

Safe Premises: Keeping You and Your Residents Safe

In your role as a rental housing provider or resident caretaker in a multi unit residential building you are in a unique position to help flatten the curve of the spread of COVID-19. It is vital that you adopt the latest in best practices created specifically for the rental housing industry. In this booklet, you will find best practices on everything from important building signage to alternative methods of collecting rent.

Additional Resources

Supplementary to this resource, our [COVID-19 webpage](#) has regular updates with new information added frequently to ensure you are kept up to date on industry news and best practices. This webpage also has useful resources for tenants, including a list of BC's active rent banks.

Prepared by LandlordBC

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Cleaning and Disinfecting

Regularly clean and disinfect frequently touched surfaces. Regular household cleaning products are effective against most viruses, and you can also use 1/50 solution of bleach and water (e.g. approximately 20 ml of bleach per litre of water or 2 ½ ounces per gallon) as an effective disinfectant.

Landlords and building managers should also refer to the BC Centre for Disease Control (BC CDC) document for more information on [COVID-19 and Multi-unit Residential Buildings \(MURB\)](#). This document, while quite technical addresses a wide variety of concerns about public health and MURBs.

Common Areas

Shared laundry facilities present a unique challenge. We recommend communicating to your residents to limit their use of shared laundry facilities and try to use them during off peak times. Where possible building managers should be sure to conduct more frequent cleaning of these shared laundry facilities with disinfecting products. We recommend closing shared amenities such as gyms, pools and recreation rooms. Landlords should be clear in their communications with tenants that the closing of these facilities is temporary and that they will be re-opened as soon as deemed safe. These communications should include both signage and individual notices posted on tenants' doors.

Elevator Usage

Public health authorities are recommending people practice common sense social distancing and while the recommended distance is 2 meters, this can be difficult in elevators. We suggest posting signage recommending tenants and occupants not get into already full elevators to ensure everyone can maintain adequate distance as advised. Signage should be posted on each floor to ensure all tenants and occupants are informed.

Guests

While guests cannot necessarily be restricted, it is reasonable to request that residents recognize their responsibility for their own health and safety and the health and safety of fellow residents, and therefore not invite guests recently returning to Canada from a foreign country and to support "social distancing" recommendations from our healthcare leaders.

Repairs and Maintenance

As a safety precaution, we recommend landlords review their delivery of in-suite maintenance and repairs to occupied units, to reduce risk to staff, contractors, and tenants. To reduce exposure, landlords should prioritize urgent repair requests and defer non-urgent in-suite repairs and maintenance.

One method that can be helpful to building managers to assess situations is utilizing online services such as skype or facetime video calls. These services allow a building manager, at the invitation of their tenant, to remotely view the inside of a rental unit and specifically the affected building element.

Showing Rental Units

Showing a tenanted suite at this time is allowed but should only be done when necessary. Our general advice is to not show tenanted suites currently; where possible, limit showings to already vacant suites.

When showing any suite, we encourage extra precautions to prevent transmission. These recommendations include:

- Avoid shaking hands and keep your distance
- Instruct potential tenants/purchasers to not touch anything
- Wipe down door handles and anything that you touch when showing the unit
- Wash your hands before and after showing the unit

Collecting Rent

BC Provincial Health Officer, Dr. Bonnie Henry has issued rules and recommendations regarding social distancing. This means people must keep a minimum distance of 2 meters and avoid going out in public unless absolutely necessary. Payment of rent poses a unique problem as some tenants pay rent in cash or cheque. Wherever possible landlords and tenants should attempt alternative methods of payment that do not require either party leaving their home.

- **Email Money Transfer**
Most financial institutions offer this service. The payor (tenant) sets up a payment which is sent to the payee's (landlord) email which can be deposited into the landlords account.
When setting up an email money transfer the payor must create a security question and answer which is answered by the payee to verify, they are the intended recipient. It is critical that landlords and tenants ensure that the security question and answer are not easy for a third party to guess.
- **Online Payment Systems**
There are several online landlord/tenant payment solutions which allow tenants to pay their rent in the same way they may pay other bills such as a telephone bill.
Pendo allows landlords to set up or invite your tenants to pay their rent through PendoPay's direct bank transfers.
- **Pre-Authorized Debit**
A pre-authorized debit (PAD) is a direct and scheduled payment that is set up through a tenant's and landlord's financial institution. Landlords wanting to get this set up must contact their financial institution to request a PAD agreement which will be completed by their tenant.

Printable Building Signage

Building managers are encouraged to post signage in their building to ensure residents are informed about important topics such as proper hand washing and proper social distancing. We have included printable resources that should be posted in common areas of your building:

Coronavirus COVID-19

BC Centre for Disease Control | BC Ministry of Health




Hand Hygiene

SOAP OR ALCOHOL-BASED HAND RUB: Which is best?



Either will clean your hands: use soap and water if hands are visibly soiled.



Remove hand and wrist jewellery

HOW TO HAND WASH

-  Wet hands with warm (not hot or cold) running water
-  Apply liquid or foam soap
-  Lather soap covering all surfaces of hands for 20-30 seconds
-  Rinse thoroughly under running water
-  Pat hands dry thoroughly with paper towel
-  Use paper towel to turn off the tap

HOW TO USE HAND RUB

-  Ensure hands are visibly clean (if soiled, follow hand washing steps)
-  Apply about a loonie-sized amount to your hands
-  Rub all surfaces of your hand and wrist until completely dry (15-20 seconds)

Using Shared Laundry Facilities During the COVID-19 Pandemic



National Collaborating Centre
for Environmental Health
Centre de collaboration nationale
en santé environnementale

Current research suggests that SARS-CoV-2, the virus that causes COVID-19, can live for hours to days on hard surfaces, so laundry machines, countertops, and furniture need to be sanitized frequently. Health Canada has created a list of disinfectants that are safe and effective against the virus.



Although laundry from sick people should be kept bagged and separate while in your home to prevent accidental handling, there is no need to wash or dry these items separately.

DO'S

DONT'S



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Dear Residents and Guests of _____

In order to maintain the recommended social distancing of 2 meters (6 ft) between persons, please limit the number of people using the elevator to 1-2 people or those living in the same household.

Be assured that we have increased our cleaning and disinfecting of common areas and we appreciate your understanding during this time.

Thank you,

Resident Caretaker/Building Manager