**COVID-19 FAQ**

**Texas**

**Date: 03/05/20**

**What is happening?**
All offices are required to have [door signage](https://backend.mycbdesk.com/content-store/document-file/3301/) prominently displayed at all entrances.  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 or exposed to someone confirmed as having or 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?**
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**. 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 showings?**
At this time in Texas, open houses and showings are permitted, but in such cases, we continue to strongly urge that these activities be conducted virtually as much as possible using applications such as FaceTime, Facebook Live and Messenger, WhatsApp and other creative means. Your safety and the safety of your clients is of utmost importance. When these activities do take place in person, you must practice social distancing per [CDC guidelines](https://www.cdc.gov/coronavirus/2019-ncov/infection-control/control-recommendations.html).

We have also created a flyer that you can post at properties you have listed. The flyer requests that agents and buyers who have the virus or are exhibiting symptoms to not enter the home, but to reschedule their tour for another time. [Click here](https://cbbriefs.com/wp-content/uploads/2020/03/20VR9G-CB-National-COVID-19-Showing-Agent-Assets_Flyer-Editable_FINAL.pdf) to access the flyer or visit the Content Hub. A door hanger and tent card have also been created and sent to Xpressdocs and are ready to be ordered.

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

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

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

It is strongly encouraged and advised that all agents sign up for direct deposit to ensure they get paid as soon as possible. Signing up is not instant and does take 7 to 9 business days for direct deposit to be active. The processing teams will continue to process closings and render payments, as they are completed today. Agents can sign-up for direct deposit via Desk.

For agents not active with direct deposit, commission checks will be mailed to the agent home address via USPS with their address on file in Trident. If an agent has recently moved, please inform your office admin of your new address for updating in Trident.

**How will referral checks be processed?**

If an agent receives a referral check from another brokerage, they should alert the office admin and coordinate efforts to get it to them promptly. The process office admins follow to process referral checks will remain the same.

**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.
* Visit your state or local associations website.