



**Different Property Management**  
12333 E. Cornell Ave. #19  
Aurora, CO 80014  
**24 x 7 Hotline: 720-258-8262**  
**dpmservice@assetise.com**

Dear Tenants,

In light of the recent COVID-19 Health Crisis, we are providing you with information regarding our policies about rent payments, as well as helpful information we have researched on Unemployment, Food Assistance, and other information that may be of interest to you. As a reminder, rent is still due.

We are committed to working with our tenants to address COVID-19 related issues as fairly as possible. All rents are still due as outlined in your lease agreement. If you are going to experience difficulty in paying your rent, it is essential you contact our office as soon as possible.

Please note, our office is not open for drop in visits. You may schedule an appointment with Madison if this is an urgent need. Please call or text her at 720-202-8083 if necessary.

You may mail in or drop off your payments at the office at: 12333 E. Cornell Ave #19, Aurora, CO 80014. We are still checking the drop box on a regular basis. **Please make sure your rent payments have your address and are signed before putting them in the drop box.**

Thank you for your attention to this matter.

A handwritten signature in cursive script, appearing to read "Jeri".

Jeri  
Administrative Manager

## **IMPORTANT NOTICE**

### **RENT IS STILL DUE!**

If you have been affected by COVID 19, please contact Madison at 720-202-8083 immediately. She will require proof, and as an example, providing her a copy of your unemployment claim and/or letter from your employer.

As per standard procedure, you will still be served a 10 Day Demand for Rent if your rent is not on time, and an eviction may be started.

**If you think you are going to be late on rent, or cannot pay your rent in full, you need to contact Madison immediately.**

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# Unemployment

**IMPORTANT NOTICE:** Because of the high volume of claims, the Unemployment Office is asking that you help them help you and the greater community.

If you need to file an unemployment claim and your **last name begins with the letter A - M**, file a claim on Sunday, Tuesday, Thursday, or after 12 noon on Saturday.

If you need to file an unemployment claim and your **last name begins with the letter N - Z**, file a claim on Monday, Wednesday, Friday or before 12 noon on Saturday.

Other tips:

- While filing the claim, click the **Save & Finish Later** button often, and click **File a Claim** to return to the last page you saved.
- File during non-peak hours (evenings after 8 p.m., late nights, early mornings). It may improve your experience.
- You must provide information about the reason you are no longer working for all employers from the last 18 months. If you have a lot of information to include, it is best if you type up this information before you start, then copy/paste at the appropriate time.
- Once finished, click **Submit** one time. When the claim is successfully submitted, you will receive a confirmation page and number.

The Office of Unemployment is working to improve the experience and appreciates your patience. The application to file a claim will be unavailable daily from 6 to 8 p.m. for maintenance.

## How do I file my claim?

File a claim by calling the Colorado Department of Labor and Employment (303) 318-9000 or file online at [www.CoWorkforce.com](http://www.CoWorkforce.com).

## When am I eligible for benefits?

You must be separated from employment and there is a two week waiting period if eligible.

## How long will it take before I get my first check?

It can take four to five weeks to complete the processing of your claim for unemployment insurance benefits.

## What if I have questions or want to know the status of my unemployment claim?

Call the Customer Service (303) 318-9000, Denver-metro area or (800) 388-5515 (outside Denver-metro area).

# Unemployment (Continued)

## Checklist: Information You'll Need to File for Unemployment

Whether you file for unemployment online, in person, or by phone, use this checklist to make sure you have all of the information and documents you'll need:

- **basic personal information, including your name, address, phone number, and Social Security number**
- **information on all employers you have worked for in the last year and a half, including the company's name, address, and phone number; the start and end dates of your employment; and your earnings**
- **the last date you worked for your previous employer**
- **the reason why you are no longer working for your previous employer**
- **information on payments you are receiving or expect to receive from your previous employer, such as severance pay.**
- **if you are not a United States Citizen, your alien registration number.**

*In response to the coronavirus outbreak, some states are limiting or barring people from gathering in public places. This may affect your access to the physical office of the Colorado Department of Labor and Employment in person. Check the [Colorado unemployment insurance agency website](#) for more information.*

# Possible Rent Assistance Agencies

## St. Vincent De Paul Society

Helpline 303-322-4886 or (303) 322-7706 ext. 1027 or website is [svdpden.org](http://svdpden.org). The helpline can tell you which location to go to for help.

