



Update for March 27,2020 - Real Estate Industry and COVID-19

On Wednesday, March 26, 2020, the [Public Health Order \(PHO\) 2024](#) was updated to include several critical services that includes Professional Services, such as legal, title companies, or accounting services, real estate appraisals and transactions.

This new update does include Real Estate as an “critical business” under Colorado’s Stay-at-Home Order.

Despite this revision, we want all PPAR REALTORS® to understand that we now have a greater responsibility. As REALTORS®, it is YOUR primary responsibility to PROTECT your client. This means focusing on limiting the spread of COVID-19.

In compliance with this Stay-at-Home Order, PPAR/RSC offices located at 430 N. Tejon St. will be **closed until further notice**. PPAR/RSC staff will continue to work from home and ensure your business needs continue to receive excellent stability and support. PPAR/RSC staff will respond to members questions and needs via phone and email.

Normal business hours of 8:00am - 4:30pm, Monday - Friday will still be followed.

You can call the main line at 719-633-7718 or if you know which department you need, you can email them directly:

General questions - ppar@ppar.org

Membership - membership@ppar.org

Education - education@ppar.org

Prof. Standards - ethics@ppar.org

Accounting - ppar.accounting@ppar.org

RSC/MLS - ppmls@ppar.org

SentriLock - lbsupport@ppar.org

Lockboxes are still available for purchase and will be delivered to you.

PPAR/RSC understand how essential real estate is not only to our members and their clients, but to the community and economy and they take the responsibility of protecting their members very seriously. As the COVID-19 (Coronavirus) situation continues to evolve, please be confident that PPAR/RSC will strive to keep you updated with any changes.

The COVID-19 crisis and the drastic changes to our everyday lives that we are all experiencing **must be taken extremely seriously and ALL Colorado REALTORS® should take extreme precautions whenever executing any part of their business.** Federal, state, and local mandates reflect the incredibly serious nature of the global health risk and **we have a responsibility to protect the public, our clients, and business associates.**

RSC is currently working with our MLS vendor, Corelogic, to add to the PPMLS system the ability to upload a Virtual Open House (VOH) in the Open House section of listing input so these homes may stay in an Active status and continue to be marketed. A Virtual Open House (VOH) will allow the listing agent the ability to upload a recorded video showing of the property as if it were an in-person showing. This URL



will display on the listing just like an Open House. VOH links will display on the Client Portal and syndicate to IDX. We hope to have this functionality implemented quickly. The ability to schedule in-person and broker Open Houses will be disabled in PPMLS. All currently scheduled Open Houses will also be disabled until further notice.

Until such time that Virtual Open Houses can be added to PPMLS, if you are using Showing Time for MLS, PPMLS participants do have the ability to add Virtual Showings within ShowingTime. This will allow listing agents to set a showing for agents, along with their buyers to view the home virtually. [Click Here for Instructions.](#)

If you are not familiar with creating a Virtual Showing, [ShowingTime has provided some video tutorials.](#) If you use ShowingTime for MLS via the PPMLS for showings on your listing(s), **it is highly recommended** that you set Allow Overlapping Appointments to “No, Exclusive Showings Only”. This can be done in either your Agent Setup for all listings, or in the Listing Setup for each individual listing. You also have the ability to add additional showing restrictions. [See Instructions for Overlapping Showings](#)

If a seller will not allow any showings, then it is recommended that the listing status be updated to the Withdrawn/Temporary Off Market status. **You may indicate why the listing is in this status in the Show/Agent remarks.** Showings should not occur when a listing is in this status, and DOM and CDOM will not continue to accrue. Withdrawn listings will not be disseminated to IDX and other syndication websites. **Keep in mind that Withdrawn/Temporary Off Market listings do expire. RSC does send out a reminder 14 days before expiring so you will want to get an amend/extend to keep your contract enforce.**

Not all business is good business. Use your best judgement. The more business you do in-person, the more contact you make with buyers, sellers, inspectors, appraisers, closers, etc. that could be infected with COVID-19. Make use of the technology available as much as possible.

PPAR and RSC offer the following recommendations and additional precautions:

- Contact your professional service providers to see what changes they have made due to the Coronavirus.
- If you are encountering or are anticipating personal hardship go to your county websites and contact your mortgage company to see what tools and resources, they have to assist you at this time.
- Follow COVID-19 stay at home orders and safety guidelines.
- Help others - volunteer in your community according to the COVID-19 guidelines.
- Clean and disinfect all surfaces. Have hand and surface sanitizer placed around the home. Hang signs reminding people to use sanitizer as they enter the home and to wash their hands in the bathroom. Clean all surfaces before, during and after a showing.
- For owner-occupied homes, have an honest discussion with your seller regarding the very real concerns of holding showings, especially if young, elderly or immunocompromised people live in the property. Do not be shy asking any prospect, client, customer or broker if they are experiencing any symptoms of COVID-19, or if they are feeling ill.



