

Miami-Dade County Interior Spaces – Real Estate Group – April 30, 2020

Summary of Recommendations

Approach:

Begin with safe, responsible protocols for real estate businesses, construction sites, and shopping centers in adherence with Center for Disease Control (CDC) and Florida Department of Health (DOH) guidelines. Then, at the appropriate time, develop additional and appropriate protocols for real estate and construction activities and responsibilities.

The top priorities for these recommendations are the health and safety of all staff and visitors, and the recommendations were developed with the guidance of public health officials.

Real Estate Businesses:

Operation within office space

- Each real estate office manager and/or operator is responsible for creating a plan implementing safe practices in accordance with CDC and DOH guidelines (<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>). That plan must be communicated to all brokers, agents and other employees explaining the expectations of compliance with the minimum requirements of the real estate company.

Social distancing for brokers, agents and other employees in the office

- Waiting room areas must be reconfigured to ensure that all seating is at least 6 feet apart from other seating.
- Remote conferencing is required, and replaces all face-to-face meetings, whenever possible.
- Reduction of personnel in office to ensure that desk areas are at least 6 feet apart from another desk, irrespective of any partitions.
- Consider the use of different shifts (i.e., Alpha/Bravo shifts), thereby allowing staff to work during alternate days or at alternate times.
- Where business needs permit, allow employees to work remotely.
- Prevent the use of any seating in any common area kitchens/lunchrooms. Alternatively, set up kitchens/lunchrooms to allow for proper social distancing. Mandate that all personnel stagger lunch breaks if they do not have their own space.
- Markings must be placed on the floor and other areas to accomplish social distancing.
- Elevator occupancy is to be limited to promote social distancing to include markings on elevator floor identifying proper occupant position (number of people will depend upon the size of the cab).
- Create or amend the existing HR manual or policy statement to include the requirements/protocols for social distancing in accordance with CDC and DOH safety

requirements (<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/social-distancing.html>). Have all personnel sign an acknowledgement form verifying their agreement with the terms.

High touch point areas and common areas

- Any and all furniture in common areas, such as lobbies and waiting areas must be re-configured to ensure social distancing so that they are at least 6 feet apart.
- Eliminate use of drinking water fountains (given the degree of human contact and provide alternatives, like individual water bottles).
- Install or provide hand sanitizers near high touch point areas (i.e., doors, elevator buttons, escalator railings and braille labels). If there is a shortage of hand sanitizer, require individuals to wash their hands with soap and water in the restroom.
- Increase the routine of cleaning and disinfecting all high touch areas with a CDC recommended disinfectant to every 2-3 hours (<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>).
- Allow usage of stairwells to help with elevator limitations, but also mandate limits on how close people can be while using the stairs. Stairwells and elevators must be regularly cleaned and disinfected every 2-3 hours.
- Restrooms must be cleaned every 2-3 hours. Signage must be posted to remind people to wash their hands in the restroom. Restroom use must be limited to no more people than can maintain social distancing requirements in the space (one or two or family unit). Hand sanitizer must be placed outside of the restroom.
 - Use restroom attendants wherever possible, to ensure that the requirements are followed.
- Prior to re-opening, flush plumbing to eliminate stagnant water that may have accumulated during the building closure (<https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html>).
- Prior to re-opening, change and/or upgrade heating, ventilation, and air conditioning (HVAC) filters, as necessary, to maximize fresh air (upgrading to High Efficiency Particulate Air (HEPA) filters where possible)
- Upgrade solid waste disposal plans to incorporate safe collection and disposal of used PPEs (e.g., use designated solid waste bags that are double-bagged and securely sealed).

Personal safety measures

- All customers/clients must use hand sanitizer or wash hands at time of building entry.
- All employees must wear a mask or other face covering.
- All employees must be screened using the CDC questionnaire for a) symptoms of COVID-19, b) whether they have recently tested positive for COVID-19, and c) whether they have been in close contact with anyone recently diagnosed with COVID-19. If the employee has answered yes to any of the aforementioned questions, the employee must not be allowed entry into the office.

