

COVID-19 In-Person Property Visitation Recommended Best Practices

Please always consider your health and the health and safety of others.

Prior to permitting in-person property visitations as a seller, landlord or existing tenant, or pursuing in-person visitations as a prospective buyer or tenant, no one residing at a listed property or contemplating attending an in-person visitation should have:

- Recently travelled outside of Canada or knowingly been in contact with anyone who has recently travelled outside of Canada.
- Experienced any symptoms of illness in the past 14 days, more specifically including fever, dry cough, shortness of breath, or difficulty breathing.
- Come into contact with anyone experiencing COVID-19-like symptoms or with a confirmed COVID-19 diagnosis in the past 14 days.

Please be advised that despite precautions in place, anyone permitting or proceeding with in-person property visitations may be at increased risk to potential transmission of COVID-19.

Listing Realtor/Seller Best Practices:

- If possible, all residents of the premises should be absent for in-person visitations
- If residents must remain at the premises, they should stay outside during in-person visitations. If this is not possible, strict maintenance of a 2 metre physical distancing minimum from all visitors is strongly recommended.
- Prior to visitations, please ensure all lights are turned on and all interior doors are open wherever possible.
- No overlapping property visitations are to be scheduled. Where possible, a 30-minute gap between property visitations is ideal.
- All door knobs, cupboard handles, hard surfaces (counters, handrails, appliance handles) and light switches should be sanitized prior to, and after each in-person visitation.
- Provision of hand sanitizer and masks at principal entry is highly recommended.
- Lockboxes and/or keys should be thoroughly sanitized before and after each visitation.

Selling Realtor/Prospective Buyer/Tenant or Third-Party Best Practices:

- Prospective properties should be viewed by virtual means wherever possible in advance of any scheduled in-person visitation.
- In-person visitations should ideally be limited to principal buying/tenant parties.
- Strict maintenance of minimum 2 metre physical distancing should be maintained. If necessary, consideration should be given to touring visitors through the property one at a time.
- Direct, in-person contact should be avoided (handshakes, sharing of phones, tablets, pens, etc.)
- Wherever possible, visitors should keep their hands in their pockets and avoid touching surfaces, light switches, door knobs, and appliance handles within the property.
- Use of on-premise washroom facilities should be strictly avoided.
- Use of hand sanitizer both immediately before and after in-person visitations is highly recommended.
- Use of personal face masks while touring properties is highly recommended.
- In-person visitations should ensure arrival and departure within scheduled and approved appointment windows so as to avoid possible overlap with other visitors.
- Lockboxes, keys and entry/exit door knobs or handles should be thoroughly wiped with disinfectant after contact.