**Suspended Office FAQ**

**California SoCal**

**(and additional requirements for L.A., Ventura and Riverside Counties, Burbank, Long Beach, Pasadena)**

**Date 05/13/2020**

**What is happening?**

All Coldwell Banker offices are closed to the general public. In California, if it continues to be permitted by local and /or state mandates, our offices will begin to reopen on May 18 for agents doing work. All offices are accessible for pick-up and drop-off of materials as necessary, check scanning, and for client accessibility for closings. Open offices may operate with modified hours and partially or entirely remote staff. All offices are required to have [door signage](https://backend.mycbdesk.com/content-store/document-file/3301/) prominently displayed at all entrances.

**Who is allowed in the office?**
Sales branch offices are closed and are not generally accessible by consumers, agents and staff. However, in California, if it continues to be permitted by local and /or state mandate, offices will begin to reopen on May 18 for agents doing work.

All offices are accessible for drop-off or pickup of items and for closings. For real estate closings taking place in our sales offices, only required signers are permitted to attend the closing. (See below for further guidance on closings).  While in the office, all employees, agents and visitors must practice social distancing per [CDC guidelines](https://www.cdc.gov/coronavirus/2019-ncov/infection-control/control-recommendations.html).

Anyone recently experiencing symptoms of COVID-19 should not come into the office, should not interact with the public, and should take precautions in accordance with CDC guidelines. Anyone accessing our offices may be asked about their health status.

We expect our agents and employees to monitor their own health and follow CDC guidelines, and if requested due to state and/or local mandates, report results to their managers (such as temperature).

**Are individuals required to wear face coverings?**
For the health and safety of all of our colleagues, it is essential that we **limit visits to offices only when absolutely essential.** If you must visit an office, please take precautions before your visit and follow this set of [Best Practices.](https://backend.mycbdesk.com/content-store/document-file/3242)  We require all of our employees and agents to wear face coverings at all times when visiting a Coldwell Banker office. This policy will also apply to any visitors to our U.S. offices, including clients and vendors, all of whom we will notify either through separate communications or door signage.

In addition to our office policies, we also expect employees and agents to wear face coverings when conducting business outside of our offices (such as interacting with customers or the general public).

Please prepare to **bring your own face covering**. If you do not have access to one, we will work to provide one for you. Please note that the CDC’s recommended face coverings are not N-95 respirators or surgical masks, which are critical supplies that should be reserved for healthcare workers and other medical first responders. For a guide on how to create and wear a cloth face covering, [please click HERE](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html).

**Can we hold open houses and private showings?**

Open houses are prohibited until further notice. Private showings are now permissible under new [state guidelines](https://backend.mycbdesk.com/content-store/document-file/3233). All agents are expected to follow guidelines when showing properties. Note that our clients and consumers are subject to the same orders. Coldwell Banker is asking that all agents continue to comply with all governmental orders. including the wearing of masks when going outside in the counties where issued. (Riverside).

The California Association of Realtors continues to post updates on their website (<https://www.carcovidupdates.org/stay-at-home-guidelines>), including with respect to showings. CAR now recommends that showings should be done virtually if at all possible. We will continue to provide information with options to use virtual tools to support your business during these times.

**What if I have a closing scheduled?**

Closings are still permitted as per your settlement service provider. Only signers may attend the closing.  Agents are not allowed to attend the closing but are able to provide access to the office for closings**.** Again, continue to follow all CDC and state and local government distancing guidelines.

**What do I need to know about wire transfers for clients?**

Be vigilant and safeguard against potential fraudulent wire distribution. It is preferred that all wire instructions be conducted via phone with the select title/escrow company using confirmed telephone numbers. In the event wire instructions are emailed, the client should be instructed to call their title or escrow company to confirm the accuracy of instructions.

**How will commission checks get processed?**

Commission processing is continuing as normal. Any changes that you require to your CDA/Escrow Demand should be emailed to your office administrator for processing.

**How will agents receive their commission checks?**

Once the CDA/Escrow Demand has been sent, agents now have the option to work directly with their title/escrow company to have their portion of the commission wired, mailed directly to their home, or to pick up their check at the title/escrow company.

