

WE'RE IN THIS TOGETHER



WE ARE IN THIS TOGETHER MANAGING YOUR BUILDING | TOOLKIT

To slow the transmission of the coronavirus (COVID-19), Sacramento County issued a [public health order](#) mandating all individuals stay home, except for essential activities. Sacramento County's legal order was issued alongside the Governor's [executive stay home order](#), which does not give a timeline for when it will end. For most people, this means they are required to remain home and only leave for necessary activities such as purchasing food and/or supplies. Learn about the essential activities defined by Sacramento County at sacounty.net/COVID-19.

To guide you during this time of uncertainty, Downtown Sacramento Partnership developed this toolkit with helpful resources, tips and digital assets to help keep your property, tenants and employees safe. This is a rapidly changing situation. To stay informed, visit:

- For general information or questions about COVID-19 in Sacramento, visit Sacramento County's Department of Health Services at sacounty.net/COVID-19 or call 2-1-1.
- For updated guidelines and precautions that employers, workers, and families should follow, visit the California Dept. of Public Health at labor.ca.gov/coronavirus2019/.
- To find a list of resources and new temporary policy guidelines issued by the City of Sacramento, visit cityofsacramento.org.
- Stay up to date with us at DowntownSac.org/COVID-19 and encourage your tenants to [sign up for our email lists](#) to receive the latest information.

For tenants who are essential services that remain open, support them! Check out our blog on how you can [Support Today, Splurge Tomorrow](#).

***TOOLKIT TIP:** Jump to the most relevant section(s) for you by clicking on the area of interest below.*

KEEPING TENANTS SAFE
KEEPING PROPERTY SAFE

PROPERTY MANAGEMENT PROTOCOLS
NEW & TEMPORARY POLICIES
SUPPORT LOCAL

TENANT SAFETY

The top priority is the safety of your tenants, their employees, and visitors and the staff that maintain your properties. Businesses and workplaces who are not performing [essential duties](#) should implement telecommuting and teleconferencing for their employees, where appropriate and feasible. While this may mean there are fewer tenants in your building(s), there is still much you can do to help prevent the spread of COVID-19.

Best Practices:

- Keep your working environment healthy by establishing hygiene protocols such as providing easily accessible hand sanitizers, ensuring adequate air circulation and frequent sanitization.
- Increase frequency of cleaning and sanitizing per [CDC Environmental Cleaning and Disinfection guidance](#) of all hard surfaces, including tables and counter tops, elevator buttons, door handles, etc.
- Encourage employees to continue best hygiene practices, including washing their hands often with soap and water for at least 20 seconds.
- Provide information to residents and tenants about the common sense actions they can take to prevent the spread of infection (IREM has prepared [these customizable templates](#) property managers can use to post at their properties.)
- Post resources around buildings to help educate tenants, employees and visitors about correct hygiene and all suggested and instructed “social distancing” measures.
 - Many owners are considering closing or have already temporarily closed their amenity spaces.
- For additional information on protecting employees from COVID-19, refer to [Cal/OSHA](#).

PROPERTY MANAGEMENT PROTOCOLS

With many tenants and property management firms encouraging people to work from home if their job responsibilities do not require them to be on-site, it’s critical for property managers and owners have the proper precautions and procedures in place.

Before starting, we strongly encourage you to download and read the [Pandemic Guide for Real Estate Managers](#) from the Institute of Real Estate Management.

Similarly, apartment owners and operators should visit the [National Multifamily Housing Council](#) for a list of go-to resources to mitigate and educate residents on potential exposure.

Best Practices:

- If you don’t already have a detailed response plan, now is the time to create one. It’s critical to formulate an actionable, specific plan that can be enacted at your buildings.
- Communicate regularly with tenants, vendors and staff.
 - Provide virtual support through via virtual portals, phone, email, and text.
 - Give all tenants phone numbers for all essential services like maintenance and main office numbers.

