****

**Delta Zeta National Housing Corporation (NHC)**

**COVID-19 FAQs**

**March 20, 2020**

Delta Zeta National Housing Corporation (NHC) properties have all been impacted by the COVID-19 crisis. Individual campus situations may differ. Please use the questions below as a guide and contact the NHC for additional information.

Q: ***Will the chapter house remain open?***

A: Delta Zeta National Housing Corporation chapter houses are closed for operation as of the effective date of each respective campus transition to distance learning/online classes. Residents will need to make arrangements with their House Director to move out of the house during this closure period. We understand every campus situation and timeline is different and commit to working with you on a reasonable and safe timeline for your move out.

Q: ***When will our house re-open?***

A: Please continue to monitor your university website to determine if/when onsite classes will be reinstated for this academic year, as the NHC property will re-open housing when students are again required to be present for onsite classes.

Q: ***What measures are being taken to clean the houses during COVID-19?***

A: We will continue our regular cleaning schedule in order to maintain existing high cleaning standards. All properties will undergo a thorough deep sanitation before residents return.

Q: ***How will the status of the house impact my room and board?***

A: Your bill will be prorated to reflect the occupancy period during the temporary closure for March 2020. You will not be billed for April, May and/or June 2020 periods. Please allow 4-6 weeks for processing any National Housing Corporation room and/or board refunds so that we may accurately calculate the closure periods.

**Q: *How does this impact Non- Resident Meal Plan Contracts?***

A: Your bill will be prorated to reflect the meal period affected during the temporary closure for March 2020 and the semester end closure based on your respective campus transition to distance learning/online classes. You will not be billed for April, May and June 2020 periods. Please allow 4-6 weeks for processing any National Housing Corporation room and/or board refunds so that we may accurately calculate the closure periods.

***Q: What will I be expected to pay regarding building funds, furnishing funds, parlor fees, insurance and administrative fees?***

A: National Housing Corporation Fees (Building Fund, Furnishing Fund, Insurance, Parlor Fees, Administration Fees, and other if applicable) will not be billed for April, May and/or June 2020.

Q: ***Will the same standards be applied to my house if it isn’t in the National Housing Corporation?***

A: While Delta Zeta will provide guidance and recommendations to locally owned houses, the National Housing Corporation does not have control regarding local property operations. We would encourage any questions or concerns be directed to the House Director or Local House Corporation President.

 If your property is owned by the university please work directly with your university accordingly.