

COVID-19

How to isolate safely in apartments and other unit title developments

A guidance document for people with COVID-19 and
household contacts isolating

AND

Bodies corporate

Version 3.0

24 February 2022

Foreword

It is important for *cases* (people with COVID-19) and their household contacts to isolate quickly to prevent the spread of COVID-19. Safe and effective isolation/quarantine is most likely to occur when individual and whānau needs are met, including health, cultural, welfare, and wellbeing needs.

I am grateful for the support, knowledge and advice of those who have contributed to the development of this guidance document.

Particular thanks and acknowledgement go to the Auckland Regional Public Health Unit ([Home | ARPHS](#)), the Northern Region Health Coordination Centre ([Home | NRHCC COVID-19 - Northern Region](#)) and the Body Corporate Chairs' Group NZ ([Body Corporate Chairs' Group NZ \(bccg.org.nz\)](#)) for their continued support as the pandemic evolves in Aotearoa New Zealand.

Ngā mihi,



Robyn Shearer

Deputy Chief Executive

Sector Support and Infrastructure

Version	Date
Version 1	26 November 2021
Version 2	22 December 2021
Version 3	15 February 2022

Interpretation

For the purposes of this guidance document, the following provides clarity on references made to:

1. *'Unit Title Developments' (UTD)* - Refers to an apartment or multi-storey building with individual units, standalone units, townhouses or walk-ups – which fall within the category of the *Unit Titles Act 2010*.
A Unit Title Development is a building or buildings under the Unit Title Act 2010 (UTA) has a Body Corporate to carry out the governance and management of the building or buildings. The Body Corporate may have a committee that carries out that governance and management function, though the management may be contracted out to a Building Manager in some developments. The building manager will carry out the role determined by the contract but would normally involve the day-to-day maintenance and running of the development.
2. *Building* – Refers to a unit title development.
3. *Conduit* – Refers to a person appointed by the Bodies Corporate Committee to take the lead on the Unit Title Development (or Building's) COVID-19 matters, including working with potential or confirmed cases.
4. *Body Corporate* – Refers to a Unit Title Development's governing body made up of residents.
5. *Residents* – All owners and occupiers within a Unit Title Development.
6. *Case/Cases* – Refers to a person with COVID-19 isolating at their unit or home in a Unit Title Development.
7. *Contact* – Refers to a person who has been exposed to a confirmed *case* and is quarantining at their home in a Unit Title Development.
8. *Public Health Unit* – Refers to the local Public Health Service within the local District Health Board who carries out the initial contact and liaises with the COVID-19 *cases*.
9. *Isolation/Quarantine* - In the context of the COVID-19 pandemic, the terms 'isolation', 'self-isolation', and 'quarantine' have not been used consistently between agencies. This may lead to confusion in documents and in public understanding. To avoid further confusion, unless reference to specific legal terminology is required, for example when referring to Medical Officer of Health functions, duties, and powers under the Health Act 1956, the umbrella term 'isolation/quarantine' will be used to refer to any person who is required to isolate or quarantine for a defined period because they have been deemed to pose a public health risk relating to COVID-19.

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About this guidance document

Isolation helps to prevent the spread of COVID-19 from person to person. This is especially important with the advent of new variants of the virus, such as Delta and Omicron.

This guidance document is for people diagnosed with COVID-19 or are an isolating household contact who live in an 'apartment', or other 'unit title development'. It provides guidance on how to safely isolate, and where they can go for support if needed.

It also provides guidance on the responsibilities of the Body Corporate to those isolating, and some practical and proactive steps they can take to ensure their building is safe for others living in them.

This guidance document is based on international guidelines and best current evidence available. Further updates may be made as new evidence emerges and in response to the level of community transmission in New Zealand.

COVID-19 - Information for Bodies Corporate

The Body Corporate must not name the *case* (resident, contractor, or staff member) or their unit number without their consent. This is confidential information and should not be disclosed to others unless agreed to by the *case*.

