

Examples of What Your Landlord May Ask or Request When Discussing a Repayment Plan

Important note: Landlords and property managers must follow fair housing and disability rights laws or regulations when asking questions or requesting documentation. Make sure that you know your rights and what information you are — and are not — required to provide under the [Fair Housing Act](#).

Questions:

- Could you tell me why you are asking for a repayment plan?
- How much was your total monthly income before COVID-19? How much is it now?
- How long do you think your income will stay at the level it is now?
- Have you applied for unemployment or any other assistance (e.g., help paying bills)?
- Have you reached out to any family or friends who might be able to help you pay your rent? Have you reached out to a bank or a credit union for a loan that you could use to pay your rent?
- How many months do you think the repayment plan needs to be in order to help you catch up?

Documentation:

- A note from a healthcare professional that you were unable to work due to illness (or dependent required care)
- Termination or furlough notice from your employer
- Pay stubs reflecting reduced hours
- Bank statement reflecting reduced income
- Signed letters from employer or bank