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| On March 28, the Cybersecurity and Infrastructure Security Agency (CISA), a division of the U.S. Department of Homeland Security, issued an “Advisory Memorandum on Identification of Essential Critical Infrastructure Workers During COVID-19 Response.” [**The memorandum**](http://go.pardot.com/e/479202/re-workforce-version-2-0-1-pdf/2d2xds/182241009?h=q1uMIf2IKKVQOgynfcRUzq11Wh9kk7VsYfBp_OsNsdE) contains an updated “Essential Critical Infrastructure Workforce” advisory list that identifies workers who perform operations and services essential to protecting state and local communities and ensuring continuity in critical functions. On [**page 15**](http://go.pardot.com/e/479202/re-workforce-version-2-0-1-pdf/2d2xds/182241009?h=q1uMIf2IKKVQOgynfcRUzq11Wh9kk7VsYfBp_OsNsdE), the guidance calls out “Residential/Shelter Facilities and Services,” specifically identifying as essential:* Workers responsible for the leasing of residential properties to provide individuals and families with ready access to available housing.
* Workers responsible for handling property management, maintenance, and related service calls who can coordinate the response to emergency “at-home” situations requiring immediate attention, as well as facilitate the reception of deliveries, mail, and other necessary services.
* Workers performing housing construction related activities to ensure additional units can be made available to combat the nation’s existing housing supply shortage.
* Workers supporting the construction of housing, including those supporting government functions related to the building and development process, such as inspections, permitting and plan review services that can be modified to protect the public health, but fundamentally should continue and serve the construction of housing (e.g., allow qualified private third-party inspections in case of government shutdown).

On March 22, the National Apartment Association (NAA) and the National Multifamily Housing Council urged [**CISA**](http://go.pardot.com/e/479202/ture-worker-covid-19-final-pdf/2d2xdv/182241009?h=q1uMIf2IKKVQOgynfcRUzq11Wh9kk7VsYfBp_OsNsdE)to update their guidance to specifically identify the critical roles played by residential property management staff and residential construction teams.The updated CISA memorandum notes that the list is purely advisory and not a federal directive or standard. It also emphasizes that the list is not exclusive and that individual jurisdictions should add or subtract essential workforce categories based on their own requirements. To that end, NAA continues to [**urge its affiliates**](http://go.pardot.com/e/479202/oncerning-shelter-place-orders/2d2xdx/182241009?h=q1uMIf2IKKVQOgynfcRUzq11Wh9kk7VsYfBp_OsNsdE) to reach out to their state and local governments to ensure that the apartment industry is declared essential during any shelter-in-place declarations. To date, many affiliates have been successful in this advocacy and our hope is that this updated guidance from CISA will aid in those efforts.   Best regards,**Robert Pinnegar, CAE****President and CEO****National Apartment Association**4300 Wilson Blvd., Ste. 800, Arlington, VA 22203rpinnegar@naahq.org | [www.naahq.org](http://go.pardot.com/e/479202/2020-03-28/2d2xdz/182241009?h=q1uMIf2IKKVQOgynfcRUzq11Wh9kk7VsYfBp_OsNsdE) *The National Apartment Association and its more than 150 state and local affiliates, encompassing over 82,000 members and representing more than 10 million apartment homes, encourage all residents who are in financial distress to proactively reach out to work with their community managers prior to April 1. Many of our rental housing professionals already have individual plans in place to work with their residents in this unprecedented crisis. There is no “one approach fits all.” The best strategy, and NAA’s recommendation, is for owners, managers and residents to partner together to find the optimal solution. Providing a secure home for all of our residents is our primary goal.* |

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