



Dear Members

In an effort to improve consistency of practices across the province, we are taking this opportunity to remind you of some recommendations and best practices for agents and REALTORS® during COVID-19.

### **1. Pre-Screening Forms**

In today's environment, it is important that pre-screening activities take place to minimize the risk of spreading COVID-19 throughout the province. Each agent must have their own method for pre-screening as part of their Operational Plan. We would like to remind everyone that as REALTORS® you rely on the professionalism of your colleagues to ensure that they have pre-screened their own clients.

NBREA has developed two pre-screening forms, which REALTORS® may use with their clients. The COVID-19 Buyer Property Showing Acknowledgement form is used specifically for buyers when a REALTOR® is showing them a property or properties on a specific day. The COVID-19 Seller Property Showing Acknowledgement form is used specifically for sellers when their property is listed and available for a showing. When using these forms, the following is recommended:

1. The REALTOR® is responsible for their own client signing the respective form and for retaining the information within their respective agency for contact tracing purposes (if required).
2. REALTORS® are responsible for acknowledging with other REALTORS® that the forms are on file. In an effort to minimize privacy concerns, it is not necessary to circulate signed forms to other agents or REALTORS®.
3. For buyers, only one form needs to be signed each day regardless of the number of homes they view on a specific day. For important contract tracing purposes, REALTORS® may consider using this form to document all houses shown to those buyers on that day.
4. For sellers, a form should be signed and retained on file. The listing agent must ensure that information is kept up to date and if the seller or any of the property's occupants (including tenants) have any changes regarding symptoms or other screening questions, they must be communicated immediately to the Listing Agent and all showings must be cancelled.

Copies of NBREA's pre-screening forms can be found on WEBForms®



If an agent chooses to utilize their own forms rather than NBREA's forms, it is recommended that the agent regularly review their forms to ensure they are up to date with public health guidelines and COVID-19 symptoms. We also recommend that other REALTORS® respect the right of an agent to utilize their own forms.

## **2. Acknowledgements & localized COVID-19 outbreaks in specific zones**

NBREA recommends that REALTORS® should provide assurance to other REALTORS® through some method of acknowledgement that specific procedures, including pre-screening of clients, are performed when arranging a property showing.

The NBREA forms do not address zones within the province that may presently, or in the future, experience a localized outbreak of COVID-19 because NB Public Health recommendations have not included specific provincial zones in their recommended pre-screening questions.

This acknowledgment can be completed by email or another form of communication which can be printed and filed by the recipient agent. Suggested wording for acknowledgements can easily be amended to suit each REALTOR®'s specific situation. Examples include:

### **From the potential buyer's REALTOR®**

*I acknowledge that I have on file from my client a fully executed COVID-19 Buyer Property Showing Acknowledgement form.*

### **From the seller's REALTOR®**

*I acknowledge that I have on file from my client a fully executed up to date NBREA COVID-19 Seller Property Showing Acknowledgement form.*

## **3. Face Masks**

The current provincial mandatory order issued requires everyone to wear a mask or face covering when physical distancing cannot be assured. NBREA strongly recommends all REALTORS® and their clients wear a non-medical mask when conducting any in-person viewing of a property.

#### **4. Other Procedures for showings**

In NBREA's Operational Plan Guidelines document, a sample COVID-19 property showing REALTOR® checklist was included in Appendix 11 which highlights examples of other procedures that should be considered when completing a showing. The intention of this sample checklist was to serve as a regular reminder for REALTORS® to conduct specific procedures outlined in an agent's operational plan each time a REALTOR® completes a showing of a property. Agents may develop their own procedures and checklists however; it is strongly recommended that these procedures include at a minimum the following:

- All persons should utilize hand sanitizer both before and after entering the property.
- Clients viewing a property should refrain from touching anything while in the property.
- Following a showing, the REALTOR® should disinfect any areas touched within the property during the showing.
- Disinfect any high touch areas within the REALTOR®'s vehicle following a showing.
- Maintain documentation including location, date, time and names of persons in attendance during a showing of a property for contact tracing purposes.

#### **5. Operational Plans**

We want to remind **all** agents and REALTORS® that it is a **requirement** in the provincial mandatory order to comply with guidelines of WorkSafe NB and the NB Chief Medical Officer of Health. This includes each agent and REALTOR® having a **written** Operational Plan. REALTORS® may follow the operational plan of their representative agent. NBREA has issued an Operational Plan Guideline document available at [www.nbrea.ca](http://www.nbrea.ca), which may help you prepare your own operational plan.

**We are living in stressful times. NBREA recognizes written guidelines may not be in place for every situation that REALTORS® may encounter. When these circumstances arise, we encourage all REALTORS® to treat their colleagues, clients and members of the public with kindness, compassion and common sense. Keep in mind we are all working toward the same goal of minimizing further spread of COVID-19.**

Thank you