Omicron response moving into new phase

New Zealand is still early in its Omicron outbreak and cases will grow further. As the number of Omicron cases rises, we are adjusting our response in order to slow the spread of the virus and keep our health services and communities protected.

1. For information on the Omicron Response Plan and how cases and household contacts will be notified from Phase 1 to Phase 3 refer to [Omicron in the community: what this means for you | Ministry of Health NZ](#)
2. Find testing sites closest to you here: [Healthpoint • Find up-to-date information about providers, referral expectations, services offered and common treatments](#)
3. Guidance for people who have tested positive for COVID-19 (cases) - [Guidance for people who have tested positive for COVID-19 \(cases\) \(health.govt.nz\)](#)
4. COVID-19: Mental health and wellbeing resources [COVID-19: Mental health and wellbeing resources | Ministry of Health NZ](#)
5. Guidance for people who test positive for COVID-19 while travelling away from home - [If you test positive for COVID-19 while travelling away from home | Unite against COVID-19 \(covid19.govt.nz\)](#)
6. COVID-19: Resources and tools -[COVID-19: Resources and tools | Ministry of Health NZ](#)
7. Food Support -[COVID-19 - Where to go for services and support - Ministry of Social Development \(msd.govt.nz\)](#)
8. General welfare support: [COVID-19: Welfare and social sector support for family, whānau, and āiga carers - Ministry of Social Development \(msd.govt.nz\)](#)
9. [How to safely clean your home after a COVID-19 diagnosis | Ministry of Health NZ](#)

Appointing a COVID-19 Liaison (Conduit)

1. It is recommended that Bodies Corporate (all unit owners of a building) appoint a **COVID-19 contact person for the building**.
2. Bodies Corporate of individual buildings with committees may appoint a committee member to be the conduit (usually a resident in the building). The conduit would work with the *case* on how best to support them during their isolation. However, this would only occur if the *case* chose to disclose their COVID-19 health status with the Body Corporate.
3. Bodies Corporate may establish rules pertaining to their building to protect the *case*, residents, staff and contractors that are following the *COVID-19 Protection Framework* [COVID-19 Protection Framework \(traffic lights\) | Unite against COVID-19 \(covid19.govt.nz\)](#)
4. ***The Body Corporate must not name the case or household contact (resident, contractor, or staff member) or their unit number without their consent. This is confidential information and should not be disclosed to others unless agreed to by the case or household contact.***
5. If a *case* chose to be identified in a unit title development, the Body Corporate may need to provide the *case* with assistance; it is essential to consider what support they may need to help them isolate/quarantine safely and effectively.

Supporting a case isolating in the building

The Body Corporate may be asked by the *case* to assist in facilitating the *case* access to support as part of their self-isolation.

There are many things to consider when preparing a self-isolation plan for shared accommodation, such as an apartment or any sort of unit title development. Bodies Corporate should be guided by what is most appropriate for their occupants, and the security requirements.

Examples of where the Body Corporate (including through the COVID-19 conduit) may support a case:

1. Ensuring emergency services can access the unit within the building for the case and household contacts 24 hours a day, with no barriers to entry.

2. A welfare and health support service may be needed for the *case* and/or household contacts. Food, medicine, and other essential items can be contactlessly provided to *cases* isolating who cannot leave their unit, and do not have other support available.

The Body Corporate may be asked by the case to assist in facilitating this. Refer to

[Caring for people with COVID-19 in the community | Ministry of Health NZ](#)

and

[Care in the Community welfare response - Ministry of Social Development \(msd.govt.nz\)](#)

Body Corporate meeting

If a *case* or household contact is isolating in the building, all meetings about building management should be held online or off-site.

Preparing for COVID-19 in an apartment and other unit title developments

Being ready helps to keep us all safe

Omicron is in the community. Most people who get COVID-19 will have a mild to moderate symptoms and will fully recover in their own home with minimal additional help. For those who need help, they can access health and wellbeing support.

Omicron spreads fast — everyone in your house may catch the virus. Being ready for getting COVID-19 is about making sure you and your household have a plan and know what to do. It will mean your whānau and community can help each other if needed.

