



Real Estate Safety and Security

Issues affecting sellers, buyers and agents

By

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This 3 clockhour course covers basic safety and security issues. There are times when a seller, buyer or the real estate agent may be vulnerable in a real estate sales situation. In this industry real estate agents, both women AND men, need to be aware what decisions may affect their clients, the property or themselves. It is important to know what measures can be taken for self protection, protecting identity and property, and drug issues. This 3 clockhour course covers basic safety and security issues.

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Real Estate Safety and Security

Curriculum

Session Hours	Major Topics
1 30 min	Identify safety and security issues that may affect property, clients, and real estate agents
2 30 min	Identify measures that can be taken to better protect property.
3 30 min	Identify measures that can be taken to better protect clients
4 30 min	Identify measures that can be taken to better protect real estate agents
5 30 min	Defend yourself and Report Incidents Safety Precautions
6 30 min	Learn about actual cases of assault Video and Audio Surveillance

Real Estate Safety and Security

Issues affecting sellers, buyers and agents

Real estate agents have worked with the public for almost 100 years showing property, evaluating the inside of residences, marketing property, and discussing financial information with clients.

Over the last decade there have been a number of situations where the lives or health of real estate agents and their customers has been threatened. The risks have increased. It is important for real estate agents to understand the risks and measures that can be taken to minimize them. If an agent does have a problem, they need to report it to authorities.

There are rumors in the industry that real estate is one of the most dangerous professions! No, that is not true. It is not in a list with high fatalities or injuries. But, agents are vulnerable and criminals might see them or the properties that they list as easy targets.

Make good decisions!

Course Objectives

Real estate agents, their clients and the properties are vulnerable in the marketplace. It is important to know when to avoid situations that may carry a greater chance for problems.

As a result of taking this course the real estate agent will be able to:

- Identify situations that may put the property, client, and agent at risk.
- Practice safer methods of dealing with unknown clients.
- Know some basic ways to deter crime from identity to property theft
- Understand the importance of reporting incidents.

Protecting Property

It's time to start packing!!!

Your sellers need to understand that once they put their home on the market, it is no longer just their home... but now it is a product on the market. It becomes available for virtual strangers to peer in almost every corner and closet. Sellers need to be counseled to put away items of value. There are many items lying around the house that have value, but the homeowners may not realize it. Before the sign goes up, it is important to make the home presentable and secure personal belongings. It is the responsibility of the seller!

Music, change, keys and clutter

Just about every house has small items lying around on tables and shelves. When prospective buyers walk through the house they will have access to anything that is not firmly attached. It is best to not leave valuables out in the open. It is time to start packing even before listing the house!

Music and electronics

Just about everyone has cd's and maybe even ipads in the house. Often homes will have wireless tools like Alexa or Google Assistant. Time to put them away in a secure place.

Change

Cars are broken into constantly because of the change laying on the dashboard. Seems odd that someone would risk getting caught, but police will tell you that change is a draw for small criminals. Change is money. It may not seem to add up to much at the time, but don't tempt even a child walking through the house to take money. Cars are broken into just for the change between the seats!

Keys

Put car keys away. Do not leave them in parked cars in the garage or the driveway. One swipe of those keys at an open house and the next day the car could be gone from the driveway. You might want to put keys in the silverware drawer where they wouldn't automatically be found.

That has actually happened to sellers. In the last few years, someone walked in the house through the garage and picked up the keys to a van and drove away!

The top drawer of the master bedroom dresser

If a person walks into your bedroom and opens the top drawer of the dresser, it is fairly obvious the kind of objects that might be found. All of these have been lifted from homes on the market during showings or open houses.

Jewelry

Many people have extremely valuable jewelry in their homes. Time to tell your sellers that it should go into a safe deposit box. There should be no jewelry of any kind within reach of a prospective buyer.

Money

The top drawer of the bedroom dresser, the bowl in the hallway or the drawer in the office desk probably has money or the seller's wallet. Sellers need to stop having cash and credit cards available as someone walks through the house.

