



COVID-19 FAQ for AHC Residents

AHC is committed to helping our residents through the COVID-19 pandemic. Here are some answers to Frequently Asked Questions (FAQ) to help us work together during this crisis.

What should I do if I can't pay my rent?

AHC is committed to working with residents to help them stay in their homes. Contact your leasing office as soon as you realize you may not be able to pay rent. We will work with you to figure out a payment plan you can afford. If you call the leasing office after hours or while they're on the phone with other residents, please leave a message, including your phone number. If you don't get a response promptly, please call the AHC Management office at 703-271-8400 or email ahcm@ahcmgmt.com. You will receive a response within 48 hours.

How can I get help finding emergency funds and resources?

The first step is to contact your local government:

- City of Alexandria: 703-746-5700
- Arlington County: 703-228-1300
- Fairfax County: 703-324-7329
- Baltimore City: 1-800-332-6347
- Baltimore County: 1-800-332-6347
- Montgomery County: 240-777-3000

After that, please contact AHC's Resident Services team for information and resources at 703-486-0626 x 1112 or susan.davidson@ahcinc.org

For more information on emergency resources in your area, visit <https://www.ahcinc.org/resources-for-ahc-residents/>

If I can't pay my rent, will I have to pay a late fee?

No. All late fees are waived until August 1.

Can I be evicted for non-payment of rent?

No. Evictions for non-payment of rent are suspended until August 1.

What is property management doing to help keep the community healthy?

AHC Management has implemented intensified cleaning protocols throughout the community and in common areas, including laundry rooms, stairwells, and elevators. All AHC Management employees have been advised to maintain six feet of distance between themselves and residents. Leasing offices are closed to visitors, but we are available by phone. AHC Management employees are required to wear masks and gloves while working near others. When receiving work requests, services are limited to emergencies. Residents are asked to self-quarantine themselves away from the work that is being performed.

A renter in my building is infected with COVID-19. What can I do?

From what we know about COVID-19, coronavirus is most likely spread through direct contact from an affected person within 6 feet or close-proximity and from affected surfaces. If a case has been identified in the community, we thoroughly clean all the common areas and continue to implement intensified cleaning protocols throughout the community. You should continue to protect yourself, such as practicing social distancing and frequently washing your hands. See CDC recommendations: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>

I have COVID-19. Do I need to tell my landlord?

You are not required to tell your landlord about a COVID-19 diagnosis. However, doing so can help protect building staff and other persons you may have been near. Also, distance yourself from others and contact your health provider if you or other members of your household have symptoms, even if you have not been tested or have not received test results yet.

Is management required to clean my unit with a cleaning professional if there are infected individual(s) in my apartment building?

No, they are responsible for cleaning the common areas. Cleaning inside the apartment is the tenant's responsibility.

How do I clean and disinfect my home safely?

Follow the recommendations of the Centers for Disease Control and Prevention: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>

Can the management company tell me who has COVID-19 at our property?

No. Privacy issues prohibit such disclosure. AHC Management will notify residents when the first COVID-19 case is diagnosed in the apartment community and what steps are being taken. Management will continue to update residents through the weekly resident notices, which are typically sent out on Fridays.