

City & State Real Estate Policy Guide – COVID-19

To help ensure the health of our staff, clients, and providers, City & State has implemented the following protocols:

Office Services & Meeting Protocol:

- Office and staff meetings are to be held virtually
- Employees are required to work from their home office; agents should work remotely whenever possible
- Agent/client meetings should be held virtually, whenever possible
- Agents have access to video conference technology to review documents and answer questions at any point
- No handshaking is permitted; maintain social distancing of 6'
- Prior to listing a home or meeting a client to show homes, Agents are required to get written consent on COVID-19 Advisory from the client that they are comfortable and aware of COVID-19 risks and company policies.
- To reduce reliance on in-person meetings, DocuSign tools are available for signatures on eligible documents.

Sellers Protocol:

- Open houses and brokers opens are prohibited
- Sellers, if occupying the home to be sold, will notify their agent if they are feeling unwell and the home will be withdrawn until the seller is feeling better and has tested negative for the Covid-19 virus or the appropriate quarantine time has elapsed
- Our photographer and other service providers will be taking extra precautions when in your home
- We offer virtual video tour options so potential buyers can see the property virtually
- All in-person showing appointments will require approval by the seller, if owner occupied, on an appointment-only basis
- If a seller chooses to allow buyers into their home, we ask that sellers leave all interior doors open (including closets) and lights on to limit the need for others to touch surfaces.
- We will have disinfectant wipes for potential buyers and their agents

- Notices will be posted, and potential buyers and their agents will be asked to comply with the following:
 1. If you are not feeling well, have a compromised immune system, a cough, congestion, or fever please do not enter the home.
 2. Please don't bring children or additional household members/friends into the home. Please feel free to use FaceTime/Video chat to share the home.
 3. We ask the buyers to keep their hands in their pockets and allow their agent to open doors, turn on lights, etc, as needed.
 4. We ask that the only person who touches anything be the agent and that surfaces touched are disinfected afterwards.
 5. Please refrain from using any bathrooms in the home; if it is necessary, please notify the seller's agent which bathroom was used
 6. Buyers' agent should wipe down any door handles, light switches and surfaces touched prior to leaving the home.
 7. If the home is occupied, please leave all lights and interior doors as you find them

Buyers Protocol:

- We are offering virtual tours of properties so buyers can view homes remotely
- Agents will meet potential buyers at properties and will not drive together
- We ask the buyer to keep their hands in their pockets and allow their agent to open doors, turn on lights, etc, as needed.
- We will be asking potential buyers to comply with the following when viewing homes:
 1. If you are not feeling well, have a compromised immune system, a cough, or fever please do not tour homes
 2. Please do not bring children or additional household members/friends to tour homes. Feel free to utilize FaceTime/Video chat.
 3. Please wash hands thoroughly before leaving your home to attend a showing.
 4. Please avoid touching anything unnecessarily and if you do, disinfect any surfaces that were touched.