



Getting Back on Track

By Carola Mittag

It would be great if reopening were as simple as unlocking the doors and saying, “Welcome back!” However, facilities managers realize that returning to some semblance of normalcy will require operational adjustments that will become part of the new normal. For housing facilities of all types and sizes, the pandemic has been an ongoing learning experience that has prompted an across-the-board assessment of how they function.

The only constant in the last two years has been constant change. At the outset of the pandemic, property managers became front-line workers overnight. Their work became essential in keeping residents healthy and safe. This will always remain the priority and managers can expect new, unforeseen challenges related to regulations and standards updates going forward.

In property management, communication will always be key in all things related to finances, maintenance and between property managers and tenants. Communication is the intangible tool that can make the difference between success and failure in successfully getting back on track post pandemic.

“Pandemic or not, frequent and seamless communication is a cornerstone in an excellent renter experience. Moving forward, property management teams should look for ways to stay top of mind for renters by providing them with helpful

information and increased visibility into their building community and the decision-making affecting them. It builds trust and increases property management value in residents’ eyes, strengthening retention.”

–Forbes Sep. 29, 2020

From the health and safety perspective, a great upheaval or disruption has been to people’s mental health. And this is a workplace safety issue in all its’ variations; in the way property managers interact with tenants, contractors or visitors and how those parties interact amongst themselves. Housing projects, communal facilities and institutions are fundamentally workplaces and as such

are subject to the Occupational Health and Safety Act and Regulations. Everyone must be kept safe, whether from physical hazards, including harassment and abuse or mental abuse, verbal and intentionally subliminal.

Repercussions from the COVID pandemic will be with us for a long time. New and, as yet, unimaginable pandemics or crisis must be anticipated. Preparation is key. Questions regarding additional and new health and safety compliance requirements post pandemic, including required pandemic-specific policies can be directed to the experts at [Mentor Safety Consultants](#) for a no-cost discovery call. ♦

