

**Tips for
Brokerages &
Brokers to
comply with
Stay Home,
Save Lives**



OREGON
ASSOCIATION
OF REALTORS®

OAR Tips for Brokerages and Brokers to Comply with Governor's "Stay Home, Save Lives" Order

On 3-23-19 Governor Brown issued her "Stay Home, Save Lives" Order. The order lays out significant restrictions on individual and business activity in Oregon. The order does not shut down real estate offices or activity at large, but it does include specific guidance for businesses that remain open.

Some real estate businesses may choose to shut down their offices or their operations out of an abundance of caution, because they believe it is their social duty or because they do not believe it is possible to stay in operation while simultaneously meeting strict social distancing guidelines.

Others may choose to stay open, which is allowed. For those that do, it's imperative that Oregon brokerages and brokers follow the guidelines laid out by the Governor and guidelines laid out by the Oregon Health Authority and the Centers for Disease Control in order for the industry to remain functioning AND to do our part to prevent the spread of the novel Coronavirus.

These tips are meant to be helpful to OAR members trying to prevent the spread of the novel Coronavirus and comply with the Governor's Executive Order. They do not represent official guidance from the government and they may not be comprehensive.

Offices

1. Put a responsible person in charge of ensuring that social distancing guidelines are met.
2. If someone can work from home, they must work from home.
3. [Know the signs and systems of COVID-19 and what to do if someone becomes sick.](#)
4. Anyone who is feeling ill **should not** come into the office.
5. Do not hold in-person office meetings (use phone and video conferencing).
6. Post signs telling people to appropriately cover their coughs and to stay 6 feet apart.
7. Post signs telling people to wash their hands regularly and showing proper handwashing protocol.
8. Make hand sanitizer available for anyone in the office.
9. Wipe down surfaces regularly with disinfectant.
10. Don't have visitors to your office unless absolutely necessary. If the business can be conducted with your client remotely, conduct it remotely. To the degree possible keep all people 6 feet apart.

Visit the [Oregon Health Authority](#) regularly for the latest guidelines and for graphics you can post in your office and on social media. The Governor's Executive Order states that businesses that remain open must comply with OHA social distancing guidelines.

Working with Clients

1. Conduct as much work as possible with clients via phone and video conferencing.
2. Do not meet up with a client under any circumstances if you are or have recently been sick.
3. If showing a home, drive in separate cars.
4. Wash your hands at every available opportunity.
5. Use hand sanitizer before and after touching doorknobs, lockboxes or anything else.
6. Stay six feet apart from your clients during showings.
7. Ask **all** your clients if they are or have recently been sick. You do not have to meet with a client who is or has been sick. Ask this question of all clients to avoid implicating housing discrimination issues.
8. Seek written consent from sellers that they are comfortable with people touring their home.

Open Houses

1. Don't hold in-person open houses.
2. Make use of virtual open houses and alternative ways to market your properties (see below)

Service Providers

You will not be able to close a real estate contract if the service providers required to facilitate the transaction will not be available to perform services.

- Check with home inspectors to make sure they are still operating and under what conditions.
- Check with title companies about their policies re: COVID-19. Ask about the option to use a mobile notary.
- Check with lenders and appraisers about how COVID-19 and government restrictions will impact their ability to provide services in a timely manner.

COVID-19 Addendum

Oregon Real Estate Forms has created a COVID-19 addendum to automatically extend contract deadlines in the event that a party or one of its service providers cannot perform due to a COVID-19 related issue. This addendum is not required, and parties can choose to use a standard addendum to include terms of their choosing related to COVID-19 delays.

Alternative Ways to Market Properties

These are tips from NAR. Other platforms may be available in our market.

Now is a great time to leverage the many available alternative marketing opportunities. Let your clients know that you will continue to service them and can continue to market their home using an incredible array of available technology.

Offer your clients three-dimensional interactive property scans (via Matterport, Cupix, EyeSpy360); host a virtual tour or help your seller conduct a live tour using Skype or Facebook; and use virtual staging to showcase a property.

Companies like [Kleard](#) offer on demand open houses, [Immoviewer](#) offers video tours, and [BombBomb](#) offers video check-ins. If you use any of this technology in your MLS listings, make sure that you have secured the proper permissions for the scans or videos before uploading to the MLS. Some companies are making their technologies even more accessible, including these NAR REACH Companies:

[Immoviewer](#) has removed tour limits for members of their Association/MLS partners. Their tour platform provides a “Live Tour” feature that allows agents to share tour links with potential clients and control movement through the tour, or to give tour control to the consumer to create a virtual showing.

[FloorPlanOnline](#) helps you hold virtual showings anytime through an easy to use point & click FloorPlan Tour with an exclusive 3D space designer or a more robust 360 Walk Through Tour in select markets. Visit [FloorPlanOnline](#) for special discounts