



Hello corporation board presidents!

I sincerely hope this message finds you practicing wellness, staying healthy, and beginning to balance the effort and the ease in this uncertain, ever-changing time we are living in currently. I know it has been a challenge. Your efforts are recognized and very much appreciated.

The NHC board met Tuesday night and made a lot of tough decisions. The NHC staff team started creating action plans this yesterday. The coordinators have additional information to assist you with digging into data and making decisions if that is helpful. The NHC has been tracking the information you and members have sent us regarding university plans for e-learning, closings, and refunds/credits. Thank you. Additionally, the NHC board and staff conducted a review of income and expenses to date for the NHC and each corporation. With that information, we projected the worst case scenario for loss of income as the LOI insurance coverage we have does not include a pandemic. Also with that information, the NHC board was able to make decisions for the HOMES corporations, staff direction, and expenses impacting all NHC corporations.

Again, this information has been shared with the coordinators so that they are best prepared to assist your corporation boards through decision-making conversations. Please know that these are simply the decisions for HOMES that the board believes will work best for them. If this direction works best for your corporation, we are happy to have shared the information. If your board makes different decisions, that is okay. No one has the answer sheet for how to do this.

HOMES Corporations:

- **Room and Key Deposits:** each member's portion of the deep cleaning expenses will be taken from deposits when applicable. If a member has an open balance, she will be given the option to inform the FSS to apply it instead of returning it should the state have deposit restrictions.
- **19-20 empty beds:** Fall empty beds should be paid in full. Spring empty beds should be reduced by ½ and billed in April, due May 31. All previous year invoices should be paid in full by May 31.
- **Room and Board/Housing Agreement:** the day rate will be calculated for each agreement by dividing the total amount due by the number of days of occupancy. For the houses that we closed, we will only charge for the days the house was occupied. Therefore, each member's account will be reviewed and adjusted accordingly. Adjustments could include no more invoices, a change to the final invoice, a credit for overpayment. Residents are obligated to pay the R&B fees up to the date the house closed. If a payment plan is needed, the member should contact Kelsi or Claude (via the FSS is fine). Payment plans should be communicated to the ABS, FINA, and chapter VPF. It is the

preference of the board to issue credits if payments beyond the close date have been made. These credits can be used for open balances.

- **Fees (excluding H/F) in Financial Responsibility Agreement:** the day rate will be calculated for each FRA by dividing the amount due by the number of days of occupancy (having been established by the housing agreement occupancy). For the houses that we closed, we will only charge for the days the house was occupied. Therefore, each member's account will be reviewed and adjusted accordingly. Adjustments could include no more invoices, a change to the final invoice, a credit for overpayment. Non-residents are obligated to pay housing fees up to the date the house closed. If a payment plan is needed, the member should contact Kelsi or Claude (via the FSS is fine). Payment plans should be communicated to the ABS, FINA, and chapter VPF. It is the preference of the board to issue credits if payments beyond the close date have been made. These credits can be used for open balances.
- **Housing and Furnishing Fees:** will be billed and due according to the corporation's annual schedule of charges.

NHC:

- **NHC loans:** the NHC will forgive the April and May payments for corporations with an NHC loan.
- **3rd party loan payments:** the corporations holding loans with 3rd parties (Beta Tau, Alpha Delta, Theta Lambda) should proactively ask if there are relief options for April and May due to the loss of income resulting from university and housing closures. If the 3rd party does not offer relief, the NHC will grant funds for the April and May payments. Julie Napper or Casey Keller can provide direction if needed.
- **NHC loan payments for participating chapters:** will continue to be deducted from the chapter's Housing and Furnishing account.
- **NHC Management and Financial Services fees:** will continue to be billed as scheduled. The NHC will continue to analyze the financial position of each corporation and the impact of NHC fees.
- **Projects:** only necessary projects that impact structure, life safety, or initial design will move forward at this time. The NHC will limit available financing until information regarding university and housing openings is confirmed. Any new necessary project will continue to have the financial analysis of project feasibility completed prior to approval. Current projects that will continue are: Gamma Phi, Delta Chi, Theta Phi, Zeta Omicron.

Each HOMES corporation will have its own messaging for the members. Peggy Cook or Casey Keller is happy to share the language used. The goal is to send the messages by April 1 to minimize frustrations, questions, and assumptions*.

In Brian's communication with Bill Highway about the April and May invoices that are already set up and our options for modifying he found out that we cannot turn off/delay/suspend these invoices with an override function, so we are determining our best course of action. Again, messaging will be prepared and shared.

Peggy has completed the calculation of the day rates for HOMES corporations. If you would like to see our work, we are happy to share.

*I am working on our communication pieces along with clear direction for staff. Please know that there are still decisions to be made, so the flow of work will be well orchestrated.

The staff anticipates that once this message hits you and you have time to digest it, your decisions for the rest of the corporations will be made and the additional work will need to be planned out. We are preparing for this. Again, the goal is to communicate what the plan for HOMES billing is by April 1 to members so that we can work diligently through May 31. We strongly suggest your timeline be close to that. If you have not decided on refunds/credits, please consider sending a message about what members should do if you have April and May billings/payment options.

Thank you for continuing to do the work you are doing. You are appreciated.

Please let me know what questions you have.
Casey