

Community Associations & COVID-19

FAQ



COMMUNITY SAFETY FREQUENTLY ASKED QUESTIONS

Are community managers and board members encouraging residents to wear cloth face coverings in common areas of associations based on the new CDC recommendation? And if so, how are they advising these individuals?

We recommend that the community manager or board communicate to the unit owners the need to wear a facial covering, and preferably gloves, anytime they exit their unit. Even if it is to go to the laundry room or some other common area, as anything that reduces the likelihood of transmission from one person to another benefits everyone. Many states have only recommended these precautions, which are not enforceable in a court of law. As states order that masks are to be worn in public then community associations boards should recommend that masks be worn in situations where social distancing is not possible.

How should associations handle deliveries and packages?

Many associations are requiring the owner/resident to meet the delivery person at the entrance to the association. Many associations do not have the ability to store packages and various boards are setting up policies and contingency policies based on their space and amenities for how packages should be retrieved.

Should lifestyle events continued to be held? How can these events be replaced during a time where there are strict restrictions on gatherings and social distancing?

Community associations provide a sense of community and lifestyle. There are many creative virtual ideas to bring a sense of community to your association – window scavenger hunts, positive sidewalk chalk notes, etc. It is important to try to continue this sense of community during these unknown times.

How should a manager and a board handle move-in and move-out procedures during the COVID-19 pandemic?

Move ins and move outs should not be prohibited during this time. People have a right to move into or out of their residents. Associations to adopt certain policies and are encouraged to ensure the move happens during a specific time, the movers take necessary sanitary precautions and compromised areas should be disinfected during the move.

Can we ask potential purchasers and potential renters if they have traveled to any high-risk areas?

Speak to association counsel before engaging in conversations with potential purchasers or potential renters about COVID-19 and their possible travel-related exposure.

Can we prevent residents we know have traveled to any high-risk areas (China, South Korea, Iran and Italy) from returning to their units?

Overly restrictive protocol that unnecessarily impacts your residents' freedoms and quality of life are not likely to withstand a potential legal challenge and they also will create unnecessary strain in your community. It is important to remember that not every private residential community will be impacted in the same way.

Industry Experts on COVID-19 Community Safety FAQs:

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RESOURCES

Now is a good time to remind community association residents, board leaders, and managers of their [Rights & Responsibilities for Better Communities](#) and the [Community Association Civility Pledge](#).

View the latest COVID-19 resources and guidance from CAI by visiting www.caionline.org/coronavirus

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