

# **Stay-At-Home Policies**

## **Frequently Asked Questions (FAQ)**

**Can I complete Grace Hill from home as well as from the office as part of my duty during a Stay-at-Home Directive.**

Of course! This shut-down is a terrific time to get current or even ahead with Grace Hill. In fact, we are waiving the two classes-per-quarter limitation or guideline and allowing employees to complete any remaining 2020 Grace Hill training obligation during the next 30 days.

**As a property manager, am I to impose or oversee any sort of restrictions regarding visitors gaining entry into my property which has interior hallways and one main building entrance?**

While we believe people should remain at home, some family members or support providers may find it necessary to visit a resident of your community. Therefore, we do not encourage managers or maintenance to restrict access to their property.

**Which of the following tasks can I complete on the outside of my property: Pressure Washing; Exterior Building Maintenance; Exterior Touch-Up Painting; Spring Into Action Plans.**

All of these tasks are valuable. However, most are considered lower priority and in keeping with the Stay-At-Home directive, we would generally agree that most all of these tasks can and should be deferred until the Stay-At-Home directive is lifted. Exceptions should be made for any maintenance that addresses a safety issue or a condition that can lead to leaks.

## **I have a scheduled move-in and I have vendors completing work. Can I continue to have them do the work needed to cause the unit to be move-in ready on time?**

Yes. You may continue to prioritize the preparation of a vacant but leased unit for a scheduled move-in. Make sure all vendors and employees engaged to provide service in this unit are aware of Social Distancing expectations.

## **If I have only one vacant, and it isn't rented, should I schedule maintenance and vendors to begin getting it ready?**

If you have a waiting list, if you have reason to believe the vacant unit will rent within 14 days, or if you, or if the vacant unit is the only one of its type, you may consider completing turnover work during the Stay-At-Home directive. Only one person should work in the apartment at a time. And, to preserve hours for our employees, consider having our own qualified employee(s) handle tasks which might otherwise be handled by vendors.

## **If I want to use some of the Additional PTO hours I learned about today, do I just enter those hours into ADP?**

Cambridge has notified employees of 'additional PTO' hours made available to qualifying employees through **"The Emergency Family and Medical Leave Expansion Act (EFMLEA); Families First Coronavirus Response"**. More information regarding the benefits associated with this Act --- including eligibility and access to those benefits, will be provided by Cambridge's Human Resource Department no later than March 27, 2020.

## **Can I leave a playground area open for use?**

Generally, Cambridge is following guidance that indicates that any community feature that encourages social gathering should be closed. This includes interior and exterior common areas and recreational amenities. Swimming pools and spas. Clubhouses. Fitness areas. Picnic areas. Even Playgrounds. Only with proper Social Distancing should Dog Parks remain open.

## **Is this a good time for my maintenance employee to complete a task like touch-up painting in my clubhouse?**

We offer two answers. See which one best fits your circumstance.

Because both the touch-up painting and the clubhouse aren't essential areas --- and in fact may be closed at this time, the painting of this area seems unnecessary as a priority maintenance item. And, to respect Stay-At-Home directives, we should limit maintenance activity to truly essential functions.

Then again, your clubhouse may be an incredibly active area where certain forms of maintenance are difficult if not impractical to complete when those spaces are in use. And, you may have an on-site maintenance employee capable of completing much needed maintenance during this period when this amenity area is closed. If this employee can work in isolation to complete this task, it might be time well spent.

Consult your supervisor for further directions and confirmation, please.

## **Is someone checking CRES mail for deliveries during this time?**

Yes, though on a limited staffing plan, SERC remains open for business to support you and your community. US Mail Deliveries will continue. We WILL continue to meet payroll obligations, vendor payment obligations, client reporting obligations and --- importantly, continue to cultivate a hyper-responsive standard for the benefit of our employees and stakeholders. These are challenging times. And, like our site employees, the Site Employee Resource Center (SERC) is committed to exceeding expectations.

## **If any employee doesn't work enough time during this COVID19 shut-down, do they run the risk of losing benefits?**

It is important that employees be mindful of their pre-arranged, weekly work schedule. Employees should be able to document in ADP a combination of remote but active employment, Paid Time Off (PTO), and 'additional PTO' hours to fulfill their full work schedule. Employees should contact a member of the Human Resources Department for further clarification or if they have questions.

## **Shall I Continue to Mail My Weekly Invoices to CRES /SERC?**

Yes, although with one important change. Effective this week, and possibly continuing indefinitely, we ask each site to do the following:

- Process all invoices As Normal
- Print the Payable Register which Serves as a Transmittal Document / Cover Sheet
- **\*\*\* NEW \*\*\* Email a copy of the Payable Register to Your Supervisor; 1 Property Payable Register Per Email, please**
- Mail All Invoices and the Payable Register Cover Sheet to CRES / SERC Each Thursday

This “New” Step is the same step you practice at month-end. Let’s simply go ahead and make this an area of streamlining for our accounting department at Supervisors starting NOW!

## **My Community Has Electronic Card Laundry Machines and The Currency Exchanger Machine Is Located In My Clubhouse. How Can I Provide Access to Residents if My Clubhouse Is Closed?**

Let’s remember the generally concepts. We are discouraging social gatherings and this is the primary function of your clubhouse. Therefore your clubhouse is closed until further notice. However, if an essential device for paying for laundry can only be accessed in this clubhouse, we should post periodic hours (convenient to residents) when they can expect to find the clubhouse temporarily open for charging of their laundry service card. We recommend this occur during reasonably convenient periods of time 2 to 3 hours in duration each, perhaps 2 or 3 times per week. A site employee should be present for casual oversight and should be as productive as possible on closed-door functions within the office. We should encourage property Social Distancing should residents gather unexpectedly to use the currency exchange machine.