## Jewish Family Service of Colorado

303-597-5000

Emergency Assistance Program (EAP) provides limited financial assistance per county (each month, they serve a different county).

## Labor Community Agency Inc.

303-744-6169 x 12

[laborscommunityagency.org](http://laborscommunityagency.org)

## The Action Center Inc.

Rental Assistance - May be available depending on qualifications. Please call 720-407-6712 for more information and details. Rental Assistance is available by appointment only.

Utility Assistance - May be available depending on qualifications. Please call 720-407-6674 for more information and details. Utility Assistance is available by appointment only.

For more details and information, please visit their website:

<https://theactioncenter.org/get-help/>

## Agencies You Must Currently Be A Part of or Have Been A Client of In the Past:

Please only contact these agencies if you are a current client, or were clients of them in the past. They do not help new clients.

Lutheran Family Services 303-980-5400

African Community Center 303-399-4500

International Rescue Committee 720-328-6655

Volunteers of America 303-297-0408

# Possible Rent Assistance Agencies (Continued)

## **NORTHEAST DENVER HOUSING CENTER 303-377-3334** **Temporary Rental & Utility Assistance (TRUA)**

The TRUA program is to assist residents of the City & County of Denver who are facing a housing crisis or hardship due to circumstances beyond their control. The financial assistance is a grant to help mitigate displacement, and or eviction to help residents stabilize their housing condition and if need be provide time for locating alternative housing for longer-term stability. The funds can also assist with utility payments for those residents that have received disconnect notices.

### ***The Steps To Take:***

1. Call 311 and press 6 — this will direct you to the City staff that will ask you a few quick questions like your ZIP CODE. They will direct you to a local non-profit that administers the program.
2. Leave your name, phone number, property address – please speak slowly and clearly, on the phone bank you have been directed to.
3. The administering agency will call you back within 48 working hours to provide you with the application form. You will be asked to :
  - Provide proof of your household income
  - Proof you are a City & County of Denver resident
  - Provide information about the cause of your housing crisis and financial need
  - And other supporting documents as each case may be different
4. Complete the application form and send it back as directed. Your application will not be processed until ALL required and requested information is provided and the file is complete. A housing counselor/resource navigator will contact you regarding the need and status of your application. Once an application is complete and approved, the financial assistance will be issued directly to the Landlord and or the Utility provider within 3 business days.

### ***Program Qualification***

1. There is an Income Limit. Your household cannot make more than 80% of the area median income as determined by HUD/City.

1 person	2 person	3 person	4 person
\$ 52,000	\$59,400	\$66,850	\$74,250

2. The program is Temporary assistance when faced with a crisis. (NOT an on-going rental assistance program). A temporary crisis that caused you to fall behind on housing payment will have to be demonstrated.
3. The program pays up to 80% of the needed funds to bring the deficiency current. The delinquency cannot be older than 3 month.

The housing counselor/benefit navigator will provide additional information.

# General Assistance Agencies

## Colorado PEAK

Below, we've provided information about how to apply for different types of assistance. If you have any questions as you go through the application process, just give a call to **720-944-4DHS (4347)**. The staff is available Monday through Friday between 8 a.m. and 4:30 p.m.

If you apply for assistance online through **Colorado PEAK**, your eligibility for **food, cash, and medical assistance** will be determined at the same time. If an interview is required, you will be notified and will need to call **720-944-4DHS (4347)** to schedule your appointment.

Depending on your needs, they can also work with you to determine if you qualify for:

- Eviction assistance
- Deposit, first month's rent, and mortgage assistance
- Emergency shelter
- Emergency food vouchers
- Old Age Pension
- Help with medical and hygienic needs

## Colorado Department of Human Services

1-866-432-8435

# Food Assistance Agencies

## **Dayton Center** (serving both Aurora and Denver)

1445 Dayton St., Aurora, CO 80010

Pick up supplies and food; open 5:00 pm to 6:00 pm daily.

