



COVID-19 PANDEMIC

Frequently Asked Questions? -Property Management

➤ **Will LMHA continue leasing for vacant units?**

LMHA will continue leasing. Staff will be provided personal protective equipment and will practice social distancing.

➤ **Will LMHA Property Management Staff still deliver rent to Central Office?**

Property Management staff should continue to deliver rent to LMHA's Central Office until further notice

➤ **Will LMHA still process pest control treatments?**

Yes! Heat treatments only.

What if the resident cancels the treatment?

Property Management should contact the resident and reschedule directly with the resident and vendor.

➤ **Will LMHA continue to process emergency transfers?**

*Yes, on a case by case basis where the health and safety of the resident is at stake. **Please Note: Emergency transfers may be delayed due to the limited availability of units.***

➤ **Will LMHA still distribute commodities?**

Yes, practicing social distancing by limiting the number of clients in the distribution area and utilization of a walk-thru quick process.

➤ **Will LMHA close community rooms?**

Yes, until further notice.

➤ **How should staff respond to residents who say they are sick?**

If they are in visible distress you should call 911. If not visibly distressed, Staff should ask the resident questions regarding their symptoms. If they respond that they have a cough, fever, or shortness of breath you should inform their emergency contact and have them isolate in their apartment immediately. John McGuire LMHA's liaison with the Lucas County Emergency Operations Center should be contacted immediately.