- Go virtual. If you don't already, consider letting tenants make online rent payments, submit questions electronically, etc.
- Communicate information about safety measures being taken in the building and any developments that might be taking place.
 - Be sure to provide appropriate notice if there is any contamination or contact in the building so tenants can plan appropriately.
- Request tenants that continue to be open let you know ASAP if they know that someone in their household or space has contracted the virus so that any outside vendors or staff can plan accordingly and safely before entering the premises.
- Maintain your property:
 - Make sure your HVAC system is running properly.
 - Make sure your outside air and exhaust fans are running to keep the air circulating.
 - Make sure building systems (pumps, motors, elevators, etc.) are exercised/run on a schedule.
 - Someone should be running the water through the system every day to avoid plumbing system issues.
 - Put water in the "p-traps" - particularly in sinks and floor drains - to keep sewer gases from backing up into the space.
 - Don't forget about janitorial sinks, bathroom floor drains, etc.
 - Work with your tenants to shut off equipment that is not in use.
 - Equipment (like a copier) is still drawing power even when it is in the power-saving mode.
 - Encourage lowering above ground floor tenants to lower blinds and/or angling them to minimize solar gain (which will reduce energy consumption).
 - *Ground floor tenants should leave blinds up to maintain sight lines for patrols.*

KEEPING YOUR PROPERTY SAFE

Downtown Sacramento Partnership's Maintenance and Guides continue to provide essential activities in compliance with the public health order issued by Sacramento County to ensure downtown remains "clean and safe." We play a critical role in the effort to keep our community safe and stop the spread of COVID-19.

Effective immediately, our field services teams deploy 8 a.m. – 5 p.m. 7 days per week.

The teams are focusing on litter removal and sanitization of high-traffic areas, including handrails, trash receptacles, non-removable public furniture, and door handles. We remain diligent in monitoring storefront safety working closely with the Sacramento Police patrol officers to proactively check on downtown properties. Similarly, we are working closely with the City of Sacramento Office of Emergency Management and homeless service providers to share resources and self-care direction to homeless individuals. Please maintain safe distances between each other and our staff if you see them out in the field. They are working for all of us.

Important contact information:

- For active vandalism and/or personal safety issues, contact 9-1-1.
- To report a non-emergency issue, contact our dispatch team at 916-442-2200 during service hours or leave a message after hours.
- For non-urgent issues, contact the Sacramento Police Department's non-emergency line at 916-808-5471 or 3-1-1, as appropriate.
- For questions about our field services deployment, email Director Dion Dwyer at ddwyer@downtownsac.org or Lt. Sood at SSood@pd.cityofsacramento.org.

Tips to Keep Your Property Secure

If you close and/or vacate your property for an extended period of time, follow these important steps for crime prevention:

- [Email us](#) with contact information (email and phone). We encourage you to also complete and email us this [Trespass Notice](#) form to be utilized in case of emergencies.
- Make sure exterior doors and, where operable, exterior windows are locked.
 - Make sure roof access is secured too.
 - Ensure cameras are plugged in and working.
 - If you post an exterior sign to notify customers you are closed, use this [standard window signage](#) from the Sacramento Police Department.
- Tape an interior-facing phone contact list at all entry and exits into your business to provide quick contacts for first responders. This should not be visible from the exterior.
- Notify your alarm company of your extended absence and ensure they have accurate contact information for your business. If you receive an alarm call, do not cancel it.
- Check your property regularly – at least 1-2 times per week – to ensure that it is secure.

Find more tips to help ground-floor businesses stay safe at DowntownSac.org/COVID-19.

COVID-19 POLICY CHANGES

Since the COVID-19 pandemic has taken root in California, new (mostly temporary) policy changes at the federal, state and local levels affect how you manage your property.

COVID-19 In the Workplace

Effective April 1, 2020, the Families First Coronavirus Response Act (FFCRA or Act) requires certain employers to provide employees with paid sick leave or expanded family and medical leave for specified reasons related to COVID-19. Visit the [U.S. Dept. of Labor](#) for more information.

Employers are required to post and share the new FFCRA poster (email or other electronic communication is acceptable). [Download here](#).

