

To our Residents:

As you know, the COVID-19 pandemic has affected us all. This letter has been prepared to provide you with information that may assist you as we work together through these challenging times.

Please stay informed, follow the advice of the health authorities and your personal health professional. There are things that you can do to reduce the risk of infection, please ensure that you are following these guidelines:

- Wash your hands frequently;
- Avoid touching you face, eyes, nose and mouth;
- Cover your mouth when you cough or sneeze;
- Clean and disinfect surfaces frequently;
- Practice social distancing, stay at least six feet from others;
- If you are sick or not feeling well or if you have been exposed to the virus, self-quarantine for 14 days.

If you need further information and want to stay informed, visit the following website for information about prevention and treatment:

[www.cdc.gov/coronavirus/2019-ncov/about/prevention](http://www.cdc.gov/coronavirus/2019-ncov/about/prevention)

If you need maintenance or repairs performed in your rental unit, please contact us by email or telephone. If you are ill, or have been exposed to the virus, please be sure and notify us so that the appropriate precautions can be taken to ensure your safety as well as the safety of our employees and contractors.

In the event your income has been affected by the COVID-19 pandemic and you believe that you may have difficulty in paying your rent as it comes due, please see the attached “Request to Defer Rent” that has been prepared for you to complete and return to management for consideration.

Thank you for your cooperation and patience as we all work together in addressing these health concerns. Together we will get through this.

# Request to Defer Rent

Name of Resident(s): \_\_\_\_\_

Address of Resident(s): \_\_\_\_\_

Resident represents that due to the COVID-19 pandemic, Resident will be unable to pay all or a part of the rent that will be coming due. The COVID-19 pandemic has caused a financial hardship to me and my family for the following reasons:

My work hours have been reduced or my employment has been terminated as follows: \_\_\_\_\_

Other: \_\_\_\_\_

Resident requests the following:

The rent or other sums that are now due, payable and in arrears in the amount of \$\_\_\_\_\_ will be paid to Lessor as follows: \_\_\_\_\_

The rent that will come due on \_\_\_\_\_ in the amount of \$\_\_\_\_\_ will be paid to Lessor as follows: \_\_\_\_\_

Lessor reserves the right to require written verification of the financial hardship. Resident shall provide if requested. Resident understands that this Request to Defer Rent does not waive or forgive the rent that is now due or rent that will come due in the future. It is an agreement to pay the amount due or the amount that will come due over a period of time agreed to by the Lessor. Resident understands that in the event a payment is missed, or in the event resident fails to comply with a material term of the tenancy, then the entire amount deferred shall become due immediately without further notice. Resident understands that Resident is obligated to continue to perform all other terms and conditions of the tenancy and shall keep the Lessor informed in the event Resident's financial condition changes. Resident understands that this Request to Defer Rent only applies to the above specific request and does not infer or imply that additional rent will be deferred. Any further agreement to defer rent must be done in writing and signed by all parties. This Request to Defer Rent shall be effective when signed by Lessor and a copy is delivered to Resident.

