



Reopening New York

Real Estate Guidelines for Employers and Employees

This guidelines apply to all real estate activities in regions of New York that have been permitted to [reopen](#) in Phase II, as well as to real estate activities statewide that were previously permitted to operate as essential. See Interim COVID-19 Guidance for Real Estate Activities for full details.

During the COVID-19 public health emergency, all residential property management entities, real estate salespeople/brokers, building inspectors, building appraisers and related companies/operators should stay up to date with any changes to state and federal requirements related to the real estate sector and incorporate those changes into their operations. This guidance is not intended to replace any existing applicable local, state, and federal laws, regulations, and standards.

	Mandatory	Recommended Best Practices
Physical Distancing	<ul style="list-style-type: none"> ✓ Ensure that workforce (e.g. salespeople, workers, subcontractors, and vendors) and customer presence total occupancy is limited to 50% of the maximum occupancy for a particular area as set by the certificate of occupancy. ✓ A distance of at least 6 ft. must be maintained amongst all individuals at all times, unless safety of the core activity requires a shorter distance (e.g. cleaning, maintenance, measurement for appraisals, unit inspections). ✓ Any time salespeople, workers, subcontractors, and vendors must come within 6 ft. of another person, acceptable face coverings must be worn ensuring that mouth and nose are covered. Individuals must be prepared to don a face covering if another person unexpectedly comes within six feet. ✓ Prohibit the use of confined spaces (e.g. elevators, vehicles) by more than one individual at time, unless all individuals are wearing face coverings. If occupied by more than one person, keep occupancy under 50% of maximum capacity. ✓ Limit use of cloth, disposable, or other homemade face coverings for workplace activities that typically require a higher degree of protection for personal protective equipment (PPE) due to the nature of the work. ✓ Modify seating areas (in common outdoor spaces such as terraces and courtyards) to ensure that individuals (e.g. workers and/or residents) are at least 6 ft. apart in all directions (e.g. side-to-side and when facing one another). ✓ Non-essential common areas (e.g. game rooms) must remain closed. 	<ul style="list-style-type: none"> ✓ Remind residents and customers to wear face coverings in shared spaces (e.g. lobby corridors, elevators, apartment units) when a minimum 6 ft. is not possible. ✓ Restrict/modify the number of workstations and worker seating areas, so that workers are at least six feet apart in all directions (e.g. side-to-side and when facing one another) and are not sharing workstations without cleaning and disinfection between use. ✓ Enable the use of stairs to prevent congregation in elevator waiting areas and limit density in elevators. ✓ Consider physical barriers (e.g. strip curtains, cubicle walls, plexiglass) in accordance with OSHA guidelines. ✓ Consider closing any common indoor or outdoor seating areas. ✓ Prohibit the use of small tightly confined spaces (e.g. elevators, staff rooms) by more than one individual at a time, unless all individuals are wearing acceptable face coverings. ✓ Reduce bi-directional foot traffic using tape or signs with arrows in narrow aisles, hallways, or spaces, and post signage and distance markers denoting spaces of six feet in all commonly used areas and any areas in which lines are commonly formed or people may congregate (e.g. elevator entrances, escalators, lobbies, clock in/out stations, health screening stations, etc.). ✓ Limit in-person gatherings to the greatest extent possible and use other methods such as video or teleconferencing whenever possible, per CDC guidance "Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019 (COVID-19)."

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	Mandatory	Recommended Best Practices
Physical Distancing (cont'd)	<ul style="list-style-type: none"> ✓ Implement practices to maintain adequate social distancing in small areas, such as restrooms and breakrooms, and signage and systems (e.g. flagging when occupied) to restrict occupancy when social distancing cannot be maintained in such areas. ✓ Reduce interpersonal contact and congregation through various methods (e.g. adjusting workplace hours, limiting in-person presence to necessary staff, shifting design, reducing on-site workforce, stagger schedules, segment and batch activities). ✓ Establish designated areas for pickups and deliveries, limiting contact to the extent possible. 	<ul style="list-style-type: none"> ✓ When videoconferencing or teleconferencing is not possible, hold meetings in open, well-ventilated spaces and ensure individuals maintain six feet of social distance between one another (e.g. if there are chairs, leave space between chairs, have workers sit in alternating chairs). ✓ Stagger worker schedules to observe social distancing (i.e., six feet of space) for any gathering (e.g. coffee breaks, meals, and shift starts/stops). ✓ Prohibit non-essential visitors on site. ✓ Limit on-site interactions (e.g. designate an egress for individuals leaving their shifts and separate ingress for individuals starting shifts) and movements (e.g. workers should remain near workstations as often as possible).
Protective Equipment	<ul style="list-style-type: none"> ✓ Provide workers with an acceptable face covering at no-cost to the workers/contractors and have an adequate supply of coverings in case of replacement. ✓ Acceptable face coverings include but are not limited to cloth (e.g. homemade sewn, quick cut, bandana), surgical masks, and face shields. ✓ Clean, replace, and prohibit sharing of face coverings. Consult the CDC guidance for additional information on cloth face coverings and other types of personal protective equipment (PPE), as well as instructions on use and cleaning. ✓ Train workers on how to don, doff, clean (as applicable), and discard PPE (training should be extended to contractors if the building managers/owners supply contractors with PPE). ✓ Advise workers and visitors to wear face coverings in common areas including elevators, lobbies, and when traveling around the office. 	

