

Best Practices for In-Person Home Showings

As economies across North America begin to reopen, health and safety protocols should be top of mind for all industries, especially real estate. When a serious prospective buyer requests to view a home in-person, here are some tips to ensure the safest possible interaction!

✓ **Set the Ground Rules**
Talk ahead of time with clients to gauge their comfort level, and make sure all parties are aware of the local health guidelines and cleaning protocols.

✓ **Wipe It Down**
Clean all surfaces of the home before your clients arrive if you are able. For occupied properties, recommend the seller sanitize as much of the home as possible before the showing.

✓ **Keep It Small**
Check with the seller to see if they have restrictions on the number of people viewing the property. Either way, stick to groups of four or less to make it easier for social distancing.

✓ **Shoe Removal**
To avoid tracking anything in, request clients remove their shoes when entering.

✓ **All About the PPE**
Ensure you and your clients have all the proper personal protective equipment (PPE) needed for a safe interaction. Masks and gloves should be a must, and remind your clients not to touch their face, eyes or anything in the property.

✓ **Avoid Touching Surfaces**
For vacant properties, get there early to open all doors and cabinets and switch on lights. If the property is occupied, request the seller do so before your arrival.

✓ **Debrief Outside**
After your clients have seen the property in full, take any debriefing conversations outside and six-feet apart. Send documents and other follow-up information via email.

✓ **Disinfecting After**
Sanitize what you can with cleaning wipes or disinfectant spray once your clients have left. For occupied homes, connect with the seller beforehand on how they'd like you to disinfect the property after the showing, and suggest that they also sanitize.

✓ **Keep Strong Records**
Write down everyone you've taken on showings and what properties you showed them, as well as that client's contact information. This will assist with contact tracing should someone become ill.



As always, state and local health protocols come first. Check out the regulations in your area before proceeding with any in-person showings or open houses and be sure to comply with them every step of the way.