

Checklist for Real Estate and Hospitality: Reduced Property Operations & Closures

This guideline highlights operational best practices for preparing to close all or part of your hotel or hospitality property to guests. For additional guidance, please refer to your property's crisis or pandemic/infectious disease plan. Property owners are responsible for ensuring that all areas of the property are secured and maintained in compliance with applicable laws, codes and regulations, and that all required signage by law is displayed.

Whether closing the entire hotel property, or remaining open with a minimal crew, please consider the tips below

Internal and External Communication

- Maintain communication with your insurance broker regarding the status of your properties
- Establish methods for regular communication among senior leadership
- Review methods and strategies with Human Resources to develop initial and ongoing regular communication with employees
- Notify group business and transient guests
- Modify property voice mail, email and website as needed
- Determine which vendor services need to continue and which need to be suspended. Notify your vendors that you will be suspending operations
- Advise your alarm company of the vacancy, create new codes and update contact information
- Notify local authorities (police and fire departments) that your building is unoccupied and provide them with emergency contact information
- Ask the local police department to include your building in their patrols if you notice any vandalism or attempts at entry into the building
- Advise utility companies of the vacancy and request to be contacted in the event of high usage or emergency
- Suspend mail and delivery services unless a skeleton crew will remain
- Ensure that all required signage from corporate and brand are posted as required



Building & Property Protection



- Ensure that heat and/or smoke detection systems remain in service
- Ensure that fire sprinkler, fire protection and detection systems remain in service
- Require that site fire alarm systems continue to be monitored remotely by the existing remote fire alarm monitoring company
- Top off fuel tanks for fire pump and emergency generator and continue to test and run pumps and generators
- Conduct weekly inspections of sprinkler control valves, fire extinguishers and other fire protection equipment and devices
- Continue to test all fire protection systems quarterly to ensure that they are still in proper working condition
- Maintain pest control services
- Secure site access as much as possible (gates, etc.)
- Secure engineering and maintenance departments, mechanical rooms, computer rooms, telephone switch rooms, storage rooms, CCTV monitoring and recording rooms
- Secure all employee use keys in secure location such as safety deposit box or main safe
- Secure all doors and accessible windows with deadbolt locks
- Consider installing additional locks, particularly where high-demand items may remain stored on the property
- Continue to operate boilers to prevent freezing of fire protection equipment such as water supply tanks, sprinklers, sprinkler piping, etc.
- Ensure any sump pumps are working properly
- Ensure that plumbing and fixtures are maintained, and water is circulated in public areas and guest room fixtures and water features to minimize potential for Legionella and other bacteria growth
- Secure flammable liquids and storage tanks or remove/reduce inventory as much as possible
- Remove any trash, debris or hazardous materials, including unnecessary combustibles, pollutants or chemicals, to eliminate the potential for fire, leaks or contamination
- Inspect the roof, if accessible, to evaluate any potential exposures such as clogged roof drains, rooftop structure damage from recent storms, vegetation growth, or evidence of unauthorized access via roof hatches, skylights or stairwell doors

- Plan for rain, high winds and storms
- Keep any exterior furniture inside and close all doors, windows and vents to prevent water intrusion
- Plan for potentially catastrophic events, such as thunderstorms, tornados and hurricanes
- Caulk seams and cracks in door and window frames, vents, roofs and siding to eliminate water intrusion
- Develop specific damage-mitigation plans for mold
- Consider installing light timers on exterior and lobby lighting
- Set each thermostat to 50°F or higher
- Turn off all unused electrical equipment and appliances
- Shut off any main gas valves/lines to the building or isolate and shutoff any equipment using gas (kitchen cooking equipment – burner controls, gas cylinder systems, etc.) unless used for building heating
- Consider tamperproof tape to ensure integrity of locks and other access control devices



Guestrooms & Suites

- Set each thermostat to 50°F or higher
- Close window treatments
- Disinfect window treatment (test small area for discoloration before fully disinfecting)
- Clean and disinfect all case goods and other hard surfaces, including bathrooms
- Strip and wash all bed linen and remove decorative bed toppings
- Unplug all equipment and lighting from outlets
- Clean and disinfect all guestroom supplies and place in plastic sanitation bags (plastic trash liner)
- Remove all bath amenities, terry, and shower curtains. Place in storage or plastic sanitation bags
- Clean and disinfect all hard surfaces including doorknobs, light switch plates, and other hard surfaces in guestroom and bathrooms
- Vacuum and/or mop flooring to include bathroom
- Unplug, clean and dry all room refrigerators



Front Desk

- Secure all credit/debit card readers
- Secure all guest room key encoders



- Remove guard key from safe deposit boxes, if available
- Clean and disinfect luggage carts and store in a secure location
- Clean and disinfect all equipment and hard surfaces including doorknobs, light switch plates, and other hard surfaces
- Secure all access

Lobby & Public Areas

- Clean and disinfect all equipment and hard surfaces including doorknobs, light switch plates, and other hard surfaces
- Disinfect window treatments (test small area for discoloration before fully disinfecting)
- Move towels, sanitizer wipes, and towel disposal bin to storage
- Close window treatments
- Display approved closure signage provided by the brand
- Vacuum and mop flooring
- If a restroom is provided, clean and disinfect vanity, toilet, door handles, mirror, and flooring; remove toilet tissue to storage
- Secure all access



Corridors & Stairwells

- Disinfect window treatment (test small area to avoid discoloration before fully disinfecting)
- Clean and disinfect stairwells, handrail, doorknobs, light switch plates, and other hard surfaces
- Keep all doors in the closed position



