

COVID-19 SHOWING/OFFER INSTRUCTIONS

In all cases **YOU ARE WORKING WITH A KNOWN CLIENT** and **NOT A CUSTOMER.** Do not work with anyone other than your own clients. If you have an inquiry on one of your listings further precautions should be taken to confirm that they need to buy now and are financially able. Ask that they send you a valid ID before proceeding with any of the following steps - if they refuse do not proceed. Find out where they currently live and if they have recently sold their home you now know that they have a Realtor - refer them back to their Realtor. Do not take any unnecessary/ risks!

BUYER SHOWINGS/OFFERS

1. Review the property features, room sizes, finishes, photos, virtual tour, location etc with your client to make sure that the property meets ALL of their criteria.
2. Offer to do a **VIRTUAL SHOWING** whereby you book the appointment and walk the Buyer through the home on your mobile device.
3. If it's a property that they want to make an offer on, prepare the Agreement of Purchase and Sale including a "Conditional on Viewing" clause.

AFTER YOU HAVE AN ACCEPTED OFFER

1. Review the KWCE COVID-19 Showing Policy with your client and confirm that they comply. You should have your CLIENT sign/date to acknowledge.
2. When showing the home, wipe down the lockbox and handle, open the property, wait outside to allow your client to view the property, reminding them not to touch anything or use the washroom. Always keep six feet away from everyone! Advise your client to leave children at home - if that means that only one client can view the property then that's how it needs to be viewed. After they exit the home, lock up and wipe down the door and lockbox.
3. Home Inspections may not be something that can happen during the outbreak. There are a few Home Inspectors who have put in place COVID-19 safety precautions. If you're not able to schedule a home inspection you may want to include appropriate Seller Warranty clauses and an Insurance Clause and advise your client to call their



COVID-19 SHOWING/OFFER INSTRUCTIONS

Insurance Broker to check the history on the property for flood claims, fires etc. You may want to offer your Client a home inspection once they have taken possession (and all of this is over) just to educate them on the home and what repairs they need to consider.

KWCE SELLER LISTINGS

1. All confirmations sent via Broker Bay include an automatic warning from Broker Bay covering the COVID-19 Protocol. It also includes the office COVID-19 Showing Policy.
2. When you receive a showing notice call the showing agent to ensure that they are working with a client and are willing to follow the above Buyer process with their client. If not advise them that they cannot show the property and call the office to cancel their showing. Whether or not a property is occupied or vacant the same rules apply.
3. Remind your Sellers that any valuables should always be put away and let them know the COVID-19 processes that are being followed for showings.

Remember, it is not Business As Usual and you can't be too careful! Always keep six feet away from everyone!