

COVID-19: How to Conduct Showings

In light of Alberta's current COVID-19 measures, we recommend the following steps to protect you and your clients.

Engaging with Clients

It is crucial to maintain open lines of communication with your clients. In this section, you will find suggested safety precautions and various tools to help guide your engagement with clients.

Suggested Safety Precautions to Implement

- Social Distancing
 - Conducting appointments and meetings virtually using online meeting tools such as Zoom and Skype may continue to be used based on your client's comfort level. However, In-person meetings can now take place, respecting client wishes.
 - Continue using technology, such as virtual tours and videoconferencing in place of showings where the client is still uncomfortable with in-person meetings.
 - In-person meetings must follow mandatory masking measures and hand sanitizers may still be a good practice going forward.
- Electronic Documents
 - The signing of documents may be in person, entirely paperless, or a combination of both unless requested otherwise by your client.
- Buyers and Sellers
 - Hold Harmless Agreements are tools brokerages may use to mitigate the risk associated with showings during COVID-19. Clients should be encouraged to consult with their lawyers before signing these agreements.
- Well-being
 - Evaluate the comfort level of your clients by asking them if:
 - They feel comfortable hosting showings or open houses.
 - What limitations they wish to place on showings or open houses, such as limiting the number of people allowed in the house at one time.

Showings

Use AREA's [Practice Tips guide](#) for clients that determine they want to move forward with showings. Should members and their clients choose to move forward with showings or appointments, the [Hold Harmless Agreements](#) are tools brokerages may use to mitigate the risk associated with those showings. Clients should be encouraged to consult with their lawyers before signing these agreements.

Before Scheduling a Property Showing

1. Educate your clients on online tools which allow them to explore the listing from the comfort of their homes.
2. Before confirming the property showing, ensure you review the [Practice Tips Guide](#) with the client, verifying that they are symptom-free and have not been in contact with anyone with a COVID-19 diagnosis.

Preparing the Home Before Property Showing

1. Disinfect common spaces, including door handles, closet and cupboard knobs, sink handles, surfaces, light switches and counters with antibacterial/germ-killing cleaners.
2. Turn on all lights, open all closet doors, all bathroom/bedroom and other doors to minimize the necessity for any agents/buyers to touch any surfaces.
3. Provide hand sanitizers or sanitizing wipes at the door.
4. Post a note in a highly visible location that states that the agent/buyers are to clean their hands before entering the home, during the visit and that the agent/buyers are asked not to touch any surfaces, doorknobs, etc.
5. If you/your brokerage continues using the [Hold Harmless Agreement](#), ensure it has been signed by the buyers/sellers.

Protocol for Property Showing

1. Sellers may limit showings to only one cohort or household at a time and may specify the number of people allowed in their property at one time.
2. Before entering, practice safe hygiene by disinfecting hands with the provided sanitizers.
3. As per government guidelines, masks are mandatory in all indoor public spaces.
4. Follow any written instructions provided by the seller or their REALTOR®.

Preparing the Home Following the Property Showing

1. Turn off all lights and close the doors unless instructed otherwise by the seller or their agent.