



National Association of Residential Property Managers

## The National Association of Residential Property Managers (NARPM®) Statement and Position on COVID-19 (Coronavirus)

NARPM® recognizes that property managers, current and prospective tenants, landlords, maintenance personnel and other affiliates have concerns about the COVID-19 pandemic. NARPM® believes it is prudent for its members and affiliates to be prepared for incidents involving COVID-19. In response to the growing concerns, we are providing collected information from various sources.

It is important to recognize that NARPM and its members are not health care professionals. With many members planning to attend upcoming events and travel plans, NARPM is closely monitoring the news on the coronavirus and watching the recommendations from the [Centers for Disease Control and Prevention](#) (CDC) along with the [World Health Organization](#) (WHO). Should anything change, we will immediately inform those who are impacted.

As the situation rapidly evolves, it is imperative to keep up to date with these important links and the information found therein:

[WHO: Coronavirus Updates](#)

[CDC: Coronavirus Disease Information](#)

[CDC: Coronavirus Disease Information for Travel](#)

[CDC: Coronavirus Disease Cases in the U.S.](#)

[CDC: Interim Guidance for Businesses and Employers](#)

[CDC: Interim Recommendations for US Households](#)

[CDC: Interim Guidance for Mass Gatherings or Large Community Events](#)

[U.S. Government Response to Coronavirus, COVID-19](#)



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### **NARPM® Members Shared Protocols**

Consult health care and legal professionals, the CDC, WHO, and other agencies as needed before enacting any of the following suggestions. This is for informational purposes only and not intended to be legal or medical advice.

To avoid potential fair housing issues, be sure to apply all enacted company protocols to all clients. Likewise, be sure to maintain confidentiality as required by the Americans with Disabilities Act (ADA) and the Health Insurance Portability and Accountability Act (HIPPA) should anyone be confirmed to have COVID-19.

### **SHOWINGS**

- Performing electronic showings and virtual tours using technology offered by NARPM Affiliates that can assist you during this time, along with follow-up phone calls to limit public contact and to keep filling vacancies.
- Assessing risk based on your specific location for in-person showings and instituting cleaning and disinfecting protocols in accordance with the [CDC recommendations](#) before, during and after an in-person showing.
- Limiting your contact with others and requiring documentation regarding COVID19 before sending any staff for maintenance issues, etc.

### **RENT PAYMENTS | SECURITY DEPOSITS**

- Only accepting online rent payments.
- Creating payment plans and getting any and all arrangements in writing.
- Using technology to accept security deposits or have funds wired into a special account.
- Keeping with the enforcement of contracts as law allows.
- Staying knowledgeable on updated eviction laws regarding COVID-19 (laws vary – consult your legal professional).
- If you have tenants who are voucher holders, please consult [this page](#) for information about how COVID-19 is affecting [HUD's Housing Choice Voucher Program](#).
- Getting informed about resources for rental owners who are affected by financial hardship due to COVID-19 as they become available.



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### MID-LEASE AND ANNUAL INSPECTIONS | MAINTENANCE

- Requesting (but NOT requiring) that tenants let property managers know if anyone in their household has contracted the virus so that outside vendors and staff don't enter the property to perform maintenance work or mid-lease and annual inspections. Note: remember privacy, respecting privacy and only sharing general information, not specifics.
- Instituting strict protective procedures for maintenance workers with requests involving threatening health and safety conditions and welfare of the tenant/home conditions.
- Putting off routine maintenance projects for future dates in single family homes.
- Increasing maintenance and cleaning of common areas in buildings.

### MOVE-OUTS

- Mandating cleaning procedures at a minimum follow [CDC recommendations](#).
- Mandating a "vacancy period" before anyone enters a unit/home.
- Performing move-out inspections separate from tenants after an appropriate "vacancy period".

NARPM® is aware of how the COVID-19 pandemic is affecting your daily business and encourages you to talk to other members through the Business Leaders discussion groups (<https://www.narpm.org/members/discussion-boards/>).



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### **Other Valuable Resources:**

- [BOMA: Security and emergency preparedness](#)
- [HUD: Coronavirus Information and Resources](#)
- [HUD Q&A for Office of Multifamily Housing Stakeholders: Coronavirus \(COVID-19\)](#)
- [HUD COVID-19 FAQs for the Public Housing, Housing Choice Voucher \(HCV\) \(including the Project-based Voucher Program \(PBV\)\) and Native American Programs](#)
- [DOE: Coronavirus Hub](#)
- [DOL: Help for workers and employers](#)
- [IREM: Pandemic Guide for Real Estate Managers](#)
- [NAA: Guidance for dealing with the Coronavirus](#)
- [NAR: A Guide for REALTORS®](#)
- [NMHC: The Pandemic Flu: Are you ready?](#)
- [NIH: Pandemics: Risks, impacts and mitigation](#)
- [NIH: Preventing COVID-19 spread in communities](#)
- [OSHA: Guidance on preparing workplaces for an influenza pandemic](#)
- [OSHA: Personal protective equipment](#)