

Protocol for Real Estate Brokers and Agents - Entering a Property during Covid 19

Best practices for Real Estate related to entering a property:

- All property visits are to be held by appointment only.
- For all persons entering the property, the use of masks, gloves, shoe coverings (if available) and sanitizer are mandated, as is the receipt of a signed Safety Screening Declaration for Property Entry that parties are asymptomatic
- Limit in-person showings to “serious” potential customers, who have already viewed the property online, provided tenancy verifications, or verification of funds to purchase or lender prequalification letters to demonstrate they are able to purchase/rent the property that is the subject of the showing.
- Only a single agent and no more than **three** other participants should be in a dwelling at the same time during a showing. If other persons are necessary, they must wait for the agent in their vehicles as well as observe the social distance guidelines until called upon by the agent.
- No third party can remain unattended at the property.
- Agents must be able to **provide** hand sanitizers or soap and water for washing hands, gloves and shoe covers (if available). Each individual must have their own face mask or face covering.
- Disposable gloves must be put on prior to entry, sprayed with sanitizer, shoe covers must be put on prior to entry and both must be disposed of after leaving each property.
- Any person entering a property shall provide by declaration (COVID-19 Health and Safety Declaration for Property Entry) that to the best of their knowledge, they are not currently ill with a cold or flu; do not have a fever, persistent cough, shortness of breath, or exhibit other COVID-19 symptoms; have not been in contact with a person with COVID-19; and will adhere to and follow all precautions required for viewing the property at all times.
- Vendors/Landlords/occupants and all participants must be expressly made aware of the risks of showing and visiting properties: that it may be dangerous or unsafe and could expose them or others to coronavirus (COVID-19). Occupants and participants

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must be advised of their responsibilities pertaining to COVID-19 protocols of social distancing and other COVID19 health and safety guidelines.

- All participants contact details are required in case COVID-19 tracing is needed following a showing.
- Agents conducting the showing should meet participants at the property and not drive the customers to the property so as to minimize risk. Information relevant for the showing must be provided electronically in advance to the customers to avoid virus transmission.
- If using a lockbox, be sure to disinfect the key, the box, and the doorknob prior to utilizing.
- Ask occupant to turn the lights on and leave interior doors, drapes and blinds open. If the property is vacant, agent should ensure these tasks are taken care of prior to the showing.
- Do not touch any surface during a showing; however, Agents may prep property if necessary, following COVID 19 health and safety protocols.
- Maintain a 6ft distance from anyone on the property.
- If the size of the residential unit makes it difficult to maintain the six-foot distance for all parties attending the showing, individuals may need to wait outside and come in the property one at a time, at all times maintaining proper distancing.
- Follow suggestions in the RED Cleaning & Disinfecting Guide and provide this information to the Vendors and occupants, advising them to disinfect the property according to those guidelines after the showing is complete.
- Participants should leave the property immediately following the showing.
- Discussions with participants after the showing should be conducted through electronic means such as email, telephone, Zoom or FaceTime, etc. rather than in person, as maintaining a conversation while adhering to the social distance guidelines is difficult.
- Condo owners/Landlords must provide the listing agent with a copy of any new rules and regulations that may govern entry to the property and showings of common areas.

Adapted from the NAR <https://www.nar.realtor/transaction-guidance-during-covid-19> to suit Bermuda circumstances. The Bermuda Chamber of Commerce has a Bi-Lateral Co-Operation Agreement with the National Association of Realtors and as such is a Cooperative Associate of NAR

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- Persons carrying out the following activities will need to follow the same protocols for health and safety as agents as well as have vendor, occupant and condo association permissions prior to entering the property.
 - Persons conducting appraisals of the property.
 - Persons conducting structural surveys of the property.
 - Contractors making contractually required repairs.
 - Purchaser's insurance inspectors.
 - Purchasers performing their final walkthrough.
- Brokers should consider extending listings and putting a hold on marketing activities or other accommodations for those who, for health or other reasons connected to the COVID-19 virus, wish to stop actively marketing their property for the duration of the Emergency Regulations.

2. Best General practices to followed by the Real Estate Industry prior to showing of the property:

- Listing presentation meetings are to be done virtually – use Facetime, WhatsApp, Zoom etc.
- Communications with clients should be done via electronic means or by telephone. In person contacts should be minimized.
- Erect for-sale signage on the property
- Take photographs and use of a video-based system to prepare online marketing.
- Staging and de-staging should be virtual, not physical.
- All activities should be completed electronically.
- Showings should be done virtually where possible via virtual tour, video and or virtual walk through by agent of property.
- A virtual open house or live stream showing, should be scheduled for a specific time is permissible by approval of the Vendor/Landlord. Occupants may not be present and must sign the COVID-19 Health and Safety Declaration for Property Entry.

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- The Vendor/Landlord of a condo/ Listing Agent should check with the condo association and provide any new rules may have been put in place as a response to COVID-19 and make sure that any inspections conform to those rules, and that consent of the condo association has been obtained for any exemption to those rules.
- The appointment must be established well in advance to allow for Vendor/occupant to prepare the property as per RED Guidelines for how to clean and disinfect properties.
- Any participant shall receive and complete ahead of time the COVID-19 Health and Safety Declaration for Property Entry. The completed declaration must be returned to the agent electronically prior to visiting the property
- Agents must be prepared to have on hand, and provide, soap and water or hand sanitizer, disposable vinyl gloves and shoe covers (if available) for participants of a showing.
- Everyone must bring a protective face mask which they will wear.

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