



# Suggested Guidance for NJAA Members in Dealing with COVID-19

On March 21, Governor Phil Murphy issued Executive Orders [107](#) and [108](#), which call for New Jersey residents to “stay at home” unless working, traveling to work, or engaged in certain permitted activities, and requires the closure of the brick-and-mortar premises of all non-essential retail businesses. Those traveling, for whatever reason, are ordered to practice social distancing.

As it pertains to the apartment industry, the executive order would allow maintenance and management activities at apartment communities in NJ to continue.

The following suggested guidance is intended to assist NJAA members navigate this evolving public health crisis. Anything contained in this document is merely a recommendation and each NJAA member should implement procedures that best ensure the safe and effective operation of their apartment communities.

## Handling Resident Issues and Maintenance Requests

- Increase disinfecting efforts within the community on surfaces or items that residents come in contact with, including but not limited to, doorknobs, elevator buttons, mailboxes, etc.
- Ask, but not require, residents to inform management if they have been diagnosed with COVID-19 and communicate this information with relevant staff (it should otherwise be kept confidential).
- Limit maintenance work to emergency issues and require that all tenants comply with social distancing when a maintenance technician enters the apartment.
- Provide maintenance staff with appropriate personal protective equipment (PPE) if available.
- Require that outside service technicians contracted by the community comply with social distancing protocols and CDC guidance.

## Onsite Property Management

- Reduce onsite staff or keep employee workspaces at a minimum 6 feet apart.
- Institute policies that all in-person meetings with property management must be scheduled, including visits by prospective residents, and utilize phone/email to verify health status before meeting.
- Conduct 'virtual tours' whenever possible.
- Require that residents submit requests via an online system, phone, or in writing. Inform residents that in-person requests will not be considered.
- Promote online payments and communicate your policies through email and / or your social media pages.

## Promoting Social Distancing

- Close community rooms, gyms, playgrounds, common areas or other amenities to promote social distancing.
- Remove or distance furniture in any common areas that residents may have access to.
- Post visible signage in common areas or any spaces that residents could congregate reminding them of the Governor's Executive Order requiring extreme social distancing and CDC pamphlets on handwashing and other best practices.

For more information and a list of available resources, please check the news section of NJAA's website at [www.njaa.com](http://www.njaa.com). Also, follow us on social media, where updates will be made available.



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