



NEVADA
HEALTH
RESPONSE

Roadmap to Recovery for Nevada

Real Estate/Leasing



Pursuant to Section 6 of Declaration of Emergency Directive 013, open house showings, and in-person showings of single family and multi-family residences currently occupied by renters of real estate on the market for sale, are prohibited until May 15, 2020. The provision does not prohibit the use of existing three-dimensional (3-D) interactive property scans, virtual tours, and virtual staging to showcase a property, and it allows, but does not require, the tenant to agree to provide photos, videos, or other virtual access to the property owners for this use. Additionally, Section 6 of the Declaration of Emergency Directive 013 provides that real estate professionals engaged in real estate sales during the state of emergency shall adopt precautionary measures and COV ID-19 risk mitigation practices to minimize the risk of spreading the disease and are encouraged to avoid in-person transactions and services to the extent practicable. The provisions set forth in Section 6 of the Declaration of Emergency Directive 013 shall not be construed to limit the sales of real estate during the state of emergency.

Team Member Guidance:

- **Team Member Safety:**

- Your team members must be able to work safely in the community and must observe the Centers for Disease Control (CDC) guidelines **at all times**. Full CDC guidance can be found [here](#).
- Consider reminding your team that working outside their home continues to be voluntary.
- If your team members are healthy, not in a high-risk category, able and willing to support your team, and support customers face-to-face, consider allowing them to do so. For those team members that cannot do so, consider no consequences, no repercussions, and no retaliation against them.
- Encourage open dialogue with your team members and ensure proper record keeping regarding the communication.
- Require frequent and thorough hand washing, including providing workers, customers, and worksite visitors with a place to wash their hands. If soap and running water are not immediately available, provide alcohol-based hand sanitizer.
- Remind your team to practice social distancing by keeping six (6) feet of separation between themselves and others.
- Post informational signs regarding social distancing, facial coverings and what to do if symptomatic.

- Daily deep disinfection of high contact surfaces (e.g. door handles, light switches, seats, railings, cabinetry handles, appliance handles, toilets, countertops, phones, tables, etc.). Use disinfectants outlined on [EPA List N](#).
- Empower sales agents to cancel appointments and request cleaning or disinfecting if she/he ever feels unsafe in a sales office.
- **Team Members Age 65 Years or Older or Have a Personal Immune or Respiratory Health Condition:**
 - Based on currently available information and clinical expertise, the CDC states that older adults (65 years and above) and people of any age who have serious underlying medical conditions might be at higher risk for severe illness from COVID-19.
 - Due to that, consider allowing those who are age 65 or older to work virtually from home until conditions change. Prepare for your sales agents that are in this category to not work on-site at the sales offices or models. The same provisions should apply to sales agents of any age who have respiratory, heart, kidney, liver, diabetes or other immune-compromised (e.g. cancer) health conditions.
- **Follow State and Local Authority Requirements at All Times:**
 - There are state and local laws and ordinances, specific to each city or county in some cases, that determine whether and under what circumstances we can perform elements of our business. You must know, understand, and follow these requirements, with help from your regional counsel. These requirements can include but are not limited to:
 - Signage;
 - Cleaning schedules;
 - Personal protective equipment; and
 - Other things specific to an area.
- **Daily Confirmation from Agents/Team Members at New Developments:**
 - You should consider having your team members email their Owner Developer, Broker and/or Office Manager confirming their willingness to volunteer to work at their assigned community and that they are healthy and symptom-free of COVID-19. Owner Developer, Broker and/or Office Managers should save all the daily emails in a virtual or physical folder to maintain records.
 - The following questions should be answered by your team members in the daily email:
 - Please confirm that their decision to work at a physical sales model/office location is completely voluntary.
 - Are they and everyone in their home feeling well? No respiratory illness or any flu-like symptoms or a fever? And, no current quarantine orders?
 - Do they know if they or an immediate family/friend have been exposed to COVID-19?
 - Based on CDC recommendation for those that are at higher risk, confirm that they are under the age requirement and exempt from any of these health conditions.

