

**Advisory Guide for Safe Practices for Property Management Office and  
Rental Agents for  
Residential Landlord Tenant Rentals in Delaware  
to Comply with the State of Emergency  
as declared for our safety by Governor Carney.**

**This has been reviewed through the Division of Small Business which has the  
authority to issue clarifications of the Declaration of Emergency Concerning  
Essential Businesses.**

**Your actions impact your neighbors and your neighbors' actions impact you  
It is your duty to protect yourself, your clients and customers.**

1. As an Essential Business under the Declarations we have the privilege of continuing to manage rental properties and rent units covered by the Delaware Residential Landlord Tenant Code. With privilege comes responsibility. It is **your** responsibility to follow these guidelines. If you do not, we risk all being shut down completely.
2. Your property management office may remain open, with the doors locked. Applicants and other non-employees should not be allowed access to your office without an appointment. You should not allow applicants or others in your office as part of a showing of a rental unit. Managers, bookkeeping, administrative and maintenance staff are permitted to be in the office for the purpose of maintaining “Minimal Basic Operations including Emergency Maintenance or Repairs as defined below”. Property Managers may process necessary financial information and respond to time sensitive items, preferably by electronic means. Call center employees may need to be in the office to handle the current volume of calls for cancellations and the occasional new rental. If possible these calls should be automatically forwarded to employees working remotely. However, if there are others in the office, practice physical distancing and follow CDC Guidelines. Rental Agents may stop in the office to get supplies and drop off papers. Follow your Employers Rules about office access to regulate the number of people in the office.
3. **YOUR RENTAL OFFICE IS CLOSED TO THE PUBLIC. DO NOT TAKE THE PUBLIC TO YOUR RENTAL OFFICE.** Your rental office should be closed for all face to face interaction. Employees should continue to work from home. Rental agents should refrain from spending time in the office and should work remotely making maximum use of electronic tools to facilitate rentals, renewals of rentals and the acceptance of terminations from tenants. Rental applicants, and current renters should not be allowed access to your office for any reason. Keep the front door to the office locked so you can ensure limited access to the office.
4. Complete paperwork electronically except when it is absolutely necessary to have a “wet” signature. Whenever possible, utilize counterpart signing arrangements.
5. Instead of personal viewings of rental units you should encourage the use of virtual tools such as high-quality photographs of rentals, virtual tours, and interactive floor plans to replace in person showings and limit the number of units that must be viewed in person.
6. If possible avoid all in person showings of rental units. Only allow personal inspections by applicants of un-occupied units. If there is a need to do an in person showing of a rental unit, limit your contact to opening the door to allow the applicant access, wash

your hands, wear gloves and a face covering. Do not allow the use of the bathroom facilities, and the rental agent should only spend enough time near the entry to the unit, to allow the prospective tenants to view what they need to see in the rental unit. Rental Agents should go outside, or into an open area and stand apart from the prospective renters to have conversations about the rental unit. Both the rental agents and the prospective tenants should wear a face covering and at all times comply with the CDC recommendations and the Governor's declarations.

