

Risk Tip: Showing Etiquette and Safety

Whether we are representing buyers or sellers, one of the most crucial pieces of our business is our relationships with other agents, our peers. Our reputation in dealing with them is built over time and often precedes us, setting the tone for collaboration in a transaction. If we have a good reputation, agents will feel good about showing our listings and will be happy when we show theirs. The opposite can also be true. What does your reputation say about you? Ensure your success with this 'One Thing' – LEAD with the Golden Rule. In your business, in your life.

In our current market, many buyers are prepared to do a marathon house hunt before they make the decision to put in an offer. Whether we show 2 homes or 20, each showing should reflect professionalism and courtesy to our buyer, the seller, and our fellow agent.

The following are some reminders to ensure our good reputation as well as a professional, successful, and safe showing of MLS listings to our buyers:

PREPARATION

1. Read the MLS sheets for each property thoroughly. Have some general information ready to share with Buyers.
2. Check whether each property is **vacant** or **occupied**. Even if a property is vacant, give the listing agent a call or text with your intent to show and verify the property is still available and on keysafe. It's also a good idea to ask where the keysafe is located.
3. Read showing instructions carefully to determine how much notice is to be given for showings. Be respectful and give seller (or listing agent) requested amount of notice of your intent to show. **Refer to [Rules and Regulations 2.11](#)**
4. Check to see if a gate code or CBS code is needed and ask for these codes in advance of your showing. Look professional. Have the codes you need ahead of time. The listing agent may not be available for a last-minute panic call.
5. If the property has an alarm system, make sure you ask for the code or ask if it will be disarmed for the showing. This is important! If you accidentally set off an alarm, notify the listing agent or Seller immediately for instructions.

THE SHOWING

1. When arriving at the property, check your surroundings and park where you can easily exit.
2. If the property has an alarm and you have been given a code, ask buyers to wait outside while you enter the home and disarm the alarm. Then step back outside allowing the buyers to go ahead of you into the home.
3. When entering any property listed with the MLS that contains a sign-in sheet, each individual Participant or Subscriber must sign in, regardless of whether they have used the Keybox key to gain access. **Refer to [Rules and Regulations 24.1](#)**
4. To the extent possible, keep your buyers together as you go through the home. When buyers have children accompanying them, it is wise to ask them to be respectful and not touch any personal items. Your showing, your rules. You are ultimately responsible for what happens at a showing. Report any breakage or accidents to the listing agent.
5. Be especially mindful and observant of children if the property has a pool.
6. Pay attention to all doors and windows being opened during the showing. Be sure to close and lock them upon exiting the room. **Refer to [Rules and Regulations 23.4](#)**
7. When property is occupied, it is best to not leave buyers unattended inside. Be observant. **Refer to [Rules and Regulations 23.4](#)**
8. Simultaneous Unrelated Showings are not allowed. Simultaneous unrelated showings are defined as multiple agents viewing a property with unrelated showings. If a second MLS Participant or Subscriber arrives at a property during a showing, the first Participant or Subscriber shall replace the keys in the key container and the second MLS Participant or Subscriber shall obtain the keys from the Keybox. **Rules and Regulations 23.8**
9. When showing is finished, it is the agent's responsibility to secure the property. It may be a good idea to have the buyers step outside or wait inside by the entrance. While you walk through the home and double-check that the windows & doors are closed and locked. This step is super important! **Refer to [Rules and Regulations 23.4](#)**
10. Be sure to place key(s) back in keysafe. **Refer to [Rules and Regulations 23.4](#)**
11. Report any vandalism, broken windows, leaks, running toilets or other potential problems that were observed to the listing agent, especially if the home is vacant.
12. When asked for feedback on a showing, be timely and offer sincere honest comments or observations. It will be greatly appreciated.

Being committed to the Golden Rule will enhance our business as we interact with buyers, sellers, and our peers. It is also one of the most effective risk reduction tools we have.

This tip is not legal advice. It should not be a substitute for advice from professional counsel or the assistance provided by an agent's Designated Broker.