Lingerie

Though it may seem odd, lingerie is not only expensive but also has been known to be stolen from properties on the market. Reach for the top drawer of any women's dresser and you might find lingerie. There was a sex offender who would go to open houses with a 6 year old child and steal just the panties out of the dresser drawers. It is time to start packing and move it out of reach.

Computers and technology

Just about every household has a laptop computer. In addition, there are external hard drives and thumb drives. There might be video cameras mounted on the top of computers.

One seller left the house for only a couple hours and left the safe open with valuables and things like a hard drive with computer information. When he returned... it was all gone.

Financial information

A homeowner's desk, even if cluttered, can contain enough information that can help someone steal their identity or money in a matter of minutes. Think about the bank statements, blank checks, stock statements, credit card bills, receipts, important papers, and deposit slips. Add to that the framed certificates on the walls, the renewal notice for a private club, or the invitations pinned to the cork board. Inform the sellers to pack up old paperwork and keep any paperwork with important confidential information put away most likely in a locked cabinet or locker. Someone looking to steal someone's identity might do it without making it that obvious. Just one check out of a checkbook and something with a signature and someone's identity can be stolen. The homeowner might not even realize it was gone.

Artwork

When a house is on the market, the fine oil painting in the living room, the cut glass chandelier over the dining table or the vase in the front hall will most likely not be part of the sale. Though it might help stage the home, valuable items not included in the purchase need to be stored away. Children will be walking through the home so breakable items need to be put out of reach.

Weapons

Don't leave weapons in properties for sale. This includes guns, decorative swords and knife blocks. Not only does this not work for staging a home for sale, but can be dangerous to those previewing. Many people live with a gun in the night stand, under the bed, under the mattress, in the closet or under the clothes in the top drawer of the dresser. Guns need to be locked up during the time the property is on the market because they could be stolen and then used for a future break-in. Guns are in 41% of all Washington State households according to CBS news in 2022. That would translate to approximately 40% of the listings in your area might have a gun.... Often not locked.

This happened where a gun was stolen from a police officer's home in Kirkland and then used the gun for other crimes.

Prescription Drugs and Marijuana

If you open the medicine cabinet in almost any master bathroom, you will find a variety of prescription drugs. . In the time it takes to flush a toilet, a person can empty the cabinet in the bathroom. And in that time that person doesn't get choosy.... They go for all the drugs. Teens have parties where they take a variety of the drugs from their own parent's cabinets. Drugs can also be sold on the market. Also, real estate agents, regrettably, have stolen prescription drugs from listings. Sellers should remove all of them from the cabinet and move to another location. Prescription drugs should be in a locked cabinet, for example. Other drugs can also be put in the kitchen, for example, where there is no door and less likely to be found. As marijuana is now legal and even used for medicinal purposes, it is important to tell the seller to keep it out of the house so that it can be stolen.

One family kept illegal drugs in a freezer and someone stole them at an open house.

Packages on the doorstep

Because home delivery has become a common way to shop, there are packages on half the neighbor's doorsteps. Thieves just follow the delivery cars and trucks and steal the packages right from the entry. Make sure your sellers are conscious of packages that are ordered because prospective buyers Or someone pretending to be a buyer might steal the package.

Start Packing!

The most important activity that a seller can do prior to listing is to PACK. Get boxes and pack! Start with the valuable things and paperwork. It might mean getting a storage unit or stacking boxes in the garage. It is the first thing a "stager" does when getting a property ready. Clean off all counters, tables, and desks.

Discussion Questions

Have you have had an issue with personal property stolen from a listing?

What are suggestions that you have given the sellers?

What do you see that might be vulnerable in a listing?

Have you seen video cameras in listings?

Protecting Clients

When you show prospective buyers properties, it is important to avoid potential mishaps that can result in injury or danger to them.

The home buyer is NOT an inspector

Sometimes prospective home buyers start climbing on roofs, fiddling with wires, and tightening plumbing. Just say no when the prospective buyer puts themselves in the way of danger. Just the thought that your prospective buyer might fall off the roof, get a jolt of electricity or cause a water leak will make most real estate agents shudder.

