

A Message from Coldwell Banker Real Estate Professionals

Dear Friends,

In response to the COVID-19 virus, we have drastically changed how we live, how we work and how we engage each other. Our hearts are heavy, and our lives are already so different because of COVID-19-related changes.

Our usual operations may be disrupted, our focus may seem fixated on health and safety, but our underlying commitment to serving our buyers, sellers, property owners, and tenants remains unshaken. From our own homes, we are staying the course to support the clients who have put their trust in us. Our agents and staff are primarily working remotely. Our entire company is working in whatever safe, creative way we can. We are, all of us together, more passionate than ever about the places and spaces and communities we call home.

Please know that our team is with you. We're in this together. Rest assured that we will continue communicating regularly with all those who work for and with us, and we will continue doing all we can to support the colleagues, clients, friends and neighbors.

Stay safe and be well,



CBREP COVID-19 Procedures

All of us at Coldwell Banker Real Estate Professionals are doing everything we can to help keep our community healthy and safe during these trying times. Even in the midst of this crisis, we all remain committed to serving our buyers and sellers.

Please know that our top priority is the safety and health, as well as the personal and financial well-being, of all of our clients and associates. With those priorities in mind, our team has adopted the following new procedures:

- *fully operational, remote work for agents/staff*
- *full remote support for marketing and promotion of all listings*
- *virtual tour opportunities in lieu of open houses*
- *virtual consultations for buying and selling available*
- *virtual showings available upon request*
- *electronic signing available for real estate documents*
- *client meetings are available via Zoom*

- *closing attorneys and banks have protocols in place to handle your closing virtually or with minimal contact*

Safe showing protocols implemented;

- Client meetings available via Zoom
- Real estate agents will not be meeting with clients if they are ill or have been exposed
- Agents will be asking buyers/seller if they are ill or if they have been exposed
- Real estate agents and clients will sanitize hands thoroughly upon arrival of a showing and limit physical interaction during the tour
- Real estate agents and clients will be encouraged to use personal protective equipment (face masks, gloves, booties or remove shoes) for showings
- Have wrap-up discussions outside or by phone if possible
- Disinfect doorknobs and surfaces before departure

CBREP Sellers;

- We ask that you communicate with your Realtor your feelings about showings
- We ask that you disinfect doorknobs and surfaces before and after showings
- Consider providing hand sanitizer and/or gloves at the entrance of your home
- Please turn on lights and doors open to minimize contacts in your home
- Inform your Realtor if someone becomes ill or has symptoms in your home to postpone showings

Rest assured we will continue to monitor CDC and industry guidelines and continue to communicate with our sales associates on a regular basis. If you have any questions or concerns, please reach out to your CBREP agent.