Meeting & Function Rooms

- Clean and disinfect all equipment and hard surfaces including doorknobs, light switch plates, and other hard surfaces
- Place all tables, chairs, podiums, and other equipment in storage
- Close window treatments
- Vacuum flooring
- Secure all access



Retail

- Remove all inventory and store in a secure location
- Clean and disinfect the surfaces of machines, equipment and hard surfaces including doorknobs, light switch plates, and other hard surfaces
- Mop / vacuum flooring
- Secure all access



Business Center

- Clean and disinfect the surfaces of machines, equipment and hard surfaces including doorknobs, light switch plates, etc.
- Remove equipment and chairs and place in storage
- Secure all access



Pool, Spa, Fitness Equipment

- Clean and disinfect all pool, beach, recreation equipment, tables, and chairs and place in secure storage
- Consider draining pools and whirlpools
- Cover all outdoor pools and whirlpools
- Remove towels and disposable hamper and place in storage
- Shut down pool equipment, including pool pump, filter, heater, etc.
- Secure access to pool mechanical room
- Clean and disinfect all safety equipment but maintain in place
- Ensure courtesy phone is operable
- Secure all access



Laundry

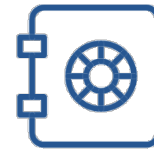
- Wash all linen and terry, place in sanitary storage bags and place in a secure location
- Clean and disinfect all laundry/linen carts
- Clean and disinfect all equipment and hard surfaces including doorknobs, and light switch plates for both guest and employee laundry



- Turn off water supply and gas supply isolation valves for gas-fired dryers
- Unplug all machines
- Secure all access

Accounting & Finance, Human Resources, Sales & Executive Offices

- Secure all currency including in-house banks in the main safe
- Consider making bank deposit
- Secure accounting, human resources, confidential employee and guest personal and financial information in departments such as accounting, human resources, sales, executive offices, etc.
- Clean and disinfect all equipment and hard surfaces including doorknobs, light switch plates, and other hard surfaces
- Secure all doors and accessible windows with deadbolt locks
- Consider installing additional locks, particularly where high-demand items may remain stored on the property



Housekeeping

- Remove all linen, amenities, cleaning products and tools and equipment from room attendant, turndown and public area attendant carts
- Store all linen, amenities, cleaning products and tools and equipment in a secure location
- Clean and disinfect room attendant, turndown and public area attendant carts
- Store all room attendant and turndown attendant carts and caddies in a secure location
- If guestroom keys are issued from housekeeping, remove keys from housekeeping and ensure that they are stored in a secure location such as the main safe
- Clean and disinfect all equipment and hard surfaces including doorknobs, light switch plates, and other hard surfaces
- Secure all access
- Mop and disinfect flooring
- Clean and disinfect all mop buckets, dust pans, mop heads/handles, brooms and high dusters



- Turn off utility service (gas, electricity) to equipment
- Inspect laundry room to ensure all dryers are empty, laundry is folded/stored properly, cleaning supplies stored/isolated properly, etc.
- Secure all access

Kitchen



- Clean and disinfect all tables, chairs and booths
- Remove tables and chairs and place in storage closet
- Clean and disinfect the surfaces of machines, equipment and hard surfaces including doorknobs, light switch plates and other hard surfaces
- Remove all cutlery and china and store in secured area
- Remove glassware and store in secured location
- Remove all liquor from bars and store in a secure location
- Secure beer taps, if possible
- Turn off utility service to cooking and service equipment
- Vacuum / mop all floor surfaces
- Close window treatments
- Secure all access
- Remove perishable food items from freezers and coolers
- Consider donating perishable items to employees, community organizations, first responders, etc.
- Secure all coolers, freezers, dry food and liquor storage rooms
- Clean and disinfect the surfaces of machines, equipment and hard surfaces including doorknobs, light switch plates and other hard surfaces
- Sanitize and completely cover all silverware, china and glassware
- Disinfect doorknobs, light switch plates, and other hard surfaces

- Mop flooring with disinfectant
- Turn off utility service (gas, electricity) to equipment
- Secure all access

In Room Dining & Mini Bar

- Remove all product from carts and store in secure location
- Clean and disinfect all carts, equipment and hard surfaces including doorknobs, light switch plates and other hard surfaces
- Store carts in secure location
- Secure all access



Engineering & Maintenance

- Clean and disinfect all equipment and hard surfaces including doorknobs, light switch plates, and other hard surfaces
- Clean, disinfect, and organize all tools
- Clean and disinfect maintenance carts
- Mop and disinfect flooring
- Clean and disinfect all mop buckets, dust pans, mop heads/handles and brooms
- Secure all access



Conduct Frequent Inspections

- Perform walk-throughs throughout the day to determine if there are any potential issues
- Consider hiring a security contractor or guard service
- Check and keep the gutters and downspouts clear
- Inspect all interior areas
- Inspect the exterior of the building for of vandalism or trespassing



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Resources:

OSHA https://www.osha.gov/	NCBI https://www.ncbi.nlm.nih.gov/
FEMA https://www.fema.gov/	CDC https://www.cdc.gov/legionella/wmp/hotel-owners-managers.html
NIH https://www.nih.gov/	NFPA https://www.nfpa.org/ https://community.nfpa.org/community/nfpa-today/blog/2017/02/06/nfpa-1-requirements-for-seasonal-and-vacant-buildings-firecodefridays-monday-edition
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