



WORKING THROUGH COVID-19

The Trentadue Torres Group would like to extend our best wishes for health and safety to you and your families during this uncertain time. As a result, we want to offer you stability and comfort knowing your real estate needs are still being met in a safe and responsible manner. We are all in this together, and we will get through it together.

Dolores Trentadue, Sonya Torres and the team have a plan in place to ensure business continuity so that we are operational and fully available to handle client matters as seamlessly as possible. We remain reachable by phone, video, and email. Please know that with our systems in place, we stand ready to assist you with any challenges you are facing or questions you may have. We realize that this will affect everyone differently and our team is prepared to help each and every one of you through this unprecedented time.

Embracing Technology

Technology has always been a big part of our business model; we are set up and able to facilitate our services remotely. Our agents and brokers are following strict guidelines in order to protect everyone's health as recommended by the various health agencies and governments.

Showings on listed properties and open houses.

Our virtual tours are available on all of our listings and can be viewed on MLS, Realtor.ca, our website and all of our social media platforms. We are utilizing FaceTime tours and Facebook Live for potential buyers to view our homes for the protection of our clients, staff and community. Appointments are still available on a situational basis.

Seller & Buyer Consultations to Offers.

Our team is utilizing innovation and technology to continue to provide the highest level of service you have come to expect from us. FaceTime and Zoom video conferencing offer the unique ability to facilitate our appointments and offer presentations while embracing social distancing. Your health and well-being are of most importance. Documents can be signed from the comfort of your own home using our electronic signature software. The strength of our team has been built on the knowledge and love of the communities we serve. We are all in this together and nothing is more important right now than the health and safety of our colleagues, clients and fellow citizens across Canada.

Here at The Trentadue Torres Group, we are proud to offer services that are beneficial in preparing your home for sale.

- Home staging, virtual staging and design consultation with our in-house stager
- Professional videography with complete voiceovers and photography
- Constant 24-hour advertising and promotions
- Handyman services and light renovations with in house contractor
- Packing supplies and moving company discounts
- Virtual open houses and Virtual meetings
- Window cleaning and/or home cleaning service
- Disposal services

ADDITIONAL SERVICES OFFERED AT THIS TIME

Ozone sanitization service

Imagine moving into your new home with peace of mind that it has been totally sanitized. Moving forward, as part of our buyers' package, the Trentadue Torres Group is happily offering a home sanitation service. Homeowners have growing concerns for the health and wellbeing of their families. With the current situation, it has become even more critical to sanitize homes. Ozone shock treatments completely eliminate all viruses, bacteria, mould and fungi. One Ozone shock treatment is 50 times more powerful and over 3000 times faster acting than chlorine bleach. One shock treatment can destroy the COVID-19 virus. In addition to sanitization, Ozone also eliminates all odours like cigarette smoke, food smells, and even pet odours. We are offering this service for a homeowner looking to get their property ready for sale and for those looking for a peace of mind moving into their new home.

FAQS

IS THIS A GOOD TIME TO BUY OR SELL, OR SHOULD I WAIT?

This is the most popular question right now and our goal is to assist in navigating through the changes our real estate industry has experienced. While real estate has been deemed an essential service, we understand it's not business as usual. At the Trentadue Torres Group RE/MAX All-Stars, we are committed to providing you with professional representation and unbiased candid advice based on factual market research. While no one expected to deal with a worldwide pandemic, Dolores, Sonya and their team of professionals have a reputation of always being leaders in adopting the best tools and technology.

IS REAL ESTATE ACTUALLY SELLING RIGHT NOW?

The reality is that people are still buying and selling real estate. Although there are new rules with more stringent requirements than before, the buyers and sellers in the market today are more serious than ever and the ones that are out there are making decisions.

During these times, sellers still have to sell their homes and are better willing to be flexible and amenable. In addition, for the time being there may be fewer buyers competing for the same property, particularly if a buyer is in a price range or area that has tended to be a seller's market most of the time. Buyers that have lost out on homes before now may be the optimal time to get in the game without the added pressure of getting into a multiple-offer situation. With the new restrictions and protocols, sellers may have fewer in-person showings. That is not a big concern. Serious buyers will be viewing virtually and then contacting us when they are ready to move forward. Sellers will also have less competition, as some homeowners have decided to take their properties off the market during this time. Buyers that are looking now most likely need to find something within the next 30-60 days. So, the short answer is yes. Homes are definitely selling right now.

IF I AM THE BUYER, HOW WILL SHOWINGS WORK?

