

Real Estate - Agent

AVERAGE LEVEL OF CUSTOMER INTERACTION

- High level of close contact with the customer.

Employee Protection

EMPLOYEE PROTECTIVE MEASURES

- Disinfecting wipes for agents and clients for all in-person real estate showings.
- Employee(s) designated for COVID-19 disinfecting.
- Instant result testing kits.
- Disinfecting supplies for homes to be shown to buyers.
- Maintain social distancing requirements on showing.
- Clean the office and limit number of people in office at one time.
- Sanitizing station in home-minimum soap, paper towels, garbage can, hand sanitizer if possible, provided by seller.
- Only realtor or sellers turn lights on, open doors, cabinets, closets etc. Sanitize everything touched. Only allow adult buyers in the home-no other family members. Young children carried or hold adult's hand to prevent touching. Take shoes off or wear shoe covers. No sick or recently sick people come inside.
- Upgrade housekeeping efforts
- Booties to cover shoes when entering a home is recommended.
- Virtual tours and safety precautions such as mask and gloves when showing is recommended when possible.
- Digital notary seal and remote signings
- Deal only with the decision maker when showing a house
- Electronic closing on home loans
- Requiring proof of funds prior to private showings, limiting the number of family members per showing.

HOW CAN THESE MEASURES BE COMMUNICATED TO EMPLOYEES IN A CLEAR AND CONSISTENT MANNER ACROSS THE INDUSTRY?

Adapted from <https://ltgov.alabama.gov/reopen-alabama-responsibly/>



- Social media communication
- Flyers
- Staff safety meetings
- Posters
- Phone calls and text messages
- Personal notification via text, email, or phone before meeting clients
- Verbally
- Online staff meetings
- Emails

WILL THESE MEASURES REQUIRE ANY ADDITIONAL OR PARTICULAR CLEANING/SANITATION SUPPLIES?

- Disinfectant wipes
- Hand sanitizer
- Disinfectant cleaners
- Bleach

WILL THESE MEASURES REQUIRE THE INSTALLMENT OF CERTAIN EQUIPMENT, SUCH AS SCREENS AT CHECKOUT COUNTERS?

- N/A

WILL THESE MEASURES REQUIRE ADDITIONAL SANITIZATION PRACTICES IN REGARD TO SUPPLY CHAINS IN YOUR INDUSTRY, SUCH AS SANITIZATION OF INCOMING STOCK, COMPONENT PARTS, RAW MATERIALS, ETC?

- N/A

WILL THESE MEASURES REQUIRE THE PURCHASE AND USE OF PERSONAL PROTECTIVE EQUIPMENT (PPE), SUCH AS FACE-MASKS OR GLOVES?

- Gloves, masks, sanitizer, disinfecting wipes for entering properties.
- Agents & clients that need to evaluate a property or attend a closing.
- Face masks and shields for all agents.
- Gloves and masks for house showings.

Adapted from <https://ltgov.alabama.gov/reopen-alabama-responsibly/>



Customer Protection

CUSTOMER PROTECTIVE MEASURES:

- Disinfecting wipes for agents and clients for all in-person real estate showings.
- Disinfecting supplies for homes to be shown to buyers.
- Maintain social distancing requirements on showing.
- Clean the office and limit number of people in office at one time
- Sanitizing station in homes.
- Ask that customers only open doors and not cabinets during these times.
- Only realtor or sellers turn lights on, open doors, cabinets, closets etc. Sanitize everything touched. Only allow adult buyers in the home and no other family members. No sick or recently sick people come inside
- Booties to cover shoes when entering a home
- Virtual tours and open houses.
- Digital notary seal and remote signings
- Deal only with the decision maker when showing a house.
- Electronic closing on home loans
- Requiring proof of funds prior to private showings, limiting the number of family members per showing.

HOW CAN THESE MEASURES BE COMMUNICATED TO EMPLOYEES IN A CLEAR AND CONSISTENT MANNER ACROSS THE INDUSTRY?

- Social media communication
- Flyers
- Staff safety meetings
- Posters
- Phone calls and text messages

Adapted from <https://ltgov.alabama.gov/reopen-alabama-responsibly/>



- Personal notification via text, email, or phone before meeting clients
- Verbally
- Online staff meetings
- Emails

DO ANY MEASURES REQUIRE A BUSINESS TO GET AN UPDATED BUILDING OCCUPANCY FIRE CODE IN ORDER TO DETERMINE A CERTAIN PERCENTAGE OF OCCUPANCY ALLOWED IN THE STORE/FACILITY?

- No.

WILL THESE MEASURES REQUIRE ANY ADDITIONAL OR PARTICULAR CLEANING/SANITATION SUPPLIES?

- Disinfectant wipes
- Hand sanitizer
- Disinfectant cleaners
- Bleach

WILL THESE MEASURES REQUIRE THE INSTALLMENT OF CERTAIN EQUIPMENT OR MARKINGS, SUCH AS TAPE ON THE FLOOR IN CHECKOUT LINES?

- No.

