



May 20, 2020

RE: COVID-19 –Update May NRP

Dear Owner,

We hope that all is well with you and your family.

As COVID positive tests are on a downward trajectory, Nevada has started Phase One of Nevada's Roadmap to Recovery including partial reopening for select industries under strict guidelines.

**Updated COVID Office Hours (Mon-Fri)**

General Public: 9:30am to 2:30pm

Staff Hours: 8:30am to 3:30pm.

**Communication, Website, Contact us**

Our website is dynamic and we ask for your patience as we make improvements. Recently some of the topics including "Contact Us" were separated into "Honolulu" and "Las Vegas." If you experience a delay or do not get a response within 4 business hours, please call. The next time continue to use "Contact Us" as the issues may have been resolved.

**Team Management**

Both the "Contact Us" and work orders from our website are automatically processed into our system. Those that we receive after 3:00pm are addressed the next morning at our 9:30am team meeting. We have always been an open office and believed in transparency which was reinforced in "Principles" by Ray Dalio in 1997. The idea that "two heads are better than one;" where the best ideas will win out while simultaneously using the response as training so everyone learns and we are in concert. Furthermore, it gives us the opportunity to identify messages that are similar in nature so we can work "Upstream" to implement processes before it happens.

**Renewals/Inspection, Rents, Delinquencies**

Renewals for both fixed and month to month leases are being extended month to month with minimal to no increases. Renewal inspections are being done if warranted; based on last inspection, documents on file, and tenants' health status.

The terms of the rental agreements remain in effect with the exception of late fees and eviction. We are unable to initiate an eviction unless the tenant poses an "emergency threat." In regards to rent, we are imploring tenants to:

- a. not fall behind where it would become difficult to get caught up once the moratorium is lifted,
- b. make wise choices when and if they receive government assistance payments,
- c. make as many payments as possible in whatever amounts and when they can.

The proverb "you can lead the horse to water but cannot make it drink" applies here.

As of May 18<sup>th</sup> the effect/results of the eviction moratorium shows and increase in the delinquencies.

	<b>Before</b>	<b>April</b>	<b>May</b>
<b>Owing less than 1 month's rent</b>	2%	3%	6.2%
<b>Owing more than 1 month's rent</b>	0%	1.3%	8.8%

**Vacancies and Showings**

We are still showing properties under Nevada COVID industry guidelines. Our available properties are being posting to Oishis.net, Craigslist, Zillow, Rently and a host of other sites.

	<b>Before</b>	<b>April</b>	<b>May</b>
<b>Vacancies</b>	1.7%	1%	1.2%

Although we have shortened our staff hours so they can take care of their health and attend to the needs of their family, you can expect the same level of service as we go about performing our daily duties like "clockwork." If you feel our performance is not up to par or if it can be improved upon, please call 702-431-1200; press 1188.

Sincerely,

  
Jeanne Kaneda  
Office Manager  
Extension 206

  
Lia Oishi  
Vice President  
Extension 204