

With all the uncertainty and chaos as it relates to COVID-19 and the Shelter in Place ordered yesterday, we want to make sure you know that SCCAR is here for you.

This email contains what services are available and how they are being provided, tour and open house information and important links to help answer some of the questions we are receiving.

SCCAR In office visits

Are strictly prohibited. Our offices are closed until April 7 at the moment. See below for curbside pick up and phone/email support options.

Phone & Email Support

Staff is available to answer questions via phone and email.

Membership questions: Kkirwan@mysccar.org

Tour and Store questions: Kclark@mysccar.org

Classes/Events/Communications: Aharbert@mysccar.org

Key service: Kclark@mysccar.org

Keys

eKeys only are available and will be processed via phone.

Lockboxes & Store Items

SCCAR is following suit with many businesses and offering 'curbside' pick up. Orders can be phoned in and items picked up outside the front door.

Open House/Broker Tour

There will be no broker tour meetings and we will not be producing a tour sheet during the closure. We recommend you follow NAR guidelines regarding holding open houses. <https://www.nar.realtor/coronavirus-a-guide-for-realtors>

Information on Holding Open Houses

According to a new survey from the National Association of REALTORS® (NAR), nearly one-in-four home sellers nationwide are changing how their home is viewed while the home remains on the market. For example, some agents are extending the number of open house hours to reduce the number of in-person showings, if allowed by law, and help keep to social distancing requirements. Others are reporting using technologies to host "virtual showings" like video chat on their mobile phone so clients can experience an open house as if they were there in person. And others are working with clients who prefer not to hold open houses at this time.

While not all inclusive, here are some of the steps SCCAR members are taking in order to protect and promote the interests of their clients:

- 1) **Ongoing Knowledge**: Throughout the day, REALTORS® are checking with their local and state associations to see if there are any government announcements impacting their day-to-day operations.
- 2) **Communicating with Clients**: REALTORS® are keeping their clients abreast of business protocols, and also inquiring about the health and well-being of their clients, their families, and their wants and needs moving forward under the coronavirus reality.

- 3) **Screening Measures:** REALTORS® will ask such questions as 1) Is anyone in your household currently sick with a fever and/or a cough? 2) Has anyone in your household been exposed to a person who has or is suspected of having the coronavirus?
- 4) **Fair Housing Measures:** REALTORS® will continue to abide by the Fair Housing Act and not discriminate against any segment of the population.

[Click here for C.A.R.'s March 17, 2020 Guide for Open Houses & Showings](#)

Classes and events

All are cancelled or postponed for March and the beginning of April

"Essential Business Activity"

As this relates to real estate activity, we are advising brokers to contact the County Health Services Agency for specific essential vs. nonessential definitions, 831-454-4000. Here is a [link](#) to the County Health Officer order from March 16, 2020.

As for holding open houses, we refer you to the [NAR guidelines](#) or your broker.

We cannot mandate that you do not hold open houses, nor advise you on how to best serve your clients – but we can stress with all seriousness and concern that you follow the social distancing guidelines and refer to the [NAR REALTOR Guidelines](#) for the safety and health of everyone.

For fiduciary duty questions we ask you speak to your broker. If you are the broker please contact the C.A.R. legal hotline for assistant, 213-739-8282 or legal_hotline@car.org.

We ask that brokers use the information provided by the County, C.A.R. and NAR and make a clear and safe plan for their agents to follow. The [CDC's Interim Guidance for Businesses and Employers](#) is a helpful resource.

USEFUL LINKS:

[C.A.R. Updates and Legal information](#)

C.A.R. is emailing a weekly digest to keep you up to speed on the outbreak. Look for this email or email news@car.org to subscribe.

[NAR REALTOR Guide](#)

[Centers for Disease Control and Prevention](#)

[County of Santa Cruz Health Services Agency](#)

If you have questions about Coronavirus/COVID-19, please call United Way of Santa Cruz County at 211 or text "covid19" to 211211.