# 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).

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### 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.

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### 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.

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### 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

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### 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)

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