



## RAILWAY ASSETS CORPORATION (RAC) ECONOMIC STIMULUS PACKAGE RENT RELIEF INITIATIVE

### RAC RENT RELIEF INITIATIVE

The RAC Rent Relief Initiative is a **temporary** suspension of rental obligations for 6 months starting 1st April 2020.

During this period, tenants who meet the conditions do not need to make any rental payments for 6 months, and no penalties will be imposed.

### OBJECTIVE

As outlined in the Government's Economic Stimulus Package, RAC's rent relief initiative is a means to provide support to our existing tenants who are currently facing temporary financial constraints arising from the COVID-19 pandemic.

### FREQUENTLY ASKED QUESTIONS (FAQ)

#### WHAT IS THE DURATION OF THE RENT RELIEF?

Rent relief is from 1st April 2020 to 30th September 2020.

#### WHO IS ELIGIBLE FOR THE RAC RENT RELIEF INITIATIVE?

All existing RAC Tenants (**with the exception of wayleave**) will qualify for six (6) months rent relief as long as their accounts are not outstanding for more than 90 days as at 1st April 2020.

#### WILL THERE BE ANY ADDITIONAL CHARGES IMPOSED DURING THE RAC RENT RELIEF INITIATIVE?

No, there will be no additional charges, late fees or penalties imposed on existing tenancy accounts.

#### CAN I ASK FOR MORE THAN SIX (6) MONTHS RENT RELIEF?

The maximum rent relief period provided by RAC is six (6) months. All rental payments will automatically resume on 1st October 2020.

#### DO I NEED TO APPLY FOR THIS RENT RELIEF INITIATIVE?

There is no action on your part as RAC will automatically enroll all eligible tenants.

#### WHAT IF MY RENTAL PAYMENT IS ALREADY IN DEFAULT, CAN I APPLY?

Accounts that are already more than 90 days in arrears will not qualify for rent relief.



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#### DOES THIS RENT RELIEF APPLY TO NEWLY APPROVED TENANCY AGREEMENTS?

This rent relief only applies to accounts which have tenancy payments due as at 1st April 2020. Please note that wayleave payments are not eligible for rent relief.

#### WILL MY MONTHLY RENTAL INCREASE AFTER THE 6 MONTH RENT RELIEF INITIATIVE?

No, your rental amount will remain unchanged and will continue as outlined in the Tenancy Agreement and SST.

#### I HAVE SET UP A STANDING INSTRUCTION / AUTO DEBIT TO MAKE MONTHLY PAYMENTS. DO I NEED TO ARRANGE FOR A CANCELLATION IN ORDER TO PARTICIPATE IN THIS INITIATIVE?

Yes, please arrange to stop your standing instruction/auto debit if you wish to participate in this rent relief initiative.

#### IS THERE A HOTLINE NUMBER TO CALL IF I HAVE ANY FURTHER QUESTIONS?

Yes, please get in touch with us via **RAC COMMERCIAL HOTLINE** at **+60192009253** or you can also email us at [commercial@rac.gov.my](mailto:commercial@rac.gov.my).