The Trentadue Torres Group has showing protocols put in place. This means that there will be little more preparation involved. While physical showings are allowed, we first promote the use of technology to preview the property. This may even include our agent previewing the property in person while using a platform to connect with you and having a walk-thru virtually. We can use platforms like Skype, FaceTime and Zoom. In the event that a physical showing is requested, agents and buyers will have to travel separately in their own vehicles and meet at the property. They will have to wear protective gloves and masks and use hand sanitizer, wipes or cleaning products to immediately sanitize anything they touch. We ask that all buyers have to wear gloves and masks to all showings. We are encouraging all agents and buyers to not touch anything or place anything on a surface.

Agents wearing protective gloves should be the only ones touching doors for entry or exit to areas of the house. We will recommend that the sellers of the home turn on all lights, open some windows to allow for fresh air, open all closets and as many drawers/cabinets to help avoid avoiding people touching surfaces. Depending on the size/configuration of the property and with the approval of the seller, agents will likely wait outside as buyers tour the home. The agent can then check on the property once buyers vacate before locking up.

In some cases, sellers may not want any physical showings of the inside but may allow a virtual walk-through via a video call or tech pick of choice. The listing agent can show the property to the buyers and their agent, or allow the buyers' agent to conduct a virtual tour if necessary.

For buyer clients, it is important to stay flexible when it comes to how showings are conducted. Apps like FaceTime, Facebook Messenger, Google Hangouts, Zoom or WhatsApp may be useful. Buyers should be prepared to have a few options on their phone to utilize and your Trentadue Torres Group agent can help guide you.

Keep in mind that some brokerages may require a Buyer to sign an addendum prior to physically seeing a property, as required by the real estate brokerage. The Buyer might have to attest that they are not sick (or have been potentially exposed to someone who is) or have not travelled recently, to the best of your knowledge.

Traditional in-person open houses are not being conducted at this time and rightly so. We are now hosting virtual open houses. The Trentadue Torres Group uses the same type of platforms as previously stated as well as real-life, walkthrough videos with voiceovers and full property descriptions. After previewing the property through means including Virtual Tours, another option for homes, condos or presently tenanted properties that don't allow showings is to make an offer conditional upon viewing the property.

Lastly, if a buyer is interested in a new home or a condo pre-construction, builders are working by appointment only and limiting traffic into their model homes. The Trentadue Torres Group is well versed in new construction and we are ready to help you get all the information needed to make an informed decision.

WHAT IF SOMEONE IN THE TRANSACTION GETS SICK OR LOSES THEIR JOB? WHAT IF THERE IS A DELAY IN CLOSING CAUSED BY COVID-19?

Luckily, there is an addendum schedule we include in all offers at this time. Our Brokerage, along with legal counsel, has developed various clauses that speak to these situations and allow time to extend the contract and/or potentially terminate the agreement. Unforeseen circumstances and delays may happen, because of all the parties involved in making a real estate transaction, including appraisers, inspectors, contractors, lenders, surveyors, etc. These clauses in our offers are a way to move through the process with some assurance.

AS A SELLER, WHAT'S THE PROCESS FOR PUTTING A HOME ON THE MARKET?

A lot of this depends on where the property is located. As mentioned, thankfully real estate has been deemed an essential business in Ontario. This allows the home-selling and buying to move forward, in addition to the related businesses that are involved in the process.

Listing appointments will likely need to be a virtual meeting between our team members and the seller. If this does not work for a seller, then we can surely meet in person while practicing social distancing and taking all necessary precautions. It can be challenging to share information this way, which is why a virtual presentation may be much easier. A video walkthrough of the property can be done with the seller. They could also allow the agent to walk through while they step outside so they can provide any recommendations with respect to preparation for sale work.

Given the current situation, a full preparation for the sale process may or may not be possible. Staging is still possible as long as proper protocols are followed. The seller is asked to be out of the home while the stagers are doing their work. If a seller is not comfortable with that then the cleaning, decluttering and rearranging furniture can be done by the seller, with guidance and suggestions from our in-house stager. This is in addition to efforts for curb appeal, like pressure washing, planting flowers, freshening up the ground cover and more. Minor touch-ups or simple repairs can also be accomplished unless an owner is feeling up to an interior painting project. Keep in mind that, given today's situation, buyers may be a bit more forgiving if a home is not in tip-top condition.

When it's time for photographers to prepare and take their photos, they are going to be taking necessary precautions to minimize physical contact with contents in the home. They are asking sellers to have all the lights on and curtains open. They're also requesting that sellers turn on items like fireplaces, outdoor fire pits and fountains prior to their arrival. That's so they can concentrate on taking pictures without having to touch things. To minimize contact, they will also tell sellers not to be present during the shoot.

During this time, it's also worth getting a 3D tour or a professionally produced property video (complete with aerial shots) done. Buyers and their agents are going to lean towards homes that make virtual showings easy and bring the property to life. Now more than ever, it's a good idea to put the power of video to work. We have been utilizing video for over 5 years and feel that it is a very important feature to the listing.

