



## **FAQ for Showings**

### **Health Order C20-3; A3 issued 4/6/2020 (Addendum 3)**

**We are under a Shelter in Place order and our #1 priority is to stay home.**

**This authorization for us to visit unoccupied homes can be revoked at any time, and we have been told that all of our business activity can be shut down if we abuse these privileges. We have been advised that the Lake County Recorder can stop recording closings if we do not abide by these rules. The LCAOR office is getting calls from the general public about showings occurring. If members of the public start calling the health department, we will lose our privileges.**

**This is a fluid situation and is an update as of 4/7/20. Please take the time to read this in its entirety. We are thankful we are allowed some form of continuity of business, even if limited right now.**

The Current Health Order that relates to real estate reads:

In addition to the "Essential Businesses" outlined in Order C20-3, 10 (f):

- 1) Essential workers include landscapers and tree trimmers that are working on wildfire abatement, to include Vegetation Services, Tree Maintenance, Landscapers, Gardeners and Property Managers.
- 2) Service providers that enable residential transactions (including rentals, leases, and home sales), including, but not limited to, real estate agents, escrow agents, notaries, and title companies, provided that appointments and other residential viewings must only occur virtually or,
- 3) If a virtual viewing is not feasible, an exemption may be requested from the Health Department. In order to limit cross-county travel, exemptions will be granted only to local residents and 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). Hand washing and disinfecting of surfaces that have been touched will be required

**This applies to Lake County, unoccupied homes, only. And it applies to agents to who live in Lake County.**

**Things to do before a virtual tour/showing:**

- Get the RLA-CAA from the listing agent/seller prior to entry to authorize what you want to do
- Get the PEAD signed by anyone entering the property

**What is a virtual tour:** This is a video prepared by the listing agent/photographer and posted online for people to see.



**What is a virtual showing?** The buyer's agent goes to the home after getting the RLA-CAA from the listing agent, sign the PEAD and send to the listing agent. The agent goes to the house and puts the client on a video call and walks them through the property.

**Can the photographer go out to a vacant listing?** Yes, as long you have the RLA-CAA from the listing agent authorizing it and the photographer has signed the PEAD.

**Do I need an appointment to do a virtual showing?** Yes. The listing agent needs to know when you plan to visit the home in case any neighbors call to report someone at the property.

**Can an agent visit an unoccupied listing?** Yes, as long as you have the RLA-CAA from the listing agent authorizing it and you have signed the PEAD and sent it to the listing agent. You have to follow CAR's Best Practices.

**What about an offer made to purchase an unoccupied home subject to seeing the home in person?** We don't know how the health department will respond to this situation yet.

**What about occupied listings?** We cannot go to occupied listings. Your seller can take a virtual video tour for you.

**What do showing instructions in the MLS need to say for occupied homes:** Do not show.

**What do showing instructions in the MLS need to say for unoccupied homes: For Agents only:** Once the online virtual tour has been viewed and the buyer wants more detailed information, the agent only is able to preview the property on a video call with the client after signing PEAD and receiving the RLA-CAA authorizing your visit. **With agent showing with a client:** If the client wants to see the property in person and lives in Lake County and can demonstrate a real need to see the property, an exemption from the health department must be obtained.

**Can a client actually go visit an unoccupied listing?** Only if the virtual showing is not possible/feasible. The buyer's agent has to request advance permission from the Lake County Health Department. Dr. Pace has told us: "The rationale for exemptions would be for the few people who need a home and it is impossible to manage it online. They could email: [mhoac@lakecountycalifornia.gov](mailto:mhoac@lakecountycalifornia.gov). They will have people working on the line during business hours during the week. If the client story demonstrates real need, we would likely approve." We do not know how long that process will take or what information will be required. Do not assume you will be granted the exemption. Dr. Pace has told us that if too many exemption requests are received, he could choose to stop all showings of any kind. **It is available for in-county buyers only, and in-county agents only.**

**Who is an in-person exemption meant for?** Someone who lives in Lake County already, has a real need for housing, and virtual showing is not feasible. For example, they may be in escrow to sell their



home and need to find replacement property so they won't be homeless. Or they are in a rental that is about to be sold. The exemption is for unoccupied homes only.

**No 1-day codes for out of county agents or out of county appraisers. No 1-day codes for out of county service providers:** Dr. Pace has specifically said he doesn't want any cross-county travel. We are unable to grant 1-day codes to out of county persons at this time.

**If you are an out of county agent and want to show property in Lake County**, you are not permitted by the Health Order to come to Lake County, even if you are a member of LCAOR and have a Sentrilock account.

**What if the appraiser is from out of the county?** Please speak with your lenders to notify the Appraisal Management Companies that all appraisers need to reside in Lake County during this Shelter in Place order.

**Unoccupied listing appointments?** Get the PEAD signed and give to seller. You can visit the home after the client has gotten the key to you. The client cannot be present with you at the home. After you list the property, you will need to add the RLA-CAA, the PEAD

**Occupied listing appointments?** We cannot visit an occupied home and we cannot send a photographer to the home. If your seller really wants to list right now, they need to know that we are unable to bring any clients to the home and that the seller would need to submit photos and video for a virtual tour.

**What about a second home? How long does the owners/occupants need to be out of the home before we can call it "unoccupied?"** This is to be determined.

**What about existing transactions and an AVID?** Please see CAR's guide for this at <https://www.car.org/-/media/CAR/Documents/Transaction-Center/PDF/QUICK-GUIDES/Quick-Guide--Guidance-on-Visual-Inspection-Disclosures-33020-NKLW.pdf?la=en&hash=FDAD40D318FBC534C1D176D513EFBFE77C622E1E>

**What about existing transactions and a buyer final walk through?** Any in-person meeting with a client would require an exemption from the health department.

Please remember before you go into any home, CDC and CAR Best Practice guidelines must be followed: wash hands, use sanitizer on lockbox, key and doorknob and anything you touched in the house. Wear gloves and booties. Bring your own in case the listing agent doesn't supply them.

After reading this, contact one of the LCAOR Board Members for any other scenarios we have not addressed. Please feel free to reach out to any board member, as we all developed this form together.