Cases and household contacts self-isolating in apartments and other unit title developments, are strongly urged to contact and work with the nominated person acting as the COVID-19 contact point for their apartment building. The conduit will work with the *case* and household contacts in the apartment building on how best to support them during their isolation.

Case or household contact – for privacy reasons you have decided **not to disclose** your details and the fact that you are COVID-19 positive or potentially positive to your building’s Conduit or Chair of the Body Corporate and are isolating in your apartment, you can access support for the following:

- a. If your apartment building has a secure entrance.
 - Care coordination hubs are responsible for assessing prioritisation and placing people into alternative accommodation.
- b. If your apartment building has a free entrance policy.
 - Organise with friends, whānau or neighbours to do contactless drop-offs of food and supplies and/or discuss medication needs with your local pharmacist.
- c. If your building has a free entrance policy but your friends, whānau or neighbours cannot help.
 - Contact MSD for food and welfare support¹, if required.
 - Contact MOH for all clinical and medical needs including medical equipment if required.
- d. If you are feeling unwell.

¹ MSD welfare support refers to; benefit payments, employment assistance, food, income related housing costs (such as Housing Support Products, Rent Arrears Assistance), support to pay utilities bills (power, gas, eating, water), senior services, other urgent costs and community support services.

- Call 111 and ask for an ambulance.

What you need to plan for

You need to work out what you will do if someone in your unit tests positive for COVID-19, because your entire household will need to stay home. Refer to (<https://covid19.govt.nz/isolation-and-care/how-to-self-isolate>) for some useful tips.

More information

[Find contact and support services](#)

[Help and support if you test positive for COVID-19](#)

[If you test positive for COVID-19](#)

[What to expect when self-isolating at home](#)

[What to expect if you go into managed isolation](#)

Infection prevention and control precautions

1. Face coverings

The Delta and Omicron variants are highly contagious and transmitted through aerosols, so wearing a face covering is one of the main ways we can protect ourselves and each other from the virus.

In general, wearing a face covering such as a disposable or washable mask whenever you leave your home will decrease your risk of being infected with COVID-19. Face coverings can protect you against the spread of infectious droplets and particles when an infected person speaks, laughs, coughs, sneezes or breathes (read more on [how COVID-19 spreads](#)). The COVID-19 Protection Framework sets out expectations for wearing masks, particularly at orange and red levels of the Framework.

Face coverings are one of several tools we have for stopping the spread of COVID-19, including staying home if you're sick, keeping a 1-metre distance from others, cleaning and or sanitising your hands often, sneezing and coughing into your elbow, and keeping track of where you've been and who you've seen with the NZ COVID Tracer app. **Getting vaccinated is still the most effective tool overall.**

For guidance on using a suitable reusable or disposable mask or face covering see [Types of masks and face coverings](#). For guidance on how to safely wear a mask see [How to use a face mask safely](#) and the [Unite Against COVID-19](#) website.

For some people wearing a face covering is unsuitable due to a disability or health condition. See [Face coverings exemption advice](#).

For further guidance on face coverings visit the [Unite Against COVID-19](#) website. Read more about other ways of [Protecting yourself and others from COVID-19](#).

2. Building exit and entry points

Bodies Corporate may consider setting up separate exit and entry points in and out of the building (where possible) to minimise contact. Physical barriers and dedicated pathways can be used to reduce or eliminate exposure of others in the building.

3. Foyer and waiting areas

Social distancing of 1 metre should be encouraged for entry foyer and waiting areas.

Bodies Corporate may consider removing seats from lobbies or waiting areas to discourage people from congregating there. Where seating is required, space it at least 1 metre apart.

4. Lifts and stairwells

Residents should be encouraged to maintain minimum of 1-metre physical distancing while waiting for a lift and once in the lift, or limiting the use of the lift to 1 person at a time. Residents within their bubble may all use the lift or stairwells together at the same time.

Bodies Corporate may consider using floor markings at lift entrances to prompt users to maintain physical distancing while waiting for the lift and encourage one-way flow to avoid bottlenecks occurring near lift entrance points.