\_\_\_\_\_  
Resident Date

\_\_\_\_\_  
Resident Date

\_\_\_\_\_  
Resident Date

\_\_\_\_\_  
Lessor Date

# COVID-19 RESOURCES FOR RESIDENTS

## FINANCIAL ASSISTANCE

AGENCY	PROGRAM
<p><b>California Franchise Tax Board &amp; Department of Tax and Fee Administration</b></p>	<p><b>TAX RELIEF</b></p> <p><b>California Franchise Tax Board</b>            Various tax file and pay deadlines extended to July 15, 2020  <a href="https://www.ftb.ca.gov/about-ftb/newsroom/covid-19/index.html?WT.ac=COVID-19">https://www.ftb.ca.gov/about-ftb/newsroom/covid-19/index.html?WT.ac=COVID-19</a></p> <p><b>California Department of Tax and Fee Administration</b>            Request for a 60-day extension to file state payroll reports and/or deposit state payroll taxes without penalty or interest  <a href="https://www.cdtfa.ca.gov/services/covid19.htm">https://www.cdtfa.ca.gov/services/covid19.htm</a></p>
<p><b>California Employment Development Department (EDD)</b></p>	<p><b>DISABILITY INSURANCE</b>            For sick or quarantined            Request a claim for short-term benefit payments            Benefit amounts are approx. 60-70% of wages (depending on income) and range from \$50-\$1,300 a week  <a href="https://edd.ca.gov/Disability/How_to_File_a_DI_Claim_in_SDI_Online.htm">https://edd.ca.gov/Disability/How_to_File_a_DI_Claim_in_SDI_Online.htm</a></p> <p><b>PAID FAMILY LEAVE</b>            For caregivers            Request for a claim for up to six weeks of benefit payments            Benefit amounts are approx. 60-70% (depending on income) and range from \$50-\$1,300 a week  <a href="https://edd.ca.gov/Disability/How_to_File_a_PFL_Claim_in_SDI_Online.htm">https://edd.ca.gov/Disability/How_to_File_a_PFL_Claim_in_SDI_Online.htm</a></p> <p><b>UNEMPLOYMENT INSURANCE (UI) CLAIM</b>            For school closures or reduced hours            UI provides partial wage replacement benefit payments to workers who lose their job or have their hours reduced, through no fault of their own  <a href="https://edd.ca.gov/Unemployment/Filing_a_Claim.htm">https://edd.ca.gov/Unemployment/Filing_a_Claim.htm</a></p> <p><b>DISABILITY INSURANCE ELECTIVE COVERAGE</b>            For self employed            To be eligible, either you or an employer had to make contributions in the past 5 to 18 months  <a href="https://edd.ca.gov/disability/Self-Employed.htm">https://edd.ca.gov/disability/Self-Employed.htm</a></p>
<p><b>US Department of Education (For Students)</b></p>	<p><b>FEDERAL STUDENT AID</b>            Coronavirus and Forbearance Info for Students, Borrowers, and Parents  <a href="https://studentaid.gov/announcements-events/coronavirus">https://studentaid.gov/announcements-events/coronavirus</a></p>

# COVID-19 RESOURCES FOR RESIDENTS

## ADDITIONAL RESOURCES

AGENCY	PROGRAM
California Labor and Workforce Development Agency	<b>Guidance for California Employer and Workforce</b> <a href="https://www.labor.ca.gov/coronavirus2019/">https://www.labor.ca.gov/coronavirus2019/</a>
Centers for Disease Control & Prevention	<b>Workplace Health &amp; Safety</b> Information on interim planning and responding <a href="https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html?">https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html?</a>
California Department of Public Health	<b>California Capital Access Program (CalCAP)</b> Designed to provide up to 100% coverage on certain loan defaults <a href="https://www.treasurer.ca.gov/cpcfca/calcap/sb/index.asp">https://www.treasurer.ca.gov/cpcfca/calcap/sb/index.asp</a>
Cal/OSHA Guidance on COVID-19	<b>Workplace Health &amp; Safety</b> Information on protecting workers <a href="https://www.dir.ca.gov/dosh/coronavirus/Health-Care-General-Industry.html">https://www.dir.ca.gov/dosh/coronavirus/Health-Care-General-Industry.html</a>
California Employment Development Department (EDD)	<b>Rapid Response Services</b> Teams to provide early intervention assistance to help avert potential layoffs, and immediate on-site services to assist workers facing job losses <a href="https://edd.ca.gov/pdf_pub_ctr/de8714rrb.pdf">https://edd.ca.gov/pdf_pub_ctr/de8714rrb.pdf</a>
California Labor Commissioner's Office	<b>FAQs regarding employee leave options, compensation, and salary</b> <a href="https://www.dir.ca.gov/dlse/2019-Novel-Coronavirus.htm">https://www.dir.ca.gov/dlse/2019-Novel-Coronavirus.htm</a>
Utilities	<b>Southern California Edison (SCE)</b> <a href="http://www.sce.com/safety/coronavirus">www.sce.com/safety/coronavirus</a> <a href="http://www.sce.com/billhelp">www.sce.com/billhelp</a>  <b>San Diego Gas &amp; Electric (SDG&amp;E)</b> <a href="http://www.sdge.com/coronavirus">www.sdge.com/coronavirus</a>

# COVID-19 RESOURCES FOR RESIDENTS

## EMPLOYMENT, FOOD, & STUDENT RESOURCES

*If you could be at risk of becoming homeless as a result of the COVID-19 pandemic, please visit the 211 website – [www.211oc.org](http://www.211oc.org); or the call center (dial 211 from any phone).*

