



## **COVID-19 Crisis Response: Property Operations Monday, April 13, 2020 - 1:00 – 2:30 EDT AGENDA**

**Welcome & Overview**— Richard Kingston & Brendan Dolan

**Meeting Logistics**— Omayra Colon

**Facilitated Discussion** – Brendan Dolan & Richard Kingston

**Objective of the Meeting:** To discuss how organizations have adjusted to the crisis after initial measures were implemented. Topics include; ongoing property operations, risk (physical and staffing), resident interactions at our communities, and financial impact.

### **Brief Overview of Topics for Discussion:**

- Operating plans: what is working
- Proper staffing levels
- Policies to protect employees and residents
- Mitigating against potential negligence claims
- Operational practices: Additional Deliveries & Waste
- Work orders & daily property upkeep
- Mitigating the financial impact to your organization
- Operating after Covid

### **Member Response/Approach to COVID-19 Impact**

- Melissa Baker – REACH
- Lauri Brown – POAH
- Josie Curtin – Champlain Housing Trust
- Ben Logue – Cinnaire
- Rebekah Baker – Charlotte-Mecklenburg Housing
- Jim Aliberti – Linc Housing

### **Resources**

- National Apartment Assoc. [NAA](#)
- National Affordable Housing Management Assoc. [NAHMA](#)
- Citizens Housing and Planning Assoc. [CHAPA](#)

### **Looking Ahead – Topics and Areas of Focus**

- Future leasing & commercial tenants
- Further operational changes needed if this continues into the summer