Cases and household contacts may not use the lifts or stairwells except in emergencies.

5. Emergencies

In the case of an emergency, normal emergency evacuation protocols should be followed, and all residents should be wearing a face mask if they need to evacuate their units.

Bodies Corporate may consider keeping a supply of emergency face masks near the building's emergency assembly point in case residents have not been able to evacuate with their own.

6. Balconies

For *cases* and household contacts isolating in a unit with a balcony, it is advised to have the doors to the balcony open to allow the circulation of air into the unit.

Balconies have various layouts, and the use of the balcony by a *case* is dependent on others not being on the balcony at the same time.

A case or household contact isolating may not be on the balcony if the adjacent balcony is being used at the same time by residents of neighbouring units. This is especially so when the balcony of the case is not separated and detached from the balcony of other units and is not at least 1 metre or further in distance from the balconies of neighbouring units. Special care needs to be taken if the adjacent balconies are joined and separated by a modesty wall, trellis, or vegetation.

7. General waste areas

Rubbish Chutes

Bodies Corporate may consider placing hygiene stations with hand sanitiser near waste areas or rubbish chutes and encourage residents to wash and sanitise their hands after using waste facilities.

Rubbish disposal - a Case or Household Contact in isolation

A case must follow the following:

- a. A case or household contact must not leave their units to dispose of rubbish.
- b. Rubbish collection and disposal can be conducted by the case's or household contact's family member or a friend. Appropriate plans need to be developed for rubbish disposal if the access to the building is limited.
- c. The case or household contact isolating will need to double bag their rubbish and place it outside their door when there is no one present in the hallway or corridor.
- d. Only when they are back inside with the door closed should someone collect it and take it directly to the building's shared waste disposal area.
- e. The person collecting the rubbish should wear single use gloves and a mask when removing the rubbish and thoroughly wash and dry their hands afterwards.
- f. The same process may be followed for laundry collection.

8. Welfare of a case or household contact in isolation

If a case or household contact in isolation needs to receive medical care, medicines, food or other deliveries, the following procedures should be followed by the case or household contact and the Body Corporate of the apartment building:

- a. Goods be placed outside the unit door, and only collected by the case or household contact when the delivery person has left, and there is no one passing by.
- b. The case or household contact will need to wear a mask when they open their door to pick up the delivery.
- c. The case or the household contact and the Conduit need to plan how to transport deliveries to individual units from the front entrance if access is limited due to building security procedures.

- d. If the *case or household contact* is unable to access a delivery service, a family member or friend, the *case or household contact* should then consider contacting the **Ministry of Social Development** to access support.
- e. If the *case or household contact* requires medical assistance, they should call ahead to their health provider to organise a medical consultation that is carried out virtually. If it is an emergency, the *case* will need to call 111 and the Body Corporate will need to ensure there is a plan in place for the ambulance to access the *case's unit* within the building.

Note – the possibilities of the case or household contact receiving assistance from the Body Corporate is dependent on the case's or household contact's willingness to identify themselves and work with the Body Corporate of their building, how their identity will be kept confidential from other residents of the building, and how the Body Corporate may be able to assist.

9. Gardens and courtyards

Communal gardens and courtyards within or associate to the building can remain open as a place for residents to exercise and get fresh air. All those using these areas must maintain social distancing of 1 metre and use face coverings.

10. Other common areas

Bodies Corporate may consider increasing ventilation of common areas within the building to reduce the risk of COVID-19 transmission. Opening windows or leaving doors open (where safe to do so) can help to reduce the risk of COVID-19 transmission (refer to the *Ventilation* section below for more information).

Where common areas such as gyms, indoor pools or saunas are kept open, resident safety can be supported by clearly signposting capacity limits and requiring them to scan in using the NZ COVID Tracer app.

The Body Corporate has to decide whether vaccines certificates are required (for facilities that more than two people can share).

The requirements of the *COVID-19 Protection Framework* must be adhered to - <https://covid19.govt.nz/traffic-lights/covid-19-protection-framework/>

These areas must not be accessed at any time by a case or household contact isolating.

