

Best Practices for Real Estate During COVID-19

May 20, 2020



REALTORS® ASSOCIATION
OF YORK & ADAMS COUNTIES, INC.

The Governor's Executive Order

*May 19, the Wolf administration issued new statewide real estate guidance that applies to all real estate transactions in Pennsylvania.

*Red or Yellow Counties no longer matter in terms of who can or cannot practice in-person real estate.

*This document replaces the April 28th Memo from the Department of State.



Who is Covered?

All businesses in the real estate industry which includes:

- Real estate professionals
- Appraisers
- Notaries
- Title companies
- Settlement Service providers
- Escrow officers
- Home Inspectors
- Mortgage loan originators, processors and underwriters
- Other necessary office personnel including IT professionals and back office staff necessary to maintain office operations

This applies to all real
estate not just residential.

You Need Read These Documents

- [May 19th Guidance for Businesses in the Real Estate Industry Permitted to Operate During COVID-19](#)
- [May 4th Guidance for Businesses Permitted to Operate During Covid-19](#)
- <https://www.parealtors.org/coronavirus/best-practices/>

Two New PAR Forms

- COVID-19 Property Access Notice (Form COVID-PAN)
- COVID-19 Health Screening Acknowledgement (Form COVID-HSA)

Important Information for all in- person activities



Participants are limited to 3 individuals: 1 agent; two sellers



Participants **MUST** wear face masks & use sanitizer



Bring plastic bags for disposal and remove all personal ppe or other items brought to the property



Maintain records of **ALL** appointments including contact information for all participants.



Utilize CDC guidelines for cleaning and disinfecting facilities and provide information to clients.



Encouraged: Verbal Health Screening prior to every activity. Suggested: Use the PAR COVID-19 HSA

Best Practices for Listing Appointments

Do as much work remotely as possible

No more than three individuals (one agent; two sellers)

All participants must use sanitizer and wear face masks

Encouraged to complete the verbal health screening, suggested PAR Form COVID-HSA

Provide relevant safety information to sellers to discuss the benefits and risks of allowing in-person activities

Determine whether additional seller instructions are necessary

Best Practices Prior to the Showing



Encourage use of virtual showings before scheduling in-person



Advise sellers and buyers risks involved



All showings by appointment only



Schedule a minimum of 30 minutes between showings



Consider limiting in-person showings to those who have been pre-approved



Residents and any buyers at showing complete health screening

Best Practices During Showing

- Comply with showing instructions
- Use sanitizer and wear face masks
- No more than 3 individuals present (1 agent; 2 buyers)
- Do not leave behind business cards
- Agents and buyers required to use their own separate transportation
- Sellers should vacate property but can remain outside social distancing
- For occupied properties sellers should leave lights on, interior doors open.

Best Practices During Showing

- Avoid physical contact within property
- Maintain social distancing guidelines
- Sanitize after showing. Don't forget the lockbox!
- Minimize the time spent in the dwelling. Have those post-showing discussions away from the property.

Best Practices At Closing/Settlement



Agents should not attend settlements unless they are essential to settlement process



Review documents in advance



Attendees should utilize sanitizer and wear face masks

Consistency
in the
Process

CONSISTENCY
IS 

Best Practices for Your Real Estate Office Operations

Need to follow conduct operations according to both the Real Estate Guidance and the General Business Guidance

Agents, appraisers and employees should work remotely as much as possible

Separate work areas to maintain social distancing

Utilize hand sanitizer when entering the building

Require employees and agents to wear masks at all times and provide masks.

Develop protocols for cleaning, especially high touch areas

Post required safety notices

Clients by appointment only

Consider having agents complete health screenings

Do not bring any food to share

What if Someone Tests Positive for COVID-19?

- All businesses are required to develop a response plan if they are exposed to a probably case or confirmed case of COVID-19 for their office location and use similar tactics in developing a plan for exposure at a seller's property.
- Advise the seller to utilize cleaning and sanitation guidelines
- Brokers and agents should cooperate with their clients to assist in the notification process

RAYAC Providing Resources for PPE

- Masks-\$7.75 plus tax for a pack of 10 disposable masks. Limit to 2 packs per member to purchase.
- Shoe Covers-\$2.50 plus tax per pack. 5 pairs in a pack. Limit to 2 packs per person.
- Bulk Shoe Covers-\$24.50 per pack of 50 (25 pairs). Limit to 1 pack per person. – Currently on backorder.
- Gloves Size Large-\$19.00 per pack of 100 (50 pairs) Limit to 1 pack per person
- Order and purchase through doug@rayac.com Pick ups will be arranged at RAYAC

Unemployment Compensation

- <https://www.parealtors.org/coronavirus/>
- ucpua@pa.gov

Waiver Changes for CE Classes

- The Real Estate Commission to allow for CE classes to be live streamed via webinar
- RAYAC is working with our instructors and we have developed a plan for the vast majority of our CE classes to transition over to the Zoom classes on their already scheduled dates and times. Class attendees will receive an email notification about the new class set up.
- To register for one of our CE classes please visit:
<https://rayac.com/real-estate-continuing-education/>

RAYAC Office Physical Operations

- The physical office will remain closed at this time.
- All RAYAC staff are working remotely at 100% capacity on serving you the RAYAC members.
- All calls coming into the RAYAC office are being answered live by a RAYAC staff member.
- RAYAC Classes and Committee meetings have transitioned to zoom platforms.
- Store purchases including lockboxes can be done by contacting doug@rayac.com. Items purchased can be picked up outside the RAYAC office at pre-arranged pick up times.