

# Re-Opening Student Housing

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*Blanton Turner's Approach*

We're All in This Together

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 **Blanton Turner**

[www.blantonturner.com](http://www.blantonturner.com)



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## OVERVIEW

# Student Housing Re-Imagined

Blanton Turner relies on guidance from the Centers for Disease Control, the State of Washington, and local governments and health organizations to guide our best practices. Specific to student housing, we are using a variety of resources including King County's "Guidelines for student housing at higher education institutions", American Campus Communities white paper on "Reopening Student

Housing Communities for the Fall Semester," the Institute of Real Estate Management's Guide to Reopening, and Capstone's Community Reopening Plans, among other resources.

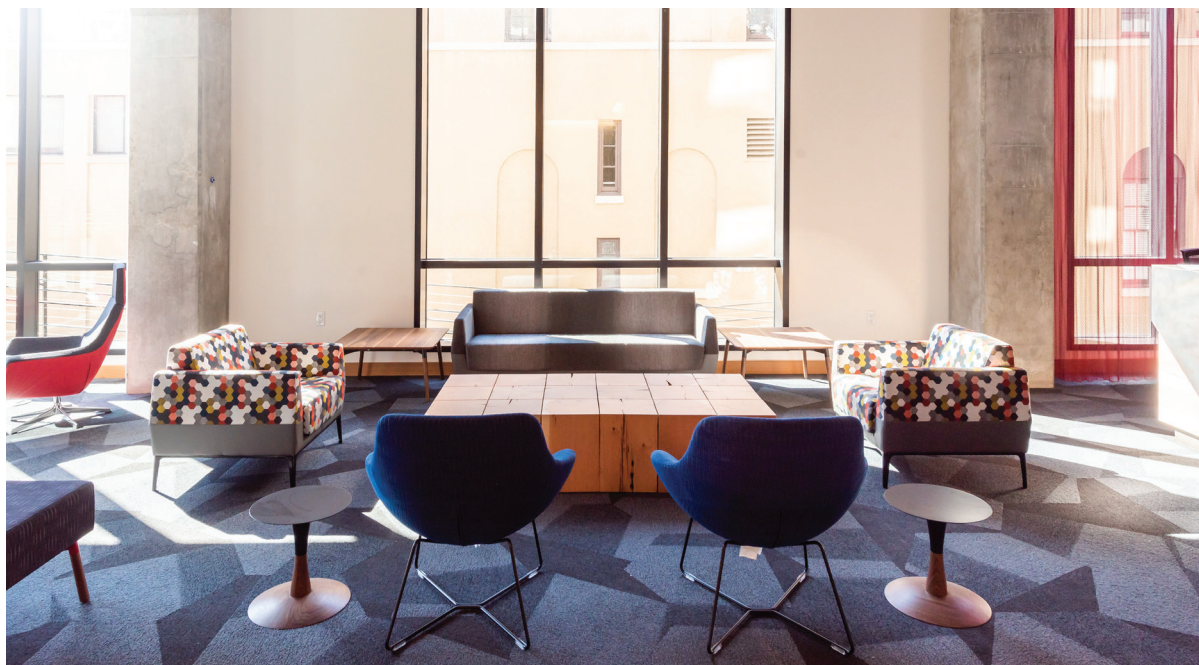
Our efforts rely on consistent assessment, creating support, and communicating clearly and often. Our assessments are focused on cleanliness, community health, and resident concerns. Our primary support

mechanism is to keep high traffic areas sanitized on a regular basis, remaining available to respond to resident concerns, and supporting virtual programming to keep residents engaged.

## APPROACH

# Households Defined

The Blanton Turner portfolio primarily consists of apartment-style housing with “households” of 2 to 4 residents. This housing is self-contained with bathroom and kitchen facilities specific to the apartment household. The households can be educated and empowered to self-maintain their health safety. De-densification, the process of reducing occupancy of rooms or units to limit exposure, is not required as long as the household can successfully maintain health safety standards. Bathrooms, kitchens, and amenity spaces shared by more than one household are restricted.





#### APPROACH

## Assessing the Household

The following aspects were reviewed against CDC guidelines.

### AREA OF CONCERN

### RESOLUTION

#### BATHROOMS

Exclusively used by 1 to 2 occupants;  
Ongoing sanitization by users is achievable

#### KITCHEN/LIVING CONFIGURATION

Able to control food prep and serving; Refrigeration exclusive to household; Food prep is completed within the household; There are private living spaces for each occupant.

#### PERSONAL CONTROL OF SANITIZATION

Household sizes limited to 1 to 5 and are completely self-contained, allowing residents the ability to coordinate isolation and proper sanitization within the apartment.

