Reopening communication template for commercial tenants

A COVID-19 resource developed by IREM® (Institute of Real Estate Management)

As you move to reopen your property, you’ll need to communicate with tenants on the building’s reopening guidelines and the actions you’re taking to prevent the spread of disease.

In the tenant communications template that follows, fields that require text entry are highlighted yellow. You’ll also need to review and customize the template based on:

* Regional or local public health department guidance or requirements
* The building’s specific features, amenities, and services
* Policies and procedures that differ from the examples provided

 [Date]

[Tenant name]

[Tenant address or suite number]

[Tenant email]

Re: COVID-19 Reopening Plan

The coronavirus pandemic has thrust all of us into unknown territory. As we move to reopen [building name], we are here to help you reopen your workplace in a way that prioritizes the health and safety of your employees. We’d like to review some guidelines and disease prevention measures so that you and your employees know what building operation adjustments are being made and what you can do so your employees will feel confident returning to the office.

We’d like to review:

1. Reopening guidelines
2. Cleaning and sanitation measures
3. The importance of tenant pandemic plans
4. **Reopening guidelines**

The following areas of the building will remain closed until further notice: [fitness center, café, restaurant, convenience shop, outdoor plaza]

It is expected that some tenants will continue to use remote working instead of reoccupying their spaces immediately upon reopening. The management team will continue to coordinate with you on your specific plans.

Your employees will return to the building in a manner that limits contact and facilitates social distancing.

* The management team will work with you to establish arrival and departure times for your employees. Our aim is to stagger the arrival and departure of building occupants to prevent bottlenecks at entrances, elevators, and other common areas.
* Employees are required to use the main entrance only and follow entryway queue instructions posted outside the entrance.
* Masks are required in all common areas at all times. We strongly encourage their use in suites, as necessary.
* Employees should practice social distancing in common areas.
* Employees should adhere to posted instructions on the use of building features and amenities, such as elevators, stairways, and common area restrooms.
* Visitors should be limited in number and encouraged to practice social distancing.
* Mail and package delivery will employ social distancing measures; employees should refrain from having personal packages delivered to the building.
* [additional guidelines specific to company or building]
1. **Cleaning and social distancing measures**

Our cleaning and social distancing practices include:

* Installation of barriers, floor decals, and signage in common areas
* Hand sanitizer stations in common areas
* Use of cleaning products that meet EPA criteria for use against infectious diseases
* More frequent cleaning and sanitation by the building’s cleaning service provider
* Frequent sanitation of high-touch items, such as door handles and elevator buttons, and additional spot cleaning throughout common areas
* Strict social distancing, handwashing and PPE regimens for management team
* Strict stay-at-home orders for management team members who become ill
* Coordination with service providers on their disease prevention measures
* Touchless technology where feasible
* [any additional measures you’re taking]
1. **The importance of tenant pandemic plans**

It remains highly important for you to have your own pandemic plan in place to help prevent the spread of COVID-19 and ensure the continuity of your business.

If your plan depends on the management team to perform any specific function for your company, please discuss this with us in advance to determine whether we’re in a position to consider that request.

Your plan should include:

* Health screening procedures or services you’ll need to establish or procure for your employees
* Space alterations or reconfigurations, as well as barriers, signage, and floor decals, to facilitate social distancing
* Protocols for returning to work that include dates and times for return, seating arrangements, and other guidance
* Policies and guidelines on the use of shared spaces, such as restrooms and meeting rooms
* Cleaning procedures and the use of PPE, as well as who will provide cleaning products and PPE and how much you’ll need
* Requirements and procedures for when an employee becomes ill
* Procedures on handling mail and packages, receiving visitors, and performing other business tasks
* Additional technology requirements
* Other areas applicable to your business and stakeholders

To stay informed on local COVID-19 conditions and guidelines, visit [website for public health authority].

To learn more about COVID-19 and the actions you can take on behalf of your business, employees, and community, visit the World Health Organization website at [www.who.org](http://www.who.org) , or the Centers for Disease Control and Prevention at [www.cdc.gov](http://www.cdc.gov).

We appreciate your time in reviewing our reopening guidelines and welcome any questions you may have. We look forward to reopening and continuing to serve you and your employees as we move into this new phase.

Sincerely,

[name]