

COVID-19 INFO FOR INDIVIDUALS



To our Residents,

In light of the recent outbreak of the Coronavirus in our surrounding communities, McSherry Property Management will be closing the office. The office will remain closed until Monday, March 30, 2020, and will reopen if we feel the outbreak has been adequately contained. We will keep you informed of the status of the closure.

In the meantime, we would like to give you some information that may be helpful:

McSherry Tenant Information

Payment of Rent:

Rent will continue to be due as specified in your lease and must still be paid on time. Late fees will continue as we are not giving any allowances for the payment of rent. We suggest using the online portal (please contact us if you need help setting up your portal) to pay rent online, however rent may be paid with a check or money order (NO cash) and dropped off through the mail slot. No one will be in the office to take your payment so please include your name and address on the envelope.

Routine Maintenance Requests:

While no one will physically be in the office, operations will resume as normal as possible. Tenants are encouraged to submit maintenance requests online through the online portal or by phone by calling 215-745-4200 Ext 1000 during business hours (9AM-5PM). If a live person does not answer your call, please leave a message with your name, address, unit, and phone number along with a description of the issue. Non-emergency maintenance will not be handled until the office reopens, maintaining the safety of our residents and staff. If you have any questions or concerns, please call the office at 215-745-4200.

Emergency Maintenance Requests:

For emergency maintenance after hours please call 215-745-4200 and press option 1 to leave a message. Emergency maintenance will be handled in a timely manner.

Unemployment Compensation

If you are employed in Pennsylvania and are unable to work because of COVID-19, you may be eligible for Unemployment Compensation (UC) or Workers' Compensation (WC) benefits. The following changes to UC have been made to help Pennsylvanians during the COVID-19 pandemic:

- The Waiting Week is suspended. Previously, claimants were not eligible for benefits during their first week of unemployment (the "waiting week"). This has been suspended; eligible claimants may receive benefits for the first week that they are unemployed.
- Work Search and Work Registration requirements are temporarily waived for all UC claimants. Claimants are not required to prove they have applied or searched for a new job to maintain their UC benefits. Claimants are also not required to register with [PACareerLink.gov](https://www.pacareerlink.gov).

[Find out more about UC and WC eligibility and how to apply.](#)

Credit Cards

If you have seen a reduction in pay due to COVID-19 and are struggling to make your credit card or loan payments, contact your lender right away. Regulatory agencies have encouraged financial institutions to work with customers impacted by the coronavirus.

For guidance visit the [Consumer Financial Protection Bureau](#) or [contact a credit counselor](#) near you.

Mortgage or Rent

If you can't cover your mortgage payment or rent, contact your lender or landlord immediately. Do not wait until you're behind on payments. Some lenders may work out an agreement with you to waive late fees, set up a repayment plan or offer loan forbearance.

- Mortgage information: visit the [Consumer Financial Protection Bureau](#) or [find a housing counselor near you](#).
- Rental assistance: visit the [US Department of Housing and Urban Development](#).

Utilities

On March 6, 2020, Pennsylvania Public Utility Commission Chairman signed an [emergency order](#) prohibiting terminations by utilities that are under the PUC's jurisdiction, including:

- Electric

- Natural Gas
- Water
- Wastewater
- Telecommunication
- Steam

This moratorium is in place for as long as Governor Tom Wolf's Proclamation of Disaster is in effect. If you are struggling to pay your utility bills, contact your service provider for possible emergency assistance programs.

Food Pantries

Food pantries continue to operate throughout Pennsylvania, although some have updated hours. All pantries are working on ways to connect people with food without risking contact. [Find a pantry near you](#), then give them a call to make arrangements.

[Find out more about how to get emergency food assistance.](#)

Meals for Students

The Pennsylvania Department of Education [received approval from the federal government](#) to allow K-12 schools in Pennsylvania closed due to COVID-19 to serve meals offsite to students. These meals will be available at no cost to low-income children and make it possible for kids to receive nutritious meals and snacks while schools are temporarily closed.

See a [county map of schools and districts distributing meals at no cost](#) to children under age 18. For more information, contact your local school.

Grocery Help for Low-Income Individuals

The Supplemental Nutrition Assistance Program (SNAP) helps families, older adults, and individuals pay for groceries. Benefits are loaded onto an EBT card, which can then be used to purchase food at grocery stores, supermarkets, some farmers markets, and other stores that accept SNAP.

Emergency SNAP applications can be expedited and issued in five days. Pennsylvanians can [apply for SNAP online](#).

Food for Women, Children, and Families

WIC helps with nutrition for pregnant women, nursing women, postpartum women, and infants and children younger than 5. Benefits can be used for approved grocery items at stores that accept WIC.

Apply by calling the toll-free hotline at 800-WIC-WINS, or start your [WIC application online](#).

Meals for Older Adults

Area Agencies on Aging continue to provide meals for older adults throughout the COVID-19 pandemic. Call [your local Area Agency on Aging](#) and request that you be connected with meals.

Other Helpful Resources for PA Individuals

[Gov Wolf's Newsroom](#)

[Resources for Pennsylvanians](#)

[Basic Updates](#)

[For Health Recommendations](#)

[Unemployment](#)

[How to file](#)

[Tenant Resources](#)