- Agents should wear gloves, mask and to be responsible for opening all doors, closets, cabinets, appliance doors, etc. Other than handrails, request that your client not touch any surfaces inside the property.
- Do not carpool with others – drive separately.
- Practice good social distancing and meet with clients remotely whenever possible, especially if they are experiencing any coughing, fever or chills and/or if they have been in close contact with anyone that has exhibited these symptoms. Consider using video calling technology like FaceTime, Facebook Messenger video calls, Zoom or Skype. **Limit in-person contact.** When in-person contact cannot be avoided, maintain a distance of at least 6 feet between you and your client. Do not shake hands or hug, even if neither of you are exhibiting symptoms.
- Consider adding walk-through videos to your marketing plan. Buyers may be amiable to a virtual “walk through” of the property, especially for the first showing.
- Encourage buyers to ONLY personally visit homes they are serious about writing an offer on, and to hold off on looking at homes that do not match their criteria until they’ve exhausted all other options. Only the final decision makers should be present for an in-person showing. Leave all parents, siblings and children home, whenever possible.

The Federal Housing Agency (FHFA)

The FHFA - Fannie Mae, Freddie Mac (the Enterprises) and the Federal Home Loan Banks are taking steps to help people who have been impacted by the coronavirus.

The FHFA announced on Monday, March 23rd, it will offer multifamily property owners mortgage forbearance with the condition that they suspend all evictions for renters unable to pay rent due to the impact of coronavirus. The FHFA had earlier announced mortgage help for [homeowners affected by the coronavirus](#). Visit www.FHFA.gov/coronavirus for more information.

NPR interviewed FHFA Director Calabria on 3/22. [He explained what breaks on mortgage payment mean and FHFA recommendations](#). This includes recommendations for homeowners, landlords, and renters.

National Association of REALTORS®

[NAR has put together a COVID-19 FAQ](#). This covers topics as REALTOR® Business Operations, Homeowner/Buyer questions, Independent Contractor/Small Business, and Commercial owners. This FAQ will be updated periodically, so be sure to check back.

NAR has a [Sample Preparedness Plan For Circumstances Relating To COVID-19](#) available for brokerages.

NAR continues to update their [Guides for REALTORS®](#) and [REALTOR® Associations](#). Please continue to check these pages as well as the [NAR main page for the COVID-19 outbreak](#).

NAR has several upcoming webinars on Financial Tips during these challenging times. [You can find a schedule and links to register here](#).

What You Can Do

You can never underestimate the value of a personal call or communication. Many people have never been in this situation before and it can cause anxiety. To receive a phone call, note, or email from someone



reaching out to them can be a great comfort. You can contact current and former clients, don't try to market yourself, simply check on their wellbeing. Encourage them to follow [state health](#) & [CDC recommendations](#).

Encourage family & friends to follow the national, state, and local guidelines. The Federal Emergency Management Agency (FEMA) is the central source of all information, please help control the spread of rumors and share this page: <https://www.fema.gov/coronavirus-rumor-control> or you can always find the latest updates from federal agencies at <https://www.coronavirus.gov/>

HouseLogic has a great article to share with your family, friends, and clients on [How to Disinfect Your Home in the Time of Coronavirus](#). The steps are easy to follow and include a list of disinfectants that can be found on the market that are believed to kill the COVID-19 virus.

Real Estate Education

You can still take required and other education courses online for CE Credits.

PPAR and RSC are offering some online courses. You can find these classes on your PPAR Member Portal.

[The CE Shop](#) is currently offering 40% off all online courses with the promo code **Support40**. This code is good through **April 15**.

[VanEd](#) is offering 30% off on all its online real estate courses.

NAR has activated its [“Right Tools, Right Now” initiative](#) to help REALTOR® members through this difficult time. It makes new and existing NAR products and services available for **FREE or at significant discounts** – right now – and is available to REALTORS® and REALTOR® Associations.

NAR also has an excellent education program called [Commitment to Excellence](#) that is FREE to NAR Members and offers its [Ethics Course online](#) to members for free (with no CE credit). The current NAR Ethics Cycle is 2019-2021.

Continue to cooperate with clients, REALTORS®, and third-party service providers in the real estate industry. This includes frequent and open communication, consideration, patience, and understanding. Please be flexible and observe business courtesies. Please respect social distancing. Working together, we can reduce the risk of exposure to, and spread of, COVID-19 and continue to help your clients achieve the American Dream of Homeownership.

These guidelines have been prepared to the best of our ability but don't reflect full legal interpretation. Decisions made about your business practices and policies should be discussed with your attorney as you consider such changes.