

## COVID 19 TEMPORARY MAINTENANCE POLICY

EFFECTIVE DATE: \_\_\_\_\_

**This policy shall remain in full force and effect until the state of emergency has been lifted by state, county and local officials.**

\_\_\_\_\_ is an equal opportunity Landlord. We comply with the Federal Fair Housing Act and New York State Department of Human Rights Law. We do not discriminate against any person because of race, color, religion, sex, national origin, disability, familial status, sexual orientation, gender identity or expression, military status, creed ,marital status, or source of income.

During this unprecedented crisis of COVID 19, it is necessary to modify our existing maintenance policy to protect both the health and safety of our maintenance staff and our residents.

To prevent stigma and discrimination, this policy shall be used to determine COVID-19 infection. No one shall make determinations of risk based on a race or county of origin. The confidentiality of our staff and residents shall be maintained in the event of a confirmed coronavirus infection.

### **EMPLOYEES OR CONTRACTORS MUST REPORT IN ORDER TO PROTECT RESIDENTS:**

- Employees or contractors who have symptoms (i.e., fever, cough, or shortness of breath) should notify their supervisor and stay home.
- Sick employees and contractors should show CDC-recommended steps as outlined in the webpage located at: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>.
- Employees or contractors who are well but who have a sick family member at home with COVID-19 or who believe that they have been exposed to someone who has tested positive for COVID-19 should follow CDC guidelines as outlined in the webpage located at: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html#precautions>.

### **NON-ESSENTIAL WORK ORDERS:**

Until further notice, all non-essential maintenance requests shall be suspended until further notice. All work orders shall be logged, and residents should be made aware that someone will respond to these non-essential requests at a later time once the state of emergency has been lifted by local, county, and state officials. In the event these work orders can be handled over the phone

or virtually and there is available staff to handle these non-essential work orders, they shall be handled in the order in which they were received.

All work orders not classified as emergency work orders in the below section shall be considered non-essential for the purposes of this policy.

### **ESSENTIAL EMERGENCY WORK ORDERS:**

For purposes of this policy, the following shall be deemed emergency work orders and shall be responded to according to severity of emergency presented. Emergency work orders shall include but not be limited to:

- No Heat
- Water leak
- Clogged toilet
- Exterior door will not lock or broken windows
- (ADD MORE AS REQUIRED)
- Any other work order which in the sole discretion of landlord is deemed to be an emergency situation.

Since these work orders will require a maintenance worker to enter the home, the following questions shall be asked prior to scheduling the appointment:

- a) Have you tested positive for COVID-19?
- b) Have you traveled to any countries within the last 45 days for which the CDC has issued a pandemic related Level 3 Travel Health Notice?
- c) Have you come into contact with any individual that has tested positive for COVID-19?
- d) Are you currently experiencing any symptoms related to COVID-19 such as a fever, cough, shortness of breath?

If any of the answers are YES, then employee fielding the call or reviewing the work order request from an alternative source shall contact the supervisor. The supervisor should then decide whether a third-party vendor with proper PPE equipment should be called. These shall be handled on a case-by-case basis taking into consideration the type of maintenance request and the circumstances of the resident's illness or exposure.

If the resident answers NO, to all of the above (a) through (d) questions, then the work order shall be scheduled. The following guidelines should be shared with the resident in advance of the appointment:

- a) Ask if the resident is going to be home at the apartment at the time of the appointment.

- a. If yes, then ask the resident to remain in a separate room from the room with the need for the work order with the door closed while the work is being performed.
  - b. If a separate room is not available, then the resident and the maintenance worker shall maintain at least 6-foot distance the entire time the work is being performed.
  - c. The employee or contractor shall wear protective gear including new gloves for each and every work order conducted.
  - d. The employee or contractor shall sanitize the work area and any surface, including door handles upon exit and entry. The following is a list of approved cleaning agents that can be used to prevent the spread of COVID 19.  
<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
- b) If the resident is not going to be home at the time of the appointment:
- a. make sure you get permission to enter the apartment and document the permission in the resident's file.
  - b. Confirm the time frame the resident is to be away from the apartment so that the work order can be scheduled to be performed between those hours.
  - c. The employee or contractor shall wear protective gear including new gloves for each and every work order conducted.
  - d. The employee or contractor shall sanitize the work are and any surface, including the door handles upon exit and entry.