

An aerial photograph showing a large, irregularly shaped swimming pool with a blue surface, surrounded by a concrete deck and lounge chairs. To the right of the pool is a red tennis court with three green tennis courts. The area is surrounded by lush green trees and a brick building with a red roof.

TAYLOR MANAGEMENT COMPANY

ASSOCIATION AMENITY REOPENING CHECKLIST



Your resource for reopening community amenities in the current environment.

Prepared May 20, 2020

Serving the Best by Serving Together.



TAYLOR
MANAGEMENT COMPANY



Association Amenity Reopening Checklist

Association Name	
Community Manager	
Date Completed	

Communications Office Staff

- Communicate to staff changes to policies, staffing, and job positions, if applicable.
- Determine which members of team must return to the property versus remote work or other arrangements. Create a monthly work schedule.
- Verify necessary paperwork to for employees as essential workers (if required).
- Utilize the ZOOM Enterprise Account for all meetings. Taylor is offering to all clients at no cost.
- Work with Board, association attorney, service provider, and staff to develop written policyfor reopening, including cleaning protocols and social distancing in accordance with the current CDC guidelines.
- Document each team members responsibility.
- Determine with the Board and association attorney if temperature/health screenings will be required for staff.
- Work with the Board, association attorney, service provider, and staff on cleaning, hand washing and sanitizing, using PPE, while adhering to social distancing practices and current CDC guidelines.
- Stress the need for employees to report any pandemic related illness and stay home if they become sick.
- Determine with the Board, association attorney, service provider, and staff what happens when an employee or resident reports pandemic related symptoms.
- Determine with the Board and association attorney any additional services needed for residents with special needs.

Service Provider Relations

- Confirm that service providers are operational.
- Review service providers' pandemic response plans.
- Arrange for backup/replacement service providers if, and when, necessary.
- Mandate that service providers follow social distancing in accordance with the CDC guidelines and safety measures per OSHA guidelines while working onsite.
- Mandate service providers follow all State and Local guidelines.



- Work with Board, association attorney and service provider to determine who will enforce CDC policies – should not be management. Consider a One Strike Rule.

Disease Prevention Cleaning and Sanitizing

- Post and use signage on cleaning procedures (CDC).
- Adjust and verify cleaning schedule and methods with cleaning Service Provider.
- Follow current [CDC guidance](#) on cleaning and disinfecting.
- Mandate that Service Provider's cleaning products meet [EPA criteria](#) for use against infectious diseases.
- Mandate all bathrooms be cleaned in accordance with CDC guidelines. Consider hiring a bathroom attendant.
- Clean and disinfect all association- controlled areas:
 - Entrances
 - Vestibules and lobbies
 - Reception and security desks
 - Restrooms
 - Kitchens
 - Children playrooms
 - Elevator banks
 - Corridors
 - Fitness centers
 - Business centers
 - Mail rooms
 - Other areas as applicable to property
- Work with the association staff and service provider to ensure the property has enough cleaning supplies for frequent cleaning, including soap, disinfectant wipes, and hand sanitizer.
- Determine with the Board and service providers locations for hand sanitizer stations.
- Install hand washing reminder signs in restrooms (CDC).
- Consider removing or disabling high-touch surfaces, such as vending machines, water fountains, etc.
- Consider installing automatic door openers at all entrances.
- Consider touchless technology where possible.
- Work with the Board and association attorney to determine if you will require PPE in common areas.
- Stock PPE, including masks and gloves, for association team.

Social Distancing

*** SPEAK WITH YOUR BOARD OF DIRECTORS, ASSOCIATION ATTORNEY, INSURANCE COMPANY AND SERVICE PROVIDER TO DETERMINE IF A RESOLUTION AND OR WAIVER WILL BE REQUIRED PRIOR TO OPENING YOUR AMENITIES.**

- Encourage social distancing by use of signage and markings where applicable. Use CDC signage whenever possible.
- Consider plexiglass guards where needed (e.g., reception/security desk).
- Work with the Board, association attorney and service provider to set occupancy limits.
- Adjust security/concierge sign-in practices to minimize contact (i.e. shared pens).
- Work with the Board and association attorney to develop guidelines for use of elevators and stairways. Consider an elevator operator.
- Consider creating boxes in corners of elevators using decals or colored tape to indicate standing areas and directions.



- Consider setting protocols for use of stairways:
 - No passing allowed
 - Stay on side near wall
 - Maintain at least three stairs' distance
- Discuss with Board and association attorney limiting time permitted to be in common areas.
- Consider limiting common area use to residents only (you can always change at a later date).

Clubhouse/Lounge

Date of Opening

- Inspect building systems, as applicable:
 - Access control
 - Lighting
 - Fire and life safety
 - HVAC
 - Security System
- Perform preventive maintenance, as well as any work deferred by shutdown.
- Direct staff to flush hot and cold water through all points of use—see [CDC guidelines](#). This includes ice makers, water coolers, showers basins and floor drains.
- Direct staff and/or service provider to flush and disinfect toilets, urinals, showers, and test saunas.
- Direct staff and/or service provider to clean and sanitize inside and out in accordance with CDC guidelines.
- Direct staff and/or service provider to sanitize all furniture (indoor and outdoor) in accordance with CDC guidelines.
- Discuss with Board and association attorney adjusting operating and occupancy schedules for each season, if applicable. This includes rental agreements if permitted.