7. You may continue your property management functions such as accepting deposits, arranging for emergency maintenance or repairs, cleaning, and allowing those contractors access to your properties. However, arrange to provide keys without contractors coming into your office space. Contractors may access properties to make repairs and prepare for rentals.
8. All internal common areas are closed to residents. No packages are to be accepted by management staff for residents.
9. Do everything you can to keep yourself healthy and teach others how to stay healthy. Follow CDC guidelines, wear a face covering, and comply with social distancing.
10. Maintenance work should be limited to Emergency work and move in preparation only.<sup>1</sup>
11. For all new renters from within the State, who have already been accepted, executed their rental agreement and made all payments necessary to take occupancy the property manager or rental agent should make arrangements through electronic communication for the new resident to receive a key and gain access to the rental unit. Renters from within the state are not required to self-quarantine unless they have tested positive for COVID-19, have exhibited any symptoms of COVID-19, or have been exposed to someone who has tested positive for COVID-19.
12. When arriving at the property for move in, all Renters who have traveled from out of state and are taking occupancy of a rental unit pursuant to a long term rental agreement, during the state of emergency, must arrive fully prepared to self-quarantine within the rental unit for 14 days. They must bring 14 days of food and provisions with them to be able to stay in the rental for 14 days. They are prohibited from leaving the rental unit to go to the grocery store or to pick up take-out food and must follow all other provisions of declaration of the State of Emergency. If the Property Manager or the rental agent is aware of violations of the self-quarantine by renters who have traveled from other states they must report the violation to law enforcement.
13. If the rental unit is in a multi-unit building, the property should provide safe move in guidelines to all new residents to be in use at all times during the move-in. Those safe move-in guidelines should be executed by the new residents and shall constitute an amendment to the rules and regulations of the community for the duration of the State of Emergency.
14. If a rental agreement has expired, or been terminated by agreement of the parties or by operation of law, during the State of Emergency, the tenant(s) may come to Delaware, from an out of state location, without quarantining, for the limited purpose of removing their personal property from the rental unit. They must leave the state the same day they arrived and may not visit other locations within the state. The tenant(s) must coordinate

---

<sup>1</sup> See, the attached Emergency Repairs and Maintenance Safe Practices during the State of Emergency.  
MPM-DAA 05202020 Amendments Management of Safe Practices Rentals approved final

- the time for the visit to remove their personal property with the Property Manager, or rental agent and must at all times conduct themselves consistent with CDC guidelines, and must sanitize areas of the rental unit they have touched and all personal items that are being left behind consistent with CDC guidelines. Former tenants who have signed a binding new rental agreement for a unit within the state, where the initial date of the new agreement has already occurred, may move their possessions directly to the new unit, without leaving the State, but must comply with paragraph 12 above and be prepared to self-quarantine themselves in the new unit for 14 days. They must come with adequate provisions and food to remain in the new rental unit for 14 days and not leave the unit.
15. If the rental agreement has expired, or been terminated by agreement of the parties or by operation of law and the agreement previously provided housing for more than one Tenant, than no more than one (1) former tenant may remove personal items during any given day. All former tenants must coordinate the time for their visit to remove their personal property with the Property Manager or rental agent. Former tenants may only come to the property during the time slot approved by the Property Manager or rental agent. They must complete the removal of their personal items in the time frame authorized by the landlord. If the former tenant's came from out of state to remove personal items then they must each comply with paragraph 14 above.
  16. Don't socialize face to face with applicants or approved residents or others in the transaction. Avoid fact to face contact if at all possible. Keep your time together to a minimum. For transactions that occur that occur which require a wet signature, at the conclusion of the execution of the documents all items that have been touched should be sanitized consistent with CDC guidelines. Be social by phone and other electronic means.
  17. Use social media to show you are acting responsibly in compliance with the Governor's Orders and this Advisory Guidance, and not to entice people to leave their homes to visit the property. Remember they are subject to an order to "shelter in place of residence".
  18. As a property manager, who works for other property owners who want to rent their homes, you can take new rental listings or execute property management agreements. If at all possible this process should be completed either electronically or through the mail. If that process absolutely requires a face to face meeting with the owner of the property, have the meeting outside away from your office and follow CDC guidelines, at all times. Wear a face covering during that meeting.
  19. For renters who want to make application to rent, you can negotiate and execute new rental agreements consistent with the above listed safe practices.
  20. You can continue to advertise available rental units.
  21. Long Term Renters may travel to Delaware to tour properties, consistent with paragraph 6, and to execute a rental agreement and other necessary documentation. Renters must practice physical distancing, comply with instructions from the rental agent, and follow CDC guidelines and the Governor's declarations while in Delaware. If they are not taking immediate occupancy, they must leave Delaware, without entering any building or business establishment after executing the rental agreement and any other necessary documentation.
  22. Display a positive attitude to help people through this. Do not panic, stay informed, and use your best judgment and common sense.

