



COVID-19 REAL ESTATE UPDATE FOR TRIAD AREA

We hope this message finds you and your family to be well. Due to Winston-Salem Mayor Allen Joiner and Governor Roy Cooper's announcements of Stay at Home Orders, we wanted to take a moment to answer some questions you may have regarding how that will affect Real Estate professionals and our clients from March 27th through April 30th. It is also an opportunity to share with you the safety protocols we have put in place to protect you, your agent and the community.

Are Real Estate agents considered Essential?

- Yes, according to the orders, Real Estate Brokerages and Agents are considered to be part of the Essential Businesses and Operations of the City of Winston-Salem and State of North Carolina. Also included in this category are legal services/closing attorneys, title companies, lenders and appraisers. However, we are required to restrict our activities and only continue performing duties that are considered "essential."

I am currently under contract to buy or sell a home. Will movers, utility providers and others who need access to the property be able to complete their work?

- Yes. As part of Essential Infrastructure and Essential Businesses and Operations, all parties that are customarily involved in the process of transferring supplies and utilities are able to continue performing their duties while employing additional safety standards to their activities.

I have to move or relocate in the next 30-60 days. Can I go see homes with my Agent during the Stay at Home Order?

- Yes. Our Buyer Agents are giving their clients who have an essential need to move, are healthy, and not part of the at-risk groups identified by the CDC the option to see the home in person. Alternatively, they can use a virtual tour option to allow their client to view the property.
- We do ask that buyers who are viewing homes in person only attend if they are a decision maker, and no more than two people in addition to the agent per showing so that the 6 feet of space required between everyone will be achievable.
- Please complete the following the 6 Steps to Buying, most of which can be done in advance of requesting to see a home in person, so that time spent in the home will be minimal:
 - 1) Evaluate your timing; when do you absolutely have to move by?
 - 2) Obtain a Prequalification letter or a Proof of Funds. Our agents can connect you with a great lender.
 - 3) View the home online, including any video or virtual tours available. Share the homes you would like to see with your agent.
 - 4) Drive by any homes to take a look at the location, or use a virtual map such as Google Earth to confirm your interest in the exterior and the neighborhood.
 - 5) Conduct a virtual showing with the agent via Facetime or other video tool
 - 6) Ask to see the home in person, following all safety protocols

I do not have an essential need to buy a home in the next 30-60 days, what am I able to do during the Stay at Home Order?

- Our Buyers Agents can help you complete the first 4 steps of the 6 Steps to Buying through virtual consultations with buyers who want to get the process started. They can discuss your wants and needs for a home, which will help them to be ready to show you homes once the Stay at Home Order is lifted.

There is a home that I have decided I would like to put an offer on. Am I able to do so at this time?

- Yes. Realtors and their administrative partners can perform all the steps involved with going under contract virtually. Home and Pest Inspectors, Structural Engineers and other parties necessary to confirm the status of a home are considered Essential Infrastructure and Essential Businesses and Operations, along with legal services. As with all of us, they are required to follow the safety measures outlined in the Stay at Home Orders when helping clients who are under contract.
- As a buyer, you have the option of having your agent Facetime you during inspections or other services, if you are more comfortable.

I am interested in listing a home in the next 60-90 days, am I able to do so at this time?

- Yes. Our Listing Agents are working with clients who have **an essential need to sell in the next 60-90 days** to list their home. They can arrange for a Virtual Listing consultation or can meet in the homes of those who are healthy and not part of the at-risk groups identified by the CDC.
 - We are asking that buyers who are interested in viewing the homes to consider virtual showings and to do a drive by and/or virtually examine the neighborhood prior to requesting in-person showings.
 - When agents are showing homes to buyers in person, we ask each person to abide by specific safety protocols during the Stay at Home Orders:
 - Only attend the showing if they are a decisionmaker,
 - No more than two people in addition to the agent per showing
 - Maintain 6 foot of space at all times
 - Avoid touching surfaces unnecessarily
 - Wash hands before and after each showing and take advantage of any sanitizer that is available.

I am interested in listing my home but do not have an essential need to sell in the next 60-90 days. What are my options?

- Our Listing Agents can arrange a virtual consultation to go over those things you can do now to prepare your home to list after the Stay at Home Order is lifted, and can offer you a Market Analysis of your home and your neighborhood.

I currently have a house listed for sale, can agents still show my home?

- Yes, Real Estate agents can show your home. This can be done in two ways: Virtually or in-person using Social Distancing protocols for those who have an essential need to purchase in the next 30-60 days.
 - We have provided hand washing supplies and hand sanitizer at all vacant listings, along with signage advising people to use those materials, and caution, when showing the property.
 - We are also providing our occupied listings with signage indicating the standards for a safe showing and what can be done in advance of the showing to help minimize the amount of time spent in your home (see above).
- **If you are uncomfortable with buyers being in your home at this time, please contact a member of our team immediately and we will arrange for virtual showings only.**
- **If you are currently residing in the property for sale and are tested or confirmed as having symptoms of the COVID-19 virus, please contact a member of our team to discuss your options.**

We pledge to continue staying informed and to communicate any changes to these policies with you, as so much continues to change day to day. We are committed to keeping you, our team and our community safe and healthy. We will get through the next few weeks, together.