

SFAA Resources on COVID-19 and San Francisco's Shelter-In-Place Order

Top 4 Concerns for SFAA Members

Q: What resources on COVID-19 are available to me as an SFAA and CAA member?

A. To assist rental housing providers in California with their response to the COVID-19 pandemic, SFAA and CAA have compiled public health information from the CDC. Additionally, CAA has created webinars specific to the challenges facing rental housing.

CAA Webinar: [COVID-19 Resident Relations Do's and Don'ts](#)

CDC Webinar: [CDC Briefing Room: COVID-19 Update](#)

U.S. CENTERS FOR DISEASE CONTROL AND PREVENTION

- [Coronavirus Disease 2019 \(COVID-19\)](#)
- [How it spreads](#)
- [FAQ](#)
- [Fact sheet: What you need to know about \(COVID-19\)](#)
- [Preventing the spread in communities, including at work](#)
- [Communication resources including handouts and posters](#)

OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION

- [COVID-19 Overview](#)
- [Hazard recognition](#)
- [Control and prevention](#)
- [Protecting workers during a pandemic](#)

CITY AND COUNTY OF SAN FRANCISCO RESOURCES

- [San Francisco COVID-19 Homepage](#)

Q: What happens if my tenant is unable to pay rent due to COVID-19 and the Shelter-In-Place Order?

A: The City and County of San Francisco declared a moratorium on evictions for nonpayment of rent due to COVID-19 on March 13, 2020. The moratorium lasts for 30 days and can be extended. A tenant would be required to notify you that they cannot pay rent within thirty days of the rental due date and then would be required to submit documentation about their loss of income within seven days of notifying the landlord that they are unable to pay rent.

The amount due is not waived and would need to be repaid in a time period not to exceed 6 months.

Guidelines on the eviction moratorium from the Mayor's Office of Housing and Community Development are available [here](#).

You can read the Directive [here](#).

The Rent Forbearance Agreement is now available at sfaa.org for download if your tenant cannot pay rent due to COVID-19.

The City and County of San Francisco has also issued a moratorium on commercial evictions of small and medium-size businesses. You can read the announcement [here](#).

In the meantime, the San Francisco Superior Court is also operating under special [rules](#).

Things are changing every day, so please refer back to this section for updates.

Q: What is considered to be an essential business? Can I continue to show my vacant apartments? What should I do about maintenance requests and pre-move out inspections during the Shelter-In-Place?

A: The City's [Public Health Order](#) lists essential businesses which are allowed to continue to operate during the Shelter-In-Place.

CAA and SFAA recommend that rental housing providers affected by Shelter-In-Place orders implement the following measures:

- Limit having employees on-site to the level necessary to maintain Minimum Basic Operations (e.g., processing rents and payroll, handling service requests for urgent habitability issues).
- To the extent possible, limit the necessity for in-person rent payments and other resident requests by providing contactless methods for making rent payments and service requests (e.g., rent drop boxes, online portals for payment and requests). Note: under state law, landlords cannot mandate that tenants pay rent online, one option other than electronic or cash payments must be provided.
- Cease non-essential maintenance and repair work (e.g., continue to fix overflowing toilets and broken heaters, but don't move forward with plans to repaint walls for cosmetic purposes and upgrade appliances).
- Inform residents of limited staffing and contact information for urgent matters. CAA recommends using multiple methods of communication to ensure residents are informed of the changes (e.g., sending both an email and placing a sign in the office window/door).
- Contact your vendors (e.g., plumbers, exterminators) regarding their availability to respond to emergencies to determine if you need to make alternative arrangements.
- Continue to perform walk-through inspections for planned move-out if requested by the resident, as these are legally mandated, but follow social distancing protocols by keeping a six-foot distance from individuals and provide appropriate protective equipment to employees performing inspections, such as gloves and disinfectant wipes. If a resident requested an inspection prior to the outbreak, follow up with the resident to confirm whether they would still like the inspection done. If a resident withdraws their request, get that withdrawal in writing.
- It is a business decision whether to continue showing vacant units. If showings will continue, to the extent possible, provide virtual and low-contact options (e.g., allowing prospective residents to enter units on their own). Disinfect high-touch surfaces of vacant units between each showing. Do not schedule open houses or appointments with more than one prospective resident at a time.

Q: If my tenants' are unable to pay their rent, I won't be able to pay my mortgage or property taxes. What relief is on the way for building owners?

A: As of right now, property taxes are still due on April 10, 2020. SFAA has been in dialogue with the SF Tax Collector about allowing deferred payment, but the deadline is set by the state of California and cannot be modified locally. CAA is working to see if payments can be deferred at the state level.

Things are changing almost hourly. Please refer back to this section for more information.