23. Property managers and rental agents who live out of state may come to Delaware only as necessary for the completion of their job duties, but then most promptly return home.

**Advisory Guidelines for Safe Practices for Property Management Companies and Owner managed Residential Landlord Tenant Code Properties in Delaware to Comply with the State of Emergency for our safety by Governor Carney. This has been reviewed through the Division of Small Business which has authority to issue clarifications of the Declaration of Emergency concerning Essential Businesses.**

**EMERGENCY REPAIRS AND MAINTENANCE SAFE PRACTICES**

As a safe practice only emergency maintenance or repairs should be made during the Declaration of the Delaware State of Emergency.

Emergency maintenance or repairs are defined as follows:

For the duration of the State of Emergency the following list are emergency maintenance or repairs that require immediate response:

- Maintenance and repairs necessary to prepare a rental unit for immediate occupancy;
- Water lines and/or heat lines broken;
- Leaking pipes;
- Drains backing up;
- Toilet not working (unless there is a functioning second bathroom in the apartment);
- No water;
- No hot water - Central water heaters or boilers require immediate attention as it affects numerous residents. Individual water heaters can wait until the next day UNLESS they are leaking;
- Complete electrical failure of apartment/sparking outlets;
- Elevator is stuck or not operating (call elevator company but go out to property for residents);
- Building power failure (regardless of surrounding area power outages);
  - Check for emergency generators;
  - Check elevators;
- Emergency generator running;
- Main entry doors or locks are stuck or broken;
- Building fire alarm is going off for any reason;
- Apartment doors or windows broken;
- Wind/storm damage;
  - In the event of major damage, alert your property manager to contact [the company's main office emergency number](#);
- Smell of gas;
- No heat/AC;
  - If the weather is extremely hot or cold, maintenance is required to respond quickly to AC/heat calls. If a resident of the apartment is elderly, very young or sick they will require immediate attention;
  - Be sure to set the expectations of the resident before coming out for the call. Let the resident know that the issue may not be fixed immediately, that

there is a chance only a temporary fix will be completed (ex: a space heater is placed in the bedroom) until the next working day;

- Fridge not working;
  - A second person may be needed to replace a fridge on weekends that cannot wait; this is in accordance with safety regulations that two people are required to move fridges;
- Pest issues related damage or safety issues;
  - Technicians are expected to respond to emergency calls for bats and squirrels and a claim of bed bugs;
  - Birds can wait until the next day unless they pose a real threat; instruct residents to open a window so they can get out;
  - On-call personnel should contact animal control for any raccoon, skunk, feral cat or possum issues;
- Lock outs;

This list is not complete but is meant to exemplify the most common maintenance or repair emergencies your technicians encounter. Technicians should use their best judgement during emergency calls and always err on the side of caution. They should wear gloves and a face covering at all times during emergency repairs or maintenance. Anything that might cause damage to the property or residents will always be considered an emergency maintenance call.

Non-emergency repairs that have been requested in writing by the Tenant, may at the discretion of the Landlord, be completed if the Landlord is satisfied that any risk of the transmission of the COVID-19 virus has been ameliorated to the Landlord's satisfaction. In no event may the landlord be compelled to make non-emergency repairs if there remains a reasonable concern on the part of the landlord or its employees of potential exposure to the tenants or landlord's vendors or employees.

You should at all times comply with CDC recommendations, and the Governor's declarations during ALL emergency repairs or maintenance. If you have any questions about what a safe practice is you are instructed to call your supervisor or the property manager before starting work.

Maintenance should always be dressed in company uniform and carry company ID when responding to an emergency maintenance or repair call.

All applicable and recommended COVID-19 precautions must be taken before during and after every emergency service call. Report any indication of Virus within the rental unit immediately to your supervisor.

You are not permitted, nor are you required to go into a rental unit where the tenant(s) have indicated they may have the COVID-19 virus, or that they have been in contact with someone who has been tested as positive for the Virus. Contact the manager on duty to have appropriate sanitation of the unit consistent with CDC recommendations planned and implemented.