COVID-19 FAQ

Round Hill Pacific

Q - Am I able to tour available units online?

A - Absolutely. Most available apartments have floor plans and photo galleries on our website, and we'd be happy to send a link with a virtual tour, or set up a personal video tour upon request. Contact our leasing office for more information.

Q - Do you still have staff working in the offices?

A - Yes! Many of us are working remotely, but we do have a reduced staff in our office.

Q - How can I contact your office?

A - Our offices are open to the public by appointment only, but we are available during our regular business hours by email or telephone. Visit our CONTACT page for our local office contact information. You may also go to our website at RoundHillPacific.com.

Q - Will my Move-In or Move-Out date be affected by the COVID-19 restrictions?

A - We will be as accommodating as possible to ensure a smooth transition into, or out of, any of our properties while observing Covid-19 safety precautions. For assistance or questions, please contact your local leasing office.

Q - What if I am not sure I will be able to pay my rent because of COVID-19 loss of job or income?

A - Reach out to your local office. We are working with people individually to navigate challenges and discuss newly available resources as the situation progresses.

Q - Can I pay my rent online during the Stay-At-Home order?

A - Absolutely. Please use PayLease! Download the app from Google Play or the Apple Store. You will find PayLease information on your emailed statement, or contact Resident Services to get set up.

Q - Can I pay my rent with a Check or Money Order during the Stay-At-Home order?

A - We are still accepting payment via US Mail, and if you usually drop off a check or money order at your local office, you may drop it off through the mail slot or dropbox.

Q - Will Maintenance still be available while the Stay-At-Home order is in effect?

A - Yes, please continue to put in service requests via email, phone call or through the website. Even though we are only entering units for emergencies or urgent matters, we will still log your request in our maintenance system, and will be ready to take care of it once it is safe for our maintenance staff to do so. If it is possible, we may reach out to you to troubleshoot your request remotely.