

HERCULES LIVING IS HERE TO HELP



ARE YOU HAVING TROUBLE PAYING RENT DUE TO COVID-19?

- 1.) We offer the **Hercules Living Flex Rent** program to establish payment plans for overdue rent. Find more information or apply on our website at <https://www.herculesliving.com/covid-19-statement>.
- 2.) We will share information on **Emergency Rent Assistance** programs and help eligible residents apply for rent relief whenever possible. Let your leasing office know if you see an assistance program and we'll be happy to review it with you.

MAKE SURE IT'S LEGIT

Legitimate offers for assistance with Flex Rent or Rent Relief applications **will come from your on-site management team**. Follow-up contact may come from our Hercules Living Home Office after you have applied for Flex Rent or Rent Assistance.

You can always contact the Hercules Living Home Office at 757-473-3701 or call the leasing office directly to verify identity before you share personal info with anyone.



WE WILL NOT.....

- Ask for rent payments to be wired to us or paid via gift card.
- Offer a loan program or a payment plan with interest.
- Require a fee to help you apply for rent assistance or a fee to prioritize your application.
- Ask for your bank account information during this process.
- Ask you to contribute to a charity fund.
- Request you verify personal information over the phone **UNLESS** we have previously established a phone or online appointment to process your application.



WHEN TO BE SUSPICIOUS

Be suspicious when an unexpected person from someone claiming to be a trusted source (like us) or the government contacts you.

If you are not positive who it is, hang up or ignore the message and contact the leasing office directly to be sure you are speaking to us. Scams attempts can be via: Visits from strangers, phone call, texts, emails, or mailed letters. **Do not** click on unexpected or unsolicited links in these contacts.