Regularly cleaning frequently touched surfaces - such as intercoms and lift buttons, hand railings and common area door handles - with disinfectant can reduce the spread of germs between residents.

Closure of facilities may need to be considered if capacity numbers are not able to be managed, or adequate cleaning between use is not possible.

11. Cleaning and maintenance

Cleaning

The Public Health Unit will notify the Body Corporate if deep cleaning of the building is required. However, the Body Corporate may elect to carry out deep cleaning if it believes a *case* has frequented the common areas of the building.

Effective cleaning and decontamination procedures are necessary to ensure removal of pathogens from the environment. There should be processes in place to ensure that environmental cleaning and disinfection procedures are followed consistently and correctly.

For further information refer to: [COVID-19: General cleaning and disinfection advice | Ministry of Health NZ](#)

Maintenance

In units where a person with COVID-19 is isolating, only emergency work is to be carried out. Use of PPE by tradespeople is mandatory when carrying out the work in the unit of a case isolating. The *case or household contact isolating* in the unit must use a face covering and maintain their physical distance from the tradesperson whilst they are in the unit.

Workers may enter other units, as well as common property areas of the building, to carry out work. If possible, the unit or common areas of the building should be unoccupied while the work is being carried out.

Bodies corporate will need to ensure tradespeople wear the wear face coverings, scan using the NZ COVID Tracer app and maintain good hygiene [COVID-19: General cleaning and disinfection advice | Ministry of Health NZ](#)

Ventilation

The control of exposure at source, including adequate ventilation systems, reduces exposure to infection.

Air from a unit will usually flow out of a unit every time the external facing door (i.e., into the building's hallway) is opened, so decreasing the number of times a door is opened and keeping the amount of virus in the air to a minimum, will decrease the risk of infection for anyone else living in the building.

A *case or household contact* isolating in their unit should seal the gaps under the doors of their unit that open into shared spaces of the building (i.e., hallways and lift lobbies) to aid in decreasing the leakage of air from inside the unit and into the shared spaces of the building.

In accordance with the guidance from the European Centre for Disease Prevention and Control ([Heating, ventilation and air-conditioning systems in the context of COVID-19: first update \(europa.eu\)](#)), an average sized unit opening a window for 15 minutes will be sufficient to ventilate the unit and introduce fresh, outside air and reduce the risk of COVID-19 transmission. Leaving windows open will provide continuous ventilation. Opening windows and doors to the balcony can be a good source of ventilation. A *case or household contact* isolating can have windows and balcony doors open to allow for circulation of air into and out of the unit. If it is not possible to leave windows open in the unit over a period, it may require to be ventilated two or three times a day depending on the size of the unit and the level of occupancy.

Buildings with HVAC systems

There are many different types of HVAC systems but whatever system is used, regular maintenance is important. Information can be found on the Indoor Air Quality Research Centre, New Zealand ([Indoor Air Quality Research Centre New Zealand \(iaq.org.nz\)](#)). It is recommended that Bodies Corporate consult an Air Quality Specialist to determine any risks specific to their buildings ventilation system.

12. Property inspections and auctions

In general areas, property viewing, and auctions can occur in accordance with general density limits. Bodies Corporate are to ensure any inspections for the purpose of sale or lease of a unit at their building are carried out by appointment only, and with only one person inspecting the unit at a time. Auctions for units where a *case* is in their unit will need to be carried out either virtually or off-site. *None of these is to be carried out in the unit of a case or household contact in isolation.*

