

Any behavior that makes you feel uncomfortable should not be ignored. Your safety or your LIFE may depend on listening to and following your instincts!

Danger Signals

- **NEW CLIENT REFUSES TO MEET AT THE OFFICE FIRST** - Always meet a new client at your office, never at a property. Make a copy of his/her driver's license and have them fill out an information sheet.
- **SUSPICIOUS BEHAVIOR** - If you have any suspicions or uneasiness about a client, do not go to the showing alone - no matter what time of day. Ask another person to accompany you. If you are at an open house and you feel that you are in danger, leave the home and seek assistance.
- **CLIENT WANTS YOU TO RIDE IN HIS/HER VEHICLE TO PROPERTY** - Always drive your own car to the property. Keep your car locked while driving to the property and after you park it. If your client will not ride with you, make sure that the completed information form contains the client's vehicle description and license plate number. Once at the property do not park your vehicle where it can be blocked.
- **THE BUYER WANTS YOU TO LEAD THE WAY THROUGH THE HOME** - Always follow the prospect through the home and never let them get behind you. Your attention should be focused on the client, not the house.



The Police Division is Internationally Accredited.

Henrico County Police Division
P. O. Box 90775
Henrico, VA 23273-0775

Emergency: 911
Non-emergency: (804) 501-5000
www.henricopolice.org

Humberto I. Cardounel, Jr.
Chief of Police



Proud of our progress;
Excited about our future.

The County of Henrico does not discriminate on the basis of race, color, religion, sex, national origin, age, or disability.

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Realtor Safety



Report all suspicious activity!
Call the Henrico County
Police Division at

501-5000
or
911—Emergency only

Henrico County
Police Division



Realtor Safety



Realtor's Safety Do's AND DON'TS

- **Do** take the safest and best lighted route day or night while driving to appointments, keeping the car windows and doors locked. Never pick up hitchhikers, male or female.
- **Do** always inform your office of where you will be, who you will be with and when you will be next in touch. Make sure the person you are meeting knows that you've given your office this information.
- **Do** be aware of the neighborhood in which you are showing a listing. If the neighborhood poses any possible threat to your personal safety, take another person with you.
- **Do** allow the client to proceed ahead of you while showing the property. Make sure you have previewed the property and know all of the accessible exits. Leave the doors unlocked for easy exit. Carry your cellular telephone with you.
- **Do** establish a method of being able to relate an emergency situation to the office or a contact person. Establishing a "distress" code word or having a "panic button" in your possession to use, if needed, will give you alternate ways of alerting the office of your situation.

Realtor's Safety Do's AND DON'TS

- **DON'T** hold an open house alone, if at all possible. Working with a partner allows you to have someone available to call or contact if you need assistance, and gives you an additional person to monitor how many people are in the house. If you must conduct an open house alone, stay near the door and let the prospect look through the house alone. Keep all homeowner's valuables — jewelry, money, electronics, etc., - locked away.
- **DON'T** host an open house at a property you have not already previewed. Know the location of all exits and how to contact the closest neighbors. Make sure that if you use the backyard as an escape route that there is an exit out of it. Make sure all of the exit doors are unlocked during the open house.
- **DON'T** wear expensive jewelry and, if at all possible, keep your handbag locked in the trunk of your vehicle while you are hosting an open house. Have your car keys readily available by keeping them either in a pocket or clipped to a belt.
- **DON'T** show a property alone at night, especially if it is vacant.



Additional Safety Tips

1. Real Estate offices should keep a file of each agent's vehicle — make, year, model, color, and license plate number.
2. Each agent should leave a daily schedule with their office that lists outside appointments showing client names and appointment times and locations.
3. Always meet your client, prospect, or buyer at your office. Have them complete an information form that includes their vehicle information. Make a copy of the photo on their driver's license or take a digital photo of them, and add it to the file.
4. Have each agent carry a log to write down prospective client's name, driver's license and vehicle information.
5. At open houses, keep a guest registry for all persons viewing the house. This registry should include vehicle information.
6. Never show a property as the result of only a telephone call. Always meet the clients at the office and have them complete an information form.
7. Never list your home address or personal telephone number on your business cards.
8. All agents in your office should use only their first initial and last name on their "For Sale" signs to conceal gender and to prevent anyone, other than a personal acquaintance, asking for you by name.