

Business Closure Order Talking Points

General:

- The Department of Homeland Security's Cybersecurity Infrastructure Security Agency's critical infrastructure guidance includes vacation rentals as part of the lodging and real estate sector.
 - Specifically, the "*Residential/Shelter Facilities Services*"
 - <https://www.cisa.gov/publication/guidance-essential-critical-infrastructure-workforce>
- Vacation rentals, aka "short-term rentals," are not just for vacations.
 - Vacation rental homes are being used by front-line medical personnel who wish to isolate themselves from immediate family.
 - Vacation homes are being used by family members who have come locally to take care of an elderly or sick relative.
 - During this pandemic, vacation homes are being used by people who have had major travel disruption. Vacation rentals have been rented by Americans living or staying abroad who had to return to the US suddenly, needing to find temporary lodging.
 - Vacation homes are used in emergency situations when a family suddenly has to move out due to HVAC, plumbing, household maintenance issues, house fires, flooding, and other weather events.
 - Vacation homes are also used by homebuyers who have not been able to complete purchases or have had agreements fall through due to the pandemic and are in need of immediate temporary housing.
 - Vacation homes are being occupied by healthcare professionals, who are moving to affected communities to treat patients and combat healthcare worker shortages.

If vacation homes are prohibited and other lodging (including hotels) are allowed:

- Professionally managed vacation homes are clean and safe lodging options. Your order unfairly targets vacation rental properties and sends a message to future travelers that they are not clean and safe.
- Hotels and other lodging options pose as high or a higher risk of spreading the virus, as they place many people in confined spaces (like elevators) and have multiple common areas.
- Professionally property managers are utilizing CDC and WHO recommended guidelines on cleaning and maintenance.
 - Property managers are working together with organizations, like the Vacation Rental Management Association and the Vacation Rental Housekeeping Professionals, to share these guidelines and other education to ensure the latest information is conveyed.

- Vacation rentals allow for true social distancing, especially properties in remote or secluded areas. These homes provide seclusion and more space than other lodging options, such as hotels.
- Visitors and others who need to self-quarantine will be able to do so successfully in a vacation rental, whereas a hotel's smaller spaces and common areas would make it more difficult.
- Hotel guests would need to leave the hotel to get food, but vacation rentals would allow guests to cook and also have groceries delivered.
- As licensing restrictions relax across the county to allow out of state and foreign healthcare professionals to move affected areas, healthcare professionals will be forced to occupy confined spaces and common areas in hotels, increasing the risk of transmission.

If you are not renting (either by order or choice), but want to ensure legal access to the homes in your inventory:

- The Department of Homeland Security's Cybersecurity Infrastructure Security Agency's critical infrastructure guidance of essential businesses includes vacation rentals as part of the lodging and real estate sector.
 - *"Workers responsible for the leasing of residential properties to provide individuals and families with ready access to available housing."*
 - *"Workers responsible for handling property management, maintenance, and related service calls who can coordinate the response to emergency "at-home" situations requiring immediate attention, as well as facilitate the reception of deliveries, mail, and other necessary services."*
 - <https://www.cisa.gov/publication/guidance-essential-critical-infrastructure-workforce>
- This is a crucial time for my business. While we are not/cannot rent our homes, we need to maintain the property and ensure they are available when we are allowed to travel again.
- We are trying very hard to keep our staff fully employed during this difficult time, having access to the homes in our inventory is vital to ensuring we can do this.
- Professional vacation rental managers are following CDC and WHO guidelines for cleaning and safety and are training their staff to ensure compliance and knowledge of proper procedures.