefore, trying to work with your landlord to make payment arrangements is your best course of action.

Can I be evicted even though there is a public health crisis?

The Texas Supreme Court has halted most evictions, including for non-payment of rent, until April 19. Someone may still face eviction for posing an imminent threat of physical harm to others, or engaging in criminal activity.

However, you can still be issued a notice to vacate by your Property Manager for non-payment of rent. This notice is an indication that the rental property owner intends to pursue an eviction if rent is not paid and will usually occur if you fail to respond to notices/requests to contact your Property Manager.

I am a renter and need assistance paying my bills. Where can I go for help?

If you need rental payment assistance, there are several groups and agencies that can help. Attached is a list of organizations that we are aware of which offer rental assistance. Many churches and other community non-profits also offer emergency financial assistance. There may also be assistance to help with other needs, such as utility or medical bills.

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If you are unable to pay your utility bills during this time of crisis, what should you do?

Several but not all Texas electricity providers have suspended disconnects and are waiving late fees during the COVID-19 crisis. Please check directly with your provider on what options they offer during this time. Remember that even if disconnection is suspended, your bills will continue to accrue.

Do I still need to pay rent even though evictions have been halted?

Yes—the court's temporary halt of evictions does not affect your obligation to pay rent, and continuing to pay your rent protects your rights as a renter under Texas law. If you're concerned you will not be able to pay your rent, we recommend you communicate with your property manager with specific information about your situation to see what options they may be able to offer in this unusual circumstance.

This crisis has affected all of us and TAA members want to do their part in helping people remain in their homes. Like every other business, we have employees and supplier partners who depend on us for their livelihood, as well as other obligations we have to meet like insurance and utility bills.

Failing to pay your rent hurts our ability to meet those obligations, as well as our ability to operate and maintain the property where you live. Ultimately it may also hurt your credit or result in an eviction once that process is reinstated.

I live at a public housing authority property, affordable housing property or use Housing Choice Vouchers (Section 8)?

Both public housing and Housing Choice Voucher (Section 8) residents who experience a loss or reduction of wages should contact their housing authority to see what can be done to provide assistance.

What should I do if I have to self-isolate in my apartment?

- To avoid unnecessary contact, or maintenance staff entering your unit, consider notifying the management that you are undergoing self-isolation or quarantine.
- Avoid close contact with other people and pets.
- Maintain respiratory hygiene (use tissues, cover your mouth when sneezing or coughing).
- Keep your apartment clean and organized to maintain a healthy environment. Clean regularly and sanitize often using items like Lysol

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spray and Clorox wipes on “high touch” surfaces including countertops, tabletops, doorknobs, nightstands, bathroom fixtures, toilets, refrigerator handles, kitchen faucets, light switches, TV remotes, cell phones, computer keyboards and tablets.

- Do not leave your unit unless it’s an emergency. Do not use common areas.
- Postpone non-essential maintenance requests.

What if I have to move/apartment hunt during the pandemic?

- Practice basic prevention—Take the usual precautionary measures, including not shaking hands, washing your hands after your visit is concluded, not touching your face and not touching surfaces, especially in common areas. Use hand sanitizer.
- Consider virtual tours
- Inquire about safety measures in place—Apartment communities are incorporating additional measures during this outbreak, such as deep-cleaning and disinfecting high-traffic surfaces. They may have closed or limited access to common rooms, gyms and laundry rooms. They may be stationing hand-sanitizer around the building. Finally, inquire how was the unit you plan to rent sanitized.
- Vet your moving/van rental company—Before scheduling your move, inquire what sanitation procedures your moving company has in place. Ask for movers to wear gloves to avoid contaminating your belongings. Alternately, consider moving your belongings yourself to minimize exposure, but make sure to enquire about sanitation procedures your moving van rental company has in place.

Resident Service and Access to Amenities

During this crisis, rental communities are following CDC recommendations to practice social distancing and take measures to limit spread of the virus. As a result, rental properties may:

- Close select or all amenities
- Ask you to pay rent online
- Close office to non-employees
- Limit repairs to emergency situations only

We realize that these actions may be inconvenient but are intended to help protect you, your neighbors and people who work at the property.

Communal behaviors to limit the contamination spread

- Wash your hands often, avoid touching your face and practice respiratory hygiene
- Avoid close contact with people who are sick
- Clean and disinfect your apartment to maintain a healthy environment
- Limit contamination of common amenities, such as the communal gym, movie room, or a playground, by using disinfecting wipes before and after you use the equipment. Avoid using common areas and amenities if you are sick.
- Limit visitors—Practice social distancing by limiting visitors to your unit or inviting friends/family to share common areas with you.

Where do I go for more information?

General information on COVID-19: [Centers for Disease Control and Prevention \(CDC\)](https://www.cdc.gov/)

EMERGENCY FINANCIAL ASSISTANCE

The following organizations **MAY** be able to assist with some housing needs and household expenses.

Call 211

211 is a universal number (similar to 911 and 311) for community information and referral services. It is intended to connect individuals and families in need and the appropriate community-based organizations and government agencies. Active 211 systems are in all or part of every state.