- Employees should be assessed daily using a brief checklist to track their symptoms. This may not capture asymptomatic people, but it can help minimize exposure. Sharing of resources such as phones, desks, computers, peripheral devices, and writing instruments shall be eliminated where possible. If not possible, employers or their designee shall provide cleaning supplies proximate to each resource and require each user to clean the resources after individual use (<https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>).
- Accommodations must be made for people who cannot wear masks per CDC guidelines (“anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the cover without assistance” - <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover-faq.html>)

Customers/clients visiting the office

- Encourage “drive-through” closings, where the buyer and seller stay in their vehicles and sign documents (thereby avoiding any need to enter the real estate office).
 - If drive-through closings are not possible, restrict the people entering the real estate office to only the necessary parties.
- Limit all visits to the real estate office to strictly meetings by appointment only.
- Prior to an appointment, clients and visitors must be screened using the CDC questionnaire for a) symptoms of COVID-19, b) whether they have recently tested positive for COVID-19, and c) whether they have been in close contact with anyone recently diagnosed with COVID-19. The appointment must be cancelled if the person answers yes to any of the aforementioned questions.
- Create one-way entrances to control points of entry.
- Customers/clients must wear a mask or other facial covering prior to entering the office, and such facial covering must remain on at all times.
- Signage with best practices developed by the CDC and DOH must be posted in multiple locations, which are publicly trafficked, reinforcing measures to “Stop the Spread of Germs” (CDC poster: <https://www.cdc.gov/coronavirus/2019-ncov/downloads/stop-the-spread-of-germs.pdf>).
- For closings, use e-signatures and virtual notaries. Alternatively, have the parties come to the office on separate days or at different times to sign the various documents.

Deliveries to the office of packages, materials and supplies

- Utilize a “dead drop” area, where any and all deliveries are placed, eliminating human interaction. Whenever possible, deliveries should remain in the delivery area, without being touched by office personnel. If it is not possible to leave the packages undisturbed overnight, properly wipe down or spray packages with a disinfectant before handling them.

- Whenever possible, require that personnel come to the lobby to pick up food, parcel and courier deliveries to limit the number of people walking through the office space and/or using elevators/stairs.

Tours or Walkthroughs

- Encourage the use of virtual platforms, when available. Tours or walkthroughs should be limited to those prospects who have both a genuine interest in a property and the potential to lease or close on the property. This is required in order to limit unnecessary personal interaction.
- Prior to a tour or walkthrough, all tour participants must be screened using the CDC questionnaire for a) symptoms of COVID-19, b) whether they have recently tested positive for COVID-19, and c) whether they have been in close contact with anyone recently diagnosed with COVID-19. If a person answers yes to any of the aforementioned questions, that person must not be allowed to participate in the tour.
- The wearing of masks or other face coverings is a requirement for both the agent and the customer/client (buyer or seller) (<https://www.cdc.gov/coronavirus/2019-ncov/downloads/DIY-cloth-face-covering-instructions.pdf>).
- Accommodations for people with disabilities must be addressed with attention to CDC and Florida Department of Health guidelines.
- Accommodations must be made for people who cannot wear masks per CDC guidelines (“anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the cover without assistance” - <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover-faq.html>).
- Prior to a tour or walkthrough, the touch points (e.g., doorknobs, light switches) must be cleaned and disinfected by the designated real estate professional, owner, or landlord.
- Prior to a tour or walkthrough, open any and all doors within the property, and have them remain open with a doorstop, including, but not limited to closet doors, so that the person on the tour or walkthrough does not have to touch anything.
- Prior to a tour or walkthrough, every person entering the property must use hand sanitizer or, if not available, soap and water must be used immediately upon entry. If using soap and water, hands must be dried on disposable paper towels and all towels must be disposed of properly.
- During the tour or walkthrough, social distancing requirements must be followed. Limit tours to include only the required buyer(s), investor(s), or real estate professionals. After each tour or walkthrough, the touch points (e.g., doorknobs, light switches) must be cleaned and disinfected by the designated real estate professional, owner, or landlord (<https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>).
- The supply and use of gloves by tour participants is encouraged (optional).

Communications

- Use company websites or other means (including but not limited to social media) to communicate any and all requirements for both employees and customers/clients (when possible communications be in multiple languages).
- Send regular notices by email (or other electronic means) to employees, customers and clients which provide updated information on any changes being implemented by the business.
- Signage reinforcing best practices developed by the CDC and DOH must be posted in multiple locations, which are publicly trafficked, emphasizing such guidelines as:
 - Stay home if you are sick
 - Clean hands often with soap and water for at least 20 seconds and/or use hand sanitizer
 - Avoid touching your eyes, nose and mouth
 - Practice social distancing (6 foot minimum distancing)
 - Wear a mask or face covering
 - Cover coughs and sneezes with a tissue and then dispose of tissue.
- Use all communication platforms to emphasize the requirements and protocols of the CDC and DOH guidelines (<https://www.cdc.gov/coronavirus/2019-ncov/index.html>), with a notification that such requirements will be enforced by the business.
- Prominently post health prerequisites and customer/client protocols in multiple publicly trafficked locations.
- Continue to encourage communication by telephone, email and by visiting the company's website. Also, encourage the use of virtual platforms to visit properties prior to any actual tour or walkthrough.

