

Tenants' and property owners' rights and responsibilities during COVID-19

Rights & Responsibilities			
Activity	Guiding Principles	Tenant	Owner
<p>Keeping units safe</p>	<p>People living in settings with other people have greater exposure risk to COVID-19. Some people will also have health conditions that makes them at higher risk for complications from the disease. Tenants and owners must do their part to keep themselves and their neighbors safe.</p>	<p>Practice prevention measures, such as wearing a mask, social distancing, and handwashing. Follow your local health department's guidelines for gatherings.</p> <p>Limit visitors to essential visits such as for health, well-being and safety. Visitors must comply with safety precautions and prevention measures.</p> <p>If you or a household member gets sick, separate the sick person from other household members as much as possible. If possible, the sick person should stay in a separate room away from others. Clean and disinfect shared bathrooms frequently. Wear a mask and follow other precautions.</p> <p>You are not required to notify property management staff if you or a household member becomes sick with COVID. However, if they know of your case, they can communicate to residents and staff that there may have been a possible exposure. Property management cannot release details about who is sick, such as name or unit number.</p> <p>Refusing to wear a mask may be a violation of your lease.</p> <p>You cannot be required to take a COVID test as a condition of tenancy.</p>	<p>Have maintenance staff wear masks when working in common areas and when making repairs in tenant units.</p> <p>Require staff who have symptoms or who have been in contact with someone with COVID to self-isolate or quarantine as appropriate.</p> <p>Post signs in prominent areas of the building to remind people to wear masks and practice social distancing.</p> <p>Prepare a plan in case of an outbreak at your property.</p> <p>Defer routine maintenance and unit inspections if possible. Note, HUD has granted waivers for some property inspections. Refer to program guidance for more information.</p> <p>Owners may revise house rules to include that tenants must wear masks in common areas and on property grounds.</p> <p>Owners may restrict visitors to the property but must allow essential visits to tenants for health care, food delivery and other reasons related to the health and safety of the tenant.</p>

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Keeping common areas safe	<p>People living in settings with other people have greater exposure risk to COVID-19. Some people will also have health conditions that makes them at higher risk for complications from the disease. Tenants and owners must do their part to keep themselves and their neighbors safe.</p>	<p>Self-isolate or quarantine if you or someone in your household has COVID-19 or has come into close contact with someone with COVID-19. The Center for Disease Control provides guidance on when to self-isolate or quarantine.</p> <p>Wear a mask when in common areas and when interacting with neighbors. Practice prevention measures, such as wearing a mask, social distancing, and handwashing. Follow your local health department's guidelines for gatherings.</p>	<p>Maintain clean and disinfected common areas. Provide hand sanitizer at entrances to buildings.</p> <p>If needed, close common spaces or restrict occupancy of shared spaces such as lounges or laundry facilities.</p> <p>Post signs in prominent areas of the building to remind people to wear masks and practice social distancing.</p>
Accessing units for repairs or inspection	<p>The number of people entering tenant units should be minimized to prevent exposure to COVID-19. This includes maintenance and repair staff who should avoid going into tenant units unless it is necessary.</p>	<p>Defer routine maintenance.</p> <p>Require maintenance staff wear masks when making repairs in tenant units.</p> <p>Report any household member's sickness to maintenance/repair people prior to them entering the unit. They may ask about symptoms household members are experiencing.</p> <p>Request use of electronic tools, such as FaceTime, to conduct remote inspections.</p>	<p>Defer routine maintenance and unit inspections if possible.</p> <p>Have maintenance staff wear masks when working in common areas and when making repairs in tenant units. Instruct them to ask about any symptoms household members may be experiencing prior to entering the unit.</p> <p>When possible, use electronic tools, such as FaceTime, to conduct remote inspections.</p>
Eviction protection	<p>The federal government is working to ensure housing stability and prevent homelessness for tenants facing job loss due to COVID-19.</p>	<p>The federal government has stated that landlords may not evict tenants for nonpayment of rent through March 31, 2021. Some states have eviction moratoriums that extend past this date.</p> <p>Tenants must complete a declaration form or written communication to their landlord with</p>	<p>According to the federal government, landlords may not evict tenants for nonpayment of rent through March 31, 2021. Some states have enacted longer moratoriums and these prevail.</p> <p>Landlords may still evict tenants for the following reasons: engaging in criminal activity while on site; threatening the health or safety of others; damaging or risking damage to property; violating</p>

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		<p>the equivalent information to be eligible for protection under the moratorium.</p> <p>Declaration form in other languages</p>	<p>building codes, health ordinances, or regulations relating to health and safety; or violating a provision of a tenant’s lease other than payment of rent or housing-related fees.</p>
<p>Protections and accessibility modifications for people with disabilities</p>	<p>Some people with disabilities may be more susceptible to severe illness due to COVID-19 and securing safe and suitable housing may be more difficult due to COVID-19 precautions.</p>	<p>Direct service providers are essential visitors and must be allowed onto the property to assist tenants.</p> <p>Tenant care providers should follow health precautions to keep themselves and the tenant safe from COVID-19, such as wearing masks and washing hands frequently.</p> <p>Tenants who rely on care providers should make sure there is a backup plan in place in case the care provider gets sick.</p>	<p>Informational materials on COVID-19 should be made available in formats accessible to people with disabilities.</p> <p>Accessibility modifications to units with tenants with disabilities should be treated as essential repairs and completed in a safe manner.</p> <p>Housing providers may wish to consider installing internet capability or other making other property improvements to make it easier for tenants to communicate remotely with property staff, healthcare providers, and others.</p>
<p>Moving</p>	<p>People will need to move in and out of units during the pandemic. It is important to make sure that these transitions are conducted in a way to prevent the spread of COVID-19.</p>	<p>New tenant interviews may be conducted remotely.</p> <p>Tenant inspections of new units may be conducted independently of property staff. Tenants should take photos of any issues they discover with the unit and report them to property management.</p> <p>Tenants may sign required documentation and forms electronically.</p>	<p>All units should be disinfected according to CDC protocols after a tenant moves out. It is preferable to wait 24 hours after move-out prior to disinfecting the unit.</p> <p>Property managers may conduct new tenant interviews remotely, allow for electronic signatures on documents, and may conduct unit inspections independent of tenants.</p>

Links to resources:

Wearing a mask: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

When to isolate: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/isolation.html>

When to quarantine: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/quarantine.html>

What to do when you or a household member is sick: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>

How to disinfect your home: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html>

How to protect yourself and others: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>

Protections for people with disabilities: <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-disabilities.html>

Guidance for direct service providers: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/direct-service-providers.html>

HUD Multi-family Housing COVID-19 Guidance: https://www.hud.gov/program_offices/housing/mfh/Multifamily_Housing_COVID-19_Guidance

CDC eviction moratorium declaration form: https://www.cdc.gov/coronavirus/2019-ncov/downloads/EvictionDeclare_d508.pdf

CDC eviction moratorium declaration form in other languages:

https://www.hud.gov/program_offices/public_indian_housing/covid_19_resources/resident_declaration_form-other_languages

Primary sources:

“Considerations for Owners and Operators of Multifamily Housing Including Populations at Increased Risk for Complications from COVID-19,” January 5, 2021, retrieved January 26, 2021 at <https://www.cdc.gov/coronavirus/2019-ncov/community/multifamily-housing.html>.

“Questions and Answers for Office of Multifamily Housing Stakeholders, Coronavirus (COVID-19),” January 4, 2021, retrieved January 22, 2021 at https://www.hud.gov/program_offices/housing/mfh/Multifamily_Housing_COVID-19_Guidance.