



## Real Estate Industry Best Practices During COVID-19

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### **Cabarrus County's Stay-at-Home Proclamation revised on Tuesday, March 31, 2020 includes the following allowable travel for realtors:**

Professional services. Professional services, such as legal services, accounting services, insurance services, professional engineering and architectural services, land surveying services, **real estate services (including brokerage, appraisal and title services)** and tax preparation services.

### **Frequently Asked Questions**

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**Q: May I take my clients to see property and/or may my sellers show property? What precautions should be taken if a showing is held?**

A: In accordance with guidance to reduce the spread of COVID-19, ensure that:

- Less than three people (including the realtor) are touring the home at any given time
- Guests maintain social distancing of six or more feet apart
- Potential buyers to wash their hands or to use an alcohol-based hand sanitizer immediately upon entry and to remove shoes/cover footwear with booties
- Your client is aware of cleaning products you use
- Your client disinfects their home after the private showing, especially commonly touched areas like doorknobs and faucet handles

**Q: I typically drive my clients to showings. May I refuse to drive potential clients to see homes?**

A: Yes. However, ensure any changes to your business practices apply equally to all clients. You may refuse to drive clients who show signs of illness or reveal recent travel to areas of increased risk of coronavirus. You can also choose to stop driving clients in your car altogether, and arrange to meet clients at a property.

**Q: May I limit in-person showings to pre-qualified buyers?**

A: Yes. Both listing and buyer's agents may ask if a buyer is pre-qualified to purchase and limit showings to qualified buyers. Be sure to ask all buyers for a pre-qualification letter to avoid a potential Fair Housing violation.

**Q: My seller doesn't want any showings, what should I do?**

A: A seller has control over how their property is shown and has agreed to certain marketing activity in the listing agreement. If the seller desires to prohibit in-person showings, get those instructions in writing and consider an addendum to your listing agreement to extend the listing.

## Checklist for a Property Showing

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### Steps that must be followed if an in-person showing takes place:

- Ask the seller/realtor if anyone, at the property for sell or rent, has had fever, cough or shortness of breath. **If they have any of the symptoms, an in-person showing is not recommended.**
- Ask the potential buyer if anyone has symptoms: fever, cough or shortness of breath. **If they have any of the symptoms, an in-person showing is not recommended.**
- Realtors should not allow potential buyers to touch anything in the house when showing a property.
- Potential buyer and realtor must maintain social distancing of six or more feet apart.
- Potential buyer and realtor must wash their hands or use an alcohol-based hand sanitizer immediately upon entry of the home.
- Potential buyer and realtor must remove shoes or use protective booties to cover shoes before entry of the home.
- Realtor must disinfect all commonly touched areas like countertops, doorknobs, light switches, cabinet knobs and faucet handles after each showing.

### Preventative measures that should be taken to reduce the risk of contracting and spreading coronavirus. The CDC urges individuals to take these measures to protect themselves and others:

- Do not shake hands.
- Wash your hands frequently with soap and water for at least 20 seconds. If soap and water aren't available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Practice social distancing by staying out of crowded places, avoiding group gatherings, and maintaining distance (approximately six feet) from others when possible.
- Avoid close contact with anyone who is sick.
- Stay home if you have a fever, cough, shortness of breath or any other cold or flu-like symptom.
- Clean and disinfect frequently touched objects and surfaces.
- Cover your mouth and nose with a tissue when you cough or sneeze, or cough or sneeze into your sleeve.