For Lease commission or other transactions where the entire commission is paid directly to Coldwell Banker Realty, we encourage all agents to enroll in direct deposit. Direct deposit will ensure faster payment for these types of transactions. If they are not enrolled in direct deposit, their commission check will be mailed directly to the agent’s mailing address on file in Trident. Agents can sign-up for direct deposit via Desk. Be aware that it can take 7 to 9 business days for direct deposit to become active.

**How will referral checks be processed?**

If an agent receives a referral check from another brokerage, they should alert the office administrator and coordinate efforts to get it to them promptly. Branch staff will continue to follow current procedures to have the referral check processed.

We encourage all agents to enroll in direct deposit to receive their referral payments more quickly.

**Who will manage the pick-up and distribution of mail delivered to the office?**

Branch managers will address depending on the office location and situation. Each office is asked to give their best effort to minimize contact with others when handling drop-off and pick-up of mail.

**Which COVID Addendum form should I be using?**

Check with your branch manager for the most current version of the Coldwell Banker Realty COVID Addendum.

**What do I do if I have a sign that needs removed/installed?**

Removal or installation of signs is dependent on location and office. For those areas where agents rely on a vendor to install or remove signs, these services may be suspended due to state restrictions. We are asking that everyone make their best effort to store and manage physical signs in a manner that reduces the need to engage with others. Please contact your branch manager for instructions on how to handle.

**Where can I go for more information?**

* Ask your branch manager.
* Visit the Coldwell Banker [Content Hub](https://blog.coldwellbanker.com/coldwell-banker-realty-covid-content-hub/) to obtain resources, company guidance, marketing support and more.
* Visit the [Covid-19 Yammer page](https://www.yammer.com/realogyconnect.com/#/threads/inGroup?type=in_group&feedId=18021974016) for news and support.

**Special Order Ventura County:**

The Ventura County revised order includes real estate as an Essential Business including rentals, leases and home sales, real estate agents, escrow agents, notaries, and title companies, provided that appointments and other residential viewings must only occur virtually or, if virtual viewing is not feasible, by appointment with no more than two visitors at a time, both whom must reside within the same household or living unit, and one individual showing the unit (except in-person visits are not allowed when the occupant is present in the residence).

**Ventura County Health office requires the following:**

* Post on the office door: Self-Distancing Protocol [Appendix A: Social Distancing Protocol](https://urldefense.com/v3/__https%3A/ccartoday.us4.list-manage.com/track/click?u=8c1e03a3fdec8e312655ed1d6&id=56d6cb352b&e=6d1b1972d9__;!!CHCva4lQ!QdMe8yf_hlgKUnm6zCnVWYESyU0acTAOdpgNerpAlpkM4N_m1MBX5gTeFwFFliEiAKG8vr4$)
* Post on the branch front entrance: Notice to Employees and Agents (provided to branch managers) that the office is closed, that those entering should keep six-foot distance; with a note to agents confirming County Orders concerning Social Distancing are still in place.
* Place hand sanitizer at front entrance.

**Special Order LA County**

LA County order includes real estate as an Essential Business and includes particular provisions impacting showings.  Specifically, it provides:  “Professional services, such as legal, payroll or accounting services, when necessary to assist in compliance with legally mandated activities, and the permitting, inspection, construction, transfer and recording of ownership of housing, including residential and commercial real estate and anything incidental thereto, provided that appointments and other residential viewings must only occur virtually or, if a virtual viewing is not feasible, by appointment with no more than two visitors at a time residing within the same household or living unit and one individual showing the unit (except that in-person visits are not allowed when the occupant is still residing in the residence)”.

* Print and complete the LA County Social Distancing Protocol form.
* At the branch office’s front entrance, you must post two signs: (1) the above LA County Social Distancing Protocol form that you complete in the first item above; and (2) create a sign entitled “Notice to Agents and Employees” (with the text contained in the attached Word doc).
* Place hand sanitizer at the front entrance.
* If agent or employee is coming into the office, or conducting business outside of the office, they should wear a face covering, if unable to procure a face mask, check with your Manager. (Burbank, LA County, Long Beach, Pasadena)