

LAS VEGAS VALLEY

COVID-19 COMMUNITY RESOURCE GUIDE




NEW HOME EXPERTS[®]
LAS VEGAS

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COLDWELL BANKER
PREMIER REALTY

WE'RE HERE TO HELP

We know that change **starts with community** and we are all doing our part to decrease the spread of COVID-19. Unfortunately, **staying home for Nevada** also means that a lot of people in our community are experiencing struggles that they haven't before. For some, this means trying to find healthy ways to occupy their time or navigating how to work from home. For others, this means struggling to pay their bills. No matter where you fall on this spectrum, we have a community of people willing and wanting to help. **We are in this together.**

Many people have been inquiring about how this COVID-19 situation is going to affect the thriving **Las Vegas real estate market**. The one thing we know for certain, is that no one can predict the outcome. The only thing we can do is continue to **monitor the market and keep our clients informed**. People will always need a place to call home, and people are still buying and selling real estate. As REALTORS®, we are always adapting, and currently, it means helping to **guide people home** in the safest way possible, using virtual technology and practicing safe social distancing practices.



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ENTERTAINMENT



HOME

RENT AND MORTGAGE

Rent

On March 28, 2020, Governor Sisolak extended the Las Vegas shutdown until the end of April. Because everyone needs a safe space to self-quarantine, Governor Sisolak also signed an emergency directive to halt all eviction filings. The directive stresses that while late fees will be waived, it does not mean free rent and encourages landlords to set up a plan for repayment once we are back to work. **Click here to view.**

Mortgage Services

Many lending institutions will work with a homeowner facing hardships due to COVID-19. The Nevada Treasurer's office provided a guide with each institution's **contact information**. If your mortgage institution cannot offer you the help you need, email the treasurer's office directly at ask@nevadatreasurer.gov.

Fannie Mae

If Fannie Mae owns your mortgage loan, there are assistance options available. To find out if your mortgage qualifies, and to learn more about their disaster response network for homeowners and renters, visit www.knowyouroptions.com/covid19assistance. The National Association of REALTORS® released a full property owner resource list. Download it **here**.

Freddy Mac

Visit their **blog** to find information for renters, homebuyers and existing homeowners; inclusive of what to do if you can't make mortgage payments.

UTILITIES

National and local utility companies understand that many people will face a hardship due to COVID-19 and will be halting all shut-offs.

NV Energy

If you are experiencing a hardship, call NV Energy at 702.402.5555 to suspend a shut-off and to make payment arrangements. National and local utility companies understand that many Americans will be facing a hardship due to COVID-19 and will be halting all shut-offs.



HOME

Southwest Gas

Southwest Gas Issued a moratorium on disconnects for non-payment during the COVID-19 crisis. If you are not facing a hardship at this time, consider making a taxable donation to their Energy Share program for families in need.

Las Vegas Valley Water District is committed and prepared to provide water service during this wide-spread community illness. Call 702.870.4194 or visit lvvwd.com for more information.

Southern Nevada Water Authority

The Water Authority does not anticipate any current scenario that would interrupt water availability to our community. Get answers to **frequently asked questions**.

City of Henderson Department of Utility Services

The City of Henderson will be temporarily suspending water service shut-offs for customers financially impacted by COVID-19. Please call 702.267.5900.

City of Boulder City

They will be suspending shut-offs on a case-by-case basis. Call 702.293.9244 for more information.

The Nevada Public Utilities Commission has provided a full resource list of utility companies [here](#).

HOME SERVICES

Coldwell Banker Premier Realty has a full-service concierge department with licensed, pre-screened, companies to help keep your home in working order. [Click here](#) to view a list of essential home services.



FINANCIAL SUPPORT

SCAM AND FRAUD PROTECTION

During this pandemic, there will be an increase in scammers trying to con people out of their money. Beware of fraud attempts from fake charities to bogus stimulus checks arriving in the mail. View a list of common scams and ways to avoid them from the **Consumer Financial Protection Bureau**.

Protection for Seniors

People who are 65+ could be at greater risk for fraud because they are seeing less of their friends and neighbors. Click **here** to view and download the CFPB's scam prevention handouts.

THE CARES ACT

The Coronavirus Aid, Relief, and Economic Security (CARES) Act will allocate \$2.2 trillion in support of individuals and businesses impacted by this pandemic. Below are a few key points of this bill. To view a complete overview, click **here**.

Unemployment

Under the CARES Act, unemployment benefits have been expanded. Click **here** to see if you qualify.

How to File For Unemployment

You must file your unemployment claims weekly. The Nevada Department of Employment, Training and Rehabilitation (DETR) Employment Security Division urges you to do so online. Click **here** to watch a step-by-step tutorial on YouTube.

Stimulus Checks

What is it? Who gets it? When is it coming? Click **here** to learn these answers from the IRS's FAQ Page. You can also follow them on **social media** for the latest updates.

The Small Business Owner's Guide to the CARES Act



FINANCIAL SUPPORT

MORE FINANCIAL ASSISTANCE

Repair Smith

If you have been unemployed, or if you are working on the front lines and need reliable transportation, you can apply [here](#) for up to \$500 in vehicle repair services.

