

Community Associations & COVID-19

FAQ



ESSENTIAL EMPLOYEES AND SERVICES FREQUENTLY ASKED QUESTIONS

What are a community association's contractual and essential services?

This will vary between associations and must comply with local ordinances. Board and management together should determine what is an essential service and how to execute those services. These services will vary between condominiums and single-family communities. If a service can be provided off site this should be considered.

Do essential association employees, like community managers, need to carry proof of being an 'essential employee' during the COVID-19 pandemic?

It is a good idea for boards to encourage staff as a best practice – managers, concierge, janitors, etc. – to carry this proof on them when traveling from home to work. If the association board has not provided you with proof of being an essential work, CAI has a template on our website for your use.

Should standard association rules be enforced during this time – i.e. a resident has not cut their grass in weeks?

It is important for a board to consider what is an essential service and important during this time. If landscaping is an essential service in your state this should be considered when enforcing a mowing rule. However, if you are receiving these types of complaints, it is important for a manager or a board to be considerate of how they approach a resident. Social distancing needs to be maintained.

Industry Experts on COVID-19 Essential Employees and Services FAQs:

- Sandra K. Denton, CMCA, LSM, PCAM, Sienna Plantation Associations, Fort Bend, Texas
- Jessica Towles, CMCA, AMS, PCAM, FirstService Residential, Chicago, Illinois

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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