Dear Staff,

We want to inform you that in response to the COVID-19 pandemic, Heartland Housing is implementing safeguards to protect the health and well-being of our staff, residents, and communities. We are adhering to Centers for Disease Control (CDC) protocols, and we would like to take the following additional precautions for everyone’s safety.

* If you have a fever, cough, and shortness of breath contact your health care provider immediately to receive proper guidance from a physician. Read the [CDC’s recommendations if you are sick or suspect to be](https://www.cdc.gov/coronavirus/2019-ncov/downloads/sick-with-2019-nCoV-fact-sheet.pdf) sick with COVID-19.
* Visitors should be limited to home health care workers and essential caretakers only. However, please note that you should not allow anyone to visit if they are ill and/or experiencing flu-like symptoms.
* It is prohibited to gather in common areas such as the lobby and community rooms. The only exceptions are for children’s programming that is hosted by a staff person. Such programming should observe all recommended safety protocols and frequent hand washing of all kids and staff and frequent sanitizing of tables and chairs.
* First floor public bathrooms are only open to staff at this time.
* Access to the property manager and staff will be limited as follows:
	+ Tenants must contact the property manager via phone if assistance is needed. Property managers must provide both office and business cell phones. Please be sure voicemail boxes are emptied frequently.
	+ If you are not responsive, residents are asked to contact the Area Manager. The Area Manager’s work cell phone number should be posted on the door of the property management office along with property manager phone numbers and email addresses.
	+ General work orders will be on hold but emergency work orders will be treated as such – see below for emergency listings. Ensure upon visits that the unit is clean and disinfected. If not, please document and issue a notice. (Extra time made by eliminating in-unit work orders will be used to sanitize common areas)
	+ Tenants must utilize the rent dropbox or online options for rent payment. Rent receipts must be sent upon processing. You can print a receipt directly from Yardi or use a receipt book. We encourage you to gather email addresses from your residents for ease of communication.
	+ If someone is up for lease renewal, a packet must be prepared and dropped off to the unit for completion with signature tags. Sliding under the door or placing in mailbox if you have access is sufficient.
* Our promise during this time:
	+ Extra effort with cleaning and sanitation will be given to common areas such as doors, laundry rooms, front desk and elevators on a twice daily basis.
	+ Someone from Property Management will be available to speak with you during business hours and provide assistance.
	+ Given the evolving nature of the outbreak, we will carefully reassess the situation in the coming weeks and share updates as they become available.

These changes could be a challenge for our residents, so please do your best to ease the transition. We believe that customer service and empathy will go a long way! Thank you for your hard work and cooperation during this challenging time.

Gratefully,

Heartland Housing Management

**MAINTENANCE EMERGENCIES**

**Priority #1 – Immediate Response**

(Emergency or Safety)

* + Explosion or Fire/smell of gas
	+ Water Leaks (i.e. floods, roof leak, broken plumbing, toilets / urinal overflowing)
	+ Exposed faulty electrical fixtures or devices
	+ Power outage/Mechanical system failure on a whole building/wing/floor level/unit
	+ Faulty locking mechanism not allowing entrance or exit to an area
	+ Elevator entrapment
	+ Accessibility issues (i.e. lifts, toilets, and accessibility buttons)
	+ Removal of snow / ice conditions on stairs, walkways, etc.
	+ Pest control
	+ Hazardous clean ups (i.e. oil)
	+ Building heating system – more than 5°C (40) above the set point
	+ Room Temperatures – Winter < 15°C (59); Summer > 30°C (86)
	+ Abnormal operating noises in fans / pipes – severe in nature
	+ Damaged doors – kicked in and can’t be secured, door falling off hinges
	+ Broken glass
	+ Faulty lock mechanism not allowing area to be secured
	+ Loss of water

**Priority #2 – 48 Hour Response (High)**

* + Fire safety device malfunctions (i.e. missing or malfunctioning)
	+ Tripping hazards – large sections of carpet ripped up, elevator not leveling
	+ Clearing of ice from roof / eaves
	+ Fixtures in danger of falling & causing person injury (i.e. lights, roof)
	+ Bowing Ceiling tiles (i.e.: visibly damp)
	+ Toilets or urinals constantly flushing
	+ Room Temperatures –Winter = 15°C - 19°C (59-66); Summer = 26°C – 30°C (78-86)
	+ Abnormal operating noises in fans / pipes – moderate in nature
	+ Poor air quality in rooms

These are examples of what could be a priority. However, some items may elicit

immediate response to render a situation safe or secure or if not addressed lead to further damage and increased cost.

**CLEANING PRECAUTIONS**

Property Managers please ensure that staff make an extra effort with their daily cleaning practices. Health officials are still learning about the spread and severity of COVID-19, but it is known that is transmitted from person-to-person. Please know that the health risk to non-healthcare workers is considered low based on the current information.

**General Disinfection Guidance**

* Staff should wear and use appropriate personal protective equipment, such as gloves, according to existing policies and procedures, as well as following label directions for cleaning products.
* No evidence suggests that building waste needs any additional disinfection. Frequent hand washing, gloves and use of alcohol-based hand sanitizer by staff handling waste can support good personal hygiene practices.
* Have soap and paper towels in bathrooms at all times. Additionally, facilities staff should ensure that all handwashing sinks are in a state of good repair.
* Consider having alcohol-based hand sanitizer in common areas, including but not limited to laundry rooms.
* Pay special attention to cleaning frequently touched surfaces in common areas. Frequently contacted items, such as faucet handles, door hardware, push plates and light switches, and elevator buttons are to be wiped down regularly with cleaners.
* Use regular cleaning and disinfection products (e.g., Clorox, Purell, and Peroxide products). EPA approved cleaning and disinfectant are recommended for use against COVID-19.
* No special ventilation precautions are recommended for residential or commercial buildings. The spread of COVID-19 or coronaviruses from person-to-person over long distances, such as through HVAC systems, has not been shown. Check working windows and both supply and exhaust ventilation systems for proper operation per usual procedures.

**Guidance When Entering Tenant Homes During an Emergency Work Order**

Ask these two questions before entering the home:

**Has anyone in the home had fever, cough and/or shortness of breath?**

**In the 14 days before the visit, has anyone in the home traveled outside the United States or recently had contact with a person suspected or confirmed to be infected with COVID-19?**

* If the tenant says yes to both questions and the visit can be postponed, politely ask tenant for their availability to re-schedule in 14 days or when they or the household member is feeling better.
* If the tenant says yes to both questions and the visit cannot be postponed, staff can politely ask that the sick individual(s) do the following:
	+ Where possible, remain in a separate room with the door closed.
	+ If a separate room is not available, maintain at least a 6-foot distance from the staff person at all times until they have left the home, and wear a face mask if available. We will try to purchase for site teams if we can locate some.
	+ Consider carrying an alcohol-based hand sanitizer for periodic hand hygiene during visit.
	+ After visit, staff should wash hands with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer, if soap and water are not available.

Please continue to take precautions to stay healthy and safe. We encourage everyone to clean and disinfect their units, and to refer to the Centers for Disease Control’s recommendations around COVID-19 precautions - [www.CDC.gov](http://www.CDC.gov)