

Technical Advisory



Oregon Housing and Community Services

General Interim Guidance on COVID-19

3/16/2020

To minimize the health risks for building occupants, owners and property managers should monitor guidance about COVID-19 and provide up to date information to their tenants and staff.

Good sources of accurate information include:

- [Oregon Health Authority \(OHA\)](#),
- [Centers for Disease Control \(CDC\)](#),
- [HUD Coronavirus Resources](#), and
- [Institute of Real Estate Management \(IREM\)](#).

Inform tenants about prevention measures:

- Property managers should take some commonsense steps to help prevent the spread of the virus at their place of work and at their properties. Those steps include:
 - Washing hands regularly for at least 20 seconds using soap and water.
 - Avoiding the touching of eyes, nose, and mouth with unwashed hands.
 - Avoiding close contact with people who are sick.
 - Staying home if you are exhibiting cold or flu-like symptoms.
 - Covering mouth and nose with the inside of the arm or with a tissue when coughing or sneezing. Throwing tissues away immediately and washing hands as soon as possible afterward.

Encourage employees and residents to stay at home when sick, and travel safely:

- Ensure employees are aware of sick leave policies.
- Inform residents about ways to communicate with management (phone, e-mail, mail) instead of office visits.
- Evaluate the need for travel and provide safe travel information such as the CDC's [Travelers Health Notices](#)

Perform additional cleaning of office workspaces and public access areas:

- Ensure repeatedly touched surfaces in the workplace, such as workstations, countertops, doorknobs are cleaned thoroughly and frequently.
- Provide employees with cleaning products and encourage routine cleaning. See the CDC's [guidance](#) on effective cleaning and disinfecting products.
- Make sure soap and hand sanitizer are available in restrooms, kitchen and other high traffic areas.
- Consider increasing outside air intake to the building to promote higher amounts of fresh air, or other similar measures as appropriate for property HVAC systems.



Plan for emergency or alternative office operations:

- Prepare a continuity/emergency operations plan for your business if you do not already have one in place. Make sure employees have reviewed and understand the plan.
- Prepare to conduct some in-person transactions (such as lease renewals, recertification's, rent payments, work orders) by mail, phone, e-mail, or other alternative methods.

Use screening questions to determine if planned appointments should be rescheduled:

- If residents or staff answer yes to any of the following questions prior to an in-person meeting or in-unit non-emergency maintenance request, reschedule the appointment (or attempt to conduct in an alternate way).
 - I have traveled to an area where COVID-19 is spreading **within the past 14 days**.
 - I have been in close contact with people who have traveled to areas where COVID-19 is spreading **within the past 14 days**.
 - I have been around people who are sick with colds or flu.
 - I have symptoms of a cold
 - I have a fever or have had a fever **within the past week**.
 - I have been nauseated, have vomited, or had diarrhea **within the past week**.

If you have any questions related to this Affordable Rental Housing Advisory, beginning on 3/17/2020 you will be able to send such questions to ARH.HCS@oregon.gov

As we have additional information on these topics, it will be added to this document.

In addition to this General Guidance, OHCS has prepared:

- [Interim OHCS Inspection and Monitoring Policies](#)
- [Interim OHCS Fund Solicitation Policies](#)