Suggest returning with a home inspector who is licensed and insured. Do not let your clients put themselves in a prospective dangerous situation. You do not want them to do any damage to the property itself.

Strangers in the home

When showing property to prospective buyers, be alert to dangers in the field. If the property is supposed to be vacant and you hear noises, leave the property immediately. Then, call the police.

Sometimes a vacant property can have someone who is homeless living inside, you could be walking into a burglary in progress, or there might be some other unforeseen danger. Turn around and run out... do not investigate!

Dogs, Cats, other pets

Remember, that to that dog in the window, everyone with you is a stranger. The job of the homeowners' dog is to protect the property and the family. It doesn't matter how cute or small or old the dog is, it has a job to do and that is to protect the property. It may injure you or your clients.

On the other hand, the job of a cat is to get outside. Even if that cat has never left the house in its lifetime, if that door is opened by you, it will often do what it can to sneak out ... even if the seller puts up a sign that says, "Don't let cat out."

Other exotic pets may be in danger from the people that come to see the property. All it takes is an inquisitive child to let a gerbil or snake free to cause trouble in a listing or a bite on a finger.

Protecting identity

Remind your clients that when they apply for a loan that they are divulging all their personal credit information. It is important to make sure that the lender they choose is reputable. Even today with new laws, working with a banker online could actually be a teenager. Our identity is one of our greatest assets. It is a best practice to let clients know where they could be vulnerable in a transaction.

Protecting Brokers

There are numerous statistics and stories in the country about the danger and risks taken by real estate agents.

The National Association of REALTORS undertook a study in released in June 2002 that showed that 1 in every 4 agents in the study have been involved in incidents or harassing situations. Over half, 67% of agents, in the study have experienced safety concerns, incidents or harassing situations. Forty percent of the agents know of other agents that have been in safety incidents or harassing situations. According to the National Association of REALTORS® *2018 Member Safety Report*, 33 percent of its members said they feared for their personal safety or the safety of their personal data at some point in the year. The number rose to 41 percent for women in the survey.

According to a 2018 Inman survey, 9 percent of real estate agents said they'd been attacked or threatened at work. More than 5 percent said they had to use a gun to defend themselves, while more than 5 percent relied on a cellphone application to stay safe.

In the United States according to the Bureau of Labor Statistics in 2007, there were 18 fatalities of real estate agents/property managers/community assoc managers. Of those 10 were homicides. According to the Bureau of Labor Statistics, 48 real estate professionals died while on the job in 2017. (It does not detail how they died... no all by attacks or related to their real estate work)

It's like crossing a street. You can stay within the lines and look both ways, and still you can be hit by a car. Real estate agents do face threats even if they stay within the lines and look both ways. You increase your exposure when you take great risks.

Don't take risks as a real estate agent. There are times when the market is slow with desperate sellers that appear to really "need" you. There are buyers that are looking for an unbeatable deal. You might not have had a client in a long time. Don't do something that is risky just to get a deal.

Working with buyers

Meet buyers at the office if it is possible! There are three security steps you need to take!

1. Identification

Always ... every time... make a copy of their ID of the prospective buyer for the office.

2. Qualify

Have all buyers prequalified/preapproved before showing properties from a lender you know and respect. The lender will pull the credit report and verify the buyer's information.

3. Document

Have a client information sheet on each buyer

Tell your office or someone who you are with and where when working with strangers.

Today, getting a buyer agreement and giving them a copy of the Agency Law could be done also.

Showing houses

Don't put strangers into your car. Let them follow you.

Avoid basements and garages

Walk up the stairs behind the prospective buyers. Your ankles are vulnerable.

Never enter a room first. Always follow buyers. Stop if they start to wander into other rooms. Stay together.

Don't turn your back on a client.

Carry a cell phone

Bring a buddy to listing presentations when seller is alone and unknown

Always know an escape route

Do not show vacant properties alone

Avoid showing at night

Take their photos with cell phone

If the buyer "seems too good to be true" then... maybe they are... ID, qualify, document.

