

A Safe and Healthy Return to Real Estate

Best practices for your community.



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five star*
REAL ESTATE LEADERS

What's new for you is new for us.

Five Star is pleased to return to serve you. This is new territory for everyone. We promise to treat you with respect and kindness. These protocols are intended to help keep all parties safe. Thank for your understanding & participation in these best practices.



HEALTH AND SAFETY

Our number one mission is to keep you safe.

- Work remotely to the greatest extent possible. Placement or removal of signs and lockboxes is permitted. Personal contact with others should not be required for these tasks. Disinfect the lockbox surfaces after installation.
- Use photographs, virtual showings and floor plans to help buyers narrow down their housing needs and wants prior to any in-person showings.
- Property photography/videography, viewings, inspections, appraisals, and final walk-throughs shall be arranged by appointment and limited to no more than four people on site at any one time, using the same protocols as contained in this document for showing properties.
- Conduct in-person meetings only when necessary to develop a new listing, to show properties, or to sign necessary documents. Sign documents electronically if at all possible.

- Limit in-person showings to potential buyers who have been pre-approved for financing or have provided proof of funds adequate for purchase.
- Meet clients at the home rather than driving clients to showings. If meeting clients at a home, ask them to wait in their car for your arrival.
- Discourage anyone who does not need to view the home from attending a showing, such as children, those who may have symptoms of illness, and those with conditions that might make them especially vulnerable to illness.
- The requirement for personal protective equipment (PPE) could vary from one seller to another, and could also differ if a property is vacant or occupied. As the listing agent, place the seller's requirements of PPE in the showing instructions. As the showing agent, you must then comply with the seller's instructions to show the property. Keep in mind that sellers may have video on during showings to see how well agents are following safety guidelines in their home.
- Refrain from touching any surface in a home and do not sit on any furniture. Do not share phones, pens, tablets, or other devices. Do not exchange paper documents (send everything electronically).
- Maintain at least a six-foot social distance at all times.
- After a showing, rather than discussing the home while outside the property, consider waiting to discuss the home via email or phone.
- As the listing agent, do not permit overlapping showing appointments for your listings. Allow time between showings, if possible, for the air to settle. As the showing agent, do not schedule an overlapping showing and do not enter a home if another showing is in process when you arrive.
- Listing agent to confirm a seller has authorized in-person showings.





FOR SELLERS

Selling your home with yourself and others in mind.

- Leave all lights on to prevent the need for others to touch switches.
- Leave all drapes and blinds open to prevent the desire for others to open them.
- Leave as many doors open as possible, such as closet doors, pantry doors, bedroom doors, basement doors, etc. to prevent the need for others to touch door knobs.
- Weather permitting, crack open some windows and turn on fans, if any, to keep home ventilated.
- Provide a box or trash receptacle in the garage or outside of the home for the sole use of agents and buyers to dispose of shoe covers and gloves.
- Clean and disinfect all frequently touched surfaces prior to and after the showing(s).
- Do not request that your agent hold an open house for your property since the Executive Order currently prohibits that activity.



FOR BUYERS

Buying a home with peace of mind.

- Meet your agent at the home rather than riding together to showings. If you arrive prior to your agent, please wait in your car for the agent's arrival.
- Limit attendance at showings, no more than 4 people are allowed in the home at one time. Children should not attend, nor should those who may have symptoms of illness or those with conditions that might make them especially vulnerable to illness.
- Your agent will instruct you as to the PPE the seller has required for viewing the property. You must abide by the seller's instructions.
- Refrain from touching any surface in a home and do not sit on any furniture. Do not share phones, pens, tablets, or other devices.
- Do not exchange paper documents. Request it be sent electronically.
- Maintain at least a six-foot social distance at all times.
- Properly dispose of shoe covers and/or gloves in receptacle provided at seller's property. Mask can continue to be used if continuing to view more homes.
- After a showing, rather than discussing the home while outside the property, wait to discuss the home via electronic method or phone.

Real estate for the future.

We hope these protocols will help everyone feel safe as we return to buying and selling homes. With dedication, we will create a safe and healthy return to real estate practices.

Realtors, please find the **COVID-19 SHOWINGS ADDENDUM/AMENDMENT TO LISTING AGREEMENT** and **SHOWING CERTIFICATION AND RELEASE** documents in dotloop (available May 6). Have them signed before conducting business.

*Information sourced from the CDC, Michigan Realtors & the Greater Regional Alliance of Realtors.