Construction Sites

Processes and Operations

- Construction industry employers must develop a comprehensive COVID-19 Business Operations Plan (COVID-19 BOP), which includes control measures such as safety training for all employees, the general contractor, and sub-contractors on site, social distancing; symptom checking; hygiene; decontamination procedures, tracking, enforcement, and record keeping.
- Construction industry employers are defined as a) the primary general contractor on a specific, active construction site, and, b) the property owner or designated representative if such owner or designated representative is a real property developer who actively participates and has employees involved in an active construction project which are not under the supervision of the general contractor.
- The COVID-19 BOP shall follow all CDC and OSHA standards for COVID protection at construction sites.
- For sites with more than 10 employees, employers shall designate a site-specific COVID-19 Safety Manager to enforce CDC guidance. A designated COVID-19 Safety Manager shall be present on the construction site at all times during construction

activities. The COVID-19 Safety Manager can be an employee or sub-contractor who is designated to carry this role in addition to their other responsibilities.

- The Safety Manager shall ensure that social distancing and other adopted COVID-19 safety processes on site are maintained in high-risk areas where workers may be required to stand near each other, such as hallways, hoists and elevators, and break areas.
- Employers shall stagger the trades as necessary to reduce density and maintain a minimum 6 foot social distancing requirement, and limit the number of people on site at any given time to the minimum possible.
- Employers shall restrict non-essential visitors.
- Employers shall create a health screening process for COVID-19 symptoms.
- Employers shall publish the jobsite management plan and communicate it to all workers.

Employees, Visitors and On-Site Persons

- Face coverings shall be required for all construction site workers and visitors (<https://www.cdc.gov/coronavirus/2019-ncov/downloads/DIY-cloth-face-covering-instructions.pdf>).
- Employers must make accommodations for people who cannot wear masks per CDC guidelines (“anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the cover without assistance” - <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover-faq.html>).
- All persons on site shall practice, to the extent reasonably possible, hygienic recommendations by the CDC, including covering the mouth and nose when coughing or sneezing.
- Prior to an appointment, visitors must be screened using the CDC questionnaire for a) symptoms of COVID-19, b) whether they have recently tested positive for COVID-19, and c) whether they have been in close contact with anyone recently diagnosed with COVID-19. The appointment must be cancelled if the person answers yes to any of the aforementioned questions.
- Employees should be assessed daily using a brief checklist to track their symptoms. This may not capture asymptomatic people, but it can help minimize exposure.
- Sharing of resources such as phones, desks, computers, peripheral devices, and writing instruments shall be eliminated where possible. If not possible, employers or their designee shall provide cleaning supplies proximate to each resource and require each user to clean the resources after individual use (<https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>).

Construction Site and Maintenance

- Employers shall create a single entry point for every site that has more than 10 workers at a time.
- Employers shall post signs throughout the site reinforcing best practices developed by the CDC and DOH, including required social distancing guidelines and disinfection.

- Employers must implement site maintenance that includes disinfecting high touch point areas, objects, and surfaces.
- Employers shall place wash stations with soap and water or hand sanitizers in multiple locations to encourage hand hygiene.
- All restroom facilities/porta-potties should be cleaned, and handwashing stations must be provided with soap and water, hand sanitizer and paper towels.
- Trash receptacles shall be identified in several locations for disposal of personal protective equipment (PPE).

Provision of Supplies

- Employers must provide PPE, such as face masks, face shields, gloves, and goggles, as appropriate for the activity being performed. PPE must not be shared.

Designation of Materials Delivery

- The Employer, either through their Safety Manager(s) or other designated employee, shall identify safe spaces for visitors and material deliveries on site, and require that deliveries be made to such designated spaces to the extent possible.
- Deliveries shall be scheduled in a staggered order, to the extent possible, to encourage social distancing.
- Food trucks shall be allowed to service construction sites, but must follow safety protocols to be developed including, but not limited to, selling only packaged, single serving foods, discouraging congregation and requiring social distancing in lines, and handling of all food products, monies, and payment cards with gloves.

