

LIVE TOUR TIPSHEET

The following tips are available to all parties interested in conducting a LIVE TOUR.

Points to remember for everyone:

- Buyers and Sellers may wish to consider LIVE TOURS as an alternative to an in person tour
- All parties should understand the security features of the technology, including the ability to prevent the retention of a video record of the Live Tour, and activate such security features as may be required
- LIVE TOURS are not an "Open House" but are a specific request by a Buyer's REALTOR for their client to electronically view the property
- LIVE TOURS may be requested by the Buyer's REALTOR® to the Seller's REALTOR®
- LIVE TOURS will only be available for properties designated by the Seller's REALTOR®
- LIVE TOURS are not a substitute for a Buyer's due diligence
- Requests for a physical inspection of the property by a Buyer and/or their inspector should only be made as part of an conditional offer to purchase the property
- The LIVE TOUR is only a touring session and all questions with respect to the property are to be directed by the Buyer's REALTOR to the Seller's REALTOR® after the LIVE TOUR has ended
- LIVE TOURS should include all parts of the house and property that are accessible and wish to be viewed by the Buyer.

Tips for everyone:

- All parties will need a stable internet connection.
- Before the LIVE TOUR commences make sure the device you will be using can run the selected virtual meeting platform. Seller's REALTORS® are encouraged to practice with their Sellers ahead of time.
- Be courteous during these calls and remember that these LIVE TOURS are for the benefit of all parties
- Always assume the other parties can hear you, even if you think you are muted.
- It is up to each party to decide if they want to keep their camera on or not, except the Seller
- Be ready for the LIVE TOUR at least 5 minutes in advance to work through any technology issues before the tour.
- REALTORS® are encouraged to ensure that all client expectations are communicated to the opposite party in advance
- Buyer and Seller should follow up with their respective REALTOR® following the LIVE TOUR

BUYER'S REALTOR®

Points to remember for Buyer's REALTOR®:

- You should be the first and only point of contact with the Seller's REALTOR®
- Do not contact or question the Seller directly
- If you or your client want the camera focussed or refocussed on a particular area of the house or property, address your request to the Seller's REALTOR unless it is decided in advance that these requests can be addressed directly to the Seller
- Ensure that all parties agree to the LIVE TOUR schedule

Tips for Buyer's REALTOR®:

- Discuss with the Buyer all aspects and expectations of the LIVE TOUR before contacting the Seller's REALTOR
- If you are conducting multiple LIVE TOURS with your client on different properties you may wish to consider maintaining at least a 15-minute gap between each LIVE TOUR
- Let Buyers know that they should communicate questions they have during the LIVE TOUR, to you and not the Seller's REALTOR®
- Keep notes of questions asked by Buyers during the LIVE TOUR
- Work in the best interest of your client

BUYER

Points to remember for Buyers:

- Your REALTOR® is your only point of contact throughout the transaction period
- You are expected to converse only with your REALTOR® and direct questions directly to them
- You may opt out of the LIVE TOUR at any time before the LIVE TOUR has begun
- Inform your REALTOR® of all the listings you are interested in having a LIVE TOUR
- A LIVE TOUR is not a substitute for your due diligence when purchasing a property
- Any questions you may have about the property arising out of the LIVE TOUR should be directed to your REALTOR who will convey them to the Seller's REALTOR

Tips for Buyers:

- Make your own notes for reference
- Instruct your REALTOR® about any areas you particularly want to see, before the tour begins
- You may ask your REALTOR to guide the Seller's camera movement during the LIVE TOUR

SELLER'S REALTOR®

Points to remember for Seller's REALTOR®:

- Discuss with the Seller all aspects and expectations of the LIVE TOUR before designating the property available for a LIVE TOUR
- Communicate answers to questions the Buyer has, to the Buyer's REALTOR® and not directly to the Buyer
- You may guide the Seller's camera movement during the LIVE TOUR
- All representations of the Seller should be made through you
- Ensure that the Seller is on 'Mute' during the entire session

Tips for Seller's REALTOR®:

- Do a dry run and train your client on the chosen virtual meeting platform well before a LIVE TOUR is scheduled
- Initiate the conversation by introducing all parties
- Make sure you are making a note of all the questions asked during the LIVE TOUR
- Guide your client's movement if needed during the LIVE TOUR
- Pre-confirm with the Buyer's REALTOR® if there are any particular areas of the house that the Buyer wishes to see and relay those requests to the Seller in advance
- It is courteous to answer all Buyer questions to the Buyer's REALTOR® within 24 hours of the LIVE TOUR
- Work in the best interest of your client
- Use the 'Clients' tab on Xposure to keep track of all your client's expectations

SELLER

Points to remember for Sellers:

- Communicate your interest in having a LIVE TOUR for your property with your REALTOR®
- You must be represented by a REALTOR® if you intend to have a LIVE TOUR for your property
- You are the cameraperson for the LIVE TOUR
- You will be on mute, during the entire tour

Tips for Sellers:

- Let your REALTOR® know in advance if there are particular areas of your house that you can't show
- Use a good quality camera phone/tablet for the LIVE TOUR
- Keep your movement slow and at eye-level and check that the camera is on
- Make sure there are not too many people in your property while the LIVE TOUR is being conducted