



APARTMENT ASSOCIATION OF METROPOLITAN PITTSBURGH
412-434-5690

VISIT WWW.AAMP.US FOR CDC GUIDELINES AND PROTOCOLS

From the Governor's General Counsel:

Your companies' approach appears consistent with the Governor's and Secretary of Health's orders. I also received your voicemail and it is also consistent. We expect that the apartment companies are truly limiting operations to skeleton crews necessary to maintain the essential operations necessary to continuing life-sustaining services. For example, we would expect that leasing offices would not be showing apartments to potential new lessees unless they are assisting with obtaining emergency shelter for individuals.

I hope that this is helpful.

Gregory G. Schwab | General Counsel
Office of the Governor
Commonwealth of Pennsylvania
225 Main Capitol Building | Harrisburg, PA 17120

BEST PRACTICES FOR CONTROLLING COVID-19*

1. Close off all amenities, such as gyms, business centers and common rooms.
2. Have service technicians (i.e., maintenance staff) enter an occupied apartment if they first, call the resident and discuss social distancing protocols (see CDC guidelines) and second, only to address a health or life safety issue. If using contracted services, ensure third-party businesses are aware of your policies and follow (CDC) protocols
3. Encourage residents to remedy simple problems on their own (for example, some companies have distributed toilet plungers to their residents).
4. If preparing vacant apartments for emergency move-ins, have service technicians and outside contractors follow safe distancing guidelines and other CDC recommendations.
5. Regularly disinfect high touch surfaces (such as elevators or common doorknobs). Maintenance & Cleaning Staff should follow CDC Environmental Cleaning and Disinfection Recommendations.
6. If possible, keep onsite management and service office doors locked with a note on the door instructing residents to call the manager's cell phone to discuss any issues.
7. If you have the capability, urge residents to submit payments online and submit work orders by email or by phone.
8. Reduce onsite office staff to facilitate social distancing recommendations of at least six feet apart at all times. Follow CDC Interim Guidelines for Businesses & Employers
9. Institute policies and advised your teams that if any person refuses to comply with the social distancing protocols, end the interaction immediately and leave the apartment.
10. Communities who do not have emergency protocols in place are encouraged to develop

*These best practice guidelines are only recommendations and should not be considered mandatory emergency operating procedures from AAMP. Each management company should implement policies and procedures which allow the safe operation of their properties and businesses.