

REOPENING REAL ESTATE OFFICES IN MIAMI-DADE COUNTY



BACKGROUND

Miami-Dade County Mayor Carlos Gimenez released “[The New Normal](#)” guidelines on Wednesday, May 13, 2020, for reopening businesses, including real estate offices. Governor Ron DeSantis approved those guidelines on May 14, 2020, per [Executive Order 20-122](#). The New Normal guidelines apply to all of Miami-Dade County. However, please monitor the City of Miami, Coral Gables, Hialeah, Miami Gardens, and Miami Beach because they are releasing their own guidelines and timelines for reopening.

WHEN CAN I REOPEN MY OFFICES?

The Mayor has implemented a color-coded system to tell us what is open, what is closed, and what we can and cannot do in public spaces. As of Monday, May 18, 2020, we will be moving into the “yellow” phase. This includes real estate offices in Miami-Dade County. Again, this may not include the City of Miami, Coral Gables, Hialeah, Miami Gardens, or Miami Beach. They are each releasing their own, stricter guidelines.

WHAT IF I ALREADY REOPENED MY OFFICE?

Some brokers have already opened their offices. That is okay. Real estate services were deemed essential under Governor DeSantis’ [Executive Order 20-91](#) on April 1, 2020. Brokers who have already opened their offices should be following [CDC Coronavirus guidelines](#). That said, there is nothing that requires you to open under The New Normal guidelines. If you choose to reopen, below is a checklist of the required steps for real estate businesses. There are additional suggestions that the County has included in The New Normal guidelines, but they are not required to reopen on May 18, 2020.

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STEP 1

PREPARE YOUR OFFICE FOR THE PUBLIC & YOUR AGENTS

These requirements apply even if you already opened your offices under Governor DeSantis’ Executive Order 20-91.

- Procure increased amounts of soap, hand sanitizer, cleaning materials and protective equipment (“PPE,” e.g. face masks and gloves). The County will make every effort to ensure PPE is available for purchase by businesses who cannot access supplies.
- Prior to reopening, flush plumbing and run water in sinks to eliminate stagnant water from the period of the office’s closure.
- Install hand sanitizing stations at entrances and in common areas.
- Prepare a plan to clean and disinfect bathrooms every two to three hours.
- Eliminate the use of common water fountains and interactive displays.
- Post CDC signage in publicly trafficked locations, at the entry, lobby/waiting area, inside and outside of elevators, restrooms and other common areas emphasizing measures to “Stop the Spread of Germs” and to exercise social responsibility.
 - CDC “Stop the Spread of Germs” poster: <https://www.cdc.gov/coronavirus/2019-ncov/downloads/stop-the-spread-of-germs.pdf>
 - CDC Coronavirus print resources: <https://www.cdc.gov/coronavirus/2019-ncov/communication/print-resources.html?Sort=Date%3A%3Adesc>

- Mandate social distancing and proper hand washing/sanitizing with CDC signage and over communicate the protocols throughout the building common areas.
- Install visual/physical markings on floor that are 6 feet apart to accomplish distancing, arrange waiting areas to allow for proper social distancing (e.g. for check-in and elevators).
- Limit capacity of elevators to ensure social distancing.
- Offices with cubicles or open space designs must establish the minimum 6 feet of social distancing required; or install physical barriers between workstations (e.g. plexiglass partitions) to ensure distancing.
- Call centers with multiple employees utilizing the same consoles must establish alpha/bravo shifts and clean and sanitize equipment between shifts.
- Mandatory 14-day quarantine for all at-risk employees.
- Train all personnel in new operating protocols and modifications to existing codes of conduct to deal with COVID-19 issues.

STEP 2

OPEN YOUR REAL ESTATE OFFICE FOR BUSINESS

- Enforce personal protective equipment (PPE).
- Facial coverings must be worn inside business establishments or wherever social distancing is not possible.
- All visitors and tenants must sanitize hands at time of building entry and wear facial coverings while in the building.

- Placement of trash containers for face masks and other PPE near exits and entrances and other common areas.
- Ensure employees and customers stay more than 6 feet apart (use visual markers to help with implementation).
- Enhanced sanitization of all common areas and touch points (doors, stairwell handles, light switches, elevator switches, etc.)
- Limit use of common conference rooms, lunch rooms and other common areas or schedule use to reduce gathering of large numbers of employees or visitors.
- Clean and disinfect bathrooms every two to three hours.
- Comprehensive cleaning of facilities must be performed each night and include thoroughly disinfecting all touch points and emptying all trash receptacles using solid waste bags that are double-bagged and securely sealed.
- If faced with infection, immediately reporting the number of infected, timing of infection and proposed remediation plan to relevant local authorities. All staff must be tested, deep sanitization of the workplace must be conducted, and entire office building, including non-affected areas, must be closed until all common areas are sanitized.

STEP 3

CONTINUE BUSINESS, INCLUDING SHOWINGS

- Gatherings of fewer than 10 people are allowed.
- Maintain 6 feet of distance between people.
- Wear facial coverings.
- Wash hands and/or use hand sanitizer often.