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	Mandatory	Recommended Best Practices
Protective Equipment (Cont'd)	<ul style="list-style-type: none"> ✓ Limit the sharing of objects, such as tools, laptops, notebooks, telephones, touchscreens, and writing utensils, as well as the touching of shared surfaces; or, require workers to wear gloves when in contact with shared objects or frequently touched surfaces; or, require workers to perform hand hygiene before and after contact. 	
Residential In-Person Property Showings and Related Activities	<ul style="list-style-type: none"> ✓ Showings are only allowed in unoccupied or vacant properties (e.g. current owner or lessee is not inside the property). ✓ All individuals visiting the property will be required to wear a face covering at all times. ✓ Replace or clean and disinfect gloves after every showing (as applicable). ✓ Clean and disinfect high-touch surfaces (e.g. handrails, door knobs etc.) before or after every showing. ✓ Stagger showings in order to avoid the congregation of people outside and inside properties. ✓ Open houses are only allowed with one party inside the property at a time. 	<ul style="list-style-type: none"> ✓ Gloves and shoe-covers are recommended in addition to face coverings. ✓ Provide face coverings and gloves to prospective tenants and/or buyers, if necessary. ✓ Sellers/lessees are advised to open all necessary doors and cabinets as well as turn on all light switches to ensure minimal touching of surfaces by outside parties. ✓ Advise prospective tenants/buyers to only touch essential surfaces (e.g. handrails going up/down stairs if necessary) during their time in the property. ✓ Limit showing of common building amenities in-person (e.g. gym, roof deck, pool). ✓ Encourage only one party (e.g. building inspector, home appraiser, prospective tenant/buyer, photographer, stager) to be allowed inside the property at a time. If more than one party is inside the property at the same time, 6 ft. of distance must be maintained at all times between individuals, and face coverings must be worn. ✓ Prospective tenants/buyers are encouraged not to bring young children to property showings, when possible, or leave attended children outside. ✓ Limit salespeople / brokers from driving in the same car with prospective tenants / buyers. If this cannot be avoided, face coverings must be worn by everyone in the vehicle and frequently touched areas of the vehicle should be cleaned and disinfected. ✓ Conduct remote walkthroughs rather than in-person walkthroughs (e.g. recorded/live video).

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	Mandatory	Recommended Best Practices
Hygiene and Cleaning	<ul style="list-style-type: none"> ✓ Adhere to hygiene, cleaning, and disinfection requirements from the Centers for Disease Control and Prevention (CDC) and Department of Health (DOH) and maintain cleaning logs on site that document date, time, and scope of cleaning. ✓ Provide and maintain hand hygiene stations in office, including handwashing with soap, running warm water, and disposable paper towels, as well as an alcohol-based hand sanitizer containing 60% or more alcohol for areas where handwashing is not feasible. ✓ Provide and encourage participants to use cleaning/disinfection supplies before and after use of shared and frequently touched surfaces, followed by hand hygiene. ✓ Ensure that equipment and tools are regularly cleaned and disinfected using registered disinfectants, including at least as often as workers change workstations or move to a new set of tools. ✓ Provide appropriate cleaning and disinfection supplies for shared and frequently touched surfaces for workers to use, following manufacturer's instructions for use before and after use of these surfaces, followed by hand hygiene. ✓ Regularly clean and disinfect the site and more frequently clean and disinfect high risk areas used by many individuals and for frequently touched surfaces. ✓ Rigorous cleaning and disinfection must occur at least after each shift, daily, or more frequently as needed. ✓ Ensure distancing rules are adhered to in restrooms by reducing capacity where feasible. ✓ Regularly clean and disinfect the location or facility and conduct more frequent cleaning and disinfection for high risk areas used by many individuals (e.g. restrooms) and for frequently touched surfaces. 	<ul style="list-style-type: none"> ✓ Ensure real estate salespeople provide hand sanitizer to potential customers before and after visiting property. ✓ Install touch-free hand sanitizer dispensers in high touch areas including entrances and exits.



