

MREMA BEST PRACTICES for the affordable multi-family industry during the Coronavirus pandemic

MAINTENANCE:

- Limiting work orders, emergency only
- If staff becomes ill, maintenance contractors in place as back-up option
- Protective gloves, masks, Tyvek suits, etc provided to staff
- Distributing latex gloves to staff when entering residents' apartments
- K-9 bed bug inspections taking place, staff wait outside

SOCIAL DISTANCING:

- Main Office and site offices closed to all visitors
- Property Managers and Resident Service Coordinators working remotely
- Staff are instructed to stay home if feeling sick
- Limit or eliminate resident activities, limit non-essential visitors which can also be recommended by local municipality/FD
- Close community rooms, gymnasiums, all community areas
- If cannot close community and laundry rooms, removing chairs and tables to discourage congregating
- Encourage email for staff to resident communications

CLEANING:

- Increased cleaning, disinfecting and other infection-prevention protocols services, 3 times a day (staff or contractors) or continuous disinfecting when not doing an emergency work order
- Distributing spray bottles with disinfectant to use on door handles and surfaces when you are at properties (for all staff)
- See attached guidance on effective cleaning methods

QUARANTINED OR DIAGNOSED HOUSEHOLD:

- Alerted staff for No Entry Order for quarantined resident
- Increased cleaning in that unit/common space
- Town may have requirement to quarantine a building if case identified
- HUD would defer to local CDC on disclosing a diagnosed household to others in building or not
- HEPA laws still apply at this point

RESIDENTS:

- Q&A resources: 211, CDC website, RSC contact directly
- Get up to date Emergency Contact information
- Process interim and annual recertifications by mail if possible
- Kid's school meal programs- differs per town, look at school or municipal plans
- Postponing evictions in place with some organizations, Courts closed regardless
- Installing hand sanitizer stations in common areas of the properties