WILL THESE MEASURES REQUIRE ANY ADDITIONAL SOCIAL DISTANCING REQUIREMENTS IN AREAS OF CLOSE PROXIMITY?

- Ensure social distancing guidelines are followed by riding in separate cars to showings.

Adapted from <https://ltgov.alabama.gov/reopen-alabama-responsibly/>



WILL THESE MEASURES REQUIRE THE DESIGNATION OF AN EMPLOYEE TO PERFORM A SPECIFIC DUTY, SUCH AS MONITORING STORE CAPACITY OR CONSISTENTLY SANITIZING A DESIGNATED SURFACE?

- Yes. Designate person or schedule for sanitizing the office or house after a showing.

Summary

Tenant education is important. Utilize lock boxes and implement one day showings. Reduce client attendance for showings; Clients should be cleaning their homes. When possible move to a virtual showing platform ONLY for home showings of occupied properties. It is difficult to guarantee safety for buyers and sellers while showing occupied property. There is still risk with unoccupied property, but at least having everyone sanitize hands and wear masks in the property protects buyers. Employment of videographers to shoot virtual tours eliminating homes not attractive to potential buyers and making actual showings more effective and eliminating potential exposure for both sellers and potential buyers would be helpful.

Adapted from <https://ltgov.alabama.gov/reopen-alabama-responsibly/>



Real Estate - Commercial

AVERAGE LEVEL OF CUSTOMER INTERACTION

- Regular face-to-face meetings and interactions. Required teamwork in close quarters.

Employee Protection

EMPLOYEE PROTECTIVE MEASURES

- Field fever tests before employees allowed to enter an active construction site.
- Require masks if working with others.
- Multiple required hand-washing stations on a construction site.
- Sanitize all materials and tools if being delivered by a third-party.

HOW CAN THESE MEASURES BE COMMUNICATED TO EMPLOYEES IN A CLEAR AND CONSISTENT MANNER ACROSS THE INDUSTRY?

- Construction foreman will notify all workers verbally and in writing.

WILL THESE MEASURES REQUIRE ANY ADDITIONAL OR PARTICULAR CLEANING/SANITATION SUPPLIES?

- Yes. Hand washing materials & supplies, masks, forehead fever test devices, and cleaning supplies for tools and materials.

WILL THESE MEASURES REQUIRE THE INSTALLMENT OF CERTAIN EQUIPMENT, SUCH AS SCREENS AT CHECKOUT COUNTERS?

- No.

WILL THESE MEASURES REQUIRE ADDITIONAL SANITIZATION PRACTICES IN REGARD TO SUPPLY CHAINS IN YOUR INDUSTRY, SUCH AS SANITIZATION OF INCOMING STOCK, COMPONENT PARTS, RAW MATERIALS, ETC?

- Yes. All equipment, material and tools will be sanitized at the beginning of the workday and upon delivery by a third party.

WILL THESE MEASURES REQUIRE THE PURCHASE AND USE OF PERSONAL PROTECTIVE EQUIPMENT (PPE), SUCH AS FACE-MASKS OR GLOVES?

- Yes. Masks will be needed depending on the proximity of construction workers to each other, time spent in a team, and the requirement for teamwork to complete daily tasks.

Adapted from <https://ltgov.alabama.gov/reopen-alabama-responsibly/>



Customer Protection

CUSTOMER PROTECTIVE MEASURES:

- N/A

HOW CAN THESE MEASURES BE COMMUNICATED TO EMPLOYEES IN A CLEAR AND CONSISTENT MANNER ACROSS THE INDUSTRY?

- Foreman meetings and announcements and posted signs in English and Spanish on the job site.

DO ANY MEASURES REQUIRE A BUSINESS TO GET AN UPDATED BUILDING OCCUPANCY FIRE CODE IN ORDER TO DETERMINE A CERTAIN PERCENTAGE OF OCCUPANCY ALLOWED IN THE STORE/FACILITY?

- No.

WILL THESE MEASURES REQUIRE ANY ADDITIONAL OR PARTICULAR CLEANING/SANITATION SUPPLIES?

- Yes – Hand washing materials & supplies, masks, forehead fever test devices, and cleaning supplies for tools and materials.

WILL THESE MEASURES REQUIRE THE INSTALLMENT OF CERTAIN EQUIPMENT OR MARKINGS, SUCH AS TAPE ON THE FLOOR IN CHECKOUT LINES?

- No.

WILL THESE MEASURES REQUIRE ANY ADDITIONAL SOCIAL DISTANCING REQUIREMENTS IN AREAS OF CLOSE PROXIMITY?

- Social distancing is not feasible on an active construction site. Masks will be required for people working in groups or in proximity of less than 6 feet from each other.

WILL THESE MEASURES REQUIRE THE DESIGNATION OF AN EMPLOYEE TO PERFORM A SPECIFIC DUTY, SUCH AS MONITORING STORE CAPACITY OR CONSISTENTLY SANITIZING A DESIGNATED SURFACE?

- Yes. Somebody will have to sanitize tools and materials when delivered by a third-party.

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