

## COVID-19 Information for Residents in Residential Buildings

### Property management must:

- Create a policy to ensure building staff, residents and guests wear a mask or face covering while in indoor common areas, including elevators, hallways and lobbies.
- Ensure workers, such as repair people and contractors, wear masks or face coverings inside the building and in apartment units.
- Provide 70-90% alcohol-based hand sanitizer in all essential common areas that remain open such as laundry areas and lobbies.
- Ensure high-touch surfaces in common areas are cleaned at least twice per day and when visibly dirty, including doorknobs, elevator buttons, light switches, toilet handles, counters, hand rails, touch screen surfaces and keypads.
- Provide advance notice of any upcoming urgent work that requires access to resident units
- Reduce the number of service or other requests that require entry into residential units, and limit these to essential services while following [provincial recommendations](#).
- Place markers (e.g. floor markings, pylons) around the building to encourage [physical distancing](#) (e.g. at the front desk, outside and inside elevators).
- Post [signs](#) in visible locations to raise awareness about preventing the spread of COVID-19.

### What you can do to prevent the spread of COVID-19

- Wear a mask or face covering in indoor apartment or condominium areas such as elevators, hallways, lobbies, and laundry rooms.
- Practice physical distancing by keeping at least two metres/six feet away from people you don't live with.
- [Wash hands](#) with soap and water or use 70-90% alcohol-based hand sanitizer if soap and water are not available.
- Download the [COVID Alert app](#) so you can be notified if you have been in close contact with someone who was contagious with COVID-19.

### Laundry

- Don't shake dirty laundry. This will minimize the possibility of dispersing any virus that may be present into the air.
- Wash clothes with soap or detergent. Use the hottest water the fabric can handle and dry clothes completely — these steps help to kill the virus.
- Try to do your laundry at a time when there are fewer people using the laundry area.

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- Disinfect the surfaces of all machines before and after you do your laundry, and don't touch your face.
- Wash or disinfect your laundry bag/ hamper.
- Wash your hands with soap and water, or use a 70-90% alcohol-based hand sanitizer, immediately after handling dirty laundry.
- Limit your time in the shared laundry spaces (e.g. fold your clean laundry at home)

### **Elevators and building amenities**

- Limit the number of people per elevator, and keep at least two metres/six feet from people you do not live with.
- Respect that members of the same household can use the elevator without needing to physically distance.
- Follow gathering limits of 5 people outdoors in building amenities.
- Expect having to make an appointment to use building amenities.
- Expect extra time between appointments to allow for [cleaning and disinfecting](#).

### **Receiving deliveries**

- If possible, pick up deliveries in the lobby to reduce the number of visitors in the building.
- Ask for deliveries to be made directly to your unit only when necessary, such as if you are self-isolating, caring for a family member or require accessibility support.

**\*If tenants are unable to resolve issues around following public health guidelines with their landlord or property manager, they can call 311 or email: [311@toronto.ca](mailto:311@toronto.ca).**

### **Other Resources**

[COVID-19 Housing Law](#)

[Apartment Building Bylaw](#)

[Renting: Changes during COVID-19 \(coronavirus\)](#)

[COVID-19 Guidance for Commercial and Residential Buildings](#)

### **More Information**

For more information, visit our website at [www.toronto.ca/COVID19](http://www.toronto.ca/COVID19) or call us at 416-338-7600.