



# MREMA

MAINE REAL ESTATE MANAGERS ASSOCIATION

## Notes from MREMA Town Hall #1

3.31.2020

### 1. Maintenance

- a. Most companies are sanitizing and doing emergency work orders only.
  - i. Reminder to Maintenance Techs to sanitize their vehicles as well.
  - ii. Backpack sanitizing/fogging of community spaces.
  - iii. No vacuuming, some research suggests this could spread the virus.
  - iv. No annual inspections- make sure to note the files that missing the annual was due to COVID-19.
- b. Community rooms:
  - i. Closed unless they have laundry rooms.
  - ii. Community furniture, tables, puzzles removed from common spaces.
  - iii. There has only been minor pushback from tenants in the closure of community spaces, more so in properties with fitness rooms.
  - iv. Food delivery by charitable organizations has caused too much gathering in community rooms.
    1. Find volunteers to pass out the food, have it pre packaged.
- c. Routine Maintenance:
  - i. Concerns that the tenants are no longer calling in Routine maintenance work orders for fear of having anyone in their units.
  - ii. Some companies have RSCs asking about routine work orders during phone check ins with tenants.
  - iii. Education Campaign: Don't flush anything other than toilet paper. Some companies having septic issues due to tenants flushing foreign objects. Consider providing tenants with TP if you have it to prevent these issues.
- d. Procedures for entering units:
  - i. Health screening questions for tenants, including any potential exposure to COVID-10
  - ii. PPE including: Hazmat suits, masks, shields, gloves, when available.
  - iii. Ask tenants to step into another room or potentially going to the community room.
  - iv. Some companies contracting with outside vendors (Avesta is using DKI) in certain "high risk" situations as they have more access to PPE.

### 2. Property Management and RSCs

- a. RSC's
- b. Property Management
  - i. Creatively doing lease signings, including sitting multiple tables away, virtual lease signings, etc. Doing move in inspections one at a time.
- c. Communication
  - i. Daily Q&A or notices to keep on top of the most current information.
  - ii. Utilize Zoom/Teams for more personal meetings.
    1. Can also do this with tenants if they have the internet or with properties that have community wifi.
- d. Rent Collection:
  - i. Most have moved to mailing rent in. Will cause obvious delays month over month.
  - ii. Do not want to handle cash whenever possible.

- e. Coordinating Community Resources:
  - i. Town officials/fire/police will often help coordinate delivery.
  - ii. Meals on Wheels is a good resource.
  - iii. Local churches/charitable organizations
- 3. Legal/Eviction Moratorium
  - a. RSC Role: Proactively asking if people will be able to pay rent.
    - i. Vouchers and those on fixed income should be OK
    - ii. Market/Straight LIHTC- higher risk.
    - iii. Proactively setting up payment plans.
    - iv. Message is: RENT IS STILL DUE but cannot send any form of legal notice.
  - b. MSHA Initiatives
    - i. Forebearance on reserve funding
    - ii. Use of reserves for Operating Expenses when necessary (look at ODE use when available first)
    - iii. Reach out to MSHA asset manager before taking any of the steps outlined in the asset management notice. MSHA is “flipping the switch” from regulatory to support.
    - iv. Quickly recertify those tenants with rental assistance- housing authorities are trying to be as proactive as possible.
    - v. Other resources (what if I have no reserves?)
      - 1. MSHA is looking into dusting of the “HELP” loan program. Details TBD.
      - 2. State/Gov level relief funds.
      - 3. SBA or Paycheck Protection funds from the stimulus package. Banks are accepting applications now.
      - 4. No talk of additional PBVs from MSHA

Zoom Recording Link

Topic: MREMA COVID-19 Town Hall

Start Time : Mar 31, 2020 09:46 AM

Meeting Recording:

[https://zoom.us/rec/share/2cZ6d5rup1NLRLfG9hz\\_RZZ-BdrZX6a8h3le\\_aUNnUs5efGwhvQU3gE18yFbpZ37](https://zoom.us/rec/share/2cZ6d5rup1NLRLfG9hz_RZZ-BdrZX6a8h3le_aUNnUs5efGwhvQU3gE18yFbpZ37)