

GUIDELINES & FAQ'S FOR REALTORS®

(REVISED MAY 21, 2020)



As of May 1, 2020 the revised Shelter in Place orders for the [County](#) and the [State](#) has lifted some restrictions for real estate activity. With that easing, there are still rules that need to be adhered to and guidelines to follow. **Please find those below along with Frequently Asked Questions.** We ask that you follow [C.A.R.'s Best Practices Guidelines](#) as well.

1. **Open houses are strictly prohibited**
2. **Showings should be done virtually, if at all possible.**
3. **All showings are to be held by appointment only.**
4. **Only 1 buying party is allowed at the scheduled showing**
5. **All activities should be completed electronically, if at all possible.**
6. **A [Social Distancing Protocol Form](#) needs to be posted at all showings**
7. **Sellers/occupants and pets cannot be present at the time of the showing**
8. **Any persons on the property must always agree to adhere strictly to social distancing guidelines by remaining at least six feet apart per the recommendations established by the CDC.**
9. **Any person entering a property shall provide by declaration that to the best of their knowledge, they are not currently ill with a cold or flu; do not have a fever, persistent cough, shortness of breath, or exhibit other COVID-19 symptoms; have not been in contact with a person with COVID-19; and will adhere to and follow all precautions required for viewing the property at all times.**
10. **Unless absolutely necessary, communications with clients should be done via electronic means. In person conversations should be minimized.**
11. **Listing agents should provide all marketing materials electronically for purposes of the showing and should not provide the buyer any materials inside the property during a showing. Agents conducting the showing should meet clients at the property and not drive the client to the property, so as to minimize risk.**
12. **Clients and agents shall refrain from touching anything in the home.**
13. **C.A.R.'s [PEAD](#) (Coronavirus Property Entry Advisory and Declaration) – a new declaration should be obtained from each visitor, each time they enter the property.**
14. **If you have a showing outside of Santa Cruz County, review their SIP guidelines as they are different than ours.**

FAQ's

- Are "open houses" permissible under any circumstances?

No. Open houses are strictly prohibited under the revised Order.

- Can a REALTOR® hold a modified "open house" and have people wait in line outside—six feet apart, wearing face coverings—as they show the house to no more than two people from a single household?

No. Any in-person viewing needs to be by appointment with a REALTOR® and it can only take place if a virtual tour is not "feasible."

- Can owner and renter occupied properties be shown?

Yes, with consent of the occupant/owner of course.

- Inspectors are essential. Are they permissible? What about pest control/termite work?

Yes. Inspectors are allowed and pest control is permissible, as it relates to the sale of the home.

- Photographers are critical to showing a home. Are photographers permissible?

Yes.

- Should REALTORS® post the Social Distancing Protocol outside of a home that they are "showing"?

Yes. Social distancing protocol should be posted at any location that anyone from the public enters.

- Can occupants remain in the residence while it is being shown?

No. Any occupant and their pets must leave the premises while the residence is being shown.

- Which Health and Safety protocols should I follow if I am showing property?

Follow the protocols put together by C.A.R. that can be found here:

<https://www.carcovidupdates.org/best-practices-guidelines>

- Are home stagers considered essential? (revised 5/11/2020)

Yes.

- Is flooring installation allowed?

Yes. Construction is allowed.

- Is home painting permissible?

Home painting would only be permissible if it was absolutely necessary to the sale of a home.