



DATE

RE: Partial Opening of Leasing Office and Expanding Work Orders

TO: Peak Living Management

We are continuing to monitor news of the COVID-19 pandemic and The Centers for Disease Control and Prevention (CDC) recommendations for prevention. The health and safety of our residents and employees is our top priority. As states and counties begin to loosen COVID-19 restrictions Peak Living will assess and adjust our processes accordingly. The outlined procedures below should be put in place for Phase One of opening our onsite offices as of DATE. Any additional procedures outlined by states or counties should also be followed.

Supplies:

As restrictions are loosened the need for disinfecting supplies, gloves, sanitizer, soap, face coverings, etc. may increase. Community Managers and Service Managers are responsible for ensuring all the needed supplies are procured for current and future needs. Community Managers should work with their Regional Managers if they are not able to locate supplies.

General Precautions:

- All employees should continue to practice strict social distancing (maintaining 6 feet distance) from co-workers, residents, vendors, etc.... This includes during staff meetings and resident meetings.
- Avoid touching your face
- Employees who are sick should stay home
- Hands should be washed or sanitized on a regular basis, especially after touching frequently used items or surfaces
- Sneeze or cough into a tissue, or the inside of your elbow. Used tissues should be discarded immediately
- Restrict use of any shared items
- Face coverings are required when working with the public and when social distancing cannot be maintained. Local ordinances should be followed
- Disinfect commonly touched items including office equipment, tools, handles, doorknobs, etc.

Monitoring:

- Employees should self-monitor for symptoms such as cough, shortness of breath, fever, chills, muscle pain, sore throat, and new loss of taste or smell. Employees should report to their manager everyday prior to work if they are displaying any of these symptoms.

- Community Managers should conduct daily health checks with employees by educating employees on the above symptoms and ask if they are currently experiencing any symptoms. Daily check-ins should be conducted at the start of the shift and should be done safely and respectfully. Confidentiality should be respected.
- Community Managers should document completion of daily health checks in the “Employee Health Check Log”
- If an employee is displaying symptoms they should be sent home and can return once they have clearance from a health care provider and/or followed the [CDC recommendations](#).

Leasing Offices:

- All leasing offices should remain closed to walk-in traffic. Residents should continue to utilize online payment options. If this is not possible residents should call or email the office to make other arrangements.
- New lease signings and touring of apartments, certification completion and recertification completion will be open to appointment only
- The number of guests in an office at once should be limited to allow for social distancing
- When giving an in person tour the below precautions should be taken:
 - Always maintain social distancing
 - Face coverings are required
 - Used office areas should be sanitized after each appointment
- Staff should wear gloves when handling payments or paperwork that is being touched by others
- Staff should avoid sharing office supplies or tools, if it is necessary these objects should be disinfected after each use
- Seating arrangements should be set up to allow for social distancing
- Office areas should display markings on the floor or use signage to notify what is appropriate social distancing
- All work order requests should be submitted to the office via resident portal, phone or email. Work orders will be limited to emergencies and time sensitive repairs (see below). Service teams should continue to work on make ready units, grounds, shop organization, etc.
- Laundry areas should remain open and be cleaned/disinfected multiple times a day during business hours. Signs should be posted advising residents that they should use caution and be disinfecting after hours.
- All common areas should remain closed but should still be cleaned/disinfected regularly.
- Package deliveries should continue to be sent directly to the resident and not handled by the office.
- ALL office areas should be cleaned daily and sanitized periodically throughout the day. Commonly touched objects in the office should be sanitized at least three times a day.
- Weather permitting, office windows should be open to allow for better circulation.

Service Requests:

At this time, we will expand work order completion to work orders that are time sensitive and continue to perform emergency service requests. If there is question if a specific request is considered time sensitive or an emergency, please reach out to your Regional Manager.

Emergency requests typically include:

- No electricity throughout the apartment
- No water throughout the apartment
- No heating or air conditioning in severe weather conditions (heat when temperature is below 45°; air conditioning when temperature is above 85°)
- Refrigerator not cooling
- Water coming into an apartment
- Active water leaks or other water intrusion
- The possibility of fire from electrical sparks
- Stopped-up toilet in an apartment with only one bathroom
- Situations where the resident's safety is jeopardized (i.e. the apartment has been broken into and the locks and windows are damaged)

Time sensitive requests may include:

- Lighting repairs
- Dishwashers
- Fridge work orders (excluding ice makers)
- Partially working stoves
- Microwaves
- Inoperable doors or doors off hinges (closet doors would be excluded)
- All slow or clogged sink drains
- Any type of leak
- Loose doorknobs on exterior doors– to prevent lock outs and major inconvenience
- Use discretion on repairing electrical issues. For example: outlets not working. If the outlet that isn't working controls the microwave or is the only outlet in the bathroom, it needs to be repaired

Service Procedures:

Before entering a unit, the below questions should be asked of the resident to assess the situation. If the answer is "Yes" to any of these questions you may be able to use a third-party vendor to complete the work, if one is available in a reasonable amount of time **AND COST IS APPROVED** by Asset Manager in advance. Vendors should only be used in emergency situations, if a vendor is not an option, service employees will be required to perform the work. If the work order is not urgent the resident should be informed that the work order will be completed when they are feeling well.

- "Have you experienced cough, fever or shortness of breath in the past two weeks?"
- "Have you or anyone that you live with been exposed to another person diagnosed by a medical professional with COVID-19?"

- “Have you or anyone that you live with themselves been diagnosed by a medical professional with COVID-19?”
- “Have you traveled to any place considered high risk for Coronavirus in the past 14 days?”

When a service employee enters an occupied apartment to complete a work order, they should follow the below precautions:

- Weather permitting, windows should be opened around work area
- Work area should be disinfected with bleach diluted in water. 4 teaspoons bleach per quart of water
- Wear disposable gloves when entering a unit, if available (If disposable gloves are not available you should follow CDC recommendations for handwashing). Properly and immediately dispose of these gloves after leaving the unit. When removing personal protective equipment, first remove and dispose of gloves. Then, immediately clean your hands with soap and water or alcohol-based hand sanitizer
- Hands should be washed prior to and after entering an apartment
- Wearing a face covering is required when working in an occupied unit
- Ask the members of the household to stay in a separate room, or at least 6 feet away, while the work is being performed. If an occupant is not practicing social distancing the technician should inform them that it is company protocol for residents isolate and if the resident will not, the technician must leave, and work will be rescheduled
- Avoid touching your eyes, nose, and mouth with unwashed hands
- **(Sick resident precaution only)** If an employee needs to enter the unit of a sick resident, and they do not wear a disposable painter’s suit, upon leaving the unit the employee can change clothes and wash laundry thoroughly before returning to work. Employees will be paid for time spent to change clothes

For other recommendations please review the CDC recommendations:

(<https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html>)

The best form of prevention when entering a unit is to adhere to social distancing, wash hands thoroughly and do not touch your face.

If unable to locate supplies for purchase, please contact your Regional Manager or Michael Collings.

We will continue to monitor all news regarding the spread of the Coronavirus throughout the United States and recommend you to reference the World Health Organization

(<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>) , the U.S. Centers for Disease Control and Prevention (<https://www.cdc.gov/coronavirus/2019-ncov/index.html>), and your local health department for updated information on the virus.

Thank you for your attention to this matter and compliance to these precautions.