

YOUR CLIENTS



SECTION 3: SAFETY AT THE OFFICE

Share Safety Tips With Your Clients

Share the safety message with your clients! They, too, can be vulnerable as they allow strangers into their homes, or visit other people's property. Give them this valuable advice to help them protect themselves against crime:

- Remind your clients that strangers will be walking through their home during showings or open houses. Tell them to hide any valuables in a safe place. This includes items they might not initially think would attract interest, like prescription medications or alcohol or information that could be used for identity theft. In one reported incident, an individual was going through medicine cabinets at open houses and stealing the owners' prescription drugs.
- Warn your clients that not all agents, buyers and sellers are who they say they are. Strangers who stop by unannounced should be asked to make an appointment with the REALTOR®. Stress that your clients should never to show a home without the presence of an agent.
- Instruct your clients that they are responsible for their pets. If possible, animals should be removed during showings. Make clients aware that buyers and agents are sometimes attacked, and the owner will be held liable.
- At an open house, be alert to the pattern of visitors' arrivals, especially near the end of showing hours. In some areas, a group of thieves will show up together near the end of the open house and, while a string of "potential buyers" distracts the REALTOR®, the rest of the group walks through the house, stealing any valuables they come across.
- Finally, when you leave a client's property, whether after an open house or a standard showing, make sure that all doors and windows are locked. Thieves commonly use open houses to scout for valuables and possible points of entry, then return after the agent leaves.
- Let your clients know that you will take all of the above safety precautions, but that when they return home, they should immediately verify that all doors are locked and all valuables accounted for.

(Source: Nevada County Board of Realtors (CA); Realty Times)

SECTION 3 HANDOUT



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