#### ISOLATE/QUARANTINE

The household can self-isolate or quarantine within the apartment.

#### SPECIAL CDC OPERATIONS & SOCIAL DISTANCING

None required.

#### STUDENT COMFORT/ PREFERENCE

Per ACC white paper, this style of housing is highly preferred, “Purpose built student apartments represent the most desirable product with in-unit bathrooms, living rooms, and full kitchens. This permits occupants to easily control and sanitize their overall environment. Unit configurations allow for the ability to isolate as much as they choose since they do not have to leave their units to eat, use the bathroom or find living space. Apartments require no additional operational resources to maintain.”

King County Health Guidelines for Student Housing:  
Acceptable: 2-4 students live in apartment-style units with individual bedrooms and shared bathrooms. Students can maintain their housing unit configurations within their student household.



## WORKING TOGETHER

# Working Together to Prevent the Spread

While COVID-19 is highly contagious, proper social distancing, frequent hand washing, and use of face masks can help prevent the spread of the virus. We will do our part by collaborating with educational institutions to communicate clear information and updates on what is happening locally and the specific steps we're taking to keep our communities safe. While we cannot guarantee spread of the virus, we will proactively educate everyone regarding best practices as advised by institutional, local, state, and national authorities.

Here's what we're doing:

- Posting information on preventative measures around the community to ensure people are aware of best practices.
- Creating visual cues for social distancing around building entrances, welcome desks, offices, and other community spaces that are still open.
- Ensuring high-traffic areas have hand sanitizer stations available.
- Ensuring high-traffic areas are receiving extra cleaning and sanitizing throughout the day.
- Ensuring public bathrooms are cleaned and stocked with soap.
- Management teams complete daily health screenings and wear personal protective equipment (PPE) when working in and around the building.
- Limiting guests to the building and screening vendors before working at the property
- We are open virtually - where residents can contact management via email, phone, text, chat, or video call to help address their needs
- Responding to confirmed COVID-19 diagnoses with alacrity while maintaining empathy and confidentiality.



## WORKING TOGETHER

# King County's Guide to Student Housing at Higher Education Institutions Provides the Following Advice for What Students can do:

### PRACTICE SOCIAL DISTANCING

- Stay at home in your residential unit and avoid all non-essential contact with others. In particular, avoid contact with people who are sick, and stay home and away from others when you are sick.
- Limit trips for groceries, gas, and other essentials.
- If it's essential to leave your residence, always stay at least 6 feet away from others.
- Support and respect decisions about limited use or temporary closure of common areas in your building.
- Support and respect decisions about limited or no use of common areas in your building. Consider creative ways to connect with others from a distance. Use phone calls, conference calls, and online video conferencing for work, meetings, and to stay in touch with friends and family.

### PRACTICE GOOD RESPIRATORY HYGIENE

- Wash hands often with soap and water for at least 20 seconds. If hand washing facilities are not available, use hand sanitizer with at least 60% alcohol content.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Cover your mouth/nose with a tissue or sleeve when coughing or sneezing, then throw out the used tissue.
- Avoid sharing personal items like drinking glasses, eating utensils, and towels with other people.

### FREQUENTLY CLEAN HIGH-TOUCH SURFACES IN YOUR HOUSEHOLD

Frequently disinfect and clean high touch surfaces including phones, keyboards, kitchen countertops, toilets, faucets and doorknobs. Standard cleaning products are effective against COVID-19.

### MAKE A PLAN

- Plan how you will meet your essential needs if you become sick.
- Plan how you might help others in your building if they become sick or need to quarantine. For example, you might offer to leave food and other items outside a neighbor's door or check on them with a daily phone call.
- Keep a supply of non-perishable food, household items, cleaning supplies and medications on hand so that you can minimize your trips to the grocery store, pharmacy, and other locations.
- Take good care of yourself: Manage stress, eat healthy, exercise and get outside, get enough sleep. Connect with family and friends virtually and ask for help when you need it. All of these simple measures will help you to stay healthy.

## SOCIAL DISTANCING

# We're Here to Help

Within households, residents are empowered to maintain their own social distancing. Within the community, social distancing is encouraged by the closure or limited occupancy of amenity spaces as well as signage throughout the property. Samples of signs residents may see around the property are included below. Management will regulate social distancing in common areas and will only open amenities in accordance with CDC and State guidelines as identified later in the document.

## Stop the Spread



**Disinfect objects** frequently touched like keyboards, workstations, visual communication equipment, phones and other tools at the start and end of your day



**Avoid contact** like handshakes and other close personal contact.



**Wash your hands** with soap and water for at least 20 seconds. If soap and water is not readily available, use hand sanitizer (60% alcohol content).



