REALPAGE
OUTPERFORM

OneSite® Facilities

Managing Facilities During COVID-19

Best Practices Guide

The intent of this playbook and guide is to provide the rental property community with resources and guidelines for managing the COVID-19 pandemic. The document is for informational purposes only and should not be construed as legal advice. It is not intended to provide a standard for mandatory care in the industry.

Follow your company's policies and procedures as you consider implementing the features in this guide. The strategies offered are suggestions and are customizable based on settings at the property. Your company ultimately controls the roles and rights of users that can perform leasing actions at the property.

Please remember that the Federal, state and local governments are the most up to date resource related to legal information regarding COVID-19.

Dear Valued Customer,

As the COVID-19 situation evolves, RealPage is committed to proactively addressing the needs and requirements of our customers and their residents. We're reaching out to apartment owners and operators across the country to help them prepare for the impact of this pandemic in their communities.

With millions of renters now experiencing several factors that have a potential impact on their financial status, perhaps the most critical issue in this trying time is the effective management of late and non-payment of rent or utilities. In the following pages, we've prepared a set of resources to help you with residents who may have trouble meeting payment obligations during this COVID-19 pandemic period.

In addition to the information provided in this document, we encourage you to visit the **RealPage COVID-19 Resource Center**. The site is filled with tips and best practices to protect your residents, prospects, and teams, and it offers ways to conduct business effectively amid tightening mandates regarding face-to-face interaction.

Some of the best defenses in times of crisis are to have access to reliable, accurate information and to communicate frequently with your clients and residents. We hope this playbook serves as a useful tool as you endeavor to execute on your crisis response plans.

And remember, we're here to support you, too, so please feel free to contact your Account Manager with any additional questions you might have. These are unprecedented times, but by partnering together, we'll emerge from this crisis stronger, better prepared, and more united than ever.

Your Partners,

The RealPage Family

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Managing Facilities During COVID-19

This section describes best practices that you can use to manage Facilities service requests and inspections during the pandemic period. Topics include:

- Adding new options for putting service requests on hold
- Changing priority settings for specific service issues
- Adding notes to maintenance technicians on service requests
- Creating recurring service requests
- Customizing templates for facilities inspections

In order to make setup changes at the business model level, you must have access to the business model, and you must have the "Setup" right, which is included in the following roles:

- Superuser
- Regional Property Manager
- Compliance Manager

Adding a New On Hold Request Reason

Your Property Management Company may adjust the way it responds to service requests during the pandemic period. If you want to indicate that non-essential requests are being put on hold due to COVID-19, you can add a new on-hold option to the reason selections. On hold reasons are configured on the **On Hold Request Reasons** page under the **Service Requests** section of Facilities setup.

For more information, see **On Hold Request Reasons** in Help.

We recommend making changes at the business model level, but you can also make changes at the property level. If you make changes at the business model level, select the properties that this applies to, and then push the change to the sites.

For more information, see **Facilities Global Updates** in Help.

