



PRIME MANAGEMENT LLC

03/25/2020

Rental Update: COVID-19 Update from Prime Management, LLC

As property management is deemed to be an essential workforce, our office will be open during normal business hours with a few changes. We will not be accepting any walk-ins. Any meetings must be scheduled in advance. Any forms or documents can be mailed, emailed or left in our secure drop box just outside our office. They will be returned to you as soon as possible. Any rental payments can be left in our drop box and we will mail you a receipt if you request one.

Our staff will be working remotely a few days a week. This may delay our response time to you. Please leave messages if no one is able to answer the phone. Messages will be appropriately returned.

If you have been laid off from work, self-quarantined, or otherwise unable to work because of the Virus, you are eligible for unemployment pay from the State of Connecticut. This includes any temporary layoffs and may include time taken off to take care of loved ones. If you have any issues filing for unemployment, please contact our office and we will be able to assist you. Please see the next page for assistance.

For more information, please visit <http://www.ctdol.state.ct.us/>.

We will make every attempt to respond to maintenance and repair issues in a timely manner. In an effort to keep our staff and other tenants safe, if you are feeling any symptoms of the Corona Virus, please let us know BEFORE we enter your apartment.

*****The following statements only apply to tenants who have not already been served a notice to quit, not served a summons and complaint, or have had any eviction actions started or proceeding against them. If you are in the process of eviction or have a court ordered agreement, the following does not pertain to you.*****

If you have any issues paying the rent please contact our office immediately. We will waive all late fees for the Month of April and foreseeable future. To avoid any eviction proceedings you must contact us to set up payment plans and discuss financial matters. Any tenants who are eligible for unemployment must file for unemployment and show proof of filing to our office.

If you have any questions, please contact our office at 203-562-7368.

Sincerely,

Prime Management, LLC



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Actualización de Alquiler: COVID-19 Actualización de Prime Management, LLC

Ya que la administración de la propiedad se considera una fuerza laboral esencial, nuestra oficina estará abierta durante el horario normal con algunos cambios. No aceptaremos ninguna persona sin cita previa. Cualquier reunión debe ser programada con anticipación. Cualquier formulario o documento puede enviarse por correo, por correo electrónico o dejarse en nuestro buzón afuera de nuestra oficina. Le serán devueltos lo antes posible. Cualquier pago de alquiler se puede dejar en nuestro buzón y le enviaremos un recibo por correo si lo solicita.

Algunos de nuestro personal trabajarán de forma remota algunos días a la semana. Esto puede retrasar nuestro tiempo de respuesta. Deje mensajes si nadie puede contestar el teléfono. Los mensajes serán devueltos apropiadamente.

Si ha sido despedido del trabajo, puesto en cuarentena o no puede trabajar por el virus, es elegible para el pago de desempleo del Estado de Connecticut. Esto incluye cualquier despido temporal y tiempo libre incluido para cuidar a sus seres queridos. Si tiene algún problema para solicitar el desempleo, comuníquese con nuestra oficina y podrá ayudarlo. Consulte la siguiente página para obtener ayuda.

Para mas informacion, visite <http://www.ctdol.state.ct.us/>.

Haremos todo lo posible para responder a los problemas de mantenimiento y reparación de manera oportuna. En un esfuerzo por mantener a nuestro personal y otros inquilinos seguros, si siente algún síntoma del Virus Corona, infórmenos ANTES de que entremos en su apartamento.

*****Las siguientes declaraciones solo se aplican a los inquilinos que aún no han recibido una notificación de desalojo, no han recibido una citación y una queja de la corte, o han tenido acciones de desalojo iniciadas o en su contra. Si está en proceso de desalojo o tiene un acuerdo ordenado por la corte, lo siguiente no le concierne.*****

Si tiene algún problema para pagar el alquiler, comuníquese con nuestra oficina de inmediato. Renunciaremos a todos los recargos por mora para el mes de Abril y el futuro previsible. Para evitar cualquier proceso de desalojo, debe comunicarse con nosotros para establecer planes de pago y discutir asuntos financieros. Cualquier inquilino que sea elegible para el desempleo debe solicitarlo y mostrar un comprobante de la presentación en nuestra oficina.

Si tiene alguna pregunta, por favor llame a la oficina al 203-562-7368.

Sinceramente,

Prime Management, LLC



IMPORTANT: If you become unemployed due to coronavirus (COVID-19), you should file for unemployment benefits. Eligibility will be determined on a case-by-case basis. We are processing claims as quickly as possible and appreciate your patience during this difficult time.

For faster claims processing:

- Answer YES to the question “Do you have a DEFINITE return to work date after today?”
- If you do not know your return to work date but expect to return to your job, enter 04/15/2020 for your return to work date when prompted.
- Have your employer’s DOL registration number available. If you do not have the number, enter 99-999-95.
- When you are asked if you are able and available for full-time work on either your initial claim or your weekly claims, please answer “No” only if you are out of work because YOU are sick.
- If your employer is shutting down for a period of time because of COVID-19 and will be paying you your usual wages for this time, you are not eligible for unemployment.
- Due to the very high volume of claims being filed, we strongly recommend that you select direct deposit to your bank account as your method of payment. This is the most efficient means of payment and will avoid any potential delays in waiting for a debit card to be mailed to you.
- We are working as fast as we can to process the claims we are receiving. Please watch your email for important notifications that will give you information on the status of your claim and next steps in filing. Emails to look out for include:
 - Your claim has been successfully submitted – this means that DOL has received your claim and will process it as soon as possible.
 - Your claim has been processed – this means that DOL has processed your claim and you need to follow the next steps on the email to receive payment.

200 Folly Brook Boulevard, Wethersfield, CT 06109

Phone: 860-263-6000

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