



Loudoun County, Virginia

www.loudoun.gov

Office of the County Administrator

1 Harrison Street, S.E., P.O. Box 7000, Leesburg, VA 20177-7000

Telephone (703) 777-0200 • Fax (703) 777-0325 • coadmin@loudoun.gov

March 24, 2020

Dear Loudoun County Apartment Owner and/or Manager:

Greetings from Loudoun County Government. My name is Valmarie H. Turner and I serve as the Assistant County Administrator for Human Services with Loudoun County Government. I am contacting the owners and managers of multifamily rental properties in Loudoun County, Virginia as many families have been impacted by the novel coronavirus (COVID-19) pandemic in our County. Specifically, many tenants are challenged with meeting their monthly expenses – including rent – due to illness and/or financial hardship.

As seen across our nation, many local businesses have been disrupted or closed – causing major layoffs and creating housing insecurity. In an effort to mitigate the impact of this pandemic and possible displacement of families, Loudoun County requests that multifamily rental property owners and managers voluntarily take the following actions regarding tenants who are current on their rent through March 2020:

- Ask residents who will not be able to pay their April rent on time to submit a written request for relief by March 31, which includes a general description of their hardship or household situation.
- Offer an installment payment plan to those who seek relief that allows residents who will miss the April rent an opportunity to make up the amount over the next twelve months, with no fees or penalties.
- Waive late fees and/or penalties for those paying the April rent partially, or in increments, at any time(s) during the month, as they are able.
- Do not file eviction proceedings against any resident who is late paying April rent; instead, ask those who are delinquent to contact the Department of Family Services Information and Referral team, during business hours, Monday through Friday, 8:30 a.m. to 5:00 p.m., call 703-777-0420. Language interpretation services are available at no cost. After hours and on the weekend, residents can complete an online form at <https://www.loudoun.gov/FormCenter/Family-Services-32/Information-and-Referral-Request-Form-199> or send an email to: dfs@loudoun.gov.
- Questions regarding COVID-19 should be directed to the Health Department at (703) 737-8300.

Please note that if you have tenants who participate in Loudoun County rental subsidy programs (e.g., Homeless Services, State Rental Assistance Program, and Housing Choice Vouchers), these programs are currently operating and payments to housing providers should be timely.

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If you have any questions about assistance for your business, information is available here: <https://biz.loudoun.gov/covid19/>. We welcome your feedback on other ideas you may have on how we can support Loudoun's landlords and tenants during the COVID-19 pandemic.

Additionally, for the latest information about the virus and local resources that the County and others are providing locally, please consult the County website at <https://www.loudoun.gov/5307/Coronavirus>.

Thank you for your action and understanding as we are all together in this unprecedented health challenge. If you have any questions and/or concerns, please feel free to contact me at Valmarie.Turner@loudoun.gov or (703) 777-0502.

Sincerely,



Valmarie H. Turner
Assistant County Administrator