

**Advisory Guidance for Safe Practices for Lot Rentals in Manufactured
Housing Communities in Delaware
to Comply with the State of Emergency
as declared for our safety by Governor Carney.**

**This has been reviewed through the Division of Small Business which has the
authority to issue clarifications of the Declaration of Emergency Concerning
Essential Businesses.**

**Your actions impact your neighbors and your neighbors' actions impact you
It is your duty to protect yourself, your clients and customers.**

1. As an Essential Business under the Declarations we have the privilege of continuing to manage the rental of lots for the placement of Manufactured Homes in our communities pursuant to Chapter 70, Manufactured Homes and Manufactured Home Communities Act. With privilege to operate comes responsibility. It is **your** responsibility to follow these guidelines. If you do not, we risk all being shut down completely.
2. Your property management office may remain open, with the doors locked. Managers, bookkeeping, administrative and maintenance staff are permitted to be in the office for the purpose of maintaining “Minimal Basic Operations including Emergency Maintenance or Repairs as defined below”. Property Managers may process necessary financial information and respond to time sensitive items, preferably by electronic means. Call center employees may need to be in the office to handle the current volume of calls for cancellations and the occasional new lot rental. If possible these calls should be automatically forwarded to employees working remotely. However, if there are others in the office, practice physical distancing and CDC Guidelines. Rental Agents may stop in the office to get supplies and drop off papers. Follow your Employers Rules about office access.
3. **YOUR RENTAL OFFICE IS CLOSED. DO NOT TAKE THE PUBLIC TO YOUR RENTAL OFFICE.** Your rental office should be closed for all face to face interaction. Rental agents should refrain from spending time in the office and should work remotely making maximum use of electronic tools to facilitate rentals, renewals of rentals and the acceptance of terminations from tenants. Rental applicants, and current renters should not be allowed access to your office for any reason. Keep the front door to the office locked so you can ensure limited access to the office.
4. Complete paperwork electronically except when it is absolutely necessary to have a “wet” signature. Whenever possible, utilize counterpart signing arrangements.
5. Instead of personal viewings of lots available for rental you should encourage the use of virtual tools such as high-quality photographs of lots, virtual tours, and interactive floor plans, if a home is on the lot, to replace in person showings and limit the number of lots that must be viewed in person.
6. Avoid all in person showings of rental lots. Only allow personal inspections by applicants of un-occupied lots. If there is a need to show a rental lot for instance to allow a disabled applicant to make sure the lot is accessible to the applicant, limit your contact to providing sufficient information to allow the applicant access, if you have any direct contact with the applicant you must wash your hands, wear gloves. The rental agent should only spend enough time near the entry to the rented lot, to allow the prospective

tenants to view what they need to see on the lot. Lot rental Agents should stand apart from the prospective lot renters to have conversations about the rental lot.

7. You may continue your community property management functions such as accepting deposits, arranging for emergency maintenance or repairs, cleaning, and allowing those contractors access to your properties. However, arrange to provide keys without contractors coming into your office space.
8. All internal common areas of your community are closed to existing residents and to applicants. No packages are to be accepted by management staff for residents.
9. Do everything you can to keep yourself healthy and teach others how to stay healthy. Follow CDC guidelines.
10. Maintenance work on the lot should be limited to Emergency work or home move in preparation only.
11. For all new lot renters who have already been accepted, executed their rental agreement and made all payments necessary to take occupancy of the rental lot the property manager or rental agent should make arrangements through electronic communication for the new resident to receive whatever is necessary for the resident to gain access to the rented lot, including keycards if necessary to gain access to the community.
12. All homeowners who have an existing lot rental agreement, who are not residents of Delaware, and who have traveled from out of state, during the State of Emergency as declared by Governor Carney, and are going to stay in a Manufactured Home located on a rental lot, must arrive at the lot fully prepared to self-quarantine within the Manufactured Home for 14 days. They must bring 14 days of food and provisions with them to be able to stay in the Manufactured Home for 14 days. They are prohibited from leaving the Manufactured Home or the rented lot to go to the grocery store, or to get take-out food or for any reason other than emergency medical treatment, and must follow all other provisions of the State of Emergency. If they return to their home state, during the state of emergency, for any reason and remain in that state for more than a few hours, they must re-start a 14 day self-quarantine for 14 days from the time they return to the rented lot. If the Community Manager or rental agent is aware of violations of the self-quarantine by lot renters who have traveled from other states they must report the violation to law enforcement.
13. When arriving at the property for move in for a new lot rental, all Renters who have traveled from out of state and are taking occupancy of a rental unit must arrive at the lot fully prepared to self-quarantine within the Manufactured home for 14 days. They must bring 14 days of food and provisions with them to be able to stay in the Manufactured Home located on the rental lot for 14 days. They are prohibited from leaving the Manufactured home or the rental lot to go to the grocery store or to get take-out food or for any reason other than for emergency medical treatment and must follow all other provisions of the State of Emergency. If they return to their home state, during the state of emergency, for any reason and remain in that state for more than a few hours, they must re-start a 14 day self-quarantine for 14 days from the time they return to the rented lot. If the Property Manager or the rental agent is aware of violations of the self-quarantine by lot renters who have traveled from other states they must report the violation to law enforcement.

