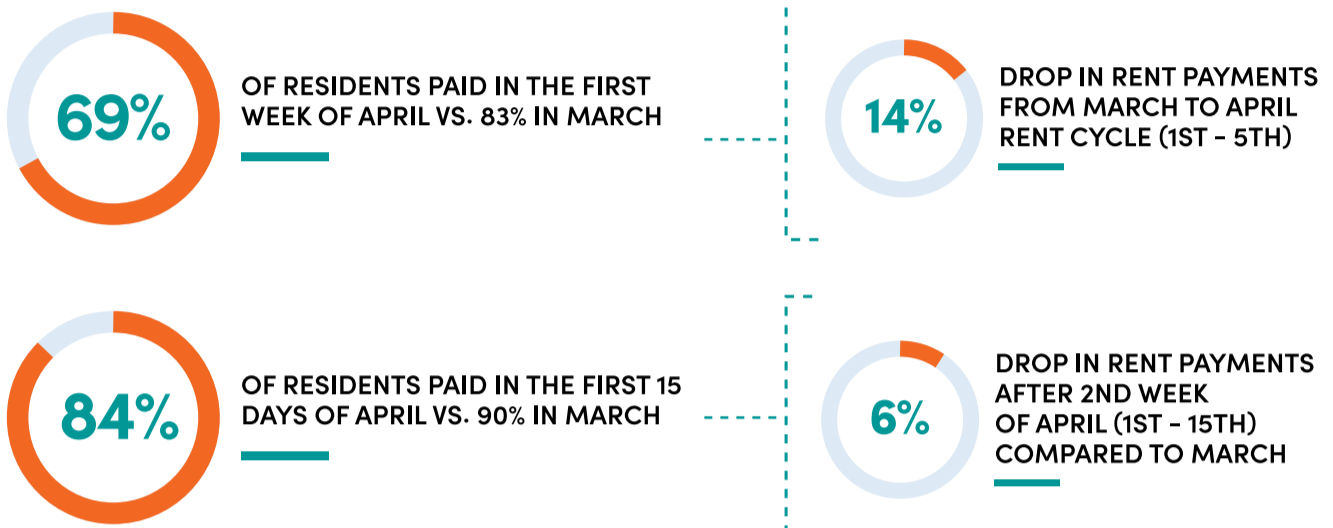


COVID-19 IMPACT ON APRIL RESIDENT RENT PAYMENTS

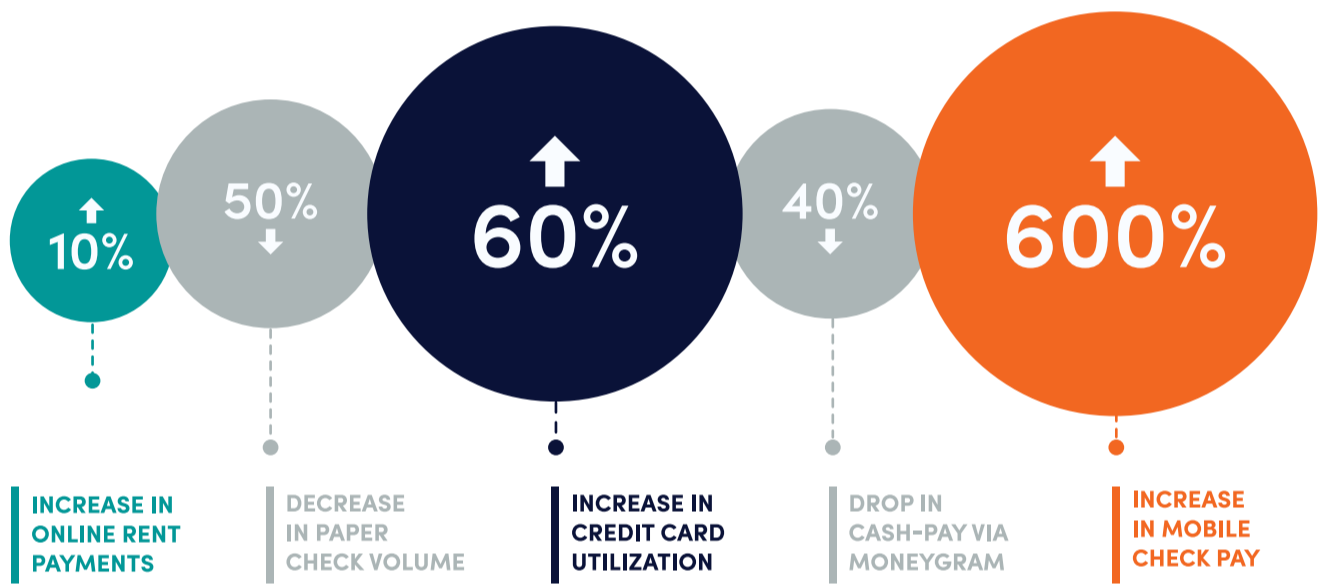
Domuso evaluated its portfolio of national multifamily properties to uncover rent payment trends at the start of the April payment cycle as compared to March. Resident payment activity was analyzed during the first 15 days of April as residents and property owners were forced to adopt contactless payment processes.

Here's what **Domuso** found from March to April:

RENT COLLECTIONS DECLINED IN APRIL



RESIDENTS CHOSE DIGITAL PAYMENT OPTIONS TO LIMIT IN-PERSON INTERACTIONS



PROPERTY OWNERS FORCED TO CLOSE OFFICES, WORK REMOTE



IN SUMMARY:

- Residents paid late in April, but the vast majority of residents caught up on their rental balance by the second week of April. The impact of COVID-19 will be felt significantly in May and June due to rising unemployment nationwide.
- Owners will continue accelerating plans for digital platform deployment, enabling their staff to work from home and facilitating touch-less property operations.
- Online payment adoption and credit card usage will continue to increase.

How is your organization planning to adopt digital payment collection for upcoming rent cycles? Switching to an online payment platform like Domuso provides digital certified payment options to reduce risk and protect against chargebacks as well as mobile check pay options. We work with all major property management software providers.

[Learn more and request a demo today.](#)

Methodology
Data collected for the first 15 days of April starting Wednesday, April 1 to Wednesday, April 15