



SAFE CLOSING PROTOCOLS

(CORONAVIRUS / COVID-19)

Below are some safe closing protocols that agent members have implemented. What precautions has your company developed to help keep your staff and clients safe? Please share them with us at admin@ltams.org.

START BY SANITIZING

Encourage guests to use hand sanitizer and/or wash hands upon arrival.

STAGGER CLOSINGS

Stagger closings (30 minutes) to minimize the number of customers in waiting rooms. Split buyer and seller closings.

LIMIT PEOPLE AT CLOSING

Allow only signers to the transaction in the office. Ask agents and lenders to attend by conference call. Family and friends should be asked to respect the need for social distancing.

REDUCE TIME IN OFFICE

Use electronic and other means (mobile notary, eClosing platforms, Facetime, Skype, etc.) to perform as many functions as possible. Consider waiving fees for mobile notaries, wires and overnight delivery. Send papers in advance for review.

CHECK FOR SYMPTOMATIC CLIENTS

Any guest who exhibits symptoms that may be like coronavirus (fever, cough, shortness of breath, etc.) must notify staff upon arrival so they can be escorted out of common areas into a private closing room.

CLOSING TABLE ITEMS

Remove pens, paper, extra reading glasses and other items normally found on the closing tables. Distribute new pens to each closing participant and don't reuse them.

RECEPTION AREA ITEMS

Remove all reading materials, ceramic mugs and other reusable items.

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CHILDREN'S PLAY AREA ITEMS

Remove children's play areas and place in storage.

HAND SANITIZER

Provide hand sanitizer in closing spaces. If none is available, encourage employees and visitors to wash their hands before and after any closing or other meeting.

AFTER-HOURS CLEANING

Cleaning personnel should use appropriate germ-killing solutions when cleaning office areas after-hours.

SOCIAL DISTANCING

When possible, place people approximately six feet from others.

WORKFORCE DISPERSION

Invest in technology solutions that allow employees to work from remote locations, assuring production and service continuity.

DEVELOP TRAVEL PROTOCOLS

Issue guidelines for notifying management if employees have traveled recently or have travel planned in the coming weeks. Ask those employees who have or will travel to self-quarantine for two weeks following their return.