14. The community should provide safe move in guidelines to all new residents to be in use at all times during the move-in. Those safe move-in guidelines should be executed by the new residents and shall constitute an amendment to the rules and regulations of the community for the duration of the State of Emergency.
15. If a lot rental agreement has expired, or been terminated by agreement of the parties or by operation of law, during the State of Emergency, the lot tenant(s) may come to Delaware, from an out of state location, without quarantining, solely to remove their personal property from the manufactured home on the rented lot as long as they leave the state the same day. The lot tenant(s) must coordinate the time for the visit to remove their personal property with the Property Manager, or rental agent and must at all times conduct themselves consistent with CDC guidelines, and must sanitize areas of the manufactured home they have touched and all personal items that are being left behind consistent with CDC guidelines.
16. If the rental agreement has expired, or been terminated by agreement of the parties or by operation of law, had previously provided housing for more than one Tenant in the Manufactured Home than no more than one (1) former tenant may remove personal items during any given day. All former tenants must coordinate the time for their visit to remove their personal property with the Property Manager or rental agent. They may only come to the lot during the time slot approved by the Property Manager or rental agent.
17. Don't socialize face to face with applicants or approved residents or others in the transaction. Avoid face to face contact if at all possible. Keep your time together to a minimum. For transactions that occur which require a wet signature, at the conclusion of the execution of the documents all items that have been touched should be sanitized consistent with CDC guidelines. Be social by phone and other electronic means.
18. Use social media to show you are acting responsibly in compliance with the Governor's Orders and this Advisory Guidance, and not to entice people to leave their homes to visit the property. Remember they are subject to an order to "shelter in place of residence".
19. As a property manager, who works for other property owners who want to rent their manufactured homes, you can take new rental listings or execute property management agreements. If at all possible this process should be completed either electronically or through the mail. If that process absolutely requires a face to face meeting with the owner of the property, have the meeting outside away from your office and follow CDC guidelines, at all times. Rental of Manufactured Homes are governed by the Residential Landlord Tenant Code and **The Advisory Guidance for Safe Practices for Property Management Offices and Rental Agents for Residential Landlord Tenant Rentals in Delaware dated April 13, 2020.**
20. For renters who want to make application to rent a lot, you can negotiate and execute new lot rental agreements consistent with the above listed safe practices.
21. You can continue to advertise available rental lots.
22. Out of State renters may travel to Delaware to execute a rental agreement. Renters must practice physical distancing, comply with instructions from the rental agent, and CDC guidelines while in Delaware. They may leave Delaware after executing the rental agreement and any other necessary documentation. If they intend to stay after the execution is completed they must comply with paragraph 13 above and self-quarantine for 14 days.

23. Display a positive attitude to help people through this. Do not panic, stay informed, and use your best judgment and common sense.
24. Property managers and rental agents who live out of state may come to Delaware only as necessary for the completion of their job duties, but then most promptly return home.