



**REALTORS<sup>®</sup>**  
**ASSOCIATION**  
of Hamilton-Burlington  
~ Since 1921 ~

## COVID-19 Resources for REALTORS<sup>®</sup>

### LIVE TOUR TIP SHEET\*

*\*Adapted from the Kamloops & District Real Estate Association*

#### Points to Remember for Everyone:

- All parties should understand the security features of the technology, including the ability to prevent the retention of a video record of the Live Tour, and activate such security features as may be required
- LIVE TOURS are not an “Open House” but are a specific request by a Buyer’s REALTOR<sup>®</sup> for their client to electronically view the property
- LIVE TOURS may be requested by the Buyer’s REALTOR<sup>®</sup> to the Seller’s REALTOR<sup>®</sup>
- LIVE TOURS will only be available for properties designated by the Seller’s REALTOR<sup>®</sup>
- LIVE TOURS are not a substitute for a Buyer’s due diligence
- The LIVE TOUR is only a touring session and all questions with respect to the property are to be directed by the Buyer’s REALTOR<sup>®</sup> to the Seller’s REALTOR<sup>®</sup> after the LIVE TOUR has ended
- LIVE TOURS should include all parts of the house and property that are accessible and wish to be viewed by the Buyer

#### Tips for Everyone:

- All parties will need a stable internet connection
- Before the LIVE TOUR commences make sure the device you will be using can run the selected virtual meeting platform. Seller’s REALTORS<sup>®</sup> are encouraged to practice with their Sellers ahead of time
- Be courteous during these calls and remember that these LIVE TOURS are for the benefit of all parties
- Always assume the other parties can hear you, even if you think you are muted
- It is up to each party to decide if they want to keep their camera on or not, except the Seller
- Be ready for the LIVE TOUR at least 5 minutes in advance to work through any technology issues before the tour
- REALTORS<sup>®</sup> are encouraged to ensure that all client expectations are communicated to the opposite party in advance
- Buyer and Seller should follow up with their respective REALTOR<sup>®</sup> following the LIVE TOUR

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## **BUYER'S REALTOR®**

### **Points to Remember for Buyer's REALTOR®:**

- You should be the first and only point of contact with the Seller's REALTOR®
- Do not contact or question the Seller directly
- If you or your client want the camera focused or refocused on a particular area of the house or property, address your request to the Seller's REALTOR® unless it is decided in advance that these requests can be addressed directly to the Seller
- Ensure that all parties agree to the LIVE TOUR schedule

### **Tips for Buyer's REALTOR®:**

- Discuss with the Buyer all aspects and expectations of the LIVE TOUR before contacting the Seller's REALTOR®
- If you are conducting multiple LIVE TOURS with your client on different properties you may wish to consider maintaining at least a 15-minute gap between each LIVE TOUR
- Let Buyers know that they should communicate questions they have during the LIVE TOUR, to you and not the Seller's REALTOR®
- Keep notes of questions asked by Buyers during the LIVE TOUR
- Work in the best interest of your client

## **BUYER**

### **Points to Remember for Buyers:**

- Your REALTOR® is your only point of contact throughout the transaction period
- You are expected to converse only with your REALTOR® and direct questions directly to them
- You may opt out of the LIVE TOUR at any time before the LIVE TOUR has begun
- Inform your REALTOR® of all the listings for which you are interested in having a LIVE TOUR
- A LIVE TOUR is not a substitute for your due diligence when purchasing a property

### **Tips for Buyer:**

- Make your own notes for reference
- Instruct your REALTOR® about any areas you particularly want to see, before the tour begins
- You may ask your REALTOR® to guide the Seller's camera movement during the LIVE TOUR

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## **SELLER'S REALTOR®**

### **Points to Remember for Seller's REALTOR®:**

- Discuss with the Seller all aspects and expectations of the LIVE TOUR before designating the property available for a LIVE TOUR
- Communicate answers to questions the Buyer has to the Buyer's REALTOR® and not directly to the Buyer
- You may guide the Seller's camera movement during the LIVE TOUR
- All representations of the Seller should be made through you
- Ensure that the Seller is on 'Mute' during the entire session

### **Tips for Seller's REALTOR®:**

- Do a dry run and train your client on the chosen virtual meeting platform well before a LIVE TOUR is scheduled
- Initiate the conversation by introducing all parties
- Make sure you are making a note of all the questions asked during the LIVE TOUR
- Guide your client's movement if needed during the LIVE TOUR
- Pre-confirm with the Buyer's REALTOR® if there are any particular areas of the house that the Buyer wishes to see and relay those requests to the Seller in advance
- It is courteous to answer all Buyer questions to the Buyer's REALTOR® within 24 hours of the LIVE TOUR
- Work in the best interest of your client
- Use the 'Clients' tab on Xposure to keep track of all your client's expectations

## **SELLER**

### **Points to Remember for Sellers:**

- Communicate your interest in having a LIVE TOUR for your property with your REALTOR®
- You must be represented by a REALTOR® if you intend to have a LIVE TOUR for your property
- You are the camera person for the LIVE TOUR
- You will be on mute, during the entire tour

### **Tips for Sellers:**

- Let your REALTOR® know in advance if there are particular areas of your house that you can't show
- Use a good quality camera phone/tablet for the LIVE TOUR
- Keep your movement slow and at eye-level and check that the camera is on
- Make sure there are not too many people in your property while the LIVE TOUR is being conducted