



PAA Suggested Best Practices during COVID-19

1. Close off all amenities, such as gyms, business centers and common rooms.
2. Have service technicians (i.e., maintenance staff) enter an occupied apartment if they first, call the resident and discuss social distancing protocols (see CDC guidelines) and second, only to address a health or life safety issue.
3. Encourage residents to remedy simple problems on their own (for example, some companies have distributed toilet plungers to their residents).
4. If preparing vacant apartments for emergency move-ins, have service technicians and outside contractors follow safe distancing guidelines and other CDC recommendations.
5. Regularly disinfect high touch surfaces (such as elevators or common doorknobs).
6. If possible, keep onsite management and service office doors locked with a note on the door instructing residents to call the manager's cell phone to discuss any issues.
7. If you have the capability, urge residents to submit payments online and submit work orders by email or by phone.
8. Reduce onsite office staff to facilitate social distancing recommendations of at least six feet apart at all times.
9. Institute policies and advised your teams that if any person refuses to comply with the social distancing protocols, end the interaction immediately and leave the apartment.
10. Communities who do not have emergency protocols in place are encouraged to develop policies that would only apply to emergency maintenance and housing.

These best practice guidelines are only recommendations and should not be considered mandatory emergency operating procedures from PAA. Each management company should implement policies and procedures which allow the safe operation of their properties and businesses.