Concierge Desk

Date of Opening

- Work with the Board and association attorney to develop a plan for social distancing at the concierge desk, including installing sanitizing stations and PPE requirements in accordance with the CDC guidelines.
- Consider roping off the area with stanchion poles or caution tape to ensure safe distance.
- Work with the Board to create and implement a package pick up, mail pick up and food delivery policies. Consider having residents call the front desk prior to package pick up.
- Work with the Board to create and implement a package delivery policy for high risk and or ill residents.
- Work with the Board and association attorney to create a form letter to send to all residents who test positive for Covid-19.

Children's Room

Date of Opening

- Mandate service providers and staff clean and sanitize children's room and toys in accordance with the CDC guidelines.
- Work with the Board and association attorney to create new rules, occupancy schedule and limit time in room. Post signage.



Fitness Center

Date of Opening

- Work with service provider to perform preventative maintenance and test all equipment.
- Mandate service provider and/or staff clean and sanitize fitness center and equipment in accordance with the CDC guidelines and adjust as necessary.
- Provide residents with any new State and Local Health Department guidelines.
- Work with the Board and association attorney to develop new rules and occupancy schedules. Post signage.
- Work with the Board and association attorney to determine what equipment needs to be disabled and or removed. Develop a plan for social distancing in accordance with the CDC guidelines.

Reopening of Pools

Date of Opening

- Work with the Board and association attorney to determine IF the pool will be open without bathers or open for bathers.
- Follow the State, Local Health Department and the CDC guidelines for opening, maintaining and and/or closing your pool.
- Work with the Board, association attorney and service provider to create a plan to secure access to the pool area. Consider adding additional cameras and or hiring security to monitor.
- Mandate the Service Provider and CPO staff follow all CDC guidelines.
- Work with the Board, association attorney and service provider to determine pool capacity in accordance with the State, Local Municipality and CDC guidelines.
- Work with the Board and association attorney to create new pool guidelines. Distribute to residents.
- Post signage in pool area.
- Consider a reservation schedule using At Home Net, Nabr Network, Building Link or Edge.
- Work with the Board and the association attorney to discuss removing all pool deck furniture for social distancing. Furniture can always be added back at a later date. Remove kickboards, noodles and suspend towel service.
- Consider adding an automatic chemical feeder and computer pool reading device.
- Consider one-way swimming lanes with one swimmer at a time.
- Consider suspending swimming lessons, aquatic fitness classes, and pool parties.

Reopening Tennis Courts

Date of Opening

- Per Executive Order #147 tennis courts can open 6:00am on Friday, May 22nd. The State is expected to issue guidelines. Follow NJ Department of Health (DOH) Guidelines.
- Work with your Board and association attorney to develop a playtime reservation schedule.
- Require that reservations, cancellations be made via electronic or telephone reservation systems to limit physical interactions. Such policies shall, wherever possible, consider populations that do not have access to internet service.
- Limit capacity to no more than 10 people at the same time consistent with the restrictions contained within paragraph 5 of Executive Order No. 107 (2020) and paragraph 8 of Executive Order No. 142 (2020).
- Provide sanitization materials, such as hand sanitizer and sanitizing wipes, to staff.
- Discuss limiting capacity with the Board to 2 people per court (to start).



- Open in accordance with State, Local Municipal and CDC guidelines. Post signage.
- Consider removing benches.
- Consider leaving the gate open to minimize contact.
- Remove all touch points, such as squeegees and rollers.
- Work with the Board and association attorney to create a sanitizing schedule and or install sanitizing stations.

Other Amenities

Pickle Ball, Basketball, Bocce Ball, BBQ Grills and Bus Services

- If Board approves, open in accordance with the State, Local Health Department and CDC guidelines
- Work with your Board and association attorney to create operating and sanitizing schedules.

Preparing for the Next Wave

Reopening of amenities will occur during the pandemic. For this reason, you must be prepare for a possible next wave.

- Discuss with the Board and association attorney what changes forced by the pandemic will become permanent operating procedures.
- Remain vigilant to identify and respond to recurrences of infection.
- Check regularly for new State, Local health department and CDC guidelines for guidance.
- Incorporate lessons learned into your emergency preparedness plan.
- Build your capacity for remote work and operations.

References:

- IREM “Pandemic Guide for Real Estate Managers”
- Community Associations Institute “Tips for Opening Community Pools”
- BOMA “Preparing Buildings for Re-entry Amid Covid-19”
- CDC “Guidance for Cleaning and Disinfecting”, “Cleaning and Disinfecting Decision Tool”, “Interim Guidance for Businesses and Employers Responding to Coronavirus Disease 2019”
- New Jersey Governor’s Executive Orders #107 and #142
- South Carolina Governor’s Executive Order #2020-35, “Reopening of Public Swimming Pools”

Disclaimer: This information is subject to change. It is published with the understanding that Taylor Management is not engaged in rendering legal, accounting, medical, or other professional services. If legal advice or other expert assistance is required, the services of a competent professional should be sought.

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