



## **Guidance on the Operation of Real Estate Offices**

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Directive 026 extends Directive 021 Phase 2 of the State's Reopening plan, which encourages to the greatest extent possible conducting operations telephonically, virtually and working from home for real estate offices. (See Page 4, Section 4, of Directive 021:

<https://nvhealthresponse.nv.gov/wp-content/uploads/2020/05/Directive-021-Phase-Two-Reopening-Plan.pdf>, and Page 4, Section 8, of Directive 026:

<https://nvhealthresponse.nv.gov/wp-content/uploads/2020/06/Declaration-of-Emergency-Directive-026-re-Phase-2-Extension.6-29-20-1.pdf>

Page 3, Section 4, of Directive 29:

<https://nvhealthresponse.nv.gov/wp-content/uploads/2020/08/Emergency-Directive-029.pdf>

In the meantime, communication between brokerages and agents should be done via electronic means (e.g. Zoom, Go-To Meeting, other platforms) that provide for proper social distancing and increased participation and interaction between brokers and agents. ***Timing of proper reopening should follow all government timelines and timeframes.***

In anticipation of when offices can return to normal operation, brokerages should use this time to develop safe to return guidelines. Workspaces should be reconfigured to provide for proper social distancing of six (6) feet of separation between themselves and others. Common gathering areas (workspaces, bullpens, lobby areas, break rooms) should be realigned to protect employees, agents and visitors to any brokerage in accordance with CDC guidelines. Proper sanitizing procedures should be enacted, implementation of touchless access systems when feasible should be established, and interaction with the general public and one another should be monitored in order that no more than 50 individuals are congregating at any one time in a meeting room, space or area.

Cleaning of the workplace: Brokerages are encouraged to implement daily cleaning and sanitization of the workplace with disinfectants that are proven to kill/neutralize COVID-19. Brokerages that have high traffic areas should disinfect multiple times a day. Hand sanitizers and/or hand washing stations will be provided at the workplace for employees, agents, clients and potential clients.

Distribution of Personal Protective Equipment (PPE) in brokerages: Proper PPE for employees, agents and client's safety is essential. Before brokerages open, securing PPE for employees, agents and clients is mandatory. ***Per Section 6 of Directive 024, brokers must provide face coverings if a client doesn't have their own.*** An example of PPE is a face covering and gloves.

Face Coverings: Any employee, or agent of the brokerage who interacts with the general public is ***required*** to wear appropriate face coverings/masks. Clients, potential clients, vendors or the public, entering the brokerage must wear face coverings. ***This mandatory requirement begins midnight on June 25, 2020. Failure to comply may result in criminal and civil penalties,***



*which could possibly lead to suspension and revocation of licenses.* Certain individuals exempted under this provision should wear a nonrestrictive alternative, such as a face shield, if possible. Directive 024 requiring all Nevadans to wear face coverings can be viewed here: <https://nvhealthresponse.nv.gov/wp-content/uploads/2020/06/Guidance-on-Directive-24-Face-Coverings-UPDATED.pdf>

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