**For coughing and sneezing** cover your mouth with a tissue, cough into your elbow.

**Remember to practice social distancing and remain 6 ft / 2m or more from others.**

## Know the Symptoms



**Coughing & sneezing**



**Fever**



**Shortness of breath**

**If you are sick** stay at home and get medical help.

**Need help?**


**If you are experiencing one or more symptoms:**

- Contact your manager or HR team
- Seek immediate medical attention from your healthcare provider

## Masks are Encouraged

Thank you for wearing a mask.

We're all in this together.

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## FIGHT GERMS WASH YOUR HANDS!

Wash your hands after using the restroom, sneezing or coughing, and before eating.

①   
Wet both hands with warm water

②   
Apply soap and lather for at least 20 seconds

③   
Rinse well with water

④   
Dry hands with towel then use it to shut off water

We're all in this together.



## AMENITIES

# Phased Approach to Reopening

All amenities are closed per State regulations. Washington State has a Phased Approach to Reopening, a copy of which is included below. Using this guide, we have identified the regulations we expect to maintain in each phase.

### PHASE 1

Current phase. All interior amenities are closed. No gatherings allowed.

### PHASE 2

Expected July 2020. Maximum gatherings of 5 people outside of the household. Outdoor amenities to open with limited occupancy. Amenity spaces and fitness rooms remain closed. Some spaces may open as the State gives leave.

### PHASE 3

Expected Fall 2020. Amenity Rooms & Fitness Centers open with occupancy limits to maintain 6' distance. Reservations or sign-ins will be required. Cleaning will be increased in these spaces.

### PHASE 4

All amenities open with increased cleaning.

WASHINGTON'S PHASED APPROACH Modifying Physical Distancing Measures as we Reopen the State				
INDIVIDUALS AND BUSINESSES SHOULD FOLLOW ALL REQUIREMENTS LISTED ABOVE DURING ALL PHASES				
	1 Phase 1	2 Phase 2	3 Phase 3	4 Phase 4
<b>High-Risk Populations*</b>	Continue to Stay Home, Stay Healthy	Continue to Stay Home, Stay Healthy	Continue to Stay Home, Stay Healthy	Resume public interactions, with physical distancing
<b>Recreation</b>	Some outdoor recreation (hunting, fishing, golf, boating, hiking)	Outdoor recreation involving 5 or fewer people outside your household (camping, beaches, etc.)	<ul style="list-style-type: none"> <li>- Outdoor group rec. sports activities (50 or fewer people)</li> <li>- Recreational facilities at &lt;50% capacity (gyms, public pools, etc.)</li> <li>- Professional sports without audience participation (horseracing, baseball, etc.)</li> </ul>	Resume all recreational activity
<b>Gatherings (social, spiritual)</b>	<ul style="list-style-type: none"> <li>- None</li> <li>- Drive-in spiritual service with one household per vehicle</li> </ul>	Gather with no more than 5 people outside your household per week	Allow gatherings with no more than 50 people	Allow gatherings with >50 people
<b>Travel</b>	Essential travel and limited non-essential travel for Phase I permissible activities	Essential travel and limited non-essential travel for Phase I & II permissible activities	Resume non-essential travel	Continue non-essential travel
<b>Business/Employers</b>	<ul style="list-style-type: none"> <li>- Essential businesses open</li> <li>- Existing construction that meets agreed upon criteria</li> <li>- Landscaping</li> <li>- Auto/RV/boat/ORV sales</li> <li>- Retail (curb-side pick-up orders only)</li> <li>- Car washes</li> <li>- Pet walkers</li> </ul>	<ul style="list-style-type: none"> <li>- Remaining manufacturing</li> <li>- Additional construction phases</li> <li>- In-home/domestic services (nannies, housecleaning, etc.)</li> <li>- Retail (in-store purchases allowed with restrictions)</li> <li>- Real estate</li> <li>- Professional services/office-based businesses (telework remains strongly encouraged)</li> <li>- Hair and nail salons/barbers</li> <li>- Pet grooming</li> <li>- Restaurants/taverns &lt;50% capacity table size no larger than 5 (no bar-area seating)</li> </ul>	<ul style="list-style-type: none"> <li>- Restaurants/taverns &lt;75% capacity/ table size no larger than 10</li> <li>- Bar areas in restaurant/taverns at &lt;25% capacity</li> <li>- Movie theaters at &lt;50% capacity</li> <li>- Customer-facing government services (telework remains strongly encouraged)</li> <li>- Libraries</li> <li>- Museums</li> <li>- All other business activities not yet listed except for nightclubs and events with greater than 50 people</li> </ul>	<ul style="list-style-type: none"> <li>- Nightclubs</li> <li>- Concert venues</li> <li>- Large sporting events</li> <li>- Resume unrestricted staffing of worksites, but continue to practice physical distancing and good hygiene</li> </ul>

