



176 Canon Circle, Springfield, MA 01118
Telephone (413) 426-9718 ♦ Fax (413) 310-2834

TTY to Voice: Mass Relay #711

NOTICE TO TENANTS REGARDING REDUCTION IN INCOME

Dear Residents:

Thank you for contacting the property management staff to report a reduction in your household income caused by the public response to the risk of contracting the COVID-19. Management will be sending out an Income Declaration Packet upon request. You can request a packet by calling the office at 413-426-9718.

All adult family members will need to complete their portion sign and date the documents where indicated. Packets can be returned to management within **10 business days** after receipt by dropping the packet into the outside rental office drop box located outside of the office entrance. If you prefer, you can mail it to 176 Canon Circle, Springfield, MA 01118.

If you have experienced a reduction in income, please include if possible, a notification that your employment and income have been suspended. If the notification includes Personally Identifiable Information (Social Security Numbers, etc.), make sure information is encrypted and password protected. If your employment has been terminated, please provide documentation from your employer indicating the effective date of the termination/reduction. Be sure to gather and provide any paperwork associated with employment income, unemployment income, gifting income including donations to Go Fund Me or like accounts or any other income received by family members. If you are unable to provide documentation from your employer, we can accept a Self-Certification affidavit.

If your child care expense has increased, please provide new documentation from the child care provider showing increased weekly or monthly expenses.

You are welcome to leave the completed income reduction documents in the secure property drop box during regular business hours or you may also scan or provide photo copies of signed forms and email them to Rivas.jazz@outlook.com. Be sure to encrypt and password protect any documentation that you submit electronically.

If you cannot provide the documentation as required, or if you need assistance, please notify Jazz Rivas by phone (413) 426-9718 or email and we will work to assist you. The more quickly we get the information, the more quickly we can process your new certification and calculate new rent (if applicable).



Mount Holyoke Management, LLC. does not discriminate on the basis of any protected status. It provides persons with disabilities the opportunity to request reasonable accommodation and provides free language assistance to persons with Limited English Proficiency. In order to apply or participate in its programs or if you feel you have been discriminated against, please call the 504/ADA Coordinator at (413) 534-0955.





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We are working daily to implement strategies to protect our residents and our staff from COVID-19 while ensuring continuity of operations.

Once we receive all required documentation, we will contact you via phone or mail. We will prepare a copy of your new 50059 certification and let you know if your Tenant Rent has changed.

Until we complete your new certification, you are still required to pay the current Tenant Rent.

All adult household member must sign and date the HUD Form 50059 certification and return it to the management office. If you prefer, we can submit the HUD Form 50059 certification without your signatures. Please let us know if that is the case. At some point in the future, you will be required to report to sign the HUD Form 50059 certification and all other required forms. We will provide you with notification when signatures are required.

As long as you report in a timely manner, any rent decrease will be effective the first of the month following the change. As always, we make every effort to ensure that you continue to receive housing assistance so that you can enjoy your home in our community.

If you have any questions at all, please feel free to call the management office. We look forward to hearing from you.

Thank you,



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