



FREQUENTLY ASKED QUESTIONS

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Revised August 19, 2021
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What is the new requirement for masks?

(NEW! August 19, 2021) Effective Monday, August 23rd, Washington State will reinstate the mask requirement for all individuals, regardless of vaccination status, in indoor settings. This means that brokers, clients, and industry partners (e.g. appraisers, inspectors, etc.) must wear masks for listing appointments, showings, inspections, walk-throughs, open houses, and other indoor interactions. Real estate firms must require masks at their offices for all individuals, clients, brokers, and staff, regardless of vaccination status. As always, brokers should be respectful of others and continue to follow all recommended health guidelines.

Governor Inslee's recent announcement is available [here](#). Information about the COVID-19 vaccine is available [here](#). The latest information about the Washington State coronavirus response is available [here](#).

What are the required protocols for in-person activities at a property (previews, showings, inspections, walk-throughs, open houses, etc.)?

(Revised August 19, 2021) Brokers, clients, and industry partners (e.g. appraisers, inspectors, etc.) must wear masks for listing appointments, showings, inspections, walk-throughs, open houses, and other indoor interactions. In addition, brokers and their clients must adhere to any requirements or restrictions imposed by the seller of a property, including required appointments, capacity limitations, or other instructions. Listing brokers should detail any requirements in the listing and post signs at the property regarding any specific instructions.

What is the face covering requirement for fully vaccinated people?

(Revised August 19, 2021) Yes. Real estate firms may continue to open their offices at 100% capacity, provided that firms comply with the mask requirement and all other recommended health guidelines. Ensure all consumers, brokers, and employees wear a mask while indoors.

- Ensure all individuals (clients, brokers, and staff) wear a mask while indoors.
- Keep employees with possible or confirmed cases of COVID-19 from working around others.
- Provide handwashing facilities and supplies.
- Train employees to recognize and respond to workplace hazards, including COVID-19
- Assess recognized hazards, including COVID-19, as part of the ongoing requirement to provide a safe and healthful workplace and, where appropriate, take additional steps to protect unvaccinated employees.
- Notify employees in writing within one business day if someone they had close contact with tests positive for COVID-19 (without disclosing the person's identity).
- Report COVID-19 outbreaks of 10 or more employees at workplaces or worksites with more than 50 employees to the Department of Labor and Industries within 24 hours.

(NWMLS Only) Do brokers currently need to leave their business card when previewing or showing properties to comply with NWMLS Rule 180(a)?

(Revised April 1, 2020) Not at this time. To eliminate surface touches and the potential spread of germs, brokers do not currently need to leave a business card in listings when previewing or showing properties. Brokers must register with the keybox, which records the broker's entry into the property. Listing brokers can share keybox activity with sellers as frequently as practical and should make sure to "assign" the keybox to the listing.

What if my buyer or seller has questions about their rights and obligations under their purchase and sale agreement or lease?

(Revised June 5, 2020) As always, brokers have a duty to refer their clients to experts regarding matters in which the broker lacks expertise. Particularly in matters affected by COVID-19, the Stay Home, Stay Healthy Order, and the Safe Start Proclamation, it is unlikely that brokers will have expertise and should advise their clients to seek the advice of an attorney.

How do I to stay up-to-date with matters affecting real estate brokerage and avoid being misled by false rumors?

(March 26, 2020) There are false rumors and misinformation being circulated. Many brokers have acted in reliance on bad information to their embarrassment and detriment.

Washington REALTORS® and NWMLS communicate frequently to keep members informed of any developments affecting the industry. Both Washington REALTORS®' website and NWMLS's websites will continue to offer the latest and most accurate information possible.