Working with Sellers

Do research on the property and the sellers BEFORE you go to the property. If a homeowner calls saying that he or she is thinking of selling and wants you to come see the property to determine value, make sure you get on the computer first. Follow these three security steps first.

1. Identification

Verify who the owner of the property is. Find out if there is anything about the property you need to know.

2. Qualify

Can the seller put the property on the market. Did you check the liens that are recorded? Did you check the Google maps with satellite view to see what kind of property you are looking at. Did you look up the prospects on Zillow.com?

3. Document

Have a client information sheet on this prospective seller or homeowner.

Tell your office or someone who you know that you are going to that property.

Open Houses

Do not be alone in open houses especially after dark.

Bring a lender or another agent.

Check in with your family or office

Have an escape route

Let buyers see the house on their own especially in the basement and garage.

Carry a cell phone.. preferably one with a camera

Vacant properties including REO's and Foreclosures

It is best to be extremely careful when showing vacant properties.. Many times there are squatters living in the properties. If you are the first to approach a house that is being foreclosed upon, be very careful. If there are people living in the house, contact the bank. It is not your job to evict people. If there is anything that signals a potential problem, Leave the house immediately!

Protections for you Personal Safety

1. Be suspect of everyone

Just because someone seems nice, that doesn't mean they are. Men sometimes are much more trusting. They will easily answer a knock on the front door with a complete stranger on the threshold. It is important to be a little guarded to keep you from getting into a vulnerable situation. It might not be till the 2nd or 3rd meeting that they decide to make their move. They like to gain your trust, you feel comfortable carrying cash and jewelry, and then they decide it's safe to move in.

2. Never give out too much personal information

In our world, now, we live with transparency instead of privacy. Almost everywhere we go there is a camera capturing us. Every website we visit can track our every move. As a real estate agent, be conscious of the information that you are providing to the public. You can't hide. But, you can be a bit discrete. Avoid glamour shots on listings and advertising because you maybe advertising something other than real estate service. Do not carry large sums of money or expensive jewelry which seems obvious but there are some agents that sport very expensive watches and rings sending a message.

3. Stay in communication with the office or friend. Before showing a property or going to a new prospective listing make it known to your co-workers, a spouse or a friend where you are going and when you will be back. Have them call you at a designated time to check on you. Have them set an alarm on their pager/cell-phone as a reminder. You can also set an alarm on your phone just to answer and change the energy.

4. Be conscious of your surroundings

Often, we get busy as agents and are not paying attention to signs and signals. Sometimes because we are busy. Sometimes because we are distracted. Sometimes because we are a bit nervous. Always know the exits to a property and keep a direct line open to them. Let a client enter rooms first. Let a client preview a property without your lead. Do not show basements or garages. Always let a client go up the stairs first if you do decide to show the upstairs.

5. Trust your Instincts

The most important advice for all real estate agents is to "trust your instincts." If you don't think something seems right, follow that thought and take precautions. Don't discount any troubling feelings you might have about a client. If anything seems wrong, then it IS wrong. Cancel if necessary. When the hair on the back of your neck stands on end, your sixth sense is signaling you, pay attention. This feeling is a survival mechanism, so trust your instincts.

Discussion Question

Have you ever felt threatened or unsafe in a real estate situation?

Defend yourself and Report Incidents

Know tips to defend yourself

You are worth fighting for. We don't think about hurting others because we have been conditioned not to. However there might be a time when it is necessary to defend yourself. Go for the eyes, throat, groin and the instep of the foot. Kicking the knees and groin is very effective from the ground. Scream, gouge, bite, and fight with whatever you have. Have a pepper-spray in your hand or a coat pocket. Have a pen ready to jab.

In previous studies 80% of women who fought back in an attack situation got away. You have more power than you think.

Don't hesitate to report a problem

Even if you just suspect that something could have happened report it. Report anything that happens to you even if you are embarrassed or made a mistake. THIS IS SO IMPORTANT.... REPORT ANY SUSPICIOUS INCIDENTS!

