

BUSINESS CONTINUITY

Homes of Tennessee has invested in technology and systems that enable both agents and support staff to work remotely. Furthermore, we have put in place plans that will ensure that our clients continue to have the full support and backing of our firm's infrastructure throughout the process.

In the event of face-to-face contact with our client not being possible or advisable, we will utilize standard business-appropriate tools such as Skype, Zoom, or Facetime.

RISK MITIGATION

To ensure that we mitigate the risk of the pandemic and do everything in our power to 'flatten the curve,' we will continue to keep abreast of developments and guidance as provided by the Federal and State Government, and the CDC. Accordingly, we are implementing the following business protocols:

Should any agent fall within the high-risk category, having been in direct or indirect contact with a COVID-19 person, or been in contact with someone who has, they will self-isolate and operate remotely.

No client contact will take place from an agent who falls within this high-risk category.

Agents will practice standard safety precautions which include:

- Establishing from sellers if anyone on the premises is high-risk, if so, no property visits will take place until deemed safe to do so;
- No physical contact with sellers or prospective buyers (no handshaking, hugging);
- Observe social distancing during appointments;
- Thorough sanitizing before and after appointments of hands, keys, etc.
- Rely on digital documentation where possible to avoid handling any physical collateral or elements.

Buyers will be requested to adhere with certain safety protocols (meeting at viewing house, social distancing, sanitizing, etc.)

For further COVID-19 updates go to: www.cdc.gov