

Notice to all Regional Managers, Property Managers and Maintenance Supervisors on March 13, 2020

Hi Teams,

As the world turns and keeps turning...here is the latest protocol for our sites, in addition to the parameters currently in place for the leasing offices. Please use your best judgement or ask your supervisor if anything is a questionable item.

1. All work orders coming in should be emailed or called BEFORE you make plans to go into the unit....and ask the following:
 - Have you travelled outside the US in the last 30 days?
 - Is anyone in your unit showing signs of cold or flu?

If they respond YES to those comments, then explain that we are doing emergency work orders only at this time. If they say NO then proceed and prioritize your work order load. With all the added cleaning we need to do on the common areas, we have explained to residents that work orders may be delayed. Any emergency or situation that occurs that involves life safety or is a detriment to residents or structure of the building of course, please handle.

Example a clogged toilet, water leaks, no heat, appliance malfunction, life safety are items that would be a priority. I trust the supervisors, managers and teams to know what is and what is not an emergency.

2. ALL MAINTENANCE STAFF SHOULD WEAR GLOVES WHEN IN A UNIT. If you do not want to wear rubber or latex gloves, please wear work gloves.
3. Anyone working in a turn unit should wash their hands multiple times while in the unit and directly after.
4. Anyone on your staff feeling flu or sick - STAY HOME.
5. Wash hands multiple times a day and carry wipes in your pockets.
6. Talk to your Regional Manager or me about extra cleaning crews if you are a smaller site with one person.
7. If you have an allergy or an ongoing medical condition such as asthma, wear a mask and talk to your supervisor about working in vacant units and common areas ONLY if you feel you are at risk.

8. All vendors should follow the same protocol if working in an occupied unit. Wash hands and wear gloves. If they are in a vacant or common area, then wash hands before and after.

Use good common sense. I know and trust your judgement and so we want to make sure you are careful and comfortable with your surroundings. Please reach out to me with any issues you may have.

Managers and supervisors, this goes without saying, but all the emails I have sent over the last two weeks about the protocol to follow on this virus, ALL of them should be shared with ALL staff members. I would even post all of these emails in the shops. I would not want anyone with a language barrier or other role to say we have not communicated with everyone.

I know we have bilingual staff members at our sites, so please have someone translate this email for them. If I need to get them translated differently, let me know.

Our teams ROCK and I want to keep us all healthy so let us please pay attention to these items and if you have any others to add, tell me. This whole virus is a work in progress for us.

Management are talking daily about all the issues, and things will be very fluid....so watch for other emails. At this point, we have cut back on a lot of the leasing interaction, plus the resident events, and we may shortly make some changes to common area activity but for now, these are the protocols we want to enforce on work orders.