



Chestnut Park COVID-19 Update

MARCH 25, 2020

Dear Agents,

Following OREA's announcement, questions that require clarification:

Can I continue to show properties to potential buyers or permit buyers to attend my current listing if I follow the Chestnut Park protocols? **No**. There are no further showings, interactions or in person contact whatsoever at current or future listings. This includes staging, removing of staged furniture, appraisals etc.

Can I take a new listing or work with a new buyer? **Yes**, however, only if the entire client interaction, marketing and sales process **can be done virtually**. This includes signing the listing agreement or buyer representation agreement and obtaining marketing materials (i.e. photographs), as you cannot meet in person with the seller or buyer, and photographers etc. are not permitted to visit the property.

How can I market the property since no one can visit the property? A follow-up email with various marketing solutions and options to market a new listing virtually. We will also provide solutions for new listings where you do not have pictures for your marketing materials.

Can I list a property on MLS® even if the property is no longer available for showings due to the COVID-19 emergency restrictions? TREB will not enforce MLS® rule R-345 that requires a property to be available for showings or inspections. This means that you can continue to market or list a property on MLS® even if the property isn't available for showings or other in person activity due to the current emergency protocol.

How long will these measures be in place? These restrictions will be in place until the emergency order is lifted.

In the event that you are confronted with any exceptional situation that may require in person contact or activity of any kind whatsoever, please contact a member of management for guidance.



Chestnut Park COVID-19 Update

MARCH 17, 2020

Dear Clients and Friends,

COVID-19 has created exceptional challenges for our friends, families, communities and businesses. The Chestnut Park team is working together to mitigate these challenges, to the extent possible.

Over the past week, the Chestnut Park team has rallied together to assist one another, and to support our agents and clients by implementing various protocols to reduce risk to our employees, agents and communities. We believe that we have implemented the necessary protocols that will enable us to continue to provide our clients with the up-to-date market insights, service and guidance that they have grown to expect. We will make necessary adjustments to our practices and protocols as more information becomes available.

As difficult decisions are being made, and as people will invariably be affected, I am confident that our communities, our businesses and our friendships will grow stronger and thrive. I encourage everyone to stay supportive of one another, and we will continue to provide services to our clients, agents, and the community that we serve during this difficult and trying time.

Respectfully,
Chris Kapches

Our marketing methods that keep you safe...

Our primary concern to you and your family is to limit contamination, and the most effective method we can do that is reduce the number of people in your cottage. We **DO NOT** use 3rd party service providers in your cottage, and on your property, to get your listing prepared. **We do our own marketing, start to finish**, ensuring we are going above and beyond, again, ensuring no outside parties are involved, or can compromise your safety.

For more than 2 years, we have:

- Provided our own 3D property tours using Matterport cameras, allowing buyers to view your property without entering the building!
- Drone photography.
- Outstanding photos. We have always taken our own photos of your properties, using up to date Sony NEX cameras using wide angle lenses and tripods, and post finishing with Adobe Lightroom.
- Short video snippets and advertising movies, all done by ourselves and our off site marketing team.

We are very experienced with digital contracts that do not require face to face interaction. FaceTime and Video conferencing is also a snap for us.

You can have peace of mind we are the **only people** that are required to enter your property to list it for sale, reducing the possibility of cross contamination by many multiples. We have no break in period, no new learning, just keep doing what we do, with the new precautions and procedures to carefully monitoring record the traffic flow, sanitize. See our checklist below.



Safety Protocols

Checklist For All Showings and All Access

We have new policies due to COVID-19 listed below for us to continue to serve you, but in a Controlled and Safe manner taking all of our interests into consideration. MLS Listings and Exclusive Listings

- 1. Disinfect the lockbox, all doorknobs, surfaces, light switches and counters with antibacterial/germ killing cleaners.
- 2. Open all lights, all closet doors, all bathroom/bedroom and other doors so as to minimize the necessity for any agents/buyers to touch any surfaces.
- 3. Provide hand-sanitizers or germ killing wipes at the door.
- 4. Post a note in a conspicuous location that states that the agent/buyers are to clean their hands prior to entering the home/during the visit and that the agent/ buyers are not permitted to touch surfaces, doorknobs etc.

We, Ben & Dan Imrie continue to provide updates available, as quickly as we can reasonable provide. No warranties or medical advise is provided. Please refer to Canadian Government advise if required. We are vigilant, have our own N95 masks (not more then 1 each) and use Sanitary precautions (gloves that are decontaminated with typical pump disinfectant VERY regularly) including our car and homes. We are both healthy, not travelled outside Canada in past 30 days, and committed to getting thru this tough time diligently while continue to serve those in need. If we have any reason to update our health, we will immediately, and advise as we feel required.

Safety Protocols

COVID-19 Property Showing Policy

** email to other agent and confirm forwarded to client to answer **

Thank you for your interest in our property. Given the evolution of the COVID-19 crisis, we have implemented the following protocols in order to prioritize the health and safety of our clients and our community, while also ensuring that buyers are able to obtain the information they need to make an offer:

1. Prior to scheduling a property showing, we urge all buyers to view the photographs/video tour of the property attached to this listing.
2. Prior to confirming the property showing, you must confirm that:
 - a) No one attending the showing (i.e. your clients, you) has recently travelled anywhere outside of Canada or has been in contact with anyone who has travelled to China, Italy, Iran or Spain.
 - b) No one attending the showing (i.e. your clients, you) has had any of the following symptoms in the last 14 days: Fever, dry cough, shortness of breath, or difficulty breathing.
 - c) No one attending the showing (i.e. your clients, you) has come in contact with anyone with a confirmed COVID-19 diagnosis in the last 14 days.
3. Prior to entering the home or touching the lockbox, we ask that you practice safe hygiene by disinfecting your hands/gloves. Hand sanitizers will be provided in the home whenever possible.
4. During the property showing, we require that you limit touching as much as possible. All interior doors will be open and lights will also be on. We ask that you do not close any doors or turn off the lights.
5. Do not use the washroom facilities during your viewing.
6. Showings shall be limited to only the buyers and shall not include additional family members, friends or children unless there are exceptional circumstances and prior arrangements are made with the listing agent.
7. If you have additional questions, please do not hesitate to contact the listing agent.

Safety Protocols

Policy for Preparing the Home After Property Showing

- 1. Disinfect the lockbox, all doorknobs, surfaces, light switches and counters with antibacterial/germ killing cleaners.
- 2. Close all lights and doors.
- 3. Complete a log containing the names of those who have visited the property and their responses to the inquiries in 2(a) to (c), above.