

Real Estate SAFETY

Your safety as a real estate agent is incredibly important.

This booklet is not in any way to scare you or give you extra anxiety about working with clients, but to make sure you have procedures in place to avoid a bad situation.

These tips in no way guarantee that a situation will not occur, but they will help you take many necessary steps to prevent a terrible situation.



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REALTY

How To PREVENT

OVERALL TIPS

- Trust your gut
 - No amount of commission is worth your life. Although I know (especially as a new agent) you can be hungry for a commission, you will never get it if something terrible happens at your showing.
- Have a solid business practice for new clients that puts safety at the forefront.
- Never show before meeting the client in public first.
- Carry personal protection items.
- Refrain from having your face on open house signs or listing signs.
- Always let someone know where you will be and when you will be done and have a system in case you don't let that person know you are done and safe.
- Don't let experience drive you away from keeping these safety precautions in place.
- Don't share too much personal information.

How To **PREVENT** *cont...*

MEETING A CLIENT FOR THE FIRST TIME

- Meet at your office **FIRST**
 - If you cannot meet at the office, meet at a public place such as a coffee shop and let someone know.
- Tell a trusted person where and when you will be meeting with the new client. Also let them know when you will be done.
- Have a system in place for if you don't let your trusted person know you are done and safe.
- **DO NOT** leave at the same time as the new client
- If you still do not fully trust the person after your initial consult, bring another agent with on your showing.
- Make sure that they possess the correct pre-approvals for purchasing.

How To **PREVENT** *cont...*

GOING ON SHOWINGS

- Be extra careful when showing:
 - Vacant Homes
 - Land
- If you do not trust your potential client by the time of showing, bring another agent with you.
 - If another agent is not available, bring someone else.
- Bring a personal protection item that you are **COMFORTABLE** and **LEGAL** to use.
 - Ex. Pepper spray, taser, firearm (**ONLY IF YOU POSSESS THE CORRECT LICENSES TO DO SO**)
 - Make sure that you are comfortable with the item that you bring and you have experience using it. It could be used against you if you don't know how to use it.
- Pay attention to client body language and what they are saying.

How to PREVENT *cont...*

GOING ON SHOWINGS CONT...

- Make sure your phone is fully charged and has service.
- Never tell your client that the property is vacant. If they ask, this should be a red flag.
- Do not park where you could be parked in.
- Check out your surroundings BEFORE getting out of your car.
- Always show properties before dark.
- Always have your buyer walk in front of you.
- Do not drive clients to showings unless they are your well known and trusted friends or family.
- Have an excuse ready if you feel the need to leave.
 - Ex. "I left the MLS sheet in my car."
 - Ex. "My cell phone pager went off and I have to call the office really quick."
- Have an escape plan.
 - Know where all exits are and have a plan on what you will say and do if you feel you need to leave.

How To PREVENT *cont...*

OPEN HOUSES

- Bring a lender or another agent with you to host.
 - If you cannot find a lender or agent, bring another vendor in the industry, or someone in your close circle.
 - Lenders are usually more than happy to host an open house with you as they can provide good information on financing and potentially gain clients from it too.
- Arrive early and know the layout of the home.
- Don't assume everyone is out at the end of the open house. Check the home before locking the doors, and be prepared to defend yourself.
- Don't park where you could be parked in.

I HIGHLY SUGGEST READING THIS ARTICLE FROM NAR REGARDING SAFETY
<https://www.nar.realtor/safety/56-safety-tips-for-realtors>

Example PROCESS

1. Give the lead a call

- Ask them to meet you for a consultation in your office to discuss what they are looking for, and gather some more information.
 - This works even if you are an agent who does not get a buyer agency signed right away.
 - If your office is too far away, meet at a coffee shop or other public place.

2. Meet with the potential client

- Make sure that someone in your office knows what you are doing and when you should be done.
- Make sure to gauge their attitude and body language during your consult. This doesn't always tell you they are "dangerous", but if they are complimenting your appearance, or doing other things that make you feel uncomfortable or unsafe, stop the meeting by saying something like "My supervisor just paged me, I will be back in a minute.", and come up with a game plan with coworkers to end the meeting.
- Pre-qualify the client
 - Make sure that they have pre-approval letters and know what they want in a property.

Example PROCESS *cont...*

3. Show the buyer properties

- Whether or not you feel you trust the buyer, always follow showing precautions. If you aren't sure that you trust the buyer, bring another agent on the showing.
- Show up to the showing early.
- Check out the neighborhood and get a feel for what it is like.
 - Is it a busy neighborhood? Is it quiet? Are there a lot of people around?
- Park your car in a location where you cannot be blocked in.
 - Never park in the driveway.
- Check out your surroundings once you park. Is there anything abnormal about where you are?
- Make sure your phone is charged and you have service.
- Text your trusted contact that you arrived at the showing.
- Get your MLS sheet, phone, and personal protection items ready and situated.
- Stay in your car until your buyer arrives.
- Once they get out of their car, verify that it is who you met at your office. Do they have another person you weren't aware of with them? This could be a red flag.
 - If something is off, do not get out. Trust your gut.

Example PROCESS *cont...*

- If all is okay, get out of the car and begin your showing. Say something like "After you" with a hand gesture so that your buyer walks in front of you.
 - You will have to open the lockbox, so make sure to pay attention to them when you are doing this. If it is not attached to the door, turn around and talk to them while you are doing this.
 - Show the property with the buyer always being in front of you and never behind.
 - Always have a worst case scenario action plan in case you get into a fight or flight scenario.
 - Your first choice should be flight if the option is available. It is best to avoid conflict first if possible.
- #### 4. Continue showing properties
- If the buyer doesn't write an offer on the first property, continue showing them properties this way. This should be a standard practice for all buyers. Assault doesn't always happen the first time you meet someone.

