



To All Habitat Partner Families,

Out of an abundance of concern and respect for you and your family's health and safety, we wanted to make sure you all were aware of your payment options that allow you to practice social distancing during this difficult time. **If you are having difficulty making your payment, please call Family Services ASAP so we can work with you.**

Regarding Mortgage Payments, PRONTOs, or Forbearances you can do any of the following:

- Mail check or money order to 755 Culver Rd. Rochester NY 14609. (Make sure your name, address, and account number are written legibly on your payment)
- Drop your payment off in the locked mailbox right outside our front door. (Make sure your name, address, and account number are written legibly on your payment)
- Pay at a local Northwest Branch via the drive-through window
- Pay by phone by calling 1-800-331-1445 (There is a \$10 charge)
- Pay online by visiting <https://www.northwest.bank/loan-payment-options>

For anyone who is required to bring the payment to the office, that requirement has been waived until further notice.

Regarding Rent Payments, Repair Payments, or Down Payments you can do any of the following:

- Mail check or money order to 755 Culver Rd. Rochester NY 14609. (Make sure your name, address, and reason for the payment are written legibly on your payment)
- Drop your payment off in the locked mailbox right outside our front door. (Make sure your name, address, and reason for the payment are written legibly on your payment)

If you would like a receipt please also include your email address and we will send your receipt via email. If an email isn't provided we can print you a receipt in-person once we are back to full capacity upon request.

Family Services staff will continue to be available during normal business hours remotely. If you have any questions or concerns do not hesitate to contact us:

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