

Suggested Short Term Rental Guidelines

The property managers and rental companies are uniquely qualified to recommend best practices to ensure the health and safety of our guests. The primary goal of these efforts is to keep our people safe, but also secure smooth operations. We can quickly mobilize our members to adapt to the following guidelines for short term vacation rental homes.

Our industry understands the severity of the impact of COVID-19 on our way of doing business and suggests the following steps be taken by all property owners and managers to ensure the safety of our guests.

- **Check-in Procedures** – The guests will check-in from the safety of their car or in an outdoor space used by the property owner or manager. Guests will not be allowed into rental offices or to congregate in close proximity to one another. Markers will be in place with six foot spacing for any lines that form. If guests must come into the office due to poor weather, there will be a limit imposed on how many may be in the office at a time. Guests will be asked to have only one member of the party come to the office or location to pick up keys and passes. Guests will not be allowed to enter the property until the cleaning company has confirmed it has been ~~is~~ cleaned and sanitized and the guests have vacated the premises.
- During the Check-in Procedure the guests will be advised of the following:
 - Advise all residents or occupants that they should wear a cloth mask at all times when outside of their unit;
 - **Advise all residents or occupants** that they should continue to maintain a safe social distancing practice of 6 feet whenever they leave their rental unit, including while on the beach, shopping or using the boardwalk;
 - Advise all residents or occupants of the CDC recommendations for keeping their rental unit safe including but not limited to:
 - Clean hands at the door and at regular intervals;
 - Create habits and reminders to avoid touching their face and cover coughs and sneezes;
 - disinfect surfaces like doorknobs, tables, and handrails regularly, using an EPA registered disinfectant following label instructions;
 - increase ventilation by opening windows or adjusting air conditioning.
- Advise the residents and occupants the specific steps the owner or property manager will take in reference to common areas, such as lobbies, elevators, laundry rooms, including but not limited to:
 - Disinfect on a regular schedule, all common areas;
 - Employees will wear masks at all times when working in the common areas;
 - limit the use or access to common areas to essential services;
 - limit access to laundry rooms to one person at a time and require the area to be disinfected by the person using the laundry when the person is finished using the laundry using EPA registered disinfectants following label instructions.

- **Check-out Procedures** – The guests will be required to leave their passes and keys in a drop-off box or with an attendant who is stationed outside of the office. Keys and passes will be sprayed with a disinfectant. The attendant will be wearing a face covering and gloves at all times.
- **Maintenance** – If necessary, guests will be asked to wait outside while any required repairs or maintenance are being performed at the property during their stay. Most maintenance takes place in between rentals. Please refer to the emergency maintenance procedures for rentals approved and distributed by the Delaware Division of Small Business. We will ~~adapt~~ adopt these maintenance procedures, as amended.
- **Screening Workers** - Our members can screen workers by speaking with them about their present health condition and making sure they adhere to the practices of good hygiene, and complying with the CDC recommendations and the Governors declarations as modified.
- **Cleaning** – Cleanliness and sanitation is essential for rental properties. Not only does it help in the fight against the spread of the coronavirus, but it helps in the promotion of a healthy living environment for tenants. We will encourage our property managers to introduce a regular rental-property cleanliness and sanitation plan. The cleaning companies have received copies of the CDC guidelines with respect to household cleaning for COVID-19 purposes. They have been instructed to wipe down all hard surfaces with an anti-bacterial cleaner and to spray soft surfaces with a non-bleach product such as Lysol. The cleaning companies have been instructed to wear masks and gloves when in the property. A fogging method of cleaning in between guests has been proposed by some companies. We are unsure of its effectiveness of this procedure at this time but could offer this information to our owners/guests.
- **Property Linens** – The property owners have been asked to remove superfluous linens such as throw pillows, heavy bedspreads, and lap blankets from the property. The beds will have a mattress pad and pillows. Guests to bring their own sheets, towels and blankets or use a linen rental company. If they use a rental company, those linens are already sanitized and wrapped in plastic for each new arrival.

EMERGENCY REPAIRS AND MAINTENANCE SAFE PRACTICES

As a safe practice only emergency maintenance or repairs should be made during the Declaration of the Delaware State of Emergency.

Emergency maintenance or repairs are defined as follows:

For the duration of the State of Emergency the following list are emergency maintenance or repairs that require immediate response:

- Maintenance and repairs necessary to prepare a rental unit for immediate occupancy;
- Water lines and/or heat lines broken;
- Leaking pipes;
- Drains backing up;
- Toilet not working (unless there is a functioning second bathroom in the apartment);
- No water;

- No hot water - Central water heaters or boilers require immediate attention as it affects numerous residents. Individual water heaters can wait until the next day UNLESS they are leaking;
- Complete electrical failure of apartment/sparking outlets;
- Elevator is stuck or not operating (call elevator company but go out to property for residents);
- Building power failure (regardless of surrounding area power outages);
 - Check for emergency generators;
 - Check elevators;
- Emergency generator running;
- Main entry doors or locks are stuck or broken;
- Building fire alarm is going off for any reason;
- Apartment doors or windows broken;
- Wind/storm damage;
 - In the event of major damage, alert your property manager to contact the company's main office emergency number;
- Smell of gas;
- No heat/AC;
 - If the weather is extremely hot or cold, maintenance is required to respond quickly to AC/heat calls. If a resident of the apartment is elderly, very young or sick they will require immediate attention;
 - Be sure to set the expectations of the resident before coming out for the call. Let the resident know that the issue may not be fixed immediately, that there is a chance only a temporary fix will be completed (ex: a space heater is placed in the bedroom) until the next working day;
- Fridge not working;
 - A second person may be needed to replace a fridge on weekends that cannot wait; this is in accordance with safety regulations that two people are required to move fridges;
- Pest issues related damage or safety issues;
 - Technicians are expected to respond to emergency calls for bats and squirrels and a claim of bed bugs;
 - Birds can wait until the next day unless they pose a real threat; instruct residents to open a window so they can get out;
 - On-call personnel should contact animal control for any raccoon, skunk, feral cat or possum issues;
- Lock outs;

This list is not complete but is meant to exemplify the most common maintenance or repair emergencies your technicians encounter. Technicians should use their best judgement during emergency calls and always err on the side of caution. They should wear gloves and a face covering at all times during emergency repairs or maintenance. Anything that might cause damage to the property or residents will always be considered an emergency maintenance call.

Non-emergency repairs that have been requested in writing by the Tenant, may at the discretion of the Landlord, be completed if the Landlord is satisfied that any risk of the transmission of the COVID-19 virus has been ameliorated to the Landlord's satisfaction. In no event may the landlord be compelled to make

non-emergency repairs if there remains a reasonable concern on the part of the landlord or its employees of potential exposure to the tenants or landlord's vendors or employees.

You should at all times comply with CDC recommendations, and the Governor's declarations during ALL emergency repairs or maintenance. If you have any questions about what a safe practice is you are instructed to call your supervisor or the property manager before starting work.

Maintenance should always be dressed in company uniform and carry company ID when responding to an emergency maintenance or repair call.

All applicable and recommended COVID-19 precautions must be taken before during and after every emergency service call. Report any indication of Virus within the rental unit immediately to your supervisor.

You are not permitted, nor are you required to go into a rental unit where the tenant(s) have indicated they may have the COVID-19 virus, or that they have been in contact with someone who has been tested as positive for the Virus. Contact the manager on duty to have appropriate sanitation of the unit consistent with CDC recommendations planned and implemented.