References

1. Australian Government. Infection Control Expert Group: Guidance on the use of personal protective equipment (PPE) for healthcare workers in the context of COVID-19. June 2021 [Guidance on the use of personal protective equipment \(PPE\) for health care workers in the context of COVID-19 | Australian Government Department of Health](#)
2. COVID-19 advice for multi-unit dwellings, Fact Sheet, October 2021, NSW Ministry of Health
3. Canadian Public Health Service, How to quarantine or isolate at home if you have or may have COVID-19, [How to quarantine or isolate at home if you have or may have COVID-19 - Canada.ca](#), September 2021, Government of Canada
4. Draft Apartment and Multi-Unit Housing Blocks, COVID-19 Information Pack, November 2021, Auckland Regional Public Health
5. European Centre for Disease Prevention and Control, Guidance, COVID-19 HVAC, [Heating, ventilation and air-conditioning systems in the context of COVID-19: first update \(europa.eu\)](#)
6. World Health Organisation (WHO), Mask Use in the Context of COVID-19. Interim guidance 1 December 2020 [Mask use in the context of COVID-19: interim guidance, 1 December 2020 \(who.int\)](#)

Appendix 1 – Checklist to Prepare for a COVID-19 case

Information to prepare	Answers
Total number of residents and staff at your property	
Do you have contact details for residents and staff at your property in an easy to share format (e.g. excel sheet)	
Do you have contact details for visitors regularly at your property (e.g. contractors, volunteers, support services for residents)	
How are you currently recording visits to your property/properties? Are QR codes in place for staff, contractors, resident's visitors etc to scan in?	
Are all apartments or housing blocks self-contained? Are there shared or communal facilities? Are there shared lifts, corridors or stairwells?	
How many floors does the building have? How many blocks are there?	
Can you provide access to support services for any residents who are isolating and cannot leave their property?	
Can you provide 24/7 access for emergency services to a resident's apartment?	
Who would be the most appropriate contact person if there was a medical emergency?	
Do you know where the nearest testing centre is for residents?	
Do you know the vaccination status of staff and contractors?	
Do you have adequate supplies of Personal Protective Equipment (PPE) for staff (masks, gloves and hand sanitiser)?	
<p>Do you have sufficient Infection Prevention and Control measures? This should include:</p> <p><input type="checkbox"/> Cleaning Products (especially for shared areas) <input type="checkbox"/> Cleaning Processes (especially for shared areas)</p> <p>Personal Protective Equipment (PPE), including</p> <p><input type="checkbox"/> Masks <input type="checkbox"/> Hand sanitiser</p> <p><input type="checkbox"/> Gloves</p>	

Appendix 2 – Template email for residents of Unit Title Developments

Template email for residents who are not considered close contacts

DATE

To all residents of [building name and address]

A person in this building has tested positive for COVID-19 and is now isolating in their home. While isolating they are not allowed to leave their property or have visitors. Anyone else in the building who also needs to isolate and get tested has already been contacted by Public Health.

Public Health considers the risk of others getting COVID-19 within the building is low. Their advice is for residents to watch out for symptoms of COVID-19 and get tested immediately if these develop.

COVID-19 symptoms

Symptoms of COVID-19 can include one or more of the following:

- Sneezing or runny nose
- Loss of smell or altered sense of taste
- New or worsening cough
- Diarrhoea
- Shortness of breath
- Sore throat
- Headache
- Fever
- Muscle pain or body aches
- Nausea & vomiting

If you develop symptoms get a test immediately. You should then stay home until you receive a negative result and have been free of symptoms for 24 hours.

Tests are free. Our nearest testing centre is at xxxxxxxxxxxxxxxxxxxxxxxx

If you are feeling unwell

If anyone in your home feels unwell and you have concerns ring Healthline on 0800 358 5453 or your doctor. Healthline is a free, 24/7 service with interpreters available.

If you need urgent medical help or are having difficulty breathing call 111 for an ambulance.

Be Vaccinated – If you are not already fully vaccinated (two doses), please get vaccinated

Being vaccinated is the best way to protect yourself and those you love from COVID-19. Anyone in Aotearoa over 12 can get vaccinated. Find your nearest vaccination clinic at www.bookmyvaccine.nz.

More information

COVID-19 information is available in a range of languages on the Auckland Regional Public Health Service website. Visit www.arphs.nz/communityinfo.

Appendix 3 – Frequently Asked Questions

1. Can a *case or household contact* isolating enter an apartment or unit title building and cross over the common property with safety?

