



Guidance for Apartment Complexes

1. To protect residents and employees from exposure, consider closing all amenity spaces for the foreseeable future. With this closure, use the time normally taken to maintain the amenities to perform sanitization and other preventive measures throughout the community, focusing primarily on access points and common areas. If owners allow amenity spaces to remain open, consider reducing capacity and hours so proper cleaning can take place and individuals can appropriately distance.
2. Routinely clean all frequently touched surfaces in common areas like the mailroom, laundry room, game room, elevators, door handles and delivery areas.
3. Make hand sanitizer available everywhere — at the front desk, at the gym, by the mailboxes — and encourage residents, staff and visitors to use it often.
4. Place signs limiting the number of people in common areas like laundry rooms, mailrooms, and elevators so that six foot distancing can be maintained.
5. Require employees wear a mask or cloth covering if interacting with a resident and have visitors, such as mailmen and delivery personnel, wear a mask or cloth covering while inside the apartment complex.
6. Encourage residents to wear a mask or cloth covering when in the common areas of the apartment complex by posting signs and other messaging.
7. Apartment management should implement flexible sick leave policies to allow workers to stay home if they are sick. Sick employees will only spread infections to residents
8. Limit or cancel any in-person events for residents, encourage online events or other activities for residents.
9. Encourage all residents to utilize their community website, resident portal and email for all service requests, rent payments and general questions. If online payment is not available, implement system by which rent can be paid without contact with staff.
10. Remove all refreshments from the leasing office.
11. Consider moving all prospect tours to virtual tours using technology like Skype or FaceTime. For communities still accepting walk-in and appointment tours, have the prospective resident wear a mask during all interactions with staff. Practice social distancing, including refraining from handshakes or physical touching and remaining at least 6 feet away from prospective residents.
12. Consider postponing all non-essential maintenance requests. Have all maintenance staff wear a mask or cloth covering while working in an apartment. Ask residents about COVID status or exposure before having maintenance staff enter their apartments.
13. Provide guidance to residents from local health departments and the CDC to best inform them how they can stay safe.