



**DEARBORN**  
Downtown

# **BEST PRACTICES FOR BUSINESSES, PROPERTY OWNERS, TENANTS and THEIR CUSTOMERS RELATED TO COVID 19**

## **RECOMMENDED FIRST STEPS**

- 1. Contact Your Accountant** or hire one to assist you with tax credits and loan application supporting documentation.
- 2. Contact Your Bank** to help direct you to the available loan programs.  
[www.sbalenders.com/top-sba-lenders-michigan/](http://www.sbalenders.com/top-sba-lenders-michigan/)
- 3. Contact Your Creditors** and request deferment plans.
- 4. Apply for Loans and Grants** - visit <https://www.downtowndearborn.org/covid19/> for a full list of COVID-19 financial assistance and business support services.
- 5. Contact Your Landlord** to negotiate lease payments and payment deferrals.
- 6. Tell Your Customers** what you are doing - change outgoing voicemails, websites, social media and advertising to reflect your adjusted hours and services.

## **PROPERTY AND BUILDINGS: LEASES, MAINTENANCE AND CAM OPTIONS**

- Defer rent payments to support the tenant
- Follow Occupational Safety and Health Act (OSHA) requirements, set forth in Sections 13 and 14 of OSHA No. 1 of 2006, which impose various duties on the employer to ensure a safe and healthy work environment.
- Consider parking incentives to help the tenant.
- Maintain parking operations if on site (daily clean, repair, payments...)
- For private parking lots - provide discounts or free parking for off days or hours, keep the gates up (where applicable).
- Ensure safe lighting design for employees and customers.
- Work closely with Dearborn Police Department and CPO's

## **OTHER TENANT RECOMMENDATIONS**

- Maintenance - step by step sanitizing, cleaning interior spaces, windows, signage
- Utilize no touch POS and avoid cash options where possible.
- Private parking lots:
  - Know how parking equipment operates (use of cards, keypad) - utilize no touch equipment and avoid cash options
  - Online purchase of access cards
- Public lots and on-street parking
  - Be familiar with parking locations and access points
  - Work with the Dearborn DDAs on curb-side delivery and pick-up locations, as well as marketing and promotions.

## **EMPLOYEE / CUSTOMER SAFETY**

- Number of customers/employees on property at one time
- Mask requirements
- Sanitizer bottles and wipes at easy access locations and monitoring
- Social distancing and safety procedures: [www.Michigan.gov/Coronavirus](http://www.Michigan.gov/Coronavirus)

## **GENERAL PROPERTY RESPONSIBILITIES**

The duties and obligations of a landlord or property manager regarding limiting tenants' and guests' risk of exposure to the virus depends on what services, if any, the landlord or property manager provides at the property.

- In a net leased property where the tenant is responsible for its own maintenance and cleaning services, the landlord's public health obligations would be limited.
- However, a landlord or property manager who provides cleaning, janitorial and security services such as in a commercial office building or shopping center, should consider implementing the following operational recommendations:
  - Assure solid waste removal continues;
  - Consult your local health department and the U.S. Centers for Disease Control and Prevention (CDC) for the latest information on the virus and guidelines for controlling transmission;
  - Clean routinely and frequently touched surfaces and objects, including but not limited to, bathrooms, security desk areas, elevator banks, turnstiles, escalators, door handles, communal kitchens or pantries, bathrooms and the like;
  - Offer materials, in multiple languages, to educate employees, visitors, vendors, delivery personnel and staff about proper hand hygiene and cough etiquette
  - Install hand sanitizer stations in high-traffic areas of the building;
  - Advise any employees who may feel sick to limit face-to-face contact with others and to seek immediate medical help;
  - Consider alternatives and safety protocols for large, public events held on the building property;
  - Review your internal communications and preparedness plan and ensure that all building staff are ready, know their role in keeping the property and its guests safe, and are aware of all communication protocols;
  - Discuss human resource considerations such as screening employees that have traveled to areas where the virus has been reported and implementing protocols for dealing with a situation where an employee may be infected with the virus;
  - Review leave policies and confirm compliance with legal requirements around mandatory quarantines;
  - Consider ongoing communications with tenants and service providers to inform them of the steps you are taking to clean and sanitize the property and learn how they are addressing the outbreak with their employees and customers;
  - Conduct risk assessment analysis and anticipate supply chain interruption;

- Review any rights or remedies the property may have under policies of insurance, which may include coverage for business interruption; and
- Consult with counsel about the COVID-19's impact on the property, contractual obligations and business operations.