

# COVID-19 COMPLIANT™



Making real estate transactions SAFE

## COVID-19 PROTOCOLS: LISTING

Effective 5/19/2020 as permitted to operate during the COVID-19 Disaster Emergency

To reduce the transmission of the coronavirus that causes COVID-19, protocols have been established, in accordance with state and national guidelines from government, health, and trade organizations governing our business. Our protocols meet or exceed these guidelines. Protocols must be followed to stay in compliance with these governing bodies.

### Pre-marketing activities (not inclusive)

- Listing presentations should be done virtually if possible
- If possible, have a sign company install the sign at the agent's direction
- Staging
  - Consultations should be done virtually if possible
  - On-site staging will follow home entry guidelines
- Photography or videography
- Pre-marketing inspections
- Having contractors or workers make improvements to the property



### Prior to Entering Home:

- **All participants must wear masks – MASKS WILL NOT BE PROVIDED BY SELLER OR LISTING AGENT**
- **All participants must allow for temperatures to be taken if required by Seller – If over 100.4 degrees F., PERSON MAY NOT ENTER HOME**
- If a seller requires additional PPE, Buyers and Buyer Agent must adhere to seller requirements.
- **Completed and signed PAR Form COVID-HSA (Health & Safety Acknowledgement)**
- **Completed and signed PAR Form COVID-PAN (Property Access Notice)**

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The written approval of the seller for all pre-marketing activities must be obtained by the listing agent. No third party can enter the property if they have not agreed to follow CDC guidelines. Even for contractors and workers, gloves and other protective gear are mandated, as is the declaration that they are asymptomatic and agree to follow CDC guidelines.

## Showing of Homes

### No open houses, broker tours or broker previews

The following process is required to see a home – Occupied or not. If the home is occupied, we request sellers to wipe down all surfaces. We advise sellers to do the same after a showing.

Showings cannot have more than 3 participants (including agent) in the house at one time. If others are in the party, they must wait outside or in their vehicle until the others exit the home.

Showings cannot include children under the age of 16

### Showing agent to be provided with, and prior to showing for all parties (including agent):

- Completed and signed PAR Form COVID-HSA (Health & Safety Acknowledgement)
- Completed and signed PAR Form COVID-PAN (Property Access Notice)
- Pre-Approval from recognized lender
- BFI or Proof of Funds

Agent requests showing for property

- Showing request cannot be for more than 90 minutes
- Listing agent will not allow overlapping showing appointments
- Minimum of 30-minute gap between showings
- Showing agent provides required information to listing agent via email or text of documents
- Seller or Seller's agent will confirm appointment
  - No confirmation without completed information

Prior to showing, Seller will turn on all lights, open doors, provide easy access to all areas of home to reduce touching of surfaces

### SELLER MUST LEAVE HOME AT LEAST 15 MINUTES PRIOR TO SCHEDULED SHOWING

Sellers are to be advised that they should not be present within a dwelling at the same time as other individuals. Sellers are to be advised that they may remain on the property or in the common area of an HOA but not in the dwelling unit itself while agents, buyers, inspectors or others are viewing it. If a seller insists on remaining on the property, that seller is to agree to the terms and sign the hold harmless declaration that is required for persons entering the property.

**IF LISTING AGENT MUST BE PRESENT FOR SHOWING, THEY WILL REMAIN AT LEAST 6 FEET FROM ANY OTHER PARTY**

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During showing appointment:

**Prior to Entering Home:**

- All participants must wear masks – **MASKS WILL NOT BE PROVIDED BY SELLER OR LISTING AGENT**
- All participants must allow for temperatures to be taken if required by Seller – If over 100.4 degrees F., **PERSON MAY NOT ENTER HOME**
- If a seller requires additional PPE, Buyers and Buyer Agent must adhere to seller requirements.
- Any persons on the property must agree to adhere strictly to the social distancing guidelines at all times by remaining at least six feet apart per the recommendations established by the CDC.
- Agent will open the door while the buyers wait at appropriate distance to enter
- Showing agents, if you see anyone in the house, please announce your presence and maintain proper social distancing guidelines while waiting for others to leave the property.
- Buyers will enter the home and view the property. Buyers and agent will refrain from touching doorknobs, light switches, counter tops, etc.
- Upon leaving, agent is to wipe down any touched items (door handles, lockboxes, keys, light switches, etc.) using approved sanitizing methods – **Do Not Depend on Seller or Listing Agent to provide wipes**
- Conduct conversations about the property outside of the home
- NOTHING (masks, wipes, any additional PPE) are to be disposed of at the property

The agreement of the seller allowing any person entering onto the property or into the dwelling must be expressly obtained from the seller. Apart from marketing and pre-marketing activities, a standard purchase agreement grants the buyer broad discretion to conduct various inspections and investigations. The seller should be apprised of their obligations under the purchase agreement so that they enter into such agreements with a clear understanding of the attendant risks.

Listing agents should not leave brochures and flyers in the property but instead utilize any showcasing or other marketing features available through one's MLS system to highlight the property.

## Presentation of Offers



Unless technically impossible, offers will no longer be presented in person. Instead, offer analysis (terms and conditions) will be emailed to sellers for review and discussion with agent – via phone, video, etc.

Once an offer's terms have been agreed to, contract documents will be presented to seller for signature with listing agent reviewing the document's meaning and obligations with the seller.

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## **Inspections**

**(Including but not limited to Appraisals, Municipal, Insurance, and HOA)**

Inspectors are to follow COVID-19 protocols established by the CDC and/or ASHI or InterASHI

**The following must be provided to the Listing Agent Prior to the Inspection:**

- **Completed and signed PAR Form COVID-HSA (Health & Safety Acknowledgement)**
- **Completed and signed PAR Form COVID-PAN (Property Access Notice)**

**Prior to Entering Home:**

If permitted, only one agent and one buyer can accompany inspector. If inspector's protocols and procedures require no one to be present other than the inspector, inspector's protocols prevail.

### **NO SELLER CAN BE PRESENT DURING INSPECTIONS**

- **All participants must wear masks – MASKS WILL NOT BE PROVIDED BY SELLER OR LISTING AGENT**
- **All participants must allow for temperatures to be taken if required by Seller – If over 100.4 degrees F., PERSON MAY NOT ENTER HOME**
- If a seller requires additional PPE, Buyers and Buyer Agent must adhere to seller requirements.
- All parties will maintain social distancing of 6 feet or more
- Inspector will conduct inspection with limited contact to surfaces
- Upon leaving inspector agent is to wipe down any touched items (door handles, light switches, faucets, panels, lockboxes, keys, etc.)
- **NOTHING** (masks, wipes, any additional PPE) are to be disposed of at the property

If estimates for repairs are needed, buyers are advised to obtain estimates using reports and pictures from inspections. If on-site estimates are required, all third parties must adhere to protocols defined for any on-site presence, including:

- Permission from the Seller
- Signing of PAR Form COVID-HSA (Health & Safety Acknowledgement)
- Signing of PAR Form COVID-PAN (Property Access Notice)
- Use of Personal Protective Equipment (PPE) (masks, gloves, etc.)
- Temperature check if required by Seller
- Limited social interaction

## **Repairs**

It is advisable to consider credits from the Seller to the Buyer for repair items that are not required to satisfy loan or municipal requirements. While not always possible, the limiting of additional people entering a home should be considered as part of the repair negotiations.

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## Settlements

Pre-settlement walkthroughs will be permissible. As with any other on-site visit, personal contact will be limited to social distancing guidelines.

**Whenever possible, there will be reduced people interactions during settlements.** Deed packages for sellers will be **HIGHLY** encouraged. Arrangements will be made with sellers to have deed packages signed prior to settlement. Listing agent will handle final settlement process working with title company's settlement protocols. Wiring of proceeds will be highly encouraged (to reduce the handling and distribution of checks).



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