



WE'RE LOCAL
WE'RE GLOBAL



The intent of this document is to help standardize best practices for our agents and clients.

Preferred Properties is committed to the safety of our clients and our agents amongst the growing concern around COVID-19 (Novel coronavirus).

REALTORS® who have agreed to the COVID aware commitment are cooperating by following a set of standardized best practices.

As part of the COVID Aware commitment, we are asking all of our customers and clients to answer the following questions:

● Have you traveled outside of North Carolina in the last 14 days or been in close contact with anyone who has traveled outside of North Carolina within the last 14 days? If so, please provide location and details below: _____

● Have you had close contact with or cared for someone diagnosed with COVID-19 or flu-like symptoms within the last 14 days? ☐ Yes ☐ No

● Are you a healthcare worker or work in a healthcare setting? ☐ Yes ☐ No

● Have you experienced or been exposed to any cold or flu-like symptoms in the last 14 days (fever, cough, shortness of breath or other respiratory problems)? ☐ Yes ☐ No

If you answered “yes” to any of the above, please notify your agent immediately. If your answers to any of these questions change, please notify your agent immediately. For the safety of all concerned, your agent may suggest suspending personal site visits.

If you are a buyer and you have answered “yes” to these questions, we have virtual real estate options available including live stream walkthroughs and digital signing processes.

If you are a seller, your agent will discuss options to allow you to stay in your home while you monitor your symptoms, with options including temporarily taking your home off the market (does not incur Days on Market on MLS) and extending contract times if your home is under contract.

Please speak with your agent about important ways to continue your real estate process smoothly.

Agent _____ DATE _____

Buyer/Seller/Tenant/Service Provider _____ DATE _____

Buyer/Seller/Tenant/Service Provider _____ DATE _____

COVID-19 Aware Agent Commitment

Agents and staff will work remotely and stay home if they:

- Have traveled outside of Western North Carolina in the last 14 days or been in close contact with anyone who has traveled outside of Western North Carolina within the last 14 days.
- Have had close contact with or cared for someone diagnosed with COVID-19 or flu-like symptoms within the last 14 days.
- Have experienced or been exposed to any cold or flu-like symptoms in the last 14 days (fever, cough, shortness of breath or other respiratory problems).

Brokers and agents will follow the policies outlined below:

- Have each customer or client sign the "COVID-19 Aware Commitment and Disclosure"
- Keep the CDC's recommended safe 6' distance
- Follow CDC and other governmental recommendations, regulations & orders
- Make sure that buyers are pre-approved before showing homes in-person
- Wash hands upon entering offices and homes
- Bring sanitizers/wipes to sanitize surfaces they come in contact with
- Ask clients to meet them at homes rather than riding together in a car
- Disinfect cars and offices regularly
- Ask sellers to have lights on and interior doors open to limit surfaces that people touch
- Ask agents to keep lights on when leaving (for occupied homes)
- Wipe down doorknobs and all surfaces that showing agents or buyers touch when touring homes
- Not touch surfaces in homes unnecessarily and ask the same of clients
- Limit in-person contact by utilizing technology, live streaming walk-throughs of homes, E-signing, etc.
- Video conferencing instead of face-to-face meetings when possible
- Work with paperless systems to limit trips and the handling of paper
- Not host in-person public open houses or broker open houses
- Strive to publish videos or some form of a virtual walkthrough for each listing
- Encourage drive-by before scheduling in-person showings
- Speak with sellers to ensure they agree to have their homes shown in-person
- Encourage sellers to disinfect their home upon re-entering
- Check regularly for updates to these guidelines & Firm's posted updates

Agent/Staff: _____ Date: _____