Reporting harassment, assault, theft to the Police Department is not always done. Many people who are victims are hesitant to make a report because of embarrassment, fear of losing business, or retaliation. Having never been in a victim situation, the procedure can seem

One time in a class a woman told me that her best friend was brutally attacked in an open house. She called her husband and said, "Honey, I have been so stressed so I want to go to stay with my sister for a few weeks." She did not tell her husband or the authorities. She was lucky to be alive... but that attacker will probably go on to hurt another person.

Do NOT second guess yourself and hesitate to call the police. Granted, it is not always a pleasant situation to be in, but they must be notified and have a record of any incident. You could be saving the lives of others

Discussion Questions

What do you do if you have been threatened?

Report any incident to the police. You could be protecting the next real estate agent.

What happens if you make a report to the police.

It is kept on file. It could be what they need to find someone that is a danger.

You are your best asset. Keep that asset safe. Make good decisions for you and for those around you.

Safety Precautions

Please read these safety precautions to protect yourself when previewing and showing properties or attending open houses:

- Bring a flashlight to showings and previews. It can be used to spotlight areas or as a weapon if needed. You do have one on your cell phone so know how to turn it on!
- Be aware of your surroundings and try not to tour properties during the night hours, if possible.
- Never let the clients block you in the driveway with their car.
- Always have your cell phone and save emergency numbers so they are readily available.
- Use the "buddy system," when possible, rather than holding open houses alone. Make sure someone knows where you are.
. Mention to the client that you have an appointment waiting or that you are expected somewhere soon.
- Always walk behind customers and stay your distance on stairs, for example. Never go into the basement or the garage with a client.
"The kitchen is on the left," you might say. Your ankles are vulnerable on stairs as you go up.
- Always have an escape route. My neighbor had issues periodically.
One day she came at me with a sledge hammer in the dark as I went to my front door. I got it open quickly. I knew I had an escape route down the stairs and out the basement door on the other side of the house. Always have one!
- Be prepared. Find out as much as you can about new clients. We get desperate sometimes and eager to show a property when we have not had a new client recently. Make good decisions.
- Immediately contact the police if you notice any strange activities. Some real estate brokers are wary of calling the police because they second guess themselves. If they have had a bad incident, they might be afraid to report it.

Assault Examples

Beverly Carter Story

Carl Carter told deputies that he became worried about 9 p.m. when he hadn't heard from his wife, so he went to the address to check on her, the report states. There, he found her brown Cadillac sport utility vehicle parked in the driveway with her purse inside it and saw the door to the home standing open, deputies said. Carl Carter searched for his wife inside the house but didn't find her. Nothing seemed to be missing from her purse, but deputies couldn't find the home's door lock, according to the report.

Arron Lewis and Crystal Lowery were a couple who were supposed to meet Arkansas realtor Beverly Carter at a property for sale on September 25, 2014, after the pair told Carter that they'd like to purchase the property. A few days later, Beverly's body was found buried in a grave in Cabot, near the plant where Lewis used to work. She'd died of suffocation and authorities found duct tape covering her mouth and face. Lewis admitted to kidnapping but maintained that he did not kill Carter. A month later, authorities found out about Lewis' wife Crystal Lowery's involvement in the conspiracy and arrested her.

The two came up with a plan to abduct and demand a ransom so that Lewis would have enough money to move out. She told the court that their initial plan was to kidnap Beverly Carter and keep her in an office building at the concrete plant. But the couple junked the idea after Lewis found out that some changes had been made to the plant. They had a plot to kidnap her and cash in on her supposed wealth. It wasn't unfolding as they wanted, and they murdered her. Although Beverly had followed many industry-standard safety protocols, it wasn't enough.

Assailant attempted assault in Bothell



Bothell, WA Years ago, there was an attempted assault at a new construction site in Bothell. The assailant pretended to be interested in the neighborhood and toured the model home with the site agent. He unlocked the slider door when she wasn't looking and came back into the home and hid on an upper level. As she was closing up the home at the end of the day she saw him on the upper floor, locked herself in a bathroom and called 911. He attempted to break down the door but left the home when he heard her on the phone with the police.

