



LIVING ROOM REALTY

Oregon - Policy guidelines during the current COVID-19 Pandemic

(Please provide a copy to your applicable client and have them acknowledge at bottom of page)

Social distancing - Stay home Save lives

On March 23, 2020 the Governor of Oregon issued an order that is critical to our health. A copy of the Order is available here: <https://govstatus.egov.com/or-covid-19> please review it closely, and as often as possible.

Based on the Governor's order and CDC guidelines, Living Room Realty (LRR) is implementing new policies and procedures until further notice. These policies and procedures will be updated when there is a significant change. The latest version will be posted in DocuSign and a new folder in the shared document titled "COVID - 19 Pandemic". At LRR this policy has been implemented and enforced by the Firm's Managing Principal Broker, for conducting all real estate business. It will be the responsibility of each LRR Broker, licensed assistants and others part of each member's team to enforce this policy on their own, and provide sufficient evidence by having clients, visitors etc. acknowledge the appropriate documents. The acknowledged documents must be uploaded to SkySlope under either miscellaneous documents, documents not listed or COVIDA.

Living Room Realty Policy

The Order does not expressly designate "Essential" businesses that may continue to operate. It merely imposes certain "Workplace Restrictions" on those that, because of the nature of their business, teleworking and working-from-home are not available options.

Because of our unique nature of our business, most Brokers are independent contractors and not employees. Portland Metropolitan Association Of Realtors (PMAR) our industry organization has informed us that they are in no position to dictate how members comply with the Order as it is beyond their authority or jurisdiction. The choices available to us are to either close down entirely or continue engaging in professional real estate activity at one level or another in compliance with the Order. As it does not appear that Realtors® are expressly prohibited from engaging in real estate activity such as listing a property, preparing a property for sale, or showing a home to prospective customers, so long as it is in compliance with the spirit and intent of the

Order. At LRR we fully intend to comply and cooperate with the Governors Stay Home, Save Lives, in that regard we at LRR have chosen not to do business as usual but limit our real estate activities to essential business/hardships listings, sales and current transactions. **As we will all be required to conduct business in a substantially different manner, it is ultimately your and your clients's sole discretions to continue doing business at both of your own risk.**

Accordingly, please follow these basic rules as you practice real estate:

1. Social distancing. e.g. keep a minimum of six (6) foot distance etc., with all clients before, during, and after showings
2. Only "business critical visitors" will be allowed to access property. Business critical visitors are; Only persons critical to the transaction such as seller's, buyer's, prospective customers and service individuals. Others that are not essential are prohibited from the home.
3. Do not hold open houses
4. Showings by appointment only with the Buyer providing a copy of a lenders pre-approval letter.
5. Avoid personally meeting with customers if possible – use email, electronic signing, texting, video conferencing etc.

Preparing a property for sale and currently on the market:

If you plan to have the home staged, photographed etc., check and confirm that they are following all governmental agency protocols. Installation and removal of staging furniture, vendor services etc., will solely depend on the availability of their services, subject to any of their company rules or government requirements. Consider minimalist staging. There are several companies offering virtual staging such as Matterport, BoxBrownie, etc.

Make sure all visits to the home are with client's prior consent.

Have Seller or a service provider (cleaning company) wash down all hard surfaces after each visit. Though it may not be practical at times, please make your own good judgement working with the owners.

Continuously check your process and confirm with the owner that they are satisfied with the process. Change if necessary for their comfort level.

Keep a log of **all** individuals who accessed the home/property, that includes any of the Sellers friends, families, service providers etc., EVERYONE.

Additional COVID - 19 Homeowner Advisory

For showing, inspections, appraisals and servicing etc. LRR listed property.

The following is a summary of the steps we take to assure you that when access to your home is required as a part of the marketing, touring, inspection, management and appraisal of your home, we have taken all reasonable precautions in accordance with the Governor's recent Executive Order.

Screening

We strive to assure that all company personnel, brokers, prospective buyers, inspectors, appraisers, contractors, etc. (collectively "Visitors") to your home are aware of social distancing rules.

Preparing Home in Advance of Visit/Tours

We address with you, the seller, our policy regarding sanitizing areas of the home most likely susceptible to touching by Visitors. Our brokers and other Visitors accessing the home are required to thoroughly wash their hands using approved soaps before commencement of a tour, inspection, appraisal, or similar visit.

Attendees

We place strict limitations on who may attend, the number of Visitors (2 or less), the length of any visit, and the identities of those attending. The 6-foot social distancing rule is observed at all times. You may elect to allow access to your home by appointment only, and/or to pre-approved purchasers only; There will be no open houses. We will discuss these options with you ahead of time.

Access Protocols

We make available personal protective equipment (disposable gloves, disposable masks, disposable booties, and hand sanitizer) to all Visitors who request it. However, the availability of this equipment may be limited. If we do not have access to this personal protective equipment we will advise you, so that you may determine how you wish to proceed. We discuss with you the portions of the home to be made available and those not, and if you want, the route of the tour. We will make every effort to place signage in the home about not touching hard surfaces, opening cabinets and doors, and where access is denied. We discuss how arrangements for Visitors will be managed (e.g. selection of entrance, access to site, route). We may or may not have a responsible person from our company accompany all Visitors. [1] We are not experts in infectious diseases, and cannot guarantee that the above steps will be sufficient to protect your home from the Coronavirus, as too little is known at this time. We are monitoring all reliable information. If you wish to impose more stringent or different protections than what we are doing, we encourage you to consult with an expert, and let us know how you wish to proceed.

