

CORONAVIRUS PRECAUTIONS AND CONCERNS

Advice for the Real Estate Professional.

In response to the growing concerns about COVID-19, commonly referred to as coronavirus, your management team at CENTURY 21 Crest Real Estate is providing this guidance to respond to the coronavirus's potential impact on the real estate industry and the concerns of our buyer and seller clients.

Below are some suggestions to consider to minimize risk for yourself and your clients. You personally should be prepared, even if things “quiet” down / get better, there is no harm in being prepared.

Your clients will most likely be asking for your guidance regarding their safety and potential exposure to the Coronavirus in increasing numbers over the next few weeks. While it may not be top of mind right now, please get informed and be prepared to respond.

Always support your clients decisions and concerns. If selling, should they take the property off market temporarily. If buying, should they avoid looking at houses for now.

NOTE: Always check with your health professional for definitive advice.

IN GENERAL

THE RISK - MECHANISM OF SPREAD

- The coronavirus is most likely spread from touching surfaces contaminated with the virus and then touching your face (mouth, nose, eyes) and introducing the virus to your body.
- The virus “lives on” surfaces for several days unless removed by disinfection. Touch surface, then touch face - introduce virus.
- The virus can also be spread by direct contact (within 3-6') with a person infected with the virus and they cough / sneeze and “dispense” virus particles. Breath them in - introduce virus.

WHAT TO DO:

- Wash hands frequently (count of 20 seconds)
- Avoid touching your face.
- When hand washing is not possible, use hand sanitizer gel or wipes
- More social distancing (3-6 ft) when possible
- Avoid handshakes and hugs (elbow bumps are in - or a hand wave)
- Wipe down surfaces before and after you touch them
- Don't touch surfaces in general when you don't have to.

For your Buyers

What you and your buyers should do: (preparedness)

MAKE A KIT

- Prepare a “kit” to keep with you at all times. Assemble and place in large Gallon plastic bag and then in a “tote” (over shoulder) so it is easy to access while showing.
 - Antibacterial wipes
 - For your hands
 - For cleaning surfaces (e.g. lysol wipes)
 - Antibacterial sanitizing gel (e.g. purell)
 - Hand cream (the gels and wipes have a drying out effect)
 - Gloves
 - Mask (probably won’t be needed, but if your clients are coughing or sneezing, wear one or have them put one on.)
 - Keep antibacterial wipes handy in your car. Prepare small “packages” to make it easier to carry around and hand out.
 - Keep “garbage bags” or “large zip loc bags” for used wipes etc.
- Handout “Buyers - Viewing Homes” - while looking at houses

Before showing a home

- Clean your hands with antibacterial wipes - gel
- From your “showing” supply - take a antibacterial wipe and wipe down things you will touch (If it is easier for you, you can wear gloves but remember to remove gloves after showing house and do not touch your face)
 - Lockbox / base section that you “push up to activate”
 - Your cell phone
 - Door knob / handles / buttons / door bell
 - Key once taken out of lockbox
- Open all doors and hold doors open for your client to enter rooms
- Precede client to each room and open up closet doors etc.
- ask in Kitchen if they want cabinet doors / drawers opened
- Remind clients that it is especially important to stay together while looking; do not let children wander by themselves (parents to hold them or hold their hands as children tend to touch things).
- Remind clients before entering each home to NOT touch any surfaces, door or cabinet knobs.
- WHEN DONE VIEWING A HOME:
 - Each person should clean hands with antiseptic wipe or gel.
 - Parents to clean children’s hands thoroughly with antibacterial wipe or gel
 - Dispose of used wipes etc in closable garbage bags.

SELLER'S CONCERNS

- Review above (how virus is spread)
- Provide Seller - Coronavirus handout
- Not wanting people in their home, not knowing if anyone is sick or “carrying” virus.
 - For seller’s protection
 - Daily disinfection of surfaces, knobs, handles, light switches.
- Concerned that buyers will not come see their home (fear of contracting virus)
 - Explain that the best way to help potential buyers (and agents) be comfortable viewing the home is to reassure them that disinfecting practices are in place.
 - Sellers can assure potential buyers (signs can be made and displayed with the following)
 - No one in your household is currently sick (no fever, coughing, sneezing)
 - All lateral surfaces, knobs, handles, light switches are sanitized daily.
 - Keep hand sanitizer out on counters etc

CENTURY 21 Crest OFFICE GUIDANCE

We will continue to update you via our Office Intranet notices and/or emails.

STAY AT HOME WARNINGS/ADVICE -

SELF QUARANTINE if you exhibit symptoms (check in with your health care professional)

If you have symptoms of acute respiratory illness, (fever, cough, shortness of breath), **PLEASE STAY HOME**, and do not come to the office until free of fever (100.4° F or greater using an oral thermometer), signs of a fever, cough, sneezing, shortness of breath, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants). **NOTE:** Always check with your health professional for definitive advice.

Please get coverage for your desk time. Don't just email - **CALL** other agents to get coverage, one by one until your shift is covered. Notify management of your illness, symptoms and that you are getting coverage for your shift.

Working from home:

- Email contracts to century21crestrealestate@gmail.com (“contract” in subject line - helpful to put address and your name in subject line also). (e.g. “contract - 123 Main St, Butler - Marie Episale”).
- Research and prepare for showing appointments and CMA’s from home.
- Updating your transactions. If you are using brokermint (paperless remote transaction management), update as usual. If you are not, you can ask for the “email address” for your specific transaction and can forward to or email documents to that email address. Each transaction (listing or under contract) has it’s own unique email address (Ask Management team for transaction specific email address if you don’t have it).
- Desk Time - If you are not sick or exhibiting symptoms, our front desk gives plenty of “social distance” so please report to work as scheduled.
 - Before you start your shift, wipe down phones, keyboards, mouse, desk top, countertop, chair etc with antiseptic wipes.
 - Do the same when done with your shift.