



SCARLETT

PROPERTY GROUP

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## Scarlett Property Group, COVID-19 Policy

Thank you for trusting Scarlett Property Group at eXp Realty for all of your real estate needs. It is our goal to serve you and our community responsibly and that means we need to take additional steps to keep us all safe.

Please understand we are taking this matter seriously and the impact of COVID-19 in our marketplace. We have implemented heightened safety measures in light of the current environment and recommendations from the CDC.

As a precaution only, we have closed our local offices to ensure social distancing and reduce exposure potential for us, our clients and our community. We will continue to monitor the situation and make adjustments as necessary. We are still working for you. We are selling, renting, and helping clients buy real estate, it is just done remotely and electronically.

Following guidance from the CDC, we are asking the following of our clients, staff, and agents at this time:

- Agents should not attend closings in person, but remotely where attorney allows and follow all closing Attorney requirements.
- Agents and clients should not attend inspections in person, but review inspection report with inspector and agent over the phone.
- Agents are not allowed to physically show property or hold open houses, due to the Stay at Home order implemented in Mecklenburg County. We will continue to monitor the order and update as necessary.
- <https://www.mecknc.gov/news/Documents/Mecklenburg%20County%20Stay%20at%20Home%20Orders.pdf>
- All meetings or appointments should be handled remotely via email, zoom or a phone call.
- If you are experiencing any cold or flu like symptoms, please practice self-quarantine.

Your safety is of the utmost importance.

- If you have traveled internationally in the last 60 days, please also let our offices know and we can present options for you to continue with your real estate transaction.
- Avoid or minimize common forms of physical touch such as handshakes, hugs, and other customary public displays of affection. Remember we love you all but need to keep our distance at this time.
- Adhere to the CDC's current guidelines in order to prevent the illness and its spread, which include:
  1. Wash your hands frequently with soap and water for at least 20 seconds. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol;
  2. Maintain at least 6 feet (2 meters) of distance from anyone who is coughing or sneezing;
  3. Avoid touching your eyes, nose and mouth; Practice good respiratory hygiene by covering nose/mouth if you cough or sneeze, then throw away any tissues and immediately wash your hands.<https://www.cdc.gov/coronavirus/2019-ncov/about/prevention.html>

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Our entire business and everything we do is to help people with one of the most fundamental needs in life, their HOME. Scarlett Property Group is committed to serving our community and providing real estate services, friendship and support at the highest level possible. We will continue to assist you with all things real estate related with business conducting as close to normal as possible, with interruptions only as mandated from local, state and national authorities.

This is a test of our American Team, and we can beat this. We will come out stronger and happier and more connected to each other. Stay positive, ask for help, help someone else, stay grateful, and this too shall pass.

Let's write the story and make the ending something we will be proud of. It takes all of us working together, with empathy, patience and kindness. Thank you for your support and patience as we navigate this new business environment.

We are here for YOU!