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	Mandatory	Recommended Best Practices
Hygiene and Cleaning (Cont'd)	<ul style="list-style-type: none"> ✓ Provide cleaning and disinfection of exposed areas in the event an individual is confirmed to have COVID-19, with such cleaning and disinfection to include, at a minimum, all heavy transit areas and high-touch surfaces (e.g. elevators, lobbies, building entrances, badge scanners, restrooms handrails, door handles). ✓ Cleaning and disinfecting of facilities, shared surfaces, and other areas, as well as shared objects, must be performed at least after each service, using Department of Environmental Conservation (DEC) products identified by the Environmental Protection Agency (EPA) as effective against COVID-19. ✓ If shared building space has been used by sick worker, shut down those shared spaces (e.g. elevator, lobbies, entrances) and disinfect. ✓ Prohibit the use of shared, coffee pots or other food and beverage amenities normally provided to residents and / or workers. ✓ Prohibit shared food and beverages (e.g. buffet style meals), encourage bringing lunch from home, and reserve adequate space for workers to observe social distancing while eating meals. 	
Communication	<ul style="list-style-type: none"> ✓ Affirm you have reviewed and understand the state-issued industry guidelines, and that you will implement them. ✓ Post signage inside and outside of the office location to remind personnel and customers to adhere to proper hygiene, social distancing rules, appropriate use of PPE, and cleaning and disinfecting protocols. ✓ Develop a communications plan for employees and customers that includes applicable instructions, training, signage, and a consistent means to provide individuals with information. 	<ul style="list-style-type: none"> ✓ Develop webpages, text and email groups, and social media campaigns to provide information to workers, customers, and visitors that include instructions, training, signage, and information. ✓ Encourage individuals to adhere to CDC and local health guidance for PPE use, specifically face coverings, through verbal communication and signage. ✓ Post signage inside and outside of the building to remind individuals to adhere to proper hygiene, social distancing rules, appropriate use of PPE, and cleaning and disinfecting protocols.

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	Mandatory	Recommended Best Practices
Communication (cont'd)	<ul style="list-style-type: none"> ✓ If an employee tests positive for COVID-19, operator must immediately notify state and local health departments and cooperate with contact tracing efforts, including notification of potential contacts who had close contact with the worker, while maintaining confidentiality as required by state and federal law and regulations. ✓ Maintain a continuous log of every person, including workers and visitors, who may have close contact with other individuals at the gathering site or area; excluding deliveries that are performed with appropriate PPE or through contactless means. The log is not required to maintain a list of visitors. ✓ Conspicuously post completed safety plans on site. 	
Screening	<ul style="list-style-type: none"> ✓ Employees who are sick should stay home or return home, if they become ill at work. ✓ Implement mandatory health screening assessment (e.g. questionnaire, temperature check) for employees asking about (1) COVID-19 symptoms in past 14 days, (2) positive COVID-19 test in past 14 days, and/or (3) close contact with confirmed or suspected COVID-19 case in past 14 days. Responses must be reviewed and documented daily. <ul style="list-style-type: none"> • If a person has COVID-19 symptoms AND EITHER tests positive for COVID-19 OR did not receive a test, the individual may only return after completing 14 days of self-quarantine. • If a person does NOT have COVID-19 symptoms BUT tests positive for COVID-19, the individual may only return after completing 14 days of self-quarantine. • If a person has had close contact with a person with COVID-19 for a prolonged period of time AND is symptomatic, the individual should follow the above protocol for a positive case. 	<ul style="list-style-type: none"> ✓ Encourage residents to share if they have tested positive for COVID-19 and/or are symptomatic. If tested positive or are symptomatic, real estate proprietor/owner must initiate appropriate cleaning and disinfection protocols. ✓ For property showings, require buyer/lessee/seller/lessor to complete screening questionnaire before entering property. ✓ Require buyer/lessee/seller/lessor to disclose if symptomatic and/or tested positive for COVID-19 within 48 hours of last visit. ✓ Require workers to immediately disclose if they experience symptoms and/or test positive for COVID-19. ✓ Consider daily temperature checks per Equal Employment Opportunity Commission or DOH guidelines. ✓ Maintain a log of every person, including workers and visitors, who may have close contact with other individuals at the work site or area, such that all contacts may be identified, traced and notified in the event a worker is diagnosed with COVID-19.

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Screening (Cont'd)	<ul style="list-style-type: none"> • If a person has had close contact with a person with COVID-19 for a prolonged period of time AND is NOT symptomatic, the individual must complete a 14 day self-quarantine. ✓ An employee who screens positive for COVID-19 symptoms should not be allowed to enter the location and should be sent home with instructions to contact their healthcare provider for assessment and testing. ✓ Tenants are responsible for screening their own employees and visitors, but management and tenants should coordinate to facilitate screening. ✓ Screeners should be trained by individuals familiar with CDC, DOH, and OSHA protocols and wear appropriate PPE, including at a minimum, a face covering. ✓ Have a plan for cleaning, disinfection, and contact tracing in the event of a positive case. 	<ul style="list-style-type: none"> ✓ Choose a central point of contact who is responsible for receiving and attesting to having reviewed all worker questionnaires.