

The below is an excerpt from our March Multi-Family Rent and Vacancy Survey, currently underway. The survey asks participants Leasing and Operations questions during the COVID-19 crisis. Responses come from properties in King, Snohomish, Kitsap, Pierce, and Thurston Counties from March 30th through April 3rd, 2020. This report will be updated regularly as we continue to collect data. **For questions about this research, please contact Judah Travis, Executive Director - Research & Analytics, at [judah@commercial-analytics.com](mailto:judah@commercial-analytics.com).**

**Responses** represent the number of properties who answered this question. **%** represents the percentage of responses for that answer to the total number of responses.

**Units Represented** presents the number of apartments at properties who answered this question.

To ensure confidentiality, **Units Represented** is shown as "---" when only one Property responded. However, units are included to calculate the total.

#### Leasing offices were asked:

Have tenants \*inquired\* about reduced or waived rent?

Rent Requests	Properties Responding	%	Units Represented
No Requests	69	27.6%	8,947
Payment Plan	15	6.0%	3,667
Reduced Rent	99	39.6%	13,030
Reduced Rent; Payment Plan	6	2.4%	1,529
Reduced Rent; Waived Rent	52	20.8%	11,459
Reduced Rent; Waived Rent; Payment Plan	7	2.8%	882
Waived Rent	1	0.4%	---
Waived Rent; Payment Plan	1	0.4%	---
<b>Total</b>	<b>250</b>	<b>100.0%</b>	<b>40,094</b>

Respondents could select more than one answer.

**Note:** the above represents the number of properties that have received *at least one* inquiry about rent flexibility, and *does not* represent the number of *tenants* who have inquired.

Moving forward and as we continue to bring you quality, granular CRE research, we will provide greater detail on the number of tenants who may be seeking rent flexibility, so check back for updates.

#### Leasing offices were asked:

Have tenants begun moving out because of the COVID-19 crisis?

Move Outs	Properties Responding	%	Units Represented
No	183	90.6%	28,127
Yes	17	8.4%	3,545
Yes; Other	2	1.0%	95
<b>Total</b>	<b>202</b>	<b>100.0%</b>	<b>31,767</b>

Respondents could select more than one answer.



[Sign up here for updates on our COVID-19 coverage.](#)

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**Leasing offices were asked: Is your property offering concessions, and if so what type?**

Respondents could select more than one answer.

Concessions	Properties Responding	%	Units Represented
No	150	66.4%	24,559
Four weeks free rent; Two to three weeks free rent	23	10.2%	2,409
Two to three weeks free rent	11	4.9%	1,471
Other	9	4.0%	1,674
Reduced deposit	9	4.0%	2,701
One week free rent	6	2.7%	812
Four weeks free rent; Select Units Only	5	2.2%	1,672
No; Four weeks free rent	2	0.9%	840
Four weeks free rent	1	0.4%	---
Four weeks free rent; Reduced deposit	1	0.4%	---
Four weeks free rent; Reduced deposit; Select Units Only	1	0.4%	---
No; Free parking	1	0.4%	---
One week free rent; Free parking	1	0.4%	---
One week free rent; Reduced deposit; Other	1	0.4%	---
Other; Four weeks free rent; Two to three weeks free rent	1	0.4%	---
Reduced deposit; Select Units Only	1	0.4%	---
six weeks free rent	1	0.4%	---
Two to three weeks free rent; Four weeks free rent; Select Units Only	1	0.4%	---
Two to three weeks free rent; Reduced deposit	1	0.4%	---
<b>Total</b>	<b>226</b>	<b>100.0%</b>	<b>38,558</b>

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**Leasing offices were asked:**

Are your leasing offices currently staffed and open?

Current Staffing	Properties Responding	%	Units Represented
Regular Staffing	171	71.0%	26,906
Minimal Staffing	49	20.3%	8,743
Not Open	13	5.4%	1,297
Other	8	3.3%	948
<b>Total</b>	<b>241</b>	<b>100.0%</b>	<b>37,894</b>

Respondents could select only one answer.

**Leasing offices were asked:**

Are you experiencing a decrease in leasing interest?

Decreased Interest	Properties Responding	%	Units Represented
Slightly Less Interest	88	41.1%	10,793
Yes	66	30.8%	11,430
No	51	23.8%	9,480
Other	8	3.7%	1,367
Significantly Less Interest	1	0.5%	---
<b>Total</b>	<b>214</b>	<b>100.0%</b>	<b>33,206</b>

Respondents could select only one answer.

**Leasing offices were asked:**

Are you currently showing apartments?

Currently Showing	Properties Responding	%	Units Represented
Yes	189	84.8%	31,835
No	34	15.2%	3,056
<b>Total</b>	<b>223</b>	<b>100.0%</b>	<b>34,891</b>

Respondents could select only one answer.

**If so, how are you showing?**

Showing How	Properties Responding	%	Units Represented
Online or Virtual Tours	85	76.6%	19,255
By Appointment Only	12	10.8%	1,446
Other	6	5.4%	1,208
Walk-ins	3	2.7%	344
By Appointment Only;Online or Virtual Tours	2	1.8%	300
Online or Virtual Tours;Other	2	1.8%	335
By Appointment Only;Online or Virtual Tours;Other	1	0.9%	---
<b>Total</b>	<b>111</b>	<b>100.0%</b>	<b>22,992</b>

Respondents could select more than one answer.