



## **COVID-19 Maintenance Request Guidelines**

**Please read the following guidelines in full before submitting an Online Maintenance Request. If you have questions or cannot agree to the guidelines below, please contact your rental office for further assistance.**

**SOCIAL DISTANCING:** We are required to practice social distancing measures during work activities, so we ask that you and any members of your household who are home during the service call remain in a separate room until work is complete.

**PERSONAL BELONGINGS:** To protect your personal items and help our staff complete their work as efficiently as possible, please remove all personal items from the work area.

**MASKS/FACE COVERINGS:** In order to comply with CDC guidelines, if any member of your household is home during our service visit, we must ask that a mask/face covering is worn for the duration of the service call.

**PERSONAL PROTECTIVE EQUIPMENT (PPE):** Our service team will be wearing PPE to protect themselves and your home. They must wear a mask/face covering, shoe coverings, and may also be using any combination of the following OSHA recommended items, depending on the task: gloves, goggles, face shields, gowns, Tyvek suits, drop cloths.

**CLEANING & DISINFECTING PROTOCOLS:** We will be disinfecting surfaces prior to commencing work. A 70% Ethanol solution will be used to sanitize most surfaces, but other bleach or ammonia-based products may be used to disinfect certain surfaces. The surface will be wiped down and disinfected again upon the repairs being completed. Upon request to the office, we can provide you with the information sheets of the products being used in your home.

**Our service team has been advised not to enter an apartment if you are unable to meet all the above requirements. You may contact the leasing office to reschedule when all measures can be met.**

**Thank you for helping keep our residents & staff safe.**

**-Dawn Homes Management**