Austin/Travis County

[Advocacy Outreach of Elgin Texas](#) - 512-281-4180

[AIDS Services of Austin, Inc.](#) - 512-458-2437

[All Saints Episcopal Church](#) - 512-476-3589

[Austin & Travis County Homeless Prevention Services](#) - 512-234-3630

[Austin and Travis County Church Assistance Programs](#)

[Austin based Green Doors](#) - 512-469-9130

[Austin Health & Human Services Department \(HHS\)D](#) - 512-972-5011

[Baptist Community Center](#) - 512-478-7243

[Caritas of Austin](#) - 512-472-4135

[Catholic Charities of Central Texas](#) - 512-651-6100

[Christian Service Center](#) - 512-476-9584

[Christian Service Center Austin Assistance Programs](#) - 512-476-9584

[Family Support Services Community Center Manor](#) - 512-854-1550

[Greater Mt. Zion Church Community Assistance Center](#) - 512-469-9020

[Housing Authority of Travis County](#) - 512-854-8245

[HUD VASH](#) - 512-823-4000

[Immanuel Lutheran Church](#) - 512-251-4168

[Lake Travis Crisis Ministries](#) - 512-266-9810

[Loaves and Fishes Outreach Ministry](#) - 512-476-3589

[Master’s Hand](#) - 512-832-7811

[Resources from Advocacy Outreach](#) - 512-281-4180

[Society of St. Vincent DePaul](#) - 512-251-6995

[Holy Cross Catholic Church](#) - 512-472-7210

[Sacred Heart Catholic Church](#) - 512-926-1171

[St. Austin Catholic Church](#) - 512-477-1589

[St. Louis King of France Catholic Church & School](#) - 512-419-1667

[St. Paul Catholic Church](#) - 512-280-4460

[St. Theresa Catholic Church](#) - 512-451-5121

[St. Elizabeth Catholic Church](#) - 888-801-7837

[St. John Neumann Catholic Church](#) - 512-328-3220.

[St. Julia Catholic Church](#) - 512-928-8629

[St. Mary, Our Lady of The Lake Catholic Church](#) - 512-267-2644

[St. Matthew’s Episcopal Church](#) - 512-345-8314

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[St. Matthews Episcopal Church](#) - 512-345-8314
[St. Thomas More Diocese of Austin](#) - 512-258-1161
[St. Vincent de Paul, St. Austin's Catholic Church](#) - 512-477-9471
[Texas National Guard Family Support Foundation](#) - 512-782-6953
[Texas VFW Foundation, Inc.](#) - 800-997-7096
[The Austin Texas Salvation Army](#) - 512-634-5955
[Travis \(Central \) County Catholic Charities](#) - 512-651-6100
[Travis County Christmas Assistance](#)
[Travis County Family Support Services Division](#) - 512-267-3245
[Travis County Family Support Services](#) or call 211 or 512-854-9020
[Travis County Health and Human Services](#) - 512-854-4100
[University Avenue Church of Christ](#) - 512-476-9584
[Veterans Services](#) - 512-854-9340
[Westover Hills Church of Christ](#) - 512-345-6386

[Taylor Neighborhood/Senior Center](#) - 512-352-5523
[Water and Sewer bills in Round Rock Texas](#) - 512-218-5400
[Williamson County Salvation Army Programs](#) - 512-943-8421
[Williamson County Texas Food Banks](#) - 512-775-8277

Hays County

[Barnabas Connection-Wimberley United Methodist Church](#) - 512-847-1664
[Community Action Inc of Central Texas](#) - 512-392-1161
[Community Action of Central Texas](#) - 512-392-1161
[Helping Hands Of Dripping Springs, Inc.](#) - 512- 858-7219
[Salvation Army - San Marcos](#) - 512-754-8541
[Santa Cruz Catholic Church Buda-St. Vincent De Paul](#) - 512-415-4012
[Southside Community Center](#) - 512-392-6694
[St. Martin De Porres Catholic Church](#) - 512-858-5667

Williamson County

[Baptist Community Center](#) - 512-472-7592
[Caritas of Austin](#) - 512-479-4610
[Carolyn T. Smith Loaves and Fishes Outreach Ministry](#) - 512-476-3589
[Catholic Charities of Central Texas](#) - 512-651-6100
[Christian Service Center Assistance Programs](#) - 512-244-2431
[Madella Hilliard Neighborhood Center](#) - 512-930-0873
[Payday Loans](#)
[Rental Assistance in Williamson County](#)
[Round Rock Serving Center](#) - 512-244-2431
[Salvation Army Taylor and Georgetown](#) - 512-365-9093
[St. Helen's Catholic Church-St. Vincent De Paul](#) - 512-868-1964
[St. Margaret Mary](#) - 512-259-3126
[St. Patrick Catholic Church](#) - 512-759-3712
[St. Thomas More Diocese of Austin](#) - 512-258-1161
[St. William Catholic Church-St. Vincent De Paul](#) - 512-255-2330

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