**Meeting Discussion Notes – Property Operations**

**Operations**

* Focus on empathetic leadership with ongoing support and appreciation of onsite teams
* Reduced hours for all site staff
* Essential staff only
* Some organizations are providing hazard pay or bonuses to employees
* Enhanced cleaning and disinfecting of offices and common area; Special focus on Management offices, common areas, and Laundry Rooms
	+ Disinfecting Cleaning with fogging or electrostatic sprayers
	+ Cleaning check lists
* Proper PPE are a must for onsite teams as well as proper training on how to use them
* Most common areas closed including lobbies to reduce resident gatherings. Laundry rooms are remaining open. The following areas are closed:
	+ Computer Labs
	+ Fitness Centers
	+ Playgrounds
* Clear instructions for vendor deliveries or expected services so they know the risk potential for your community
* Most onsite service reduced or eliminated except required inspections (fire, elevator, city licensing) and exterminating
	+ Bed bug exterminating continues
* Supplementing onsite teams with outsourced services such as cleaning, and work orders
* Explore valet trash service or outside services to help with trash accumulation
* Utilize supplemental services within your organization to support onsite teams;
	+ example, Hispanic has a construction company that is supporting onsite operations
* Be mindful of HIPPA, resident privacy, and Fair Housing Issues

**Communications**

* Daily site team check in
* Weekly resident communication
	+ From residents viewpoint, what would be most important to know
	+ Call
	+ Letters
	+ Text
	+ Website updates
* Ongoing vendor communication
* Be mindful of HIPPA, resident privacy, and Fair Housing Issues
* Communicate fun activities and suggestions for your residents to do
* Seniors are extremely vulnerable and social distancing is detrimental to the overall health of their residents; Think of creative ways to engage with your residents
* Utilize team webinars and other avenues to allow your team to ask questions and provide feedback

**Compliance**

* Remote file reviews/audits
* No unit inspections
* HUD relaxing recertification time lines and in several markets have placed a moratorium on recertification
	+ Document in file if there is a delay and provide support if certs cannot be completed on time.
* REAC and PHA inspections have been postponed in all major markets

**Leasing & Rents**

* Rent is still due; correspondence to residents may be necessary to reinforce that rent payments are still being collected
* Rent Forbearance Agreements being slowly adopted; better practice to establish payment plans (due to income losses because of Covid)
	+ Property verification of income loss being requested
* Non-subsidy unit rent increases have been postponed
	+ Project Based rent increases are still being moving forward; rent increase does not affect resident unless there is a utility adjustment
* Using your organization to help raise money to offset rental shortfalls (Rental Assistance Fund) or to support residents revenue losses
* Leasing done virtually, and through virtual tools
* Unit tours done utilizing lock boxes or prearranged key exchange
* Electronic lease signing
* Most anticipate higher than normal vacancy rates; will quickly become a shortage of units due to the economic impact on market rate housing and need for affordable housing

**Move-Outs:**

* Extended time frames offered to remove belongings
* Quarantine units after Hospitalization, Death, or Move-Out for 14-Day Period (No access)
* Many states have adopted that a landlord is not authorized to allow access to the rental unit for anyone who is (1) not legally named on the lease, or (2) does not have a probate court order naming him or her as personal representative of the deceased tenant’s estate.
	+ Consult your local attorney as these rules vary state by state
* Project Based Communities can submit special claims for extended period rent losses due to death of resident

**Evictions:**

* Evictions for non-payment have been suspended
	+ Current eviction orders have also been suspended
* Evictions for House Rule or Lease Violations are still being pursued but courts not hearing cases at this time unless a life safety issue or direct threat to residents
* Lock-Outs have also been suspended in most major areas for Non-Payment but in certain areas life safety issues or direct threat cases still being

**Financials & Lending**

* Most are predicting a financial impact to their communities
* Communicate early with your lenders & investors as your business moves
* Proper forecasting needed of each community, reviews on a deal by deal basis
	+ Economic loss calculation based on property type
* Stress test your community financially
	+ Tip, look at Q4 Gross Rent Potential as baseline
	+ Test your expenses and debt service against 5-10-20% bad debt/rent loss
	+ Focus on your family non-subsidized units as these are traditionally most impacted by high unemployment, job losses, and economic changes
* Replacement reserves & residual receipts
* Work with vendors on bill reductions, discounts, or longer payment terms
* Reductions in scope for vendor services

**Commercial Leases & Leasing**

* Communicate early and often with your tenant
* Organizations offering discounted rents, up to a total forbearance for 3months
* Repayment over balance of the year for deferred rents or over the term of the lease
* Review of business financials for verification

**Construction & Lease-Ups**

* Housing construction has been deemed essential, but there has been conversations of this changing
* Several lease-ups have continued but most have been put on hold
	+ Communicate with PHA & Investors of potential delays