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DATE: March 13, 2020

TO: Owners/Agents of Properties with MHDC Funding and Low Income Housing Tax Credits

FROM: Scott Hanak, Director of Asset Management Department, MHDC

RE: Guidance on COVID-19 (Coronavirus) - Update #1

MHDC is providing the following guidance for all properties with MHDC Funding and Low Income Housing Tax Credits (LIHTC) including the monitoring for the safety of residents and MHDC staff. To minimize the health risks for building residents, property managers should monitor guidance about COVID-19 and provide up to date information for their residents and staff.

Effective immediately, MHDC has postponed all onsite inspections for all programs until further notice. MHDC will continue to provide regular updates to all of our partners regarding any changes to policies and/or procedures as information becomes available.

MHDC is committed to providing excellent customer service as we navigate the COVID-19 pandemic. Over the next several weeks, MHDC will be taking measures that protects not only the safety of residents, owners, and agents, but also our own MHDC staff. In order to keep our workplaces safe, MHDC will be limiting physical access to MHDC's offices by avoiding nonessential travel and in-person meetings. We appreciate your understanding and cooperation with these temporary measures.

**Helpful sources of accurate information include:**

- MO Department of Health and Senior Services <https://health.mo.gov/>,
- Centers for Disease Control (CDC) <https://www.cdc.gov/>, and
- Institute of Real Estate Management (IREM) <https://www.irem.org/>.

**Inform residents about prevention measures.**

Property managers should take some commonsense steps to help prevent spread of COVID-19 at their place of work and at their properties. Those steps include:

- Wash Hands regularly for at least 20 seconds using soap and water.
- Avoid the touching of eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home if you are exhibiting cold or flu-like symptoms.
- Cover mouth and nose with the inside of the arm or with a tissue when coughing or sneezing. Throw the tissue away immediately. Wash hands as soon as possible afterward.

**Encourage employees and residents to stay at home when sick, and travel safely.**

- Ensure employees are aware of sick leave policies.
- Inform residents about ways to communicate with management (phone, e-mail, mail) instead of office visits.
- Evaluate need for travel and provide safe travel information, such as the CDC's Travelers Health Notices.

**Perform additional cleaning of office work-spaces and public access areas.**

- Ensure repeatedly touched surfaces in the workplace, such as workstations, counter-tops and doorknobs are cleaned thoroughly and frequently.
- Provide employees with cleaning products and encourage routine cleaning. See the CDC's guidance on effective cleaning and disinfecting products.
- Make sure soap and hand sanitizer are available in rest rooms, kitchen and other high traffic areas.
- Consider increasing outside air intake to the building to promote higher amounts of fresh air, or other similar measures as appropriate for property HVAC systems.

**Plan for emergency or alternative office operations.**

- Prepare a continuity/emergency operations plan for your business if you don't already have one in place. Make sure employees have reviewed and understand the plan.
- Prepare to conduct some in-person transactions (such as lease renewals, recertifications, rent payments, work orders) by phone, e-mail, or other alternative methods.