

CORONAVIRUS (COVID-19) RESOURCES

REPAIRS & CLEANING

Watch How to Handle Maintenance During COVID-19

<https://www.youtube.com/watch?v=z2ojyMrWP4E&feature=youtu.be>



Q: How do I handle repairs during the shelter in place?

A: We recommend that only emergency repairs be done at this time and that you communicate clearly to your tenants. You are still responsible for maintaining safe and habitable living conditions, and any repair request that involves issues of electricity, plumbing, heat or structural safety must continue to be responded to in a timely manner.

Q: What if my tenant won't allow me or a repair person in the unit because they are scared of catching the virus?

A: First and foremost, it is important to recognize that managing people's fears during a pandemic or crisis is very important. There may be some tenants who may be very scared about the possibility of getting COVID-19. That fear must be balanced with making sure that issues of safety and health are being taken care of. If you have a repair that is an issue of health and safety, try to work with your tenant to assure them you are only doing what is highly necessary. See if the repair person is willing to wear fully-protective gear to help minimize their exposure to the tenants. If all else fails with the tenant, make sure to carefully document their refusal to allow entry, in case there is a question about the habitability of the unit in the future.

Q: What if my rental housing has a common area space (i.e. patio, laundry room, storage area)? What responsibility do I have to disinfecting these areas?

A: Because we are in unknown territory with the pandemic, there are no specific requirements -- legal or otherwise. But it is recommended by the National Apartment Association and its industry partners, that rental housing providers step up their cleaning practices to make sure that they are properly (and more regularly) disinfecting common areas. This means wiping down high-touch areas (laundry machines, door handles, etc.) on a regular basis. We also recommend reaching out to your tenants and providing them with guidance on how best to keep both their units and common areas as clean as possible during this time of pandemic. Additional information from the CDC on cleaning recommendations for common areas can be found here: (<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>)

Q: How should maintenance requests or inspections be handled if a resident/tenant is known to be infected/quarantined?

A: Once management is notified of a quarantine, owner/managers must respect the quarantine and take reasonable steps to respond. It is reasonable to send a notification to the staff that they must not enter the space without a manager's approval and seek legal advice on how to handle all interactions and responses with the resident or tenant.