A person newly diagnosed with COVID-19 can return to their unit to begin their isolation. They should wear a mask and avoid contact with all other residents. Once isolating, the *case* cannot leave their home or access common property until released by Public Health Unit— except in an emergency, such as needing to be transferred to hospital by ambulance.

2. Does the unit in the building have its own airflow system or is it part of the common airflow system throughout the building?

Wherever possible, keeping spaces well-ventilated (e.g., open windows) can reduce the risk of COVID-19 transmission. Where mechanical ventilation systems are in use, the greatest risk is likely to be posed by scenarios where airflow is shared across multiple units. It is recommended that Bodies Corporate consult an Air Quality Specialist to determine any risks specific to their buildings.

3. What risks are there if the door of the unit is opposite another unit in a closed corridor?

Once the *case or household contact* is isolating in their unit, they can consider putting a towel or other draft excluder at the base of their entrance door, if it opens onto a main corridor. In rare instances where corridors can be ventilated, they should be.

A *case or household contact* isolating must NOT open the door to people or go outside when people are there. Some units have a peephole to see if “the coast is clear”. If collecting a delivery from outside the door, the *case or household contact* isolating should wait until after the delivery person has left and wear a mask to open the door and collect the package.

4. Can the balcony be used if it is adjacent to others?

This is probably a low risk as the virus will become rapidly diluted in the open air, but the adjacent balcony doors should not be opened at the same time if possible. A *case or household contact* isolating cannot be on a balcony when another resident is on the adjacent balcony.

5. Who will help the case isolating?

The *case or household contact* isolating can arrange for deliveries of essential items, and/or seek the help of a family member or friend. Welfare support for a *case or household contact* is also available from the Ministry of Social Development.

Where the *case or household contact* has shared their details and COVID-19 health status with the Body Corporate, the *case or household contact* may receive assistance from the Body Corporate.

6. Should masks be worn by all residents of the building when in common areas?

This can be mandated by the Body Corporate in all common areas.

7. Are there common recreational areas such as gardens, courtyards, gyms, pools, and saunas which the isolating case should not access?

A *case or household contact* in isolation cannot access or use common or shared areas such as gyms, pools etc. Where shared areas include essential facilities such as kitchens or laundries (i.e., units are not self-contained), the *case or household contact* will generally be isolating in a Managed Isolation Facility.

8. Can a case be refused by the Bodies Corporate to isolate in their unit?

No. Discrimination against tenants is unlawful under tenancy law when it breaches the Human Rights Act 1993². For example, it is unlawful to:

- a. Not grant a tenancy to a person for any of the prohibited grounds of discrimination, for example because of their race, nationality, or disability. Disability includes physical illness, or the presence in the body of organisms capable of causing illness. This includes COVID-19.*
- b. Discriminate when deciding to continue, extend, renew, vary, or to end a tenancy.*
- c. Discrimination against tenants who are isolating at home due to, or who have recovered from, COVID-19 is an unlawful act and could be liable for up to \$6,500 in exemplary damages under the Residential Tenancies Act 1986. [See Tenancy Services website for more information on discrimination.](#)*

A person being infected with an infectious disease may give rise to health and safety and similar concerns, but that does not give landlords a right to terminate a tenancy. That is, normal tenancy rules apply.

9. Where can I go for more information about tenancy issues relating to COVID-19?

A range of information on COVID-19 related tenancy questions is available from [Tenancy Services](#).

10. Do we need to undertake a deep clean of the building?

The Body Corporate may elect to carry out deep cleaning if a *case or household contact* has frequented the common areas of the building. Standard cleaning procedures and protocols, if its robust and regular.

Further cleaning advice is available here: <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-information-specific-audiences/covid-19-general-cleaning-and-disinfection-advice>

² Please also refer to Section 56 of the Human Rights Act 1993: it won't be unlawful to discriminate based on disability when providing accommodation if the disability or illness poses an unreasonable risk of harm to the person or others if they were to live in that accommodation. However, this only applies if it's impossible for the person in charge of the accommodation to take reasonable measures to reduce the risk to a normal level without unreasonable disruption.