## **Friends of St. Andrews**

1525 Dallas St., Aurora, CO 80010

303-365-2329

## **Volunteers of America**

2877 Lawtence St., Denver, CO 80205

Free meals. Meal times listed below, they also give sack lunches. Even if a person eats there, they can take a sack lunch with them.

### Monday-Thursday

Breakfast 8:00 am -8:30 am

Lunch 11:30 am-12:00 pm

Dinner 5:00 pm-5:30 pm

### Sunday

Lunch 1:00 pm-1:30 pm

### Friday:

Lunch 12:00 pm - 12:30 pm

## **Commodity Supplemental Food Program, The Emergency Food Assistance Program, USDA Foods and Nutrition Service**

Gail Pliszka, Program Assistant

303-866-5105

[gail.pliszka@state.co.us](mailto:gail.pliszka@state.co.us)

# Food Banks

## **Hunger Free Colorado's Food Resource Hotline**

(720-382-2920 in Denver or 855-855-4626 statewide) can help you apply for food assistance and connect you to food pantries and free meal sites in your area. Operators can give you directions, hours of operations, types of food available, holiday meal times and other pertinent information about those pantries and sites, including what to bring and what you need to do to receive food.

LiveWell Colorado also has the list of participating **Double Up Food Bucks**

**Colorado** locations where SNAP benefits are accepted and matched, to help your food dollars go further.



# Food Banks (Continued)

## Department of Human Services

Food Distribution Programs  
1575 Sherman St.  
Third Floor, Denver, CO 80203

## Food Bank of the Rockies

**3900 Nome St**  
**Denver, CO - 80239**  
**(303) 371-9250**

Hours of Operation Office: Monday - Friday 8:00am - 4:30pm Order Window: Monday - Friday 9:00am - 3:30pm Volunteers: Monday - Saturday 8:30am - 4:00pm Food Donation Drop Off: Monday - Friday 8:30am - 3:30pm For more information, please call

## Bienvenidos Food Bank Colfax Food Pantry

3810 Pecos Street Denver, CO 80211 **(303) 433-6328**  
Office Hours: Thursday 10:30am - 12:00pm and 4:00pm - 5:30pm The Food Bank distributes fresh and nonperishable food items and collects and distributes government commodities. Requirements: Must reside in Denver county and provide ID. Must be low income elderly and families, especially those out of work, homeless, disabled or with inadequate food for their families. For more information, please call.

## Denver Inner City Parish

1212 Mariposa Street Denver, CO 80204 **(303) 629-0636**  
Hours: Wednesday and Friday 9:00am - 12:00pm Saturday 9:00am - 1:00pm No boundaries Client choice May access food bank every two week. For more information, please call.

## Ansar Pantry

16251 E. Colfax Ave., Aurora, CO 80011 **303-459-2153**

Hours:

Saturday

9:30am - 12:00pm

Ansar serves our community with food and hope in the spirit of dignity and respect. Each month Ansar Pantry provides food, toiletries and other services for hundreds of individuals and families throughout the Arapahoe, Denver county and Adams county. Whether homeless or just unable to make ends meet, when clients come to The Ansar Pantry, they receive food that should last them between 3 to 5 days, bus tokens to help them get home with their food, and items such as deodorant, toothpaste, soap, toilet paper and other personal hygiene products.

Clients should bring a picture ID and a piece of mail with their name and street address.

# Healthcare

## Uninsured Coloradans Can Enroll during a Special Enrollment Period in Response to COVID-19 Outbreak

**DENVER** — To help as many people as possible protect their health and safety during the COVID-19 outbreak, Connect for Health Colorado® announces a new Special Enrollment period that starts **Friday, March 20, 2020 and ends Friday, April 3, 2020. Coloradans who are uninsured qualify to enroll in a health insurance plan for coverage that starts April 1, 2020.**

To sign up for coverage through the Marketplace- the only place where residents can qualify for financial help to lower costs- Coloradans can complete an application and select a health insurance plan:

- Online at [ConnectforHealthCO.com](https://ConnectforHealthCO.com).
- Over the phone at **855-752-6749**, Monday through Friday from 8 a.m. to 6 p.m. We're also extending Customer Service Center hours this weekend and next, from 9 a.m. to 5 p.m. Saturday and Sunday.
- Working with a [certified enrollment expert](#). Many local experts continue to provide virtual and/or phone appointments.

