

Real Estate Business

If you operate a Real Estate business in New York City, new mandates from New York State require you to do the following at the start of Phase 2:

- **Develop a [Safety Plan](#)** and post it at your work site
- **Read [New York State \(NYS\) guidelines](#)** and affirm compliance.
- The State requires that you **affirm that you have reviewed and understand the State-issued industry guidelines** and that you will implement them. You can fill out the affirmation form [here](#).

View the full list of requirements on the State website to make sure you are in compliance, and protect your employees and customers by taking the following steps to prevent the spread of COVID-19. These are some examples of best practices.

1. Stay Home if Sick

Unless you are leaving for essential medical care ([including testing](#)) or other essential errands, stay home if you are sick.

- Consider implementing sick leave policies that encourage workers to stay home if they are sick.
- Post the [Stop the Spread](#) poster in employee areas. Additional languages are available on the www.nyc.gov/health/coronavirus website or by calling 311 to order a copy.
- Perform health screenings remotely, before people arrive, where possible.

2. Keep Physical Distance

Stay at least 6 feet away from other people.

- Have staff who are able to telework do so for as long as possible – this protects people who must attend work in person.

- Rearrange and modify work stations to enable 6 feet of space between workers; consider physical barriers (like Plexiglas).
- Prohibit non-essential visitors on site.
- Stagger work schedules and consider limiting non-essential travel.
- Create videos or organize house walk-throughs remotely using video meetings with clients.
- Encourage agreements and other forms to be signed remotely as feasible.
- Post available property in front windows with name and numbers to call for more information.

3. Wear a Face Covering

Protect those around you. You can be contagious without symptoms and spread the disease when you cough, sneeze or talk. A face covering may help reduce the spread of COVID-19.

- Remind residents and customers to wear face coverings in shared spaces like lobbies and units if unable to maintain 6 feet of distance, unless they cannot medically tolerate them.
- Consider placing face coverings outside businesses or homes to be viewed – including those for youth.
- Encourage people to call or email to learn more about property for sale or rent rather than visit the real estate office location.

4. Practice Healthy Hand Hygiene

Wash your hands often with soap and water or use hand sanitizer if soap and water are not available; clean frequently touched surfaces regularly; avoid touching your face with unwashed hands; and cover your cough or sneeze with your sleeve, not your hands.

- Consider using shoe-covers for in-person property showings
- Ask the seller/lessees to leave open all doors and cabinets – encourage clients to limit touching of surfaces

- Prospective tenants/buyers should leave young children at home when possible.
- Consider conducting remote walkthroughs rather than in-person.
- Encourage frequent hand washing [with signage](#).
- Wherever possible, increase ventilation of outside air.

The NYC Department of Health and Mental Hygiene (DOHMH) has created plain language Frequently Asked Questions for [each sector re-opening in Phase 2](#), in adherence with the New York State guidance.

Additionally, the Department of Small Business Services (SBS) and the Department of Consumer and Workforce Protection (DCWP) have created [this simple flyer](#) for businesses and workers.