



The City of **WORCESTER**

Guidelines for Property Managers

Operations

1. Increase daily common area cleaning- especially door knob, hand rails, etc.
2. Community Laundry Areas- Allow only one unit at a time to use
3. Cancel all resident gatherings in common areas
4. Check-in frequently with elders and those at risk
5. Update tenant contact information
6. Establish a communication protocol for tenants who are sick

City Information for tenants in need

COVID-19 Information Line (508) 799-1019

Elders

Nutritional needs: Meals on Wheels
Nutrition Department @ Elder Services 508-852-3205

Emergency in home needs: including, but not limited to, the inability to contact a senior, those needing medical or assistance equipment or other urgent needs
Worcester Senior Center/Elder Affairs Office at 508-799-1232 x48003

Children

The city has established multiple food pickup locations for food distribution to children. Additional information can be found at <http://www.worcesterma.gov/coronavirus>

Maintenance

1. Establish Standard Operating Procedures (SOP) for all employees and contractors entering a unit
2. Prescreen all service calls/work orders for resident illness and travel
3. Reschedule all routine maintenance items that can be put off 30+ days
4. If employees show signs of illness, do not have them expose customers
5. Special attention should be paid to residents that are elders or those who are immune compromised.
6. No direct contact with homeowner/tenant- No handshakes, use phones to communicate when possible

7. Wash hands prior to and after service call
8. Do not eat or drink in the unit
9. Disinfect all services touched prior to leaving (facets, outlets, lights, handrails, etc.)
10. Disinfect equipment after each call
11. All trash from units should be considered hazardous waste and disposed of with extreme caution

Leasing

1. Establish flexible leasing terms including short term extensions for current lessees
2. Limit property showings to qualified & interested lessees with immediate housing needs
3. Ask all lessees prior to entering unit if they have recently traveled or are sick
4. Limit common area showings to limit expose to current residents
5. Open all doors prior to showings to limit lessees opening & closing doors
6. Disinfect all high touch surfaces prior to each showing (door handles, handrails, countertops)
7. Establish a “eyes only” policy for lessees- No touching of surfaces
8. No use of bathrooms and faucets by lessee
9. No food or drinks during showings
10. Adhere to Fair Housing laws

Additional Guidance Information-

Institute of Real Estate Management <https://www.irem.org/learning/coronavirus>

National Apartment Association <https://www.naahq.org/news-publications/guidance-dealing-coronavirus>

Building Owners and Managers Association International <https://www.boma.org/coronavirus>

CDC <http://www.cdc.gov/covid19>

City of Worcester <http://www.worcesterma.gov/coronavirus>