Sales Office and Model Home Guidance:

- **Number of People Allowed:**
 - Staff accordingly, but not excessively. In some cases, for larger communities it may be necessary to have more than one agent on-site. However, the overall number should be limited to maintain safe social distancing practices.

- Sales partners must make their best efforts to not set customer appointments on the same day in order to minimize the number of unique people in the space during that day. If this can't be avoided, a full cleaning of the space must be conducted in between showings – whether on the same day or not.
- Customers are limited to two (2) individuals at a specific appointment, plus one (1) engaged broker/realtor, and only if allowed under local rules. At no time, should there be more than four (4) individuals (may be limited to three (3) in certain jurisdictions) in a sales model at any given time. Children under 12 years of age should not be allowed in sales offices or models at any time.
- All visitors to the sales offices/models must sign-in. A record of each appointment or visit should be made.
- Social distancing must always be maintained.
- If a customer arrives unannounced, a sales agent may proceed to make a “real-time” appointment as long as the above rules are followed, the new appointment will not conflict with a previously scheduled appointment, and only if the customer (and broker/realtor, if applicable) properly answers the questions listed below under “Customer Questions Prior to Appointment.” The space they are viewing should also be cleaned prior to showing.

- **Meeting with Customers at Communities:**

- Based on the size of offices, please avoid using them during this period of adjusted protocols. Instead, sales agents may want to send their customers through the sales office entrance, topography maps, and touchscreens (if applicable) directly to the model homes, and/or utilize the following social distancing and cleanliness best practices:
 - If you utilize a touch screen, please take the lead and use this tool to show your customers different features of the models. Please ask the customer to refrain from touching the screen directly as you will operate the device for them.
 - Set-up a make-shift desk area using the dining tables and/or kitchen and bar counters in the models to accommodate six (6) feet of social distancing.
 - Consider using an online program for completing sales contracts. Avoid physical sharing of pens, paper, or other objects during your appointments.
 - Continue with prior protocol of social distancing, no handshakes, or any other type of physical contact.
 - In some locations, local authorities have recommended that individuals wear face covers (masks) when in public places. For sales agents in these areas, please follow local recommendations and wear face coverings while at your community sales models meeting customers. In other jurisdictions where local authorities have not made face mask requests, you should still encourage your team members to wear facial coverings. **REMINDER** –Based on the above CDC recommendations, sales representatives and RSM's should follow all **Disinfecting Protocols** at their respective communities.

- **Customer (and Broker/Agent, if applicable) Questions Prior to Appointment:**

- Prior to a customer/broker visiting the community, the sales agent should send an email inquiring:
- If the customer/broker has had any illness, exposure to the illness or been subject to a quarantine, then the sales counselor should postpone the appointment immediately and reschedule to a later date.
- If the sales agent has reason to doubt the accuracy of the response(s), she/he can do the same.

- Sales agent should always communicate the decision to reschedule in a calm and professional manner with all customers. In the event a sales counselor needs to postpone an appointment, a sample response is: “In the best interests of everyone’s health, let’s schedule an appointment for you in a couple of weeks (14 days), or perhaps we can conduct a virtual appointment for you?”
- The responsive email(s) from the customer/broker answering the questions below should be saved for record keeping purposes.

**These recommendations were compiled based on guidance from the CDC, the U.S. Food and Drug Administration (FDA), [Nevada OSHA](#), and other relevant agencies for the industry and public health officials, including state licensing boards. The information provided is only intended as general information to the public. Following these guidelines does not constitute, and is not a substitute for, compliance with all laws and regulations applicable at any particular time. Individuals and businesses are responsible to ensure that they comply with all laws and regulations that apply to them, including, but not limited to, federal and state health and safety requirements. Additionally, compliance with these regulations does not ensure against the spread of infections from COVID-19 or any other cause.*