

COTTAGE TO CASTLE COVID

POLICY AND PROCEDURE

This same message is being sent out to all parties of the transaction that we have contact info for. Please see the relevant section and reply to us as required. A separate email will be sent with the details of the inspection.

Regarding Home Inspection of 1234 Main St, details about the home inspection will be sent in a separate email.

SELLER / SELLER'S REPRESENTATIVE

We require an email response from either the seller or the seller's Realtor upon receipt of this email. We will send another email within 18 hours of the inspection to verify there has not been any changes. We want the answers to be NO, if you answer otherwise, please include a description of your situation.

1. Have any of the residents of the property been outside of the Atlantic bubble in the last 14 days?
2. Have any of the residents had any cold or flu like symptoms or have they been in contact with anyone who has or who was thought to have COVID?
3. Will the home be occupied when the inspector arrives for his inspection?
4. Are there any issues or concerns with the inspector meeting the buyer in the home?

The entire C2C staff responds to the first 2 questions every day before starting work; (any inconsistencies will be reported immediately)

FACE TO FACE MEETINGS WITH SELLER

If the seller/resident is required to remain in the home during the inspection, we would like to know in advance so that we can discuss each specific situation. The following procedures will take place and will be discussed up front. The seller/resident will remain in one room of the home (isolation room) while the inspector is in the home. The resident and inspector will determine a convenient time for the inspection of the isolation room. The resident will vacate the isolation room and remain in another area of the home while the inspector inspects it. If the resident and inspector are unable to socially distance (minimum 2 meters) then both parties will wear a mask.

BUYER / BUYER'S REPRESENTATIVE

Starting in August 2020 Cottage to Castle is offering the following inspection report recap meeting options (Home instruction). The face to face option may be removed or amended as required based on changes to the COVID situation in our area.

If you have not already selected your meeting recap option, please reply to this email with your choice.

FACE TO FACE

With the approval of the seller (residents) we will conduct face to face meetings with the buyer as long as the rules set out below are followed by all parties. This face to face meeting will be held at the home at the tail end of the inspection and will last approximately one hour. We must respect the allocated time permitted to be in the seller's property as we have asked them to vacate.

ZOOM CALL

In lieu of a face to face meeting we are offering a video teleconference option for our clients who are not able to be present. If the Zoom option is selected, the Zoom meeting will occur immediately after the inspection has been completed. The inspector will require time to drive to the office to connect to Wifi for this method. The time for this meeting will be set at the time of scheduling. Please be aware that it is impossible for our office staff to predict traffic issues or scheduling issues that could alter the start time for the call as we sometimes schedule a week in advance. If there are changes to the schedule, the inspector or our office will be in contact the day of the inspection. The inspector will share their screen with the PDF report for all parties to see. Buyer may have their Realtor(s) or advisors tune in. We ask that the buyer provide the additional parties with the Zoom sign in info they will receive on the day of the inspection.

PHONE CALL

If you are unable to meet at the tail end of the inspection our inspectors can be available to answer your questions on a phone call. Please review your report and summarize your questions so the inspector can answer all of your questions and concerns. Please note that our inspectors are booked solid during the day with inspections and recap meetings and are not always available to answer your calls. Please leave a voicemail and the inspector will return your call as soon as they are able to. Our inspectors have young families and may not be available at certain times in the evenings. We will do our best to accommodate our client's schedules.

FACE TO FACE MEETING WITH CLIENT (BUYER)

Maximum of 2 people can attend the meeting, (Purchaser and Realtor)(No travel or Covid symptoms)

Masks will be worn by all parties of this meeting with no exceptions.

Clients are asked to not touch anything in the home, the inspector will be wearing gloves and can open doors and turn on lights as needed. We

have requested a specific amount of time in the home of the seller and we must stick to our schedule of a maximum of 1 hour meeting time.

Please refrain from personal contact and remain masked during this inspection recap.

COTTAGE TO CASTLE SANITIZATION PROTOCOLS

Clean Room - the interior of our inspectors trucks (cab) is considered their clean room. Nothing that could be contaminated will be in their truck cab.

Sanitization Station - Our inspectors have a sanitization station located in their truck box. This station will have the following: Germ 9 (disinfectant spray), alcohol based sanitizer, Shop towels, alcohol pads (electronics), Wash Towelettes, Garbage bin, Disposable gloves, water, hand soap and disinfectant wipes

Disposable gloves - Inspectors will sanitize their hands and don disposable nitrile gloves prior to entering the property. These gloves will remain on while inside the building. The inspector will only touch surfaces located inside the building with their gloved hands.

Sanitization - Our inspectors will sanitize the exterior door knob, key and key box as they exit the building.

Masks - Our inspectors will have masks with them for use if they have a tickle in their throat and expect to cough or sneeze in the home. If requested to wear a mask in the home, our inspectors will comply with sellers requests. We are using civilian anti droplet, anti bacterial masks. We will wear masks when in the home with the purchasers.

Breaks - If our inspector requires a break or if they need additional tools from their truck, they will be re-sanitizing before they open the door of their truck to maintain their clean room and will don new disposable gloves on their return to the building.

Inside the Building - There will be no one else permitted to be in the building while the inspector is performing his duties, unless approved in advance.

Tool Disinfecting - Our inspector will disinfect all of his tools, tool belt, shoes and ladder at his tailgate in the driveway prior to leaving the property. This will ensure clean tools for the next inspection.

Post Inspection - Our inspector will text the listing agent when he has completed his inspection and/or client meeting to notify the sellers that we have finished the in home portion of our inspection.