

REALTOR® Safety Navigating REALTOR® Safety Checklist

The following checklist serves as a guide to help REALTORS® navigate personal safety considerations and ensure they are creating a safe working environment for themselves and those around them.

Physical Safety

- Meet new clients during the day and in a public setting.
- Download a safety application to your phone (for features such as GPS tracking and fake phone call simulators).
- Trust your intuition.
- In the office or at a property, know where to find an emergency exit, fire extinguisher and first aid kit.
- Consider enrolling in a self-defense class.

Physical Safety During Open Houses and Property Showings

- Share the address of an open house or property you'll be showing with a co-worker and let them know what time you expect to be finished. Message them once you've left or to let them know things are running longer than anticipated.
- Consider working in pairs when hosting an open house or showing a property.
- If you're alone at a property before or after an open house, make sure the doors and windows are locked.
- Host open houses and property showings during the day.
- Remove objects that could be used as a weapon, including heavier decorative items and kitchen knife blocks.
- Ask the homeowner(s) to remove or safely store valuables.
- Only show vacant properties during the day in case the electricity has been disconnected (or hasn't been connected). Potential hazards are easier to spot during daylight hours.
- Consider using an online-based form, such as Google Forms, for guests to sign-in upon arrival.

Working With Clients

- Keep your client profiles up to date and stored securely.
- Advise clients not to show their homes on their own.
- Avoid sharing photos that reveal sensitive information about a property, such as security systems and property access details.
- Consider an online search or a background check of new or prospective clients if you are unsure about them.
- Be cautious of what you share when a client is requesting information regarding a home or its sale. Verify their identity and the validity of the request before sending any sensitive or confidential information.
- Ensure your clients understand their responsibilities as pet owners. Have them contain or remove their pets during open houses or showings.
- Get to know the neighbourhoods you work in. Get comfortable navigating them both during the day and at night.
- Maintain professional boundaries. If clients ask personal questions or questions that make you uncomfortable, politely decline to answer and refocus the conversation on business.

Be Aware of Your Surroundings

When outside, take note of:

- whether the area you're working in is public or private;
- the strength of your cellular reception;
- how secluded the area is;
- how well lit the area is;
- whether there are security cameras nearby; and
- how enclosed the space is and your potential exit routes.

When working indoors, be aware of:

- how close the neighbours are;
- obvious safety hazards, such as exposed electrical wires, loose carpeting, or flooring damage;
- how far you are from emergency services;
- where the entrances/exits within the home are situated;
- surveillance cameras on the property, and where they're located;
- which room has the strongest cellular reception; and
- if there is an alarm system on site and how to trigger a distress alert.

Additional Safety Tips

- To help maintain your health, carry hand sanitizer, and wash your hands frequently.
- Keep your vehicle in good working order by staying up to date on maintenance. Consider investing in a roadside service package for added peace of mind.
- Take the safest, most well-lit route when driving, at any time of day.
- Keep your devices protected. Set a passcode to lock your devices and keep software up to date. Ensure your devices are encrypted and running antivirus or anti-malware software.
- Familiarize yourself with relevant safety and security laws and regulations.