

REOPENING GUIDANCE

Real Estate/ Rental Leasing

The following is intended as a plain language summary of rules for reopening in the Green Phase and does not replace the need to follow all applicable federal, state, and local laws and regulations.

See also:

[Order](#) of the Secretary of Health providing for building safety measures, issued April 5, 2020.

[Order](#) of the Secretary of Health providing for business safety measures (to keep employees and customers safe), issued April 15, 2020.

Protections Needed



Masks

- Provide masks for employees.
- Require employees and clients to mask while on-site except only:
 - As necessary for the employee to eat or drink during break times. The employee should be seated at least 6 feet from others when taking off mask.
 - When seated alone in a private office or in a cubicle whose sides extend above the head of the employee.



Barriers

- If the office remains open to the public, install plastic barriers between staff and the public.
- For workers in low cubicles and those who work in open office designs, use plastic barriers if needed to extend cubicle walls above workers' heads and to separate those working in spaces with open designs.



Isolate

- Screen every employee for symptoms before every shift and prevent them from remaining on site if they have cough, shortness of breath, fever, chills, muscle pain, or new loss of taste or smell.
- It is not necessary to conduct on-site temperature measurement for staff or customers. If you measure temperatures, use a no-touch thermometer, and do not allow anyone with a temperature of 100.4 or higher to remain on-site.
- Screen staff and potential buyers and sellers for symptoms before every interaction and reschedule home showings if they have cough, shortness of breath, fever, chills, muscle pain, or new loss of taste or smell.

- Have sick leave policies in place so that employees excluded from the workplace do not lose earnings.
- If an employee develops COVID-19 infection or has a positive test, businesses and other organizations must take additional precautions to stop the virus from spreading further, as described in [Guidance for Essential Businesses and Organizations During COVID-19](#). Required precautions include calling PDPH at 215-685-5488 to report positive cases.

Distance

- Avoid driving potential buyers to see homes.
- If clients come to office, ensure both staff and clients are at least 6 feet from each other.
- Encourage staff to work remotely if possible. If in the office, maintain at least 6 feet of distance at all times.
- When conducting settlements/closings utilize remote notary, powers of attorney (POA) or the exchange of contract documents electronically or by mail wherever possible.



Reduce crowds

- Consider moving to online services, where possible. Encourage buyers to narrow their property search through photos and virtual tours, to reduce the number of in-person showings.
- Require property showings by appointment, in lieu of open houses, to reduce the number of persons in a property at any given time.
- During the Green Phase, limit in-person activities to no more than the real estate professional and two people inside a property at any time, exercising appropriate physical distancing.



Handwashing

- Place handwashing stations or hand sanitizer at office entry and outside communal bathrooms for all staff and visitors with prominent signage promoting use.
- Give staff hourly handwashing breaks.
- Require all persons entering a property being shown to immediately wash their hands or to use hand sanitizer and wear a face mask or covering.



Clean

- Wipe down any surfaces touched during a showing with a sanitizing wipe or disinfecting cleaner (after discussing with seller before showing) and suggest the seller also disinfect the property. See [CDC guidance](#) for details.



Communicate

- Educate staff and clients about strategies to prevent spread of COVID-19.
- Post prominent signs at entrances, in employee break rooms, and in materials for buyers and sellers:
 - Asking people who are sick or have had contact with someone with COVID-19 within the past 14 days not to come into office or hold or attend a showing.
 - Encouraging people to cover coughs or sneezes.
 - Mandating physical distancing of at least 6 feet for both clients and staff.
 - Mandating that all staff and clients wear masks.