

August 26, 2020

**RE: (COVID-19 [Novel Coronavirus])
Office of the Mayor, City and County of Honolulu
Emergency Order No. 2020-25 (August 25, 2020)**

Aloha Members of the Honolulu Board of REALTORS®:

Five months ago with the unprecedented oncoming threat of COVID-19 to the health and well-being of our community, Mayor Kirk W. Caldwell issued Emergency Order No. 2020-02 to address the state of emergency and to order that all individuals in the County stay-at-home and work from home, with a few exceptions for Essential Businesses, which included professional services such as “real estate services . . . when necessary to assist in compliance with legally mandated activities.” Our Members had many questions and concerns regarding the application of these orders.

At that time, HBR leadership adopted the following overarching guidelines for its Members: (i) the health and safety of our Members, their families and loved ones, clients and customers, and the general public are paramount; (ii) exercise good faith compliance with the Mayor’s orders to ensure the health and safety of all concerned; (iii) maintain the highest levels of professionalism and ethics; and (iv) continue to serve clients and customers to the best of your abilities during these unprecedented times to fight COVID-19.

Over these past five months, the Mayor’s emergency orders affecting our Members have evolved, increasing limitations at times and then decreasing restrictions at other times, but fortunately allowing our Members to continue with the delivery of qualified real estate services to the community. Unfortunately, the battle against COVID-19 is not moving in the right direction, and Mayor Caldwell has been compelled to reinstate stricter rules again in promulgating Emergency Order 2020-25, which supersedes and rescinds all prior orders, and can be found at: https://www.honolulu.gov/rep/site/may/may_docs/Emergency_Order_No._2020-25_-_signed.pdf

The leadership of HBR has vetted Order 2020-25, which parallels some of the earlier stricter orders of the Mayor. As such, HBR has decided to issue the following actions, guidelines, and recommendations that shall take effect immediately:

1. **Health and Safety, Compliance:** The health and safety of our Members, their families and loved ones, clients and customers, and the general public remain paramount. In this regard, continued good faith compliance with all regulatory restrictions and executive orders is essential. Members are also reminded that in addition to governmental regulatory restrictions, many properties are also subject to private regulatory systems managed by homeowner associations, condominium associations, and other forms of entities that are responsible for dealing with COVID-19.



2. **Principal Brokers (“PB”) or Brokers-In-Charge (BIC”)**: Members should confer with their PB and BIC on all current firm policies, procedures, practices, and forms concerning COVID-19 in the ongoing delivery of real estate service in compliance with such policies, procedures, practices, and forms.

3. **Clients and Customers**: Open communications with clients and customers concerning the potential impacts of COVID-19 in the delivery of real estate services is essential to facilitate the safety and well-being of clients and customers, Members, and the general public during the course of any transaction.

4. **HAR Forms**: HAR recently adopted its CORONAVIRUS (“COVID-19”) AMENDMENT/ADDENDUM ___ form and COVID-19 NOTICE form, which are viable tools for Members to review and utilize when dealing with clients, customers, and members of the general public as appropriate during this period of time.

5. **Open House, Brokers Open, and Site Visitations**. HiCentral MLS Ltd. has suspended all open houses on Matrix for the next two (2) weeks, subject to further extensions as may be necessary. HBR Members should provide showings by appointment only or virtually. Prequalifying potential buyers has been used in the past and can be an effective method to help manage the number of visitors to a property. In addition, HBR and HiCentral MLS provide a variety of tools for members to conduct virtual tours and to facilitate showing appointments and we encourage you to utilize such tools.

6. **HBR and HiCentral MLS Staff**. The team here at HBR and HiCentral MLS are committed to your success and we are here ready to support you. We are working remotely and you can reach us via email or phones – Customer Service at 732-3000 or MLS Tech Support at 791-3789. Training videos for virtual tours can be found at www.youtube.com/hicentralmls and CE classes are still being offered via webinar so go to www.members.hicentral.com to view our schedule and register.

As mentioned above, first and foremost, is the health and safety of all our Members, their families, staff, business associates, clients, customers, and the general public. HBR and its Members must continue the fight against COVID-19 while engaged in the professional delivery of real estate services as an essential activity under the current Order. These proactive measures are not an option but are a necessity. The landscape concerning the coronavirus pandemic is constantly changing, and we may update this notice as we learn more about the situation.

Thank you for your time and attention to this matter. Please continue to stay alert to additional notices as more information becomes available.

Sincerely,



Suzanne Young
CEO