

COVID-19 RESOURCES

FOR LANDLORDS AND TENANTS

WHAT YOU NEED TO KNOW

During COVID-19, tenants and landlords alike are struggling to pay regular bills and maintain housing. Below are some tips and information to assist landlords during this crisis.

- Reach out to tenants proactively to check in about rent and financial hardships due to COVID-19.
- Use a case-by-case and compassionate approach when dealing with tenants' financial challenges.
- Consider working out a specific repayment strategy with tenants that includes their input and realistic dollar amounts.
- Waive late fees on rent payments to ensure tenant loyalty and assist with effective repayment.
- Keep in mind the bigger picture. Remember, this crisis will pass and it's always easier to maintain tenants than find new ones.

**MOST IMPORTANTLY...
REMEMBER, YOU ARE NOT
ALONE. THERE ARE
RESOURCES AND FUNDING
OPPORTUNITIES AVAILABLE
NOW TO HELP LANDLORDS
AND TENANTS MAINTAIN
HOUSING IN OUR
COMMUNITY.**



RESOURCES

HOME INC.

- 515-243-1277
- homeincdsm.org

IOWA LEGAL AID

- 800-532-1275
- iowalegalaid.org
- For tenants to receive support

COVID-19 IOWA EVICTION AND FORECLOSURE PREVENTION PROGRAM

- 855-300-5885
- www.iowafinance.com/covid-19-iowa-eviction-and-foreclosure-prevention-program/

WEST DES MOINES HUMAN SERVICES RENTAL AND MORTGAGE ASSISTANCE

- 515-222-3660
- For West Des Moines residents only

IMPACT

- 515-518-4770
- For Des Moines residents only

EMBARC TRANSLATION SERVICES AND HELPLINE

- embarciowa.org
- Burmese - 515.207.9442
- Chin Dialects - 515.216.0974
- French - 515.216.0654
- Karen - 515.216.0143
- Karenni - 515.216.0712
- Kirundi - 515.207.9614
- Kunama - 515.216.0745
- Lingala - 515.216.4329
- Spanish - 515.344.3936
- Swahili - 515.216.0611
- Tigrinya - 515-207-0127