

VBR Wednesday Q & A

April 29, 2020, 9 am

Q- I am hearing rumors that other MLS organizations are canceling their data-sharing agreements with Zillow. Has there been any discussion in that area at the Vail MLS?

A- I have heard other MLS canceling their agreements with Zillow. The MLS had a discussion right before COVID19 hit. The feedback was it gives the client more exposure having the information on Zillow, which is where most people start their search, so they choose to leave it as it is.

Q- Now that we can show a property. What guidelines should we follow?

A- You should be following the State Safer at home guidelines. Eagle County guidelines did not specifically address real estate, **which means that we should be following the state guidelines.** I can't stress how important it is that the real estate community takes this seriously. Committing to following these guidelines ensures we don't move backward or get stricter regulations. If you read through the order on page 5 "Section E" and page 18 "Appendix B." Real estate falls into "Field Services." Appendix B includes items such as

- Must wear mask and gloves & provide them to clients
- Monitor of agent symptoms and developing a policy for offices
- Maintaining a detailed log of contacts
- Cleaning and disinfecting between showings- *(A good idea here would be to put a note in your showing instructions on how this is going to be coordinated.)*

[Make sure and read the email that we sent for full details](#)

Other tips and best practices for working with your clients:

1. Start by viewing houses virtually with 360-degree tours, virtual chats etc.
2. Limit in-person showings, and never go to a showing if you have any signs of illness.
3. Follow social distancing best practices during showings: Only bring decision-makers, refrain from touching anything, keep six feet between people, sanitize your hands before and after entering a home, and drive in a car separate from your clients.
4. Use electronic documents, CTMContracts, RON
5. Use the COVID-19 addendum if you run into delays during the process

Q- What are one-on-one in-person showings?

CAR recommended that we allow a maximum of three people, including the agent for showings before the 'Safer at Home' guidelines started. Some offices are taking this approach, and it is a best practice to minimize "people to within the same household" to attend showings such as decision-makers.

Q- What do I have to do to open my business?

A- According to Eagle County's order before opening, all employers must prepare a "Social Distancing Protocol" for each of their facilities or operational locations in Eagle County frequented by the public or employees.

Q- I had a closing during the 'Stay at home order' and was wondering if I can pick up a Welcome home bag?

A- Starting Monday, April 27, we will have an hour window on Mondays and Thursdays at 10:00 am for members to pick up **lockboxes** and "**Welcome Home Bags.**" Members will need to email jen@vbr.net beforehand so we can have items ready for pickup outside the office, which will limit interaction.