

# COVID-19 Guide for Real Estate Sales Professionals

Updated 5/20/2020

1. All Open Houses in the City of Worcester are to allow no more than 5 people inside the property at one time. If more than 5 people are on the property at once, agent should stagger indoor access to no more than 5 people.
2. Agents should have protective face coverings and gloves available to all people entering the property.
3. Limit property showings to qualified & interested buyers with immediate housing needs.
4. Sellers should be advised to thoroughly clean all surfaces including door knobs, cabinet handles, appliances, etc. after property showings.
5. All persons viewing the property must have a protective face covering when in the property.
6. Have sellers open all doors prior to showings to limit buyers opening & closing doors.
7. Establish an "eyes only" policy for buyers- No touching of surfaces.
8. No use of bathrooms and faucets by buyers or agents.
9. No flyers or other paper based material should be handed out. Direct all inquiries to online or emailed resources.
10. No food or drinks allowed during showings.
11. No handshaking
12. Ask all clients prior to entering home if they have recently traveled or are sick.
13. Adhere to Fair Housing laws
14. Council both buyers and sellers to have flexibility in closing dates.
15. Contact Worcester Fire Prevention Division at 508- 799- 1822 for scheduling of smoke/CO inspections.
16. Monitor the Massachusetts Registry website for the operational status of the Registry of Deeds.

## Additional Guidance information-

1. CDC <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>
2. National Association of Realtors <https://www.nar.realtor/coronavirus-a-guide-for-realtors>
3. Mass Association of Realtors <https://www.marcovid19.com/>
4. City of Worcester <http://www.worcesterma.gov/coronavirus>
5. Registry of Deeds <http://www.masslandrecords.com/Worcester/>

**City of Worcester COVID 19 Information Line 508-799-1019**



# The City of **WORCESTER**

## **COVID-19 Guidelines for Housing Trade Professionals (Contractors)**

1. Establish Company Standard Operating Procedures (SOP) for all employees entering a home
2. Prescreen all service calls for resident illness and travel
3. Reschedule all routine maintenance items that can be put off 30+ days
4. If employees show signs of illness, do not have them expose customers
5. Special attention should be paid to residents that are elders or those who are immune compromised. All efforts should be made to delay work unless it is a true emergency.
6. No direct contact with homeowner/tenant- No handshakes, use cellphones to communicate when possible, use alternative means of payment (credit card, venmo, paypal, etc.)
7. Wash hands prior to and after service calls
8. Do not eat or drink in the home
9. Disinfect all services touched prior to leaving (facets, outlets, lights, handrails, etc.)
10. Disinfect equipment after each call
11. The City of Worcester's Inspectional Services Division is closed and only available for emergency inspections. All routine inspections are cancelled until further notice.

### **Additional Guidance Information**

1. CDC <http://www.cdc.gov/covid19>
2. City of Worcester <http://www.worcesterma.gov/coronavirus>

**City of Worcester COVID-19 Information Line (508) 799-1019**



# The City of **WORCESTER**

## **Guidelines for Property Managers**

### **Operations**

1. Increase daily common area cleaning- especially door knob, hand rails, etc.
2. Community Laundry Areas- Allow only one unit at a time to use
3. Cancel all resident gatherings in common areas
4. Check-in frequently with elders and those at risk
5. Update tenant contact information
6. Establish a communication protocol for tenants who are sick

### **City Information for tenants in need**

#### **COVID-19 Information Line (508) 799-1019**

#### **Elders**

**Nutritional needs:** Meals on Wheels  
*Nutrition Department @ Elder Services 508-852-3205*

**Emergency in home needs:** including, but not limited to, the inability to contact a senior, those needing medical or assistance equipment or other urgent needs  
*Worcester Senior Center/Elder Affairs Office at 508-799-1232 x48003*

#### **Children**

The city has established multiple food pickup locations for food distribution to children. Additional information can be found at <http://www.worcesterma.gov/coronavirus>

### **Maintenance**

1. Establish Standard Operating Procedures (SOP) for all employees and contractors entering a unit
2. Prescreen all service calls/work orders for resident illness and travel
3. Reschedule all routine maintenance items that can be put off 30+ days
4. If employees show signs of illness, do not have them expose customers
5. Special attention show be paid to residents that are elders or those who are immune compromised.
6. No direct contact with homeowner/tenant- No handshakes, use phones to communicate when possible

7. Wash hands prior to and after service call
8. Do not eat or drink in the unit
9. Disinfect all services touched prior to leaving (facets, outlets, lights, handrails, etc.)
10. Disinfect equipment after each call
11. All trash from units should be considered hazardous waste and disposed of with extreme caution

## **Leasing**

1. Establish flexible leasing terms including short term extensions for current lessees
2. Limit property showings to qualified & interested lessees with immediate housing needs
3. Ask all lessees prior to entering unit if they have recently traveled or are sick
4. Limit common area showings to limit expose to current residents
5. Open all doors prior to showings to limit lessees opening & closing doors
6. Disinfect all high touch surfaces prior to each showing (door handles, handrails, countertops)
7. Establish a “eyes only” policy for lessees- No touching of surfaces
8. No use of bathrooms and faucets by lessee
9. No food or drinks during showings
10. Adhere to Fair Housing laws

### **Additional Guidance Information-**

Institute of Real Estate Management <https://www.irem.org/learning/coronavirus>

National Apartment Association <https://www.naahq.org/news-publications/guidance-dealing-coronavirus>

Building Owners and Managers Association International <https://www.boma.org/coronavirus>

CDC <http://www.cdc.gov/covid19>

City of Worcester <http://www.worcesterma.gov/coronavirus>