\* High-risk populations are currently defined by CDC as: persons 65 years of age and older; people of all ages with underlying medical conditions (particularly not well controlled), including people with chronic lung disease or moderate to severe asthma, people who have serious heart conditions, people who are immunocompromised, people with severe obesity, people with diabetes, people with chronic kidney disease undergoing dialysis, and people with liver disease; people who live in a nursing home or long-term care facility.

## PROGRAMMING

# Coming Together Virtually

Blanton Turner will support the virtual social programming provided by educational institutions. Where Blanton Turner provides the programming, virtual events will be regularly scheduled via Zoom. The management team is always available to serve the needs of the residents and continues to provide essential on-site services throughout the shut down. While our site offices are closed during Phase 1, they will reopen on a limited basis in Phase 2, and be fully open in Phases 3 and 4.

We know that mental health is of primary concern when quarantined. The colleges and universities we work with provide robust mental health services. Those resources are provided to the students we serve. Our management team is always happy to work with residents and actively works to keep everyone engaged.





## LEASING

# Engaged Virtual Leasing

Blanton Turner is proud to make available a completely hands-off leasing process while providing in-person services in Phases 2 to 4 that meet physical distancing standards. Robust websites include virtual tours of available apartments and our partnerships with Knock Rentals and Rently allow future residents to take secure guided tours through spaces. Our leasing agents have a full suite of communication tools to work with students and parents throughout the leasing process.

Our management team completes a health screening each day and wears face coverings and other PPE in accordance with health regulations.





## CLEANING STANDARDS

# Our Guide to Cleaning

The CDC and EPA have provided a comprehensive guide to cleaning standards, which Blanton Turner has adopted. Our maintenance & janitorial teams have taken the following Grace Hill Training Courses: Cleaning Guidelines During COVID-19; Safety Series: Personal Protective Equipment; Safety Series: Bloodborne Pathogens.

### OUTDOOR SPACES

- In general, outdoor spaces do not require disinfection.
- Frequently touched outdoor items like door handles will be disinfected regularly.

### UNOCCUPIED SPACES

- If the space has been unoccupied for more than 7 days, only normal cleaning is required.

### HARD, NON-POROUS MATERIALS

- We will use the EPA's list of approved products for use against COVID-19 based on the material being disinfected.
- Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets & sinks, and touch screens will be regularly disinfected.

### SOFT, POROUS MATERIALS

- Standard cleaning of infrequently touched surfaces

### SUPPLIES

- Disinfectant wipes, disinfectant cleaners, standard cleaning supplies, latex gloves, face masks, soap, footwear covers, protective eyewear, toilet paper, and paper towels will remain stocked for at least 2 weeks.
- Body Fluid Spill kits certified for COVID-19 are on hand.

If a resident has been diagnosed with COVID-19, additional cleaning measures will be taken to thoroughly disinfect all common area surfaces outside of the apartment. See the COVID-19 Diagnosis section below.

Upon vacating a room or apartment, the space will remain vacant for 7 days to ensure no viral contamination survives prior to new resident move-in. Apartments will be maintained and cleaned according to Blanton Turner's like-new standards.





## COVID-19 DIAGNOSIS

# Remaining Alert & Diligent

If a resident informs Blanton Turner that they have been diagnosed with COVID-19, Blanton Turner will do the following:

- Maintain the privacy of the resident.
- Alert King County Health.
- Alert school officials/ownership groups.
- Ensure that resident and other members of the household are self-quarantined. Offer to deliver packages and remove any waste once daily to/from just outside the apartment door.
- Once COVID-19 symptoms are present, the resident has already been contagious for some time. Therefore all household members should self-quarantine and seek testing.
  - Provide Washington State Department of Health informational guide for those who have contracted COVID-19.
- Determine all common areas the resident occupied over the previous 72 hours.
- Inform all residents that someone was diagnosed, that the household is quarantining, and any occupied common areas over the previous 72 hours are being disinfected.
  - Provide Washington State Department of Health informational guide for those who may have been exposed to COVID-19.
- Work with an approved janitorial company to fully disinfect affected common area spaces.
- Check in with resident daily to determine health status and any needs they may have.
- Log once the resident has been cleared by their physician (usually after confirming no symptoms for 72 hours).

# Thank you.

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