

Prepping for Reoccupancy Checklist:

Four Critical Areas CRE Property Managers of Office Buildings Must Focus On.

When reopening my building, how many people should I allow in my building? How do I remind occupants to stay six feet apart? How do I ensure that there is enough hand sanitizer? How can I keep my tenants safe?

These are just a few of hundreds of questions that are swirling around every property managers' mind right now.

Just like reopening each state, there isn't a step by step guide that explains what property managers must do when reopening their buildings, but we compiled a list of a few key areas to focus on.

Use this checklist to see where you may have gaps in your reoccupancy plan:



Building-wide Communication



New Procedures and Protocols



Enforce new Processes with Equipment, Signage, and Supplies



Create and Implement a Plan to Monitor New Procedures



1. Building-wide Communication

There are a lot of unknowns that the COVID-19 pandemic has brought upon the world. It is no different for property managers and the tenants that occupy their buildings. Keeping everyone informed and updated with important information about the pandemic is especially critical in three areas:

How to communicate with tenants, vendors, and building staff:

Ensure you can get your messages out by amplifying your messages through multiple channels.

Can you communicate with tenants via:

- ☐ Email
- ☐ SMS text message or messaging tools such as Slack
- ☐ Tenant message boards on your tenant portal

Can you communicate with vendors via:

- ☐ Email
- ☐ SMS text message or messaging tools such as Slack
- ☐ Notifications through your property operations software

Can you communicate with building staff via:

- ☐ Email
- ☐ SMS text message

What to communicate with tenants, vendors, and building staff :

Property management teams are busy setting new processes and plans to reopen their buildings. Tenants, vendors, and building staff must be prepped and aware of new protocols such as: Can you communicate with tenants via:

- ☐ How many people allowed in elevators or lobbies at once
- ☐ How tenants should reoccupy their offices
- ☐ Visitor procedures
- ☐ Rules for social distancing
- ☐ Vendor check-ins/check-outs

How should tenants communicate with property management teams:

It is equally important for tenants to be able to communicate concerns or questions with property management teams such as, “how should I register a visitor?” or “I have a cold, is it okay to come into the building?”. Enable your tenants to communicate easily through:

- ☐ A tenant portal where you can capture every detail and ensure questions are followed up with.
- ☐ SMS text message where tenants can easily text their questions and property management teams can track the interaction and answer questions.

Property management teams should also create a procedure for tenants reporting a COVID-19 case or other non-compliance issues in their offices.



2. New Procedures and Protocols

Property management teams are focusing on new processes to keep their tenants safe and buildings running efficiently due to the pandemic. Here are a few new procedures teams should be implementing:

- ☐ Updated cleaning frequencies
- ☐ Inspection tasks (I.e. are hand sanitizer stations filled at all times?)
- ☐ Air quality tests
- ☐ Temperature tests for building occupants
- ☐ Rovers (I.e. staff that rove around buildings to ensure people aren't gathering in larger groups, keeping safe distances, following entrance/exit paths properly)



3. Enforce new Processes with Equipment, Signage, and Supplies

From new traffic patterns of building occupants to hand sanitizer stations on each floor and office space, buildings are changing. Ensuring you have the appropriate amount of new supplies and signage to remind tenants of new protocols will help ease the transition of a new work experience.

Equipment and Supplies

- ☐ Hand sanitizer stations
- ☐ Extra hand sanitizer
- ☐ Touchless controls
- ☐ New HVAC filters
- ☐ Masks for visitors and tenants

Signage

- ☐ Signage for where visitors can ask questions
- ☐ Markers on the floor reminding occupants how far 6 ft apart is
- ☐ Signage in elevator bays limiting the number of people on an elevator or where occupants should stand in an elevator, so they are 6 ft apart
- ☐ Notices of which doors should be entrance only and which should be exit only to keep social distance
- ☐ Signage directing building occupants which ways to go to get in and out of the building (think single flow of traffic at grocery store)



4. Create and Implement a Plan to Monitor New Procedures

As new information about the COVID-19 virus continues to come to light, the world will have to continue to adjust their lives and routines. The same goes for property management teams. Reoccupying your buildings won't be a one and done process. It should be flexible and change as the world learns more about the virus. To ensure your team is keeping up with the changes, make sure you can check the following boxes:

- ☐ Create reports to measure your success (i.e. logging incidents with a COVID-19 incident type)
- ☐ Enable feedback loops from tenants, vendors, and building staff
- ☐ Monitor questions from tenants to ensure your new procedures are clear

Procedures and processes will change as we continue to navigate through the COVID-19 pandemic, but this checklist provides a high-level view of areas of their business property management teams should be focusing on when prepping for reoccupancy. The most important task is keeping tenants safe while creating a new work experience for all tenants.

We are here to help.

Building Engines' property operations platform helps property management professionals set, implement, and track new building operations procedures so that teams can focus on more pressing issues at hand.

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