Relief Resources

The \$2 trillion federal relief package known as the CARES Act provides assistance in several key areas:

- Forbearance relief for those with federally backed loans for multifamily properties for 30 days, which may be extended for 2 additional 30-day terms.
 - During the forbearance term, borrowers cannot evict or initiate eviction proceedings against a tenant solely for nonpayment of rent or other charges and may not charge any late fees, penalties or other charges to such tenant for late payment of rent.
- Small business lending support including the new Payroll Protection Program and Economic Injury Disaster Loans ([see more here](#))
- Expansion of unemployment insurance benefits. ([see more here](#))

Governor Gavin Newsom has also directed the State of California to initiate several temporary initiatives to support businesses and employers affected by COVID-19: ([see full list here](#))

- Small business interest [free deferral of sales/use tax](#) up to \$50,000 for businesses with less than \$5 million in taxable sales.
- [90-day extension on all businesses filing](#) a return for less than \$1 million in taxes.
- [California Small Business Loan Guarantee Program](#) (via IBank) \$50 million in state funding, providing potential capital for individuals who do not qualify for federal funds.

Property Tax Deferral

Counties may use all existing authority to cancel penalties and other charges for homeowners, small businesses, and other property owners that are unable to pay their property taxes due to circumstances caused by COVID-19 on a case-by-case basis. However, Sacramento County has not announced how local property owners can apply. Check the [County assessor website](#) for updates.

Local Eviction Moratorium

Like municipalities across the state, the City of Sacramento has also adopted a [temporary eviction moratorium](#) for residential and commercial tenants for failure to pay rent.

The moratorium ends when the Governor's Executive Order issued on March 16, terminates, after which tenants will be required to pay their landlord all unpaid rent.

- Both residential and commercial tenants must demonstrate that COVID-19 has impacted their ability to pay rent. See the [City's FAQ here](#) for more detail.
- This is a deferral of rent due, it does not remove the obligation to pay rent.

While tenants and property owners work reduce the impacts of the COVID-19 pandemic, several resources are coming online to support owners and tenants find solutions:

- [Institute of Real Estate Management](#) Resources & Webinars
- [Building Owners & Managers Association](#) Operations Guide
- [CBRE Advice for Occupiers and Owners](#)

HOW YOU CAN SUPPORT LOCAL

We know that Downtown's unique businesses are one of the many amenities that attract today's workforce to the tenants that fill your buildings. Due to statewide mandates, reduced customer traffic and other COVID-19 related reasons, many local businesses need support. This is a great time to communicate to tenants working from home how they can continue to safely support the businesses that make Downtown a great place to work!

- Shop and/or order from home! Many of [downtown's retailers](#) have online shopping available, offer curbside pick-up and participate in online delivery options. See the list of open businesses at GoDowntownSac.com.
 - TIP: There are now 10 FREE curbside pick-up parking zones in downtown and the Old Sacramento Waterfront.
- Purchase custom or corporate gifts from retailers who can handle orders over the phone or online. This is a great time to purchase corporate gifts!
 - Find links to businesses offering online gift cards [here](#).
- For restaurants, encourage tenants to order takeout or delivery and participate in the [#SacramentoRestaurantChallenge](#) or [#SupportLocal](#) campaigns.
- You can buy [gift cards](#) from many local restaurants, too.
- Share this [post](#) and information widely so others know how to help!



#SUPPORTLOCAL



STAY UP TO DATE

Since 1995, Downtown Sacramento Partnership has served as the voice of downtown, led the revitalization for the urban core, and has been a driving force in moving Sacramento forward. We are a Property Based Improvement District (PBID) established by property owners to initiate economic development and marketing initiatives as well as an enhanced level of service for downtown Sacramento, including the Old Sacramento Waterfront.

The health and safety of our community is our number one priority. Our Public Space Services team continues to maintain regular operating hours and deployment to keep downtown "clean and safe." We have taken several additional precautions, including increased frequency of cleaning and sanitizing with a focus on high-touch and high-traffic areas.

As the spread of COVID-19 continues to impact our region, are working closely with our state and local partners to share information with our owners, inform tenants and encourage customers to safely support and patronize the businesses in our district responsibly and in accordance with published guidelines.

For more information about downtown Sacramento and additional resources to keep you and your tenants safe, visit DowntownSac.org.

We are in this together!