

# CASTLE REALTY

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## MEMORANDUM

**TO:** Our Clients, Contractors, Services, and Friends  
**FROM:** Castle Realty  
**DATE:** April 4, 2020

In an effort to remain in compliance with the recent “Stay Home, Stay Healthy” order and COVID-19 (coronavirus) safety protocols, Castle Realty would like to reiterate that all non-essential activities and work orders be postponed until after the order has lifted. Attached are the most current **Memoranda** from **Washington State** and the **Northwest MLS** that have been issued to Real Estate Brokers.

We recognize that homeowners may be in need of services and repairs to their homes during a transaction - and in general - for many important reasons; safety issues, code and lender requirements, and other emergencies. While Castle Realty has an extensive referral list of licensed contractors for nearly every specialty, we cannot always know which services are considered “essential,” as the list of essential services tends to change day-to-day. For the moment—and until this crisis is over—each homeowner must determine for themselves what they will allow in their home, and what is allowed under the state order. Homeowners must be fully responsible for ordering these services. Furthermore, we expect each contractor or service person to be aware of whether or not their services are considered “essential” and what their industry’s protocols are for working on or in a home or property.

Our Buyers should also be prepared to observe the protocols spelled out in the attached memo. We further ask that only qualified and serious buyers make appointments to view homes, after doing a drive-by. Requests for video footage in lieu of a showing will be honored whenever possible.

Outside of the letter of the law – we encourage all of our clients, and service contractors to use good common sense, and honor the SPIRIT of this law to help stem the tide of the spread of this virus.

- Disinfect doorknobs, lock boxes, tools and surfaces you are in contact with, BEFORE and AFTER use.
- Wear Protective gear (gloves and masks).
- Keep at safe distance from other people 6’ minimum.
- Disclose an illnesses or symptoms of any kind.

Please acknowledge this memorandum

Acknowledgements:

X \_\_\_\_\_

X \_\_\_\_\_

X \_\_\_\_\_

Thank you for being mindful, and doing your part.



STATE OF WASHINGTON  
Office of the Governor

MEMORANDUM

**TO:** Interested Stakeholders

**FROM:** Governor Jay Inslee

A handwritten signature in black ink, appearing to read "Jay Inslee".

**DATE:** March 27, 2020

**SUBJECT:** Real Estate and Mortgage Guidance – Stay Home, Stay Healthy Proclamation (20-25)

There are thousands of real estate and mortgage transactions currently pending in Washington State. Most transactions are for residential properties, with people already in transition out of/into new residences. Significant legal liability and displacement (if not homelessness), could occur if these transactions do not close. Pending/under contract sales should be allowed to close, using remote/electronic means whenever possible, and following social distancing guidelines if remote/electronic closing cannot occur. For homeowners in distress related to the COVID-19 event, it is important that they have the option to sell their home or pursue a refinance or residential mortgage loan modification.

While real estate activities along with mortgage lending activities have been approved as essential activities under the Proclamation, such activities shall only be permitted under the following restrictions and limitations:

- a) In-person meetings with customers are prohibited except when necessary for a customer to view a property or sign necessary documents;
- b) No real estate open houses shall be permitted;
- c) Property viewings, inspections, appraisals, and final walk-throughs shall be arranged by appointment and limited to no more than two people on site at any one time, exercising social distancing at all times; and
- d) Except for the limited exceptions authorized above, all new real estate listings shall be facilitated remotely.

To that end, it is permissible to engage in real estate sales, as appraisers, settlement agents and escrow officers, property inspectors, mortgage loan originators, processors, and underwriters, and other necessary office personnel including IT professionals, and back office staff necessary to maintain office operations, along with those government workers necessary to review real estate excise tax and record documents.

All real estate and mortgage activities must meet social distancing and appropriate health and worker protection measures before proceeding.



# Information for Home Buyers and Sellers



## Stay Home, Stay Healthy Order

March 30th, 2020



Governor Inslee issued a statewide “Stay Home, Stay Healthy Order” (the “Order”) that became effective on midnight on Wednesday, March 25<sup>th</sup> to limit the spread of COVID-19 (Coronavirus). The order will initially last for two weeks (and may be extended) and requires the closure of all “non-essential critical infrastructure” businesses. Workers that are considered non-essential, must work only from their home.

On Saturday, March 28<sup>th</sup>, Governor Inslee issued certain modifications to the Order for the residential real estate industry that acknowledge the importance of providing housing to the public. The Governor’s directive balances housing needs with the over-riding importance of protecting public health through staying home and social distancing.

The real estate brokerage industry shares the Governor’s priorities. The industry’s paramount concerns are safety of the public and the prevention of the spread of the COVID-19 virus. Accordingly, real estate brokers will limit personal interactions to the greatest extent possible and will engage in-person only when necessary, and by following these strict protocols:

- In-person activities must be by appointment only;
- No more than two people, including the broker, may be at the property at any one time; and
- Those two persons must strictly follow social distancing guidelines established by the Centers for Disease Control and Prevention (“CDC”) by remaining at least six feet apart at all times.

Real estate brokers, who strictly follow the above protocols are permitted to engage in the following in-person activities related to the purchase and sale of homes:

- Conduct listing presentations, take property photos, and create virtual tours for new listings;
- Facilitate signing of contract documents;
- Preview and show listings by appointment only; and
- Facilitate inspections, appraisals, buyer “walk-throughs,” and key delivery.

All other real estate brokerage services will be limited to services that the broker can provide from the broker’s home.

There are risks associated with leaving the safety of your home and viewing homes for sale, as well as having prospective buyers enter your home. Buyers and sellers must be attentive to and abide by the mandates and guidelines from public health officials and work with their real estate broker to make informed decisions about listing, selling, and purchasing real property. Brokers will exercise their best judgment under the circumstances to provide advice regarding all aspects of the current real estate market.

Updated information about COVID-19 is available from the Centers for Disease Control and Prevention’s website ([www.cdc.gov](http://www.cdc.gov)) and from the Washington State Department of Health’s website ([www.coronavirus.wa.gov](http://www.coronavirus.wa.gov)). If you have specific questions about health concerns related to COVID-19, you should consult with a health professional.