Student Loans

All federal student loans have had their interest rate set to 0% until further notice. Borrowers will automatically be placed on an administrative forbearance which will temporarily suspend monthly payments through Sept. 30, 2020. More information can be found on studentaid.gov.

Job Openings

See a full list from Channel 13 [here](#). Last updated 4.6.20.

Prescription Savings

Free Tax Help

Savings Support

To get connected to more services, visit Nevada 211.

HOW CAN YOU HELP?

If you are in a place financially to help the less fortunate in our community, consider donating to one of these charities:

The Shade Tree Las Vegas - Housing women, children and their pets.

The Nevada Partnership for Homeless Youth - Click [here](#) to view their Amazon wish list.

S.A.F.E. House Nevada - Protecting victims of domestic abuse.



HEALTH + WELLNESS

FOOD FOR SENIORS

Adults age 60+ in need of food assistance should call 702.765.4030 to learn more about various food programs available.

Senior Grocery Hours

The following stores are offering senior-only shopping:

Dollar General Daily from 8:00am-9:00am

Whole Foods Daily from 8:00am-9:00am

Target Wednesdays from 8:00am-9:00am

Albertson's Tuesdays and Thursdays from 7:00am-9:00am

Smith's Mondays, Wednesdays and Fridays from 7:00am-8:00am

FOOD DISTRIBUTION SITES

Clark County School District will have food distribution sites, allowing pick up meals for children 2-18. Browse the menu's and locations for pickup [here](#).

The following distribution sites are available to anyone in need. Click on the name for more information on each site:

Station Casinos

The One Project

Three Square Food Bank

FITNESS

It's important to keep up with your regular fitness routines, or start a new routine if you haven't had the time before! Try out one of these free online classes:

- Core Power Yoga
- Echelon & Peloton
- The Bar Method
- Golds Gym
- Planet Fitness
- Nike



HEALTH + WELLNESS

HEALTHCARE

If someone in your home does contract COVID-19, [here](#) is everything you need to know from the CDC. View other resources below.

Insurance

Nevada's exchange has opened up a special enrollment period in light of this pandemic. Deadline to register is April 15. Those looking to enroll should call 800.547.2927.

Dental Care for Kids

Children's Dentistry of Las Vegas is offering free dental care for children whose parents have lost their jobs due to COVID-19. To schedule an appointment at a location near you, call 702.998.6684.

Virtual Doctor

Dignity Health - St. Rose Dominican is launching Virtual Care Anywhere for any Nevada resident who may be experiencing COVID-19 symptoms. Use code "COVID-19" to waive the \$35 fee. Click [here](#) for more information.

Local Testing

UNLV Medicine is offering curbside COVID-19 testing to those who meet the criteria. Call 702.583.4408 to make an appointment and see if you qualify for testing.

Domestic Violence

If you or someone you know is a victim of domestic violence, please call the 24-Hour Crisis Hotline at 775.322.3466.

SELF-CARE

Self-care is more than just bubble baths. It's also about mental health. View the CDC's resource guide on managing stress and anxiety for the whole household. Click [here](#) to learn more.



EDUCATION + ENTERTAINMENT

EDUCATION

Internet

Students in grades K-12 will need access to high-speed internet to keep up with their lessons. If you know a family that may need assistance, you can **download an application** to T-Mobile's program EmpowerED, which gives kids access to mobile equipment and reliable service.

Home Schooling

- View the top homeschooling tips from **The Today Show**
- Learn about special programming offered by **PBS.com** for grades 4-12
- View CCSD's complete list of **student learning extension opportunities**

Online Learning for Children, Teens and Adults

- **Nick Jr.'s Noggin** is offering a 60-day free trial for preschoolers
- Explore educational videos and learn how to perform fun experiments on **discoverykidslv.org**
- Watch live streams from these real-time webcams at the **San Diego Zoo & Monterey Aquarium**
- **Khan Academy** offering lessons for all education levels including K-12 learning, college courses and career training
- Make history fun with the podcast "**Stuff You Missed in History Class**"
- Learn a new language with **Duolingo**
- NPR has a variety of educational content including "**How to Start Your Own Podcast**" and "**Raising Amazing Kids**"
- Take one of **450 ivy league courses** now available for free online



EDUCATION + ENTERTAINMENT

ARTS & CULTURE

Google "Arts and Culture" to view collections, art and stories from around the world
some highlights include:

- **MOMA - Museum of Modern Art - NYC**
- **Experience fashion, art and science in 3D**
- **View photos from historical events**

MOVIES AND BOOKS

Movies

Here are the best movies playing on your favorite steaming services:

- **Netflix**
- **Hulu**
- **Amazon Prime**

Ways to Stay Connected

Stay connected to your friends, family, and the outside world with these fun websites and apps:

- **Netflix Party**
- **HouseParty App**
- **Psych! outwit your friends**

More Fun Things to do at Home:

- Rent digital books and movies with a **free Clark County Library eCard**
- **Listen to a bedtime story** read by your favorite a-list celebrities
- Join a Zoom meeting with your favorite authors with **Quarantine Book Club**
- Try one of **these meals** seen on the Instagram pages of your favorite celebrity chefs



WE'RE HERE IF YOU NEED US



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