Shopping Centers

- Each shopping center owner is responsible for developing and adopting a capacity/density plan that ensures compliance with social distancing and CDC/Florida Department of Health guidelines in common areas.
- Maintain 6 foot social distancing requirements between shoppers, except for families residing at that same dwelling (for guidance, family is considered to be the individual and spouse, domestic partner, parents, step-parents, children and step-children, as defined in the Miami-Dade County Code).
- Employees should be assessed daily using a brief checklist to track their symptoms. This may not capture asymptomatic people, but it can help minimize exposure.
- Shopping center owners must place markings on sidewalks/outdoor areas to create shopper queues for social distancing prior to entering tenant spaces.
- All shopping centers must have an interior consumer messaging strategy, which details what has been done and ongoing measures to protect shoppers from the virus.
- Signage must be posted in multiple, publicly trafficked locations.
- Prior to re-opening, flush plumbing to eliminate stagnant water that may have accumulated during the shopping center closure (<https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html>).

- Prior to re-opening, change and/or upgrade heating, ventilation, and air conditioning (HVAC) filters for shopping centers, as necessary, to maximize fresh air (upgrading to High Efficiency Particulate Air (HEPA) filters where possible)
- Upgrade solid waste disposal plans to incorporate safe collection and disposal of used PPEs (e.g., use designated solid waste bags that are double-bagged and securely sealed).

Enhance Disinfecting and Maintenance Protocols for Common Areas

- Adequate visible placement of signage must be placed throughout common areas (indoor and outdoor areas) reinforcing CDC and DOH safety guidelines on social distancing and disinfection. Stanchions, floor decals, or tape must be used to reinforce social distancing guidelines and direction travel.
- Adequate coverage and refill of all hand washing and sanitizer stations.
- Play areas will remain temporarily closed.
- All seating areas must be adjusted to meet 6 foot social distancing guidelines, and seating must be removed where spacing is an issue.
- Shopping Center Offices must remove seating where 6 foot limitations are not possible, limited access to the public, place stanchions and floor markings outside of the space, and install, plexiglass sneeze guards on counters.
- Common area carts/kiosk must follow 6 foot social distancing guidelines.

Cleaning and Disinfecting

- Restrooms must be cleaned and disinfected every 2-3 hours (<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>).
- Interior messaging must be placed in restrooms with reinforcing social distancing guidelines and handwashing instructions.
- Provide hand sanitizers or soap, water, and paper towels near high touch areas, such as bathroom doors, ATMs, elevators (at every landing), escalators, and stairs.
- High touch point ATMs must be disinfected every 2-3 hours.
- Preferably, eliminate use of drinking water fountains (given the degree of human contact).
- Security guards and staff must pro-actively enforce all visitor protocols; visitors who violate the rules will receive no “warnings” and will be required to leave immediately.

Implement Guidelines for Tenants:

- Tenants must develop a plan for implementing safe practices specific to their leased space.
- Tenants are responsible for communicating CDC safety guidelines to employees and to their customers through signage and physical markings throughout their retail space.

- Masks or facial coverings, as recommended by the CDC or mandated by state/local order, should be worn by employees and their vendors while performing work duties or interacting with other persons or as mandated by state and local jurisdictions.
- Employees should be assessed daily using a brief checklist to track their symptoms. This may not capture asymptomatic people, but it can help minimize exposure.
- If tenant space has escalators or stairwells, tenants must provide required sanitation of those high touch areas and provide hand sanitizers at all discharge points.
- Occupancy within the store must be limited to the degree necessary to facilitate social distancing.

Condominium and Homeowner's Associations

- Condominium and Homeowner's Associations must perform business functions necessary to support market transactions. This includes, but is not limited to, processing and approving applications, issuing estoppel letters, coordinating move-ins and move-outs, and processing payments.
- Associations must open buildings to agents and visitors for the purpose of real estate and related business by appointment (e.g., photography, appraisals, inspections, unit preparation, and tours). Any appointment shall be scheduled at reasonable business hours.
- Social distancing requirements must be followed.
- All association members, employees, agents, and visitors must wash hands or use hand sanitizer at time of building entry.
- All association members, employees, agents, and visitors must wear a mask or other face covering.
- Employees should be assessed daily using a brief checklist to track their symptoms. This may not capture asymptomatic people, but it can help minimize exposure.
- Sharing of resources such as phones, desks, computers, peripheral devices, and writing instruments shall be eliminated where possible. If not possible, association members or their designee shall provide cleaning supplies proximate to each resource and require each user to clean the resources after individual use.
- Accommodations must be made for people who cannot wear masks per CDC guidelines ("anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the cover without assistance" – <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover-faq.html>).