



# COVID-19:

## Property Management

The Next Three Seconds Protects Your Life, Your Loved Ones, Your Livelihood®

### The N3L3 philosophy:

our approach to protecting workers from fatal and life-changing events.

*Eastern Alliance is here to help. To learn more about Eastern's N3L3 program and access other safety resources, sign in and visit the Safety Tools on [www.easternalliance.com](http://www.easternalliance.com), or contact your Risk Management Consultant for assistance*

**1.855.533.3444**

Eastern Alliance continues to actively monitor COVID-19 and implementing practices to promote the health and safety for our customer, employees and the local communities. As we all venture through this time we are dedicated to helping our valued policyholders effectively manage their risks as they adapt to changing environments.

Every industry faces their own unique challenges during the coronavirus pandemic. While some industries, such as healthcare, grocery store, and essential retail have greater risk exposure, it is important to recognize that due to the rapid spread of COVID-19, no job is without exposure. The CDC and other health organizations have released numerous guidelines to protect people and prevent the spread of the virus. Employers must carefully consider how they can integrate these protections into their operations and workplaces for the safety of their employees.

- Actively monitor guidance and regulations from local, state, and federal authorities, as they are constantly evolving. Some property management operations may be considered essential operations, and it is advised that you consult the regulations to determine how to proceed. Place a priority on health and safety for all.
- Limit the number of employees working in the leasing office or other areas at one time. Consider having other employees work remotely.
- Minimize the number of visitors, residents, and other non-essential personnel in the leasing office. Try to communicate as much as possible through phone and e-mail. Post ample signage and use text or email blast communications to alert residents to these changes and with information on how to contact leasing personnel.
- If the leasing office handles resident's packages, consider temporarily halting this service and allowing residents to collect their own packages or having delivery personnel leave packages in front of the resident's door. If this is not possible, establish a procedure for handling packages that limits interaction and potential exposure. For example, have residents call when they are on their way to collect their package and the leasing employee can leave the package in a designated location.
- Maintain social distancing from co-workers, residents, delivery personnel, during move-in or move-out inspections, emergency maintenance, etc. When social distance is not possible, encourage the use of masks.
- Apartment showings can be done using video chat systems or add cameras to the model apartment and let potential residents tour themselves. Explore online options for paperwork when possible (i.e. - online leasing).
- Implement online rent payment. Consult local and state regulations regarding the use of online payments. If online payments are prohibited from being the only collection method, evaluate alternative options such as rent drop boxes.
- Increase sanitation and disinfecting of frequently touched items such as stair rails, elevator buttons, tools, door knobs, light switches restrooms, keyboards, computer equipment, etc.
- Increase the frequency of cleaning laundry centers, fitness centers, playgrounds, and common areas.

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This information is proprietary and is intended to assist you in your safety efforts. It must not be assumed that every unsafe condition or procedure has been covered in this document, nor that every possible loss potential, and legal violation has been identified herein. This document is not a substitute for the establishment of risk management programs by your management.



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- Follow local guidelines regarding community gathering events. When possible, host events outdoors.
- Do not supply refreshments such as coffee in the lobby.
- Educate employees on the signs and symptoms of coronavirus as well as how to protect themselves. Remind employees to stay home if they are sick. They should also stay home if they may have been exposed to someone with COVID-19.
- Screen employees daily before starting work for fevers and/or other symptoms. Employees performing the screening process should wear an appropriate protective facemask, disposable gloves, and utilize hand sanitizer before and after each screening.
- If an employee has been exposed to or tested positive for COVID-19, follow CDC guidelines regarding return to work.
- Provide employees with protective equipment such as gloves, disinfecting wipes, and hand sanitizers.
- Unvaccinated or not fully vaccinated personnel should wear face masks. Face masks are recommended to be used in public settings where it may not be possible to consistently maintain social distance, regardless of vaccination status. If masks are used, review how to clean and when to change face masks.
  - Note that cloth face coverings are not a substitute for necessary PPE required by workplace exposures.
- Remind employees to practice safe measures such as using gloves, social distancing, avoid touching face or eyes, wash hands frequently and disinfect surfaces.
- Evaluate how you will address service calls to protect employees during various levels of local transmission. Establish services that are essential vs. those that can be completed at a later date during times of greater transmission. Provide adequate PPE to maintenance personnel or subcontract out the exposure. Ask residents to social distance and/or wear a mask while maintenance is in their units.
- Recognize that your service providers or suppliers may be affected due to the virus. Where possible, order necessary supplies to keep available stock. This will also limit the need to go out to the store to retrieve items. If service providers are impacted, carefully consider appropriate steps before proceeding. Taking on these tasks can be non-routine work which can lead to injury if not properly addressed (resources, training, competence, hazard recognition).
- Communication is important! Increase communication with residents via email, texting systems, and signage alerting them to the actions the community is taking. Make them aware of your intent to protect the health and safety of all during these unprecedented times. Ask that residents experiencing symptoms please do not ask employees to enter their apartment.

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For additional information and guidance, please visit:

CDC COVID-19 Website <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

OSHA COVID-19 Site <https://www.osha.gov/SLTC/covid-19/>

CDC information on disinfecting a variety of surfaces and chemicals to use-

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html>

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