

PROTOCOL FOR SHOWINGS & TURNOVER OF UNITS

during the Covid-19 pandemic

Separate protocols apply to work permitted in occupied units.

- **Cleaning of units**
 - As with all common areas, ensure proper cleaning before unit turnover.
 - Check "Enhanced cleaning protocols" under community housing sector updates at <https://www.bchousing.org/COVID-19>
- **Showing of units**
 - All showings will occur in vacant units only. Social/physical distancing will apply.
- **Move outs – caretaker's role**
 - **Pre-move inspections** should be coordinated with the tenant, preferably
 - at a time that you can do while they are out OR
 - the tenant can move to a room while you complete the inspection.
 - **Approvals and work** will happen in the usual manner **other than** consideration for social/physical distancing when work is scheduled for after move out and unit is vacant.
 - **Mid-month check in with tenant** to ensure moving is on track. Confirm they are able to obtain movers etc.
 - **Move out inspections** are to be conducted in the same manner as above.
 - **Limit** the number of people who attend.
 - Have the tenant wait outside or in another area of the unit, to **maintain social/physical distancing**, while you conduct the inspection.
 - The paperwork can be put on the kitchen counter to allow the tenant to review it and then sign, as appropriate.
 - Please ensure all areas are signed prior to parting ways.
 - Keys, fobs, parking passes, laundry cards, organics and recycling totes etc can be left on the counter or on the floor.
- **Move ins – caretaker's role**
 - **Move in Inspection**
 - **Limit** the number of people who attend.
 - **Prepare move in condition inspection paperwork** ahead of time, place on Kitchen counter.
 - Have the tenant review the unit with the paperwork, while **maintaining social/physical distancing**. Have them sign the form or amend any additional info required prior to signing.
 - Keys, fobs, parking passes, laundry cards, organics and recycling totes etc can be left on the counter or on the floor as is appropriate.
 - Complete orientation of the unit/building/property/how to connect with you, as required.
 - **Check in by phone after a week or two** to ensure they have what they need in their unit or around the site. If required to return to the occupied unit, confirm your Supervisor which work is permitted in occupied units.