Setting Service Issue Priorities

If your Property Management Company decides to adjust the way it prioritizes service requests during the pandemic period, you can change the default priority for service issues. Service issue priorities are configured on the **Service issues, actions, and parts** page in the **Service request details** section of Facilities setup.
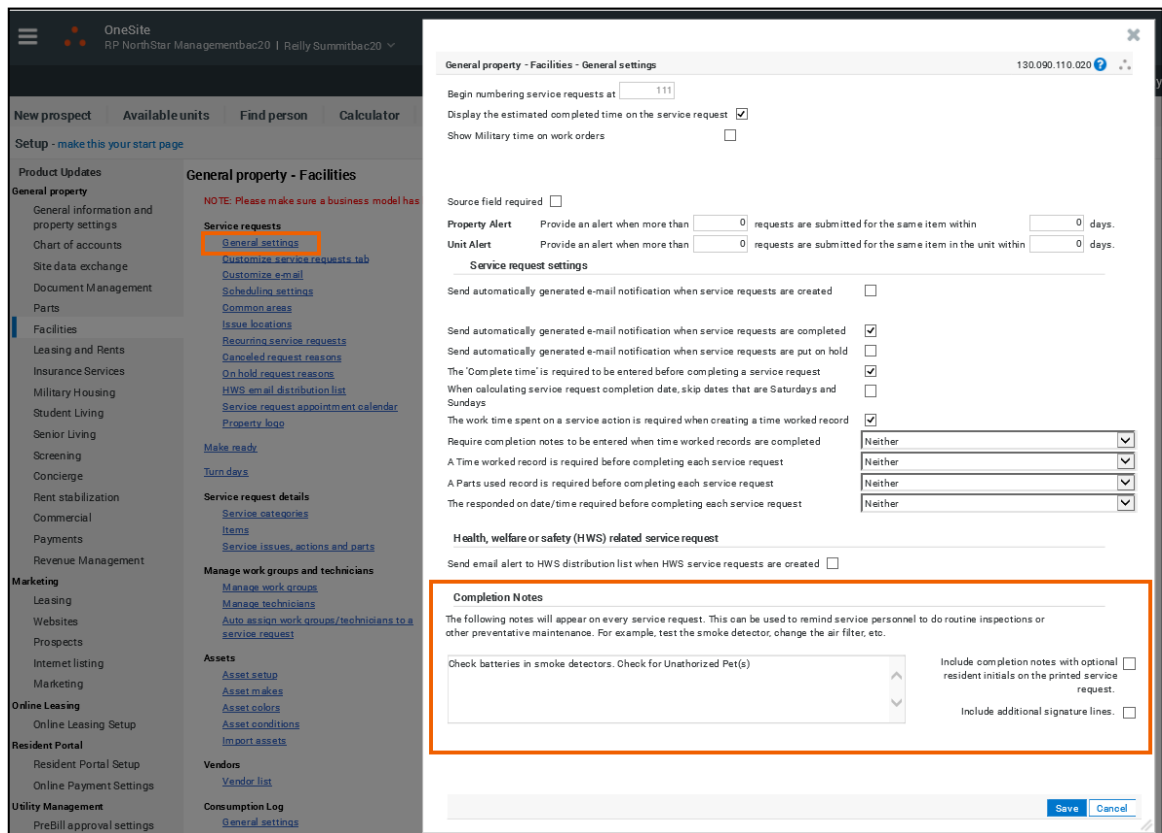

For more information, see **Service Issues, Actions, and Parts** in Help.

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Customizing Request Completion Notes

You have the option to enter a note that appears on all service requests. This note is generally used to remind technicians to complete routine tasks or preventative maintenance. It can also be used during this time to relay safety precautions regarding COVID-19.   For example, you may want your technicians to wear gloves and masks. These notes are internal only, unless you choose the setting to include completion notes with optional resident initials on the printed service request. Service request completion notes are configured on the **General settings** page in the **Service requests** section of Facilities setup.

For more information, see **General Property - Facilities - General Settings** in Help.

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Setting Up Recurring Service Requests

Your Property Management Company may decide to adjust the frequency of some tasks during the pandemic period such as cleaning and sanitizing common areas. You can create recurring service requests in Facilities to schedule and track these tasks. Recurring requests are managed on the **Recurring service requests** page in the **Service requests** section of Administration or Facilities setup.

For more information, see **Recurring Service Requests** in Help.

Creating a Custom Inspection Template

This information applies only if your property uses Facilities Inspections, which is a module that comes with Mobile Facilities and requires an order from Sales.

Your Property Management Company may choose to adjust facilities inspection tasks during the pandemic period. If you have OneSite Facilities Inspections at the property, you can create or change inspection templates. Inspection templates are managed on the **Inspection templates** page in the **Workforce optimization** section of Facilities setup.

You can customize the following items in an inspection template:

- Estimated completion time
- Colors on responses
- Option to include comments section for each location
- Option to include comments section for each checklist item
- Require a comment when a checklist item failed the inspection
- Require a photo when a checklist item failed the inspection
- Require technician's signature when completing an inspection
- Require resident's signature when completing an inspection
- Customize note to resident that will display on each inspection
- Payment options: Upon completing an inspection for a unit make ready, residents can view and pay ledger balances along with other resident charges. This option is only available if you are currently utilizing Onesite Payments.

Inspection templates with **Inspection** as the **Checklist Type** allow technicians to use the bill back feature on the Mobile Facilities app. Inspection templates with **Custom** as the **Checklist Type** allow you to format the categories within your template, but do not allow technicians to use the bill back functionality within the Mobile app.

When you create checklist items:

- Group locations are set up at Facilities ➔ Issue Locations
- Categories are set up at Facilities ➔ Service Request Details ➔ Service Categories
- Items are set up at Facilities ➔ Service Request Details ➔ Items

For more information, see **Inspection Templates** in Help.

We recommend making changes at the business model level, but you can also make changes at the property level. If you make changes at the business model level, select the properties that this applies to, and then push the change to the sites.

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