

CORONAVIRUS (COVID-19) RESOURCES

RESIDENT RELATIONS

Q: Am I allowed to ask a resident/tenant if they have COVID-19?

A: In general, a resident/tenant is not required to inform the building owner or landlord. Because of privacy laws, owners/managers cannot ask a resident/tenant if they are infected or have been tested for COVID-19. However, if a tenant/resident requests maintenance or other staff to their unit, confirming whether there is anyone in the unit with cold or flu like symptoms can be a necessary precaution.



Q: What if I believe my tenant has been exposed to, or has COVID-19?

A: It's very important to remember that whatever illness anyone has, there are privacy laws that limit what you may divulge to others, or what you may request to know from someone. If a tenant notifies you that they have been exposed, or that they have tested positive, you **MUST** keep that person's identity (and any supporting documentation) in confidence. If you suspect that a tenant has been exposed to the virus and/or has the virus, please contact the Santa Barbara County Public Health Department to receive more specific guidance (<https://www.countyofsb.org/phd/>). They can provide advice on how to manage notifying tenants of the property that someone in the building has or has been exposed to COVID-19.

Q: How do you protect multifamily staff from being potentially infected when collecting rent if a resident potentially has COVID-19?

A: Rent should be collected in accordance with your lease agreement and company policy. If online rent payments are accepted at your community, residents can be reminded and encouraged to use this service. If you accept checks or other forms of payment, you may explore setting up contact-free drop boxes where tenants can drop off their checks.



Q: How do we proceed with leasing tours, and meeting residents, prospects, vendors?

A: If your property can facilitate virtual tours, it is recommended to host tours virtually until further notice to minimize contact. If virtual tours are not available, it is encouraged that you communicate to prospective tenants to reschedule or cancel if they are feeling ill.