

**“Our first concern is ensuring the safety and health of our customers, agents and staff. We remain vigilant to the constantly changing protocols outlined by Federal, State and Local government and respond accordingly with our business practices prioritizing all public health recommendations for your welfare.”**

**~Katherine Bordelon, Broker**

### **1. We are open for business.**

We are open and operational to the public. Agents and staff will continue to follow CDC guidelines for social distancing and sanitation, requiring the use of a face mask during in person interactions (which we are happy to provide as needed).

### **2. Showing properties**

All properties available in our entire market area may be viewed on our website – many of them have virtual tours and videos. With the approval of sellers, our agents continue to show homes – following all precautions outlined by the CDC and state and local government. As always, we will consult with our customers to do what is best, most comfortable and most appropriate for them.

### **3. Writing offers/helping customer close**

We continue working diligently to bring new listings to market, writing and processing contracts, and handling showings, appraisals and inspections. Our mortgage, title and insurance teams are also equipped to handle business digitally (if preferred). Every customer and every detail are, as always, important to us.

## **Answers to your questions**

### **Buying a home**

**Should I wait until all of this is over to look at homes? Am I able to see a property I might be interested in?**

As a home buyer, your process and situation is as unique as you are. We are flexible with a variety of in-person and virtual options to help you move closer to finding the home of your dreams. Throughout the process, we continue practicing CDC guidelines for proper social distancing and sanitizing. There is no need to wait should your situation, needs and requirements present the opportunity for you to purchase a home at this time,

### **Have home values gone down?**

Prices have remained consistent, our market has remained stable. Any price reductions that have been made were likely needed prior to the outbreak. We monitor all market data weekly. When we are further into recovery as a region and country, we will be able to note any effects of the pandemic.

### **Are moving companies still operating?**

Yes, most moving companies are still operating. They are following strict CDC guidelines for cleaning, sanitizing and social distancing.

### **The property we are considering needs work; are contractors still able to perform work right now?**

Yes, contractors in Florida are considered essential workers and have continued to work.

### **What if my financial situation drastically changes (financing, job loss, savings) while I'm under contract or in escrow; will I still have to go through with the purchase?**

Financial situations can change at any time during the purchase process, not just during a pandemic. We always stress the importance of reading your sales contract thoroughly and reviewing the section related to financing very closely. This is where your real estate agent will be able to provide sound counsel on the process and what you may encounter during this situation.

### **If I close on a house and then lose my job or suffer other financial hardship will I be immediately foreclosed on?**

Foreclosure is the legal process a bank will take if financial commitments cannot be met. Depending on the financial institution they may provide loan forbearance or forgiveness programs, or special payment options to see you through the hardship. Financial institutions will vary on how they handle financial hardship as a result of the current pandemic and you will need to speak directly with them to know your options.

## **Selling a home**

### **Why would I want to sell now with so much uncertainty?**

Seller motivation varies greatly during market fluctuations. The market for buyers has remained strong and stable. The success of a residential real estate sale is always dependent upon the price, condition of the property and proper marketing. Speaking to an agent about buyer demand for your area, type of home and your agent's marketing plan is important during any market, but especially now.

### **How will you help me manage this process?**

Our agents, staff and leadership team are here for you every step of the way. We use every tool available, a refined skill-set and strong negotiating tactics to help you through the selling process. We show homes virtually or in-person, sign documents online, review the inspection over a video chat, and use bank wiring and mobile notaries for closing.

**Will the buyer still be able to get an appraisal and inspection?**

Home appraisers and inspectors have continued to work. These professionals have their own protocols to ensure everyone's safety and are continuing to offer their services.

**What kind of sales contingencies now need to be in place?**

All contingencies are made to conform the contract to the unique situation of each transaction. If there are events that have to happen for you to complete your sale, these should be made as contingencies. Discuss this with your agent in detail and ensure if a contingency has to be written it is clear and detailed. If your agent has to write this contingency it should be reviewed by an attorney.

**Would my home need to be available for open houses? Is that even possible today?**

Traditional open houses are available. Florida Realtors, the trade association dedicated to meeting the needs of homeowners and the real estate community, has issued precautions to help keep buyers and sellers safe while showing homes in person. This guide has been developed with direction from the Florida Surgeon General's public communication. However, individual, in-person showings can be scheduled pending your comfort level. All CDC guidelines will be taken into account if this is your preference. We also provide digital options to showcase your home, including virtual open houses using social media live streaming. We will continue to offer virtual options to give more buyers an opportunity to view your home on their time.

**“This is a time of global reset. Our Orlando community remains strong and resilient.**

**We won't “bounce back from this, we will “Bounce Forward” into a new era of prosperity.”**

**~Katherine Bordelon, Broker**