HOW WILL SHOWINGS BE HANDLED? I AM NOT SURE I WANT PEOPLE WALKING THROUGH MY HOUSE

This is a serious concern that is not being taken lightly. As mentioned in the buyer showing section, all the same protocols will be followed and buyers and their agents are not permitted to enter the premises unless they agree to all showing terms. The Trentadue Torres Group will be pre-qualifying requests for showings. In addition, in some cases, we may need to be present for showings to help manage the process and preparation. (This may include staying outside, across the street or in their cars.) Showings can be managed by social distancing and wearing protective gear as discussed above. We will request to limit the number of visitors to only buyers (not an entourage of family and friends) as well as request no children be present.

Having lights (and other features) turned on in advance will minimize the need for anything to be touched. The Trentadue Torres Group will require anyone seeing the home to follow a strict protocol, which will include leaving personal belongings in cars and not touching anything. Alternatively, your listing agents can conduct virtual live showings by appointment using a phone or tablet. They can shoot a walk-through video on their phones and provide it to agents for their buyers.

In addition to virtually showing the inside of a house, we will allow buyers to see the garage and walk around the exterior of the property, just so they can get a feel for the neighbourhood. No matter how good pictures and videos are, most buyers still want to be able to get a physical sense of the house, the street and how it sits in relation to the homes around it. While we encourage virtual showings, nothing replaces the energy a home provides and especially when it's staged.

If at any time you do not want in-person showings, there are ways to work through that while being on the market. This is where having a 3D tour, a professional video, as well as a walk-through video, will prove to be helpful.

SHOWING INSTRUCTIONS

All listings in our TTG team that are booked through our front office system include a COVID-19 Agreement and Disclaimer requiring all showing agents to adhere to the rules set by TRREB to ensure we cover our clients and ourselves when it comes to working through COVID-19.

THANK YOU FOR SCHEDULING A SHOWING.

The health and welfare of our clients and community is our top priority. In preparation for your upcoming showing, please ensure that yourself and clients:

- Have not recently travelled outside of Canada (including the US) or have been in close contact with someone who has travelled to China, Iran, or Europe.
- Are not displaying symptoms including but not limited to, fever, dry cough, shortness of breath, or difficulty breathing in the last 14 days.
- Have not come into contact with anyone with a confirmed or presumptive COVID-19 test in the last 14 days.

You further agree that:

- You and your clients will NOT use the washroom facilities during your viewing.
- You and your clients will NOT unnecessarily touch things in the home during your showing (i.e. furniture, appliances, surfaces etc.)
- Your clients will not unnecessarily bring additional family members or children to the viewing.
- You will sanitize/wash your hands prior to entering the home and touching the lockbox.

WHAT YOU NEED TO KNOW.

In response to the growing concerns about COVID-19, commonly referred to as coronavirus, The Trentadue Torres Group RE/MAX All-Stars Realty INC, is providing buyers and sellers with this information sheet to help you make an informed decision.

The World Health Organization (WHO) has assessed COVID-19 as a global pandemic, and the province of Ontario has enacted a declaration of emergency to help contain the spread of COVID-19 and protect the public.

WHAT IS CORONAVIRUS?

COVID-19 is a novel coronavirus causing the World Health Organization (WHO) to classify this outbreak as a pandemic on March 11, 2020.

Symptoms include fever, cough, and shortness of breath. Anyone experiencing emergency signs such as difficulty breathing, persistent pain or pressure in the chest, new confusion or bluish lips or face should immediately seek medical attention.

RISK TO CANADIANS.

There is an increased risk of developing more serious complications from COVID-19 for Canadians:

- aged 65 and over
- with compromised immune systems
- with underlying medical conditions like heart or lung disease, diabetes

HOW CORONAVIRUS SPREADS.

Human coronaviruses cause infections of the nose, throat and lungs. They are most commonly spread from an infected person through:

- respiratory droplets generated when you cough or sneeze
- close, prolonged personal contact, such as touching or shaking hands
- touching something with the virus on it, then touching your mouth, nose or eyes before washing your hands

PREVENTING CORONAVIRUS.

Together, we can slow the spread of COVID-19 by making a conscious effort to keep a physical distance between each other. Social distancing is proven to be one of the most effective ways to reduce the spread of illness during an outbreak. This means making changes in your everyday routines to minimize close contact with others, including:

- avoiding non-essential gatherings
- avoiding common greetings, such as handshakes
- avoiding crowded places such as concerts, arenas, conferences and festivals
- limiting contact with people at higher risk like older adults and those in poor health
- keeping a distance of at least 2 arms-length (approximately 2 meters) from others

Stay strong and we will get through this together!

Contact us anytime 905.640.3131.

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