

COVID-19 Preparedness Checklist for Building Managers, Strata Managers and Owners Corporations of Multi-Unit Dwellings

There are many ways that you can help stop the spread of COVID-19 in the apartment (unit) building you manage. Ensuring safe practices are in place can prevent transmission in your building.

Consideration	Task	Completed?	Useful information
Resident information	Do you have the correct contact details of all residents in your building?		
	Are there other relevant resident considerations to plan for, such as elderly residents, children and pets?		RSPCA Guide - pet care during isolation
Communication	If there are residents who don't speak English in your building, have you accessed translated resources?		NSW Health translated COVID-19 resources
	Do you know where to get information, to include in newsletters or emails to residents?		NSW Govt Communication Toolkit for Strata Bodies and Building Managers
Cleaning	Have you told staff (cleaners), contractors, etc. to stay at home if feeling unwell, even with mild symptoms?		NSW Govt Communication Toolkit for Strata Bodies and Building Managers Includes: Cleaning when there is a case of COVID-19 (What will I need and tips to remember) Residential hygiene Other useful cleaning resources: SafeWork Australia – industry cleaning information and cleaning guide Department of Health – COVID-19 cleaning and disinfection CDC – disinfection tips
	Do cleaners have information on appropriate cleaning (with a detergent followed by a disinfectant) available to them in their language?		
	Have cleaners been instructed to wear PPE (masks, gowns, gloves, safety glasses) and trained to use it effectively?		
	Are indoor hard surfaces that are touched often (doorknobs, lift buttons, etc.) cleaned with detergent followed by disinfectant regularly?		
	Have you asked cleaners to clean often, and at more times during the day, in high-traffic common areas of the building?		
	Do your cleaners know how to do a thorough clean of common areas? If not, do you have the details of a contractor who can do a thorough clean?		
	Do you have a plan if people need to leave the building during cleaning?		

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Airflow	Are you able to increase natural airflow?		
	Are you able to increase mechanical airflow (e.g., air conditioning)?		
	Can you change the air conditioning or other system settings (so there is more outside air and less recirculated air inside the building)?		
Tradespeople	Are you regularly checking the latest advice on providing renovations, repairs and maintenance in residential premises?		NSW Govt maintenance, repairs rules
Deliveries	Can you help to deliver items to a resident's unit door?		
	Can you help with the scheduled timing for the delivery and pick up of items?		
Common areas	Have you put up mandatory mask posters at all entry points of the building?		Posters available: Wear a face mask inside Wear a mask (in 10 languages) Room and lift capacity Advise for using stairs and keeping 1.5m apart Translated posters include: Thank you for wearing a mask inside Thank you for using the hand sanitiser Please always stay 1.5m apart
	Have you put up posters in lifts, stairs and main entrances about safe physical distancing and room capacity?		
	Have you put hand sanitiser in common areas of the building e.g. entrances and outside lifts?		
	Have you put up posters about hand hygiene?		
	Are you ensuring that other common areas are used safely?		
	Can you include scheduled pick-up and delivery times for laundry services for residents if in use?		
Waste removal	Do you have a plan to collect household waste if there are residents isolating?		Environment Protection Authority COVID-19 poster – Help us manage waste and help stop the spread of COVID-19
	Have you told cleaners and residents the waste removal rules?		
	Can you schedule pick-up times for waste?		

Further information

- Interpreter Service - 13 14 50
- For any emergency - contact 000 (triple zero)
- Visit the [NSW Health Website](#) for the latest information on COVID-19
- [NSW Govt Communication Toolkit for Strata Bodies and Building Managers](#)
- [NSW Fair Trading – COVID and Strata & Community Schemes Guidelines](#)
- [NSW Fair Trading support package for tenants and landlords](#)