<p><b>Employment</b></p> <p><i>For people whose employment has been affected by COVID-19: sick; quarantined; caregiver for a family member; reduced/lost work hours; self-employed.</i></p>	<p><b>Information on how to file a claim for disability or unemployment benefits:</b>  <a href="https://www.edd.ca.gov/about_edd/coronavirus-2019.htm">https://www.edd.ca.gov/about_edd/coronavirus-2019.htm</a></p> <p><b>Employers can visit this web site for information on work share:</b>  <a href="https://www.edd.ca.gov/Unemployment/Work_Sharing_Program.htm">https://www.edd.ca.gov/Unemployment/Work_Sharing_Program.htm</a></p> <p><b>People who are in need of public assistance:</b>  <a href="http://www.mybenefitscalwin.org">www.mybenefitscalwin.org</a></p> <ul style="list-style-type: none"> <li>• Clients may apply for Medi-Cal, CalFresh and CalWORKs benefits, review case information, request replacement benefits card and submit verifications: <a href="http://www.mybenefitscalwin.org">www.mybenefitscalwin.org</a> or call SSA’s Service Center at (800) 281-9799</li> <li>• Clients may apply for General Relief benefits by calling (800) 281-9799 or faxing an application to (714) 825-3155</li> <li>• The My Benefits CalWIN page has a FAQs link that has information on using the website such as how to create an account and how to apply for benefits.</li> <li>• Families and individuals who have experience any loss of hours or loss of employment as a direct result of COVID-19 should get written verification from their employer. This may be needed for certain programs and benefits.</li> </ul>
<p><b>Food Distribution for Children (K-12)</b></p>	<p>Parents or guardians should visit their child’s school district website for information or call 2-1-1 for food resources.</p>
<p><b>Information on School Closures</b></p>	<p><a href="https://newsroom.ocde.us/heres-a-rundown-of-oc-school-closure-dates/">https://newsroom.ocde.us/heres-a-rundown-of-oc-school-closure-dates/</a></p>
<p><b>Free Temporary Internet</b></p>	<p>Charter will offer free Spectrum broadband and Wi-Fi access for 60 days to households with K-12 and/or college students who do not already have a Spectrum broadband subscription. Installation fees will be waived for new student households. Families must cancel the service by 60 days or they will be charged. To enroll, call 1-844-488-8395 or visit:  <a href="https://corporate.charter.com/newsroom/charter-to-offer-free-access-to-spectrum-broadband-and-wifi-for-60-days-for-new-K12-and-college-student-households">https://corporate.charter.com/newsroom/charter-to-offer-free-access-to-spectrum-broadband-and-wifi-for-60-days-for-new-K12-and-college-student-households</a></p>

# COVID-19 RESOURCES FOR RESIDENTS

## FOOD PANTRY RESOURCES

Saddleback PEACE has food delivery. For those who are home bound and need food, they can schedule a deliver by filling out the form online or by calling the Saddleback Care phone line at 949-609-8211. The Saddleback Care Team will then call to schedule delivery of food or supplies to their door.

Online Food Delivery Scheduling Form:

<https://www.saddlebackchurch.wufoo.com/forms/saddleback-church-covid19-support-form>

### Food Pantries - DRIVE-THRU ONLY

*Information Subject to Change*

<p><b>Saddleback Anaheim</b> 2905 East Katella Ave., Anaheim, CA 92806 (949) 609-8006 3rd Wednesday of the month: 9 – 11 a.m. 2nd Saturday of the month: 9 – 11 a.m.</p>	<p><b>Saddleback Corona</b> 2340 Hamner Ave., Norco, CA 92860 (951) 734-7047 2nd Wednesday of the month: 9 – 11 a.m.</p>
<p><b>Saddleback Irvine South</b> 18842 Teller, Irvine, CA 92612 <a href="mailto:peacecenterIS@saddleback.com">peacecenterIS@saddleback.com</a> Every Tuesday: 10 a.m. – 12 p.m. &amp; 6 – 8 p.m. 3rd Saturday of the month: 9 – 10 a.m.</p>	<p><b>Saddleback Laguna Woods</b> 24111 Moulton Pkwy, Clubhouse #7, Laguna Woods, CA 92653 (949) 609-8574 4th Wednesday of the month: 10 – 11 a.m.</p>
<p><b>Saddleback Lake Forest</b> 1 Purpose Drive, Lake Forest, CA 92630 (949) 609-8111 Tuesday: 10 a.m. – 3 p.m. Wednesday: 1 – 6 p.m. Thursday: 10 a.m. – 3 p.m. 1st Saturday of the month: 9 – 11 a.m.</p>	<p><b>Saddleback Rancho Capistrano</b> 29251 Camino Capistrano San Juan Capistrano, CA 92675 <i>Portables #11 and #12 (across from church office)</i> (949) 609-8700 4th Wednesday of the month: 9 – 11 a.m.</p>
<p style="text-align: center;"><b>Saddleback San Clemente</b> 1311 Calle Batido, San Clemente, CA 92673 (949) 609-8665 Wednesday 10 a.m. – 12 p.m. 3rd Wednesday of the month: 6 – 7:30pm 4th Saturday of the month: 9 – 11 a.m.</p>	