



HOUSING COMMISSION OF ANNE ARUNDEL COUNTY

7477 BALTIMORE-ANNAPOLIS BLVD.

GLEN BURNIE, MD 21061

(410)222-6200 ♦ FAX (410)222-6214 ♦ TDD-MDRELAY711

HOUSING COMMISSION OF ANNE ARUNDEL COUNTY

COVID – 19 RENT PAYMENT POLICY

Effective Immediately

It is the policy of the Housing Commission of Anne Arundel County (HCAAC) that all Resident's living in a property owned by HCAAC shall be provided a safe way to pay their rent and receive changes to their rent according to their current income status while following all of the social distancing guidelines in place during the COVID-19 pandemic. We are very sensitive to the fact that residents are coping with many issues and we wish to make this process as easy or smooth as possible.

Designated Rent Payment Areas

There are three drop boxes located within the properties HCAAC owns. The drop boxes are located on the outside of the buildings allowing Resident's to walk up and place their rent inside while not having to interact with anyone. The drop boxes are checked daily. They are located at:

Heritage Crest – 6670 Roberts Court Glen Burnie, Maryland 20161

Heritage Overlook – 125 Loyd Lane Glen Burnie, Maryland 21061

North Arundel Plaza – 7477 Baltimore Annapolis Boulevard Glen Burnie, Maryland 21061

Self-Addressed and Pre Paid Postage Envelopes

As another alternative HCAAC will provide all Resident's with two self-addressed stamped envelopes to mail in their rent payments. This will allow our Resident's to place their check or money order in their mailbox and never have to leave their community. This involves the least amount of exposure to the public. These envelopes will be delivered to your residence as a convenience to you.

Electronic Payments

HCAAC is exploring options to begin taking electronic payments via credit card or a cash application.

Reduction in Income/Loss of Employment:

During the COVID-19 pandemic HCAAC is aware that some of our Resident's employment status will be affected and we are very concerned about rent being affordable during this critical time. HCAAC is committed to providing immediate and necessary adjustments to rents when staff is properly notified, by the Resident, with the appropriate documentation. All Resident's at HCAAC owned properties have been notified to contact their Management Office staff by phone or email as soon as a change in employment status or a reduction of income occurs. The Management Staff has access to systems while working remotely to make all necessary adjustments in our computer software system to provide necessary changes in rent.



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Late Fees

During the COVID-19 pandemic late fees will not be assessed to any HCAAC Resident's account. Resident's will be given the flexibility to pay their rent any day of the month without penalty. Currently this will be in place for April 2020 and May 2020 rent. Further evaluation will take place if these accommodations need to be extended.

Legal Actions

During the COVID-19 pandemic all legal actions will be suspended. HCAAC will not pursue any failure to pay rent, warrant of restitution or eviction action. Currently this will be in place for April 2020 and May 2020 rent. Further evaluation will take place if these accommodations need to be extended.

WE ENCOURAGE ALL OF OUR RESIDENTS TO STAY SAFE AND BE WELL.

PLEASE ADVISE YOUR MANAGER BY EMAIL OR PHONE IF YOU HAVE AN EXTENUATING CIRCUMSTANCE.