

GUAM ASSOCIATION OF REALTORS®

RECOMMENDED PROCEDURES AND SAFE PRACTICES FOR ALL REAL ESTATE BROKERS AND AGENTS

PROTOCOLS FOR OFFICES

- a.** All brokers, agents, and employees (“Agents”) must wear masks while at work or while working, whether at an office or in the field.
- b.** Customers/clients entering an Agent’s building or office must wear masks.
- c.** Masks are always to be worn. NO MASK, NO ENTRY.
- d.** Hand sanitizers must be provided at the entrance Agent’s office and if available, at each Agent’s desk.
- e.** Agents must maintain at least six (6) feet of social distancing from each other and their customers and clients at all times.
- f.** Doorknobs, tables, furniture, frequently touched surfaces, pens, and other instruments must be wiped and sanitized before and after each use.
- g.** In office sales meetings of any kind are prohibited. Meetings must be conducted by telephone or teleconferencing.
- h.** Agents must go home to self-isolate if they experience any recognized symptoms of COVID-19. Any Agent who has experienced COVID-19 symptoms must test negative prior to returning to work.
- i.** Physical open houses are prohibited. Virtual open houses are permitted.
- j.** Bathrooms must be cleaned regularly throughout the day.
- k.** CDC and DPHSS guidelines and NAR guidelines and disclosures will supplement and automatically be made a part of this protocol list. Government mandates will always supersede in the event there is a conflict of the language.



PHASES

Masks and other precautionary measures suggested by the CDC or DPHSS must be used by Realtors® and their customers until otherwise directed by the Governor of Guam or DPHSS. Real estate showings must be by appointment only.

Phase 1 – PCOR-2 & PCOR-3

- a. Either the buyer's Agent or the listing Agent may provide access to property for sale or lease, including unlocking lockboxes.
- b. Showing Agents may open doors for a buyer's Agent. A potential buyer or renter is permitted to enter the property for inspection. No more than three (3) people are allowed at one time. Appraisers are permitted to enter the property. All Realtors® accessing the property must sanitize the property's interior and doorknobs and secure the door after any showing.
- c. Inspectors and contractors are permitted to enter the property and must sanitize the property's interior and doorknobs and secure the door prior to leaving property.
- d. No keys shall be passed from the listing Agent to a buyer or renter except upon a final move-in inspection, and except as otherwise stated herein. The listing Agent may provide the keys to escrow agents at the close of escrow and to the tenant at move-in.
- e. Buyers and renters may conduct physical inspections and a final walk through.
- f. All keys must be sanitized after each use.
- g. Closing shall take place using protocols as established by the title companies.
- h. Physical open houses are prohibited. Virtual open houses are permitted.



Phase 2 – PCOR 4

Everything returns to normal process with safe business practices in place.

STEP 1 – PROTOCOLS FOR LISTING AGENT

- a. All surfaces must be disinfected, including but not limited to doorknobs, locks, light switches, lockboxes, keys, and countertops.
- b. All opened doors and windows must be closed, secured, and disinfected.
- c. All toilets should be marked with a sign reading “DO NOT USE.”
- d. All listing Agents if present, must wait outside the property until the buyer and his or her Agent have exited the property.
- e. All Agents must obtain their customers’ signatures on the GAR-approved COVID-19 indemnity release and hold harmless agreement prior to any real estate showing.

STEP 2 – PROTOCOLS FOR BUYER’S AGENT

- a. No more than three (3) people in a residential unit at one time (including buyer and buyer’s agent).
- b. Buyers and their Agent must refrain from touching surfaces and objects unnecessarily.
- c. Buyers and their Agents must leave the property as soon as practical.
- d. All Agents and their customers must wear masks during any showing and maintain 6 feet social distancing.