Maryland Broker shot at Model Home

One case dates back to December 2018 when a suburban Maryland real estate agent, Steven B. Wilson, 33, was working out of a model home in a residential development. After being shot by suspect Dillon Augustyniak, 18, Wilson was able to call 911. But the dispatcher only heard heavy breathing, followed by someone asking, "Where is the money? Who are you talking to?" When the police and paramedics arrived, they discovered Wilson had been shot dead. Thirty hours later, they arrested Augustyniak after he sold Wilson's cell phone and attempted to sell the rifle he used in the crime. Augustyniak's was charged with first-degree murder and armed robbery.

Not sure what the message was on the cell phone. Maybe the killer was trying to create another story?

Agent/ property manager was hot evicting tenants

In Salt Lake City, David Stokoe, a real estate agent and landlord, was gunned down while trying to evict two tenants from a property he owned. He had rented the apartment to Jessica Miller, 38, who was having hard economic times. Stokoe rented the apartment to her because he felt sorry for her. Eventually, Miller and the person she lived with, Manuel Velasquez, fell behind on their rent payments, and Stokoe was forced to evict them. When he arrived to begin the process, Velasquez shot him multiple times and then stuffed his body into a crawl space. The alleged shooter was charged with murder, obstruction of justice, firearm possession by a restricted individual, and discharge of a firearm. Prior to this incident, Velasquez had been charged with attempted murder in one case and with shooting at someone in another.

Landlords involved in evictions have been assaulted and killed by tenants fighting the eviction.

Woman agent assaulted at property showing

Elizabeth City, North Carolina, was the site of another incident involving a man assaulting a female agent. The victim told police she met the man, Nathaniel Jonathan Cox, 20, of Fayetteville, North Carolina, at her real estate office, where he explained he was part of a group looking to invest \$24 million into the local real estate market. She decided to show him a nearby property and had him follow her there in his car. When they arrived. At the property he touched her inappropriately and grabbed her arm repeatedly. When she tried to escape, he blocked her from leaving. When the police arrived, they arrested Cox and charged him with second-degree kidnapping and assault on a female.

Women have been especially vulnerable when alone in houses for sale.

Mississippi assaults agents

Frank Mainka 44 years old, a convicted sex offender, is in police custody was arrested for allegedly threatening to ambush and rape real estate agents in several counties across Mississippi, the local Lowndes County Sheriff's Department reports. The man also claims to have already carried out his threats four times.

In the first week of 2022, a local real estate agent reported to police she had received multiple calls and text messages that were graphic in nature and described violent events the male caller wanted to commit. The man from the calls stated he was going to have his wife arrange an appointment with her to view a property, but then he would show up instead to sexually assault the agent. The man called while the real estate professional was at the sheriff's office reporting the phone calls. Police heard the conversation over speakerphone.

“He made the statement that he’s committed these offenses in the past at least 4 times, and that he wasn’t called for doing that,” Lowndes County Sheriff Eddie Hawkins told WCBI.com. “So if we’ve had victims that have been involved in that kind of activity, we would sure like to know who they are.”

Make sure you report anything suspicious or attacks to the police!

Washington Broker assaulted at Open House

At one point during an open house in Tulalip, WA in June 2018, a real estate agent hosting the event said three men jumped him, striking his head with a glass lamp and ordering him to his knees. The real estate agent said he fought for his life and managed to get past them, but came away with deep gashes and a broken cheek bone.

“As far as safety being a priority, I think it's always a priority,” said Bob Wold, president of the Snohomish County-Camano Association of Realtors. “The incident that happened in Snohomish County is probably making everybody a little more aware of it.”

Agent attacked at Open House

LAS VEGAS, Nev. July 2022. A real estate agent was attacked after the suspect entered model home she was showing, according to an arrest report by the Las Vegas Metropolitan Police. Suspect Richy Cervantes, faces charges of home invasion, attempted sexual assault, lewdness, battery, and kidnapping after the incident on July 11 at an undisclosