

COVID-19 BROKERAGE COMPANY POLICY ("Policy")

Company: _____ Designated person(s) responsible to oversee application and enforcement of Policy: _____ ("Supervisor(s)").

Supervisor(s) shall be responsible for:

- Explaining the Policy to all Company brokers, including property managers, and employees;
- Providing them with a copy of the Policy;
- Obtaining a signed copy of the Policy from each Company broker and employee;
- Assuring that the Policy is continuously observed;
- Reporting to the Managing Principal Broker if any Company brokers or employees test positive for the COVID – 19 virus;
- Reporting acts of consistent noncompliance to the Managing Principal Broker;
- Explaining the Policy to any public regulators; and
- Such additional duties as delegated by the Managing Principal Broker.

Broker and Employee Personal Responsibilities

- Brokers and employees must take steps to protect themselves. See, Oregon Health Authority Guidelines [here](#);
- If you have symptoms of respiratory illness, such as temperature, fever, cough, shortness of breath, you must stay home. Do not come to work. Contact a Supervisor before returning to work. Center for CDC Guidelines [here](#);
- Here is what to do if you are sick, or seek medical attention. Refer to CDC guideline: [What To Do if You Are Sick](#);
- All brokers, property managers, and employees should telecommute from home;
- Make arrangements with the Supervisor in advance for permission to access the Company office.

Social Distancing in General

- When outside the home, observe the Governor's Executive Order No. 20-12 ("Order") [here](#), at all times and in all places; this does not apply to family members residing in the same home;
- Increase personal space to at least 6 feet. Avoid gatherings of over three (3) people, and if unavoidable, continue to observe social distancing rules in groups.

Social Distancing at Brokerage

- Observe social distancing rule at all times;
- Regularly scheduled office meetings will only be conducted remotely;
- Do not meet with clients, Visitors, tenants, guests, friends, or relatives inside the office;
- Meetings with other brokers should not be conducted inside the office unless essential to the conduct of company business;
- Service workers, delivery services, Visitors, and all other persons not a part of the company should have only limited access to the interior of the office, and be permitted to go no further than the front desk, unless approved by the Supervisor or his/her designee;
- Employees and brokers should not share office equipment, or personal or mobile devices of any kind.

Personal Protective Equipment

- Disposable protective gloves should be made available for all employees and brokers upon request, when in the office (with the understanding that they may not be available due to shortages);
- The CDC is currently not recommending that healthy people need to wear face masks; although, if requested by employees or brokers, they should be provided in accordance with the above policy for protective gloves (with the understanding that they may not be available due to shortages);
- Tissue boxes will be provided throughout the office for employees and brokers. They are required to cover their noses and mouths with a tissue (or their elbow or shoulder if a tissue is not available) when coughing or sneezing. Wash your hands after each time you cough, sneeze, or blow your nose, and any time before touching your face or food. Refer to CDC guideline: [Coughing & Sneezing](#).

Office Sanitation

- All brokers and employees should engage in frequent and thorough hand washing with soap and running water for at least 20 seconds. Refer to CDC guideline: [When and How to Wash Your Hands](#);
- Hand sanitizer will be provided in the office;
 - Frequently touched surfaces inside the office (e.g. doorknobs, keyboards, remote controls, desks, hard-wired phones) will be cleaned with disinfectant at least ___ times per day. The Supervisor will designate one or more person(s) to do so for assigned areas; alternatively, the Company may require that every employee and broker clean any shared equipment and work areas after each use. Janitorial service will be requested to conduct heightened cleaning, especially in restrooms. Refer to CDC guideline: [Clean & Disinfect](#);
- Do not make or accept any payments via cash or check at the office. Require electronic payments over the phone or online;
- Place posters that encourage [staying home when sick](#), [cough and sneeze etiquette](#), and [hand hygiene](#) at the entrance to your workplace and in other workplace areas where they are likely to be seen.

Showing/Inspecting/Appraising & Servicing Company-Listed Property

These guidelines require the consent of third parties, e.g. sellers, buyers, tenants, buyer brokers, inspectors, appraisers, property managers, contractors, plumbers, and others involved in the home purchase/sale transaction. Accordingly, they should be provided with a copy of these requirements. Any questions or concerns expressed should be directed to the Supervisor where appropriate.

Screening: All prospective Visitors to the home should be screened in advance. Brokerages should create a screening process to be used uniformly for every Visitor. See suggested PMAR "COVID-19 Visitor Screening Questionnaire" for example.

AT ALL TIMES, BROKERS ARE TO MAINTAIN THE MINIMUM SIX (6) FOOT SOCIAL DISTANCING RULE ("RULE"), WITH ALL THIRD PARTIES, REGARDLESS OF WHO THE OTHER PARTY IS, E.G. OTHER BROKERS, VENDORS, INSPECTORS, APPRAISERS, SELLERS OR BUYERS, TENANTS, ETC. THIS RULE ALSO APPLIES TO COMMUTING TO/FROM THE PROPERTY. THE ONLY EXCEPTION TO THE RULE IS FOR RELATED PERSONS WHO ARE MEMBERS OF THE SAME HOUSEHOLD.

Preparing Home in Advance of Visit/Tours

The goal is to make the home as safe as possible from contamination both before access to, and upon departure from, the home and property.

- 1) Provide and discuss the PMAR "COVID-19 Homeowner Advisory" with owner or tenant; make sure he/she is in agreement; add an Addendum to the Advisory for any additional conditions imposed by the owner or tenant, and retain a signed copy in the broker's transaction file;
- 2) Discuss what hard surfaces will be sanitized before access (i.e., visits by repair persons are typically limited in scope to certain areas of the home, as compared to professional inspectors, appraisers, and prospective buyers, who typically have access to the entire home);
- 3) Discuss and address owner/tenant questions/concerns.

Visitors [1]

- 4) Identify exactly who will visit the home;
- 5) Make sure they have been screened (See above);
- 6) No groups; Not more than three (and preferably not more than two);
- 7) Make sure owners/tenants are contacted well in advance of visit;
- 8) Make sure Visitors who appear ill do not have access to the home;
- 9) All traveling to/from home should be in separate cars, except immediate family members living in the same home.

Access Protocols

- 10) Address owner/tenant concerns in advance;
- 11) Address Visitor's concerns in advance;
- 12) Make sure all are in agreement before access is granted.
- 13) Discuss with owner/tenant how inspections/showings/tours will proceed;
 - a) Is owner/tenant in agreement with process?
 - b) Recommend all household members leave the home during showings and other activities during the transaction to ensure best social distancing;
 - c) Consider mapping/diagramming course of tour;
 - d) Reach agreement on length of visit, e.g. 10-15 minutes;
 - e) Does owner/tenant insist upon Visitors' use of personal protective equipment?
- 14) Discuss with owner/tenant what other persons will be permitted to access home or property (e.g. inspectors, appraisers, contractors, plumbers, electricians, and others involved in the home purchase/sale transaction);
 - a) If the property is non-owner occupied, discuss with owner how communications with tenant, and expectations of tenant, are to be managed;
 - b) Discuss how arrangements for Visitors will be managed (e.g. selection of entrance, access to site of tour, inspection or repair. When selecting the inspector, appraiser, etc., review what protective measures they will take.);
 - c) If protective measures are not deemed adequate by a Visitor, broker and owner should determine whether Visitor should be accompanied by the broker, or other designee, to assure compliance with this Policy, especially social distancing.

[1] Note: Cooperating brokers will accompany their own buyer-clients, but we inform them of the policies before the visit.

Making Personal Protective Equipment Available for Visitors

- 15) Make sure owner's/tenant's requests are observed;
- 16) Disposable gloves for those requesting them (if available);
- 17) Hand sanitizers throughout the home;
- 18) Disposable face masks for those requesting them (if available);
- 19) Disposable booties to cover shoes (if available);
- 20) Visitors to take all disposable items with them when they leave, and dispose of properly off-site.

Conduct During Tour

- 21) Avoid hand-shaking and other contact greetings;
- 22) Make sure all Visitors remain together, and understand protocols and time constraints;
- 23) Maintain at least 6-feet of separation with all others at all times;
- 24) Encourage Visitors not to engage in lengthy conversations inside home; take the discussions off-site;
- 25) Remain standing; no sitting on furniture/chairs, counters, tables;
- 26) Make sure all doors remain open and lights remain on in accessible rooms on tour – and those not accessible are so marked;
- 27) Use signage reminding Visitors not to touch surfaces, such as doorknobs, counters, tables, chairs, handles/cabinet knobs, in kitchen, bathroom, laundry room, bedrooms, closets.

Departure Protocols

- 28) Clean and sanitize immediately after each visit by any Visitor who accessed the property or home pursuant to the listing. (Refer to CDC guideline: [Clean & Disinfect.](#))
- 29) Follow up with Owner after each visit to confirm protocols were met, and address any concerns.

Other Resources

- o <https://www.nar.realtor/coronavirus-a-guide-for-realtors>
- o <https://www.nar.realtor/coronavirus-resources-for-property-owners>
- o <https://www.nar.realtor/ae/coronavirus-a-guide-for-realtor-associations>
- o <https://www.nar.realtor/political-advocacy/coronavirus-emergency-legislation-what-realtors-need-to-know>