# COVID-19 Checklist

For the full guide with insights, templates, and resources go [here](https://www.showdigs.com/post/property-managers-covid-19-response-playbook).

**Think we missed something critical? Email us at** **hello@showdigs.com** **so we can update the checklist.**

### Dealing with late payments

* Check your business insurance to see if you are covered for rent loss in this event, and if so, what you’ll need to do to ensure you can make claims
* Advise owners to check their rent guarantee insurance (if applicable) and whether or not they’re covered if tenants default on rent
* It might not make sense to proactively reach out to tenants on this, but be sure to create a process that will allow you to respond to late payments: all tenants still must be treated the same. Have your process ready and documented.
* Prepare your owners for what’s to come (see templates in full guide)
* Get any owner exceptions in writing -- don’t let an over the phone conversation come back to bite you.
* Review your management agreement. If fees are reliant on rent collection, consider amending.

For the full guide with insights, templates, and resources go [here](https://www.showdigs.com/post/property-managers-covid-19-response-playbook).

### Team/Internal

* (update) Review the SBA’s Paycheck Protection Program and act quickly. Resources available in full guide.
* (update) Optimize your team for remote work and make sure they’re well equipped to WFH.
* Evaluate skill sets, newly freed up time, and opportunities for the two. There is opportunity to drive business value even though there may be fewer tasks in the short term.
* Establish a process around what an employee should do if they show symptoms or have come into contact with someone who is showing symptoms. Make sure it’s explicitly established.

For the full guide with insights, templates, and resources go [here](https://www.showdigs.com/post/property-managers-covid-19-response-playbook).

### Maintenance

* (update) prioritize maintenance requests and plan for a post covid-19 logjam of work
* Determine which maintenance requests are essential
* Push for exterior maintenance work now; have tenants do exterior walk of home and notify.
* Notify tenants that only essential maintenance requests will be fulfilled, others will be postponed (see guide for tenant communication templates)
* Notify owners that only essential maintenance requests will be fulfilled, others will be postponed and of the actions you’re taking to ensure the property will still be secured
* Establish move-out disinfecting process
* (if applicable) Review in house maintenance staff skill set, capacity, and maintenance related work that needs to be done. Reorient time aggressively and explicitly to ensure you leverage your human resources in a productive way

For the full guide with insights, templates, and resources go [here](https://www.showdigs.com/post/property-managers-covid-19-response-playbook).

### Leasing

* Try to extend your soon to expire leases as soon as possible.
* Determine how you’ll adapt your showing process, likely looking to an option in the full guide.
* (update) Adjust your marketing processes if you are changing your showing process to make it obvious that you’re better accommodating prospects.
* If you opt for in person showings, make sure to have a communication process with prospects, having them confirm they are symptom free.
* If you’re moving away from in person showings, make sure to add a “site unseen” addendum to your lease so the lead can’t flip flop.
* Stop all occupied unit showings; update relevant parties accordingly.
* Ensure you have a disinfection process in place once showings are complete and move-in is ready.
* Proactively communicate to your owners that, because of circumstances, they may see a decrease in interested renters and this may lead to longer time on market (see owner communication below where it’s included in a template)

For the full guide with insights, templates, and resources go [here](https://www.showdigs.com/post/property-managers-covid-19-response-playbook).

**Think we missed something critical? Email us at** **hello@showdigs.com** **so we can update the checklist.**