Applicants should select the enrollment reason as, **“Will lose or lost health insurance and/or have no other health coverage during the COVID-19 outbreak”** and input the application date as the qualifying life change event date.

Residents who take these steps will not be asked by health insurance companies to provide documentation to verify their eligibility for the Special Enrollment period.

As always, Coloradans can sign up for a plan if they experience [other qualifying life change events](#), including loss of job-based and Health First Colorado (Medicaid) coverage. Coloradans may be eligible to enroll in a new plan if they experience changes or losses in income, which should be reported to Connect for Health Colorado. Residents who qualify for Health First Colorado (Medicaid) or the Child Health Plan *Plus* program can enroll online through the [PEAK application](#) any time during the year.

### Colorado Department of Human Services

For mental illness, developmental disabilities, at risk/abused children or women Clinics. Offering free and reduced medical assistance for the insured and underinsured (303)-866-5890

### Clinica Tepeyec

Low income medical assistance for uninsured and underinsured  
North Denver  
(303) 458-5302

### Clinica Family Health Services

Low income medical assistance for uninsured and underinsured  
Locations in Federal Heights, Lafayette, Boulder, Denver, Thornton (303)-650-4460

# State Labor Department Releases Emergency Rules on Paid Sick Leave for COVID-19

Website: [ColoradoLaborLaw.gov](http://ColoradoLaborLaw.gov)

DENVER - Today the Colorado Department of Labor and Employment (CDLE) published emergency rules which temporarily require employers in certain industries to provide a small amount of paid sick leave to employees with flu-like symptoms while awaiting COVID-19 testing.

The emergency rules take effect today for 30 days, or longer if the state of emergency declared by the Governor continues.

**“Colorado is acting swiftly to contain the spread of this virus. These steps are important for individuals who work with vulnerable populations like older Coloradans and people with underlying health issues. When workers who might have Coronavirus lack paid sick leave, it poses a great risk to our ability to protect the public,”** said Gov. Polis. **“People want to do right by their fellow Coloradans and stay home when they are ill. But they shouldn’t be forced between doing what’s best for our community or missing rent. I am asking the entire private sector of Colorado to voluntarily offer paid sick leave pending Coronavirus testing results so that we can collectively do our part to contain the spread of the virus.”**

On Tuesday, Governor Polis declared a state of emergency for Colorado in response to COVID-19. Included in the Executive Order were directives for the Colorado Department of Labor and Employment to 1) engage in emergency rulemaking for temporary paid sick leave and 2) identify additional supports and wage replacement such as access to unemployment insurance.

The [Colorado Health Emergency Leave with Pay Rules \(“Colorado HELP” 7 CCR 1103-10\)](#) requires up to four days of paid sick for employees being tested for coronavirus COVID-19 in select industries which include: leisure and hospitality; food services; child care; education, including transportation, food service, and related work at educational establishments; home health, if working with elderly, disabled, ill, or otherwise high-risk individuals and; nursing homes and community living facilities.

The requirement is not on top of sick leave an employer already provides and does not cover wage replacement should an employee test positive and require quarantine resulting in lost work time and wages.

Workers are covered regardless of pay rate or method (hourly, weekly, piece rate, etc.); the daily pay during leave is either their established daily rate or, if their pay fluctuates, their average daily pay for the past month.

**Today's emergency rules only speak to paid leave for the four-day period required for testing.**

Other wage replacement options, including unemployment insurance, are still under review by the department to determine the specifics for compensation for those who test positive. Under current state law, unemployment insurance benefits are only available to workers who have become unemployed through no fault of their own. The Department is currently reviewing options to expand eligibility under existing rules.

Under Colorado wage and hour law, CDLE's Division of Labor Standards and Statistics (DLSS) has authority under existing state law to promulgate rules when "[t]he welfare of the state of Colorado demands that workers be protected from conditions of labor that have a pernicious effect on their health and morals, and it is therefore declared ... that inadequate wages and unsanitary conditions of labor exert such pernicious effect" (C.R.S. 8-6-101(1)).