[1] Note: Cooperating brokers must accompany their own buyer-clients, and inform them of the above policies before the visit.

When showing a property:

Make sure to have the owner's express consent in advance through the listing broker. Let the listing broker know our company policy, and make sure they approve the same. Establish a time limit for visits inside the home.

Consider making an offer contingent upon property being viewed upon acceptance.

Only work with Buyers who have a letter of pre-approval from a lender.

Make every effort to work with only Buyers who are committed to work with you by signing a buyer broker agreement.

Do not travel with clients.

Always engage in social distancing at all times, inside and outside the home.

Have the listing broker have the home ready for your visit, with interior doors open, availability of soap and/or hand sanitizer, etc. If unable, have your clients wait in the car while you open up doors, etc.

Make it a habit to wash/sanitize your hands on entry and departure from the home.

Use a mask (store bought or home made).

Please keep abreast with latest news, Governor of Oregon website, Oregon Health Authority etc.

For viewing, showing etc., please provide the following or similar protocols to all applicable parties/visitors in a transaction not limited to Sellers and Buyer's and have them acknowledge receipt. For your convenience a separate pdf for each is available under LRR documents/COVID -19 Pandemic folder.

Listing Broker to Buyer Broker/Buyer and associated visitors:

Thank you for your interest in the property.

As a precaution, due to the current health pandemic - Access to the property is allowed only upon providing a copy of a pre-approval or upon making an offer "subject to an interior walk through".

Screening questions for all visitors accessing the home or property:

Have you been asked to self quarantine since December 1. 2019? Do you or your clients have the following symptoms; A recent onset of any illness symptoms, such as fever, worsening shortness of breath? A potential exposure to Coronavirus? Traveled by train, plane, bus or cruise in the last 14 days? Had exposure to someone with Coronavirus? Have been in a social gathering with 10 or more people in the last week or two? If you or the visitor has answered **YES** to any of the above questions, (please do not identify the applicable question) the individual/s will not be permitted to access the property or home unless otherwise agreed and approved by the Listing Broker.

You agree to keep a record of all names and contacts who have accompanied or not accompanied you on behalf of the Buyer, in case of an outbreak.

Please make an appointment prior to access even if the property is vacant.

Seller shall vacate property for all appointments, unless otherwise agreed.

Please keep a 6' distance from each other during showing and at all times.

There shall be no more than two (2) individuals on the property at a time.

Soap or hand sanitizer will be provided, and must be used upon entry and exit.

Please wear a mask (store bought or home made) if possible.

Please leave all interior doors, lights, cabinet doors open when you leave. (Avoid touching).

We will provide a one day contractor code when and if necessary for access, for home inspectors etc., if you are unable to provide access.

At no time will a Buyer be in the property without the presence of a Broker.

For the latest information on COVID - 19 for you and your clients safety, please visit:

<https://govstatus.egov.com/OR-OHA-COVID-19>, <https://govstatus.egov.com/or-covid-19> <https://www.cdc.gov/>

As we will all be required to conduct business in a substantially different manner, it is ultimately your and your clients's sole discretions to continue doing business at both of your own risk.

Buyer Broker to Listing Broker/Seller and associated visitors:

Thank you for the opportunity to view your listing.

As a precaution, due to the current health pandemic - I will be accessing the property with my client only upon providing you a copy of a pre-approval or upon making an offer "subject to an interior walk through". We will follow the minimum strict guidelines:

Screening questions for all visitors and residents:

Have you or the owner/residents been asked to self quarantine since December 1. 2019? Have the following symptoms; A recent onset of any illness symptoms, such as fever, worsening shortness of breath? A potential exposure to Coronavirus? Traveled by train, plane, bus or cruise in the last 14 days? Had exposure to someone with Coronavirus? Have been in a social gathering with 10 or more people in the last week or two? If you or the owner/residents have answered YES to any of the above questions, (please do not identify the applicable question) the visitor and I will not access the property or home due to potential health risks unless otherwise agreed and approved by the Listing Broker.

I will keep a record of all names and contacts that access the property on my Buyer's behalf, in case of an outbreak.

I shall make an appointment prior to access, even if the property is vacant.

Seller shall vacate property for all appointments, unless otherwise agreed.

We will keep a 6' distance from each other during showing and at all times.

There will be no more than two (2) individuals on the property at a time.

Please provide soap or hand sanitizer, which will be used upon entry and exit.

We will try and make an effort to wear a mask (store bought or home made)

Please leave all interior doors, lights, cabinet doors open (avoid's touching)

Please provide a one day contractor code when and if necessary for access, only for use by sale related visitors, such as inspectors, contractors etc., and not the Buyer.

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We at Living Room Realty are committed to the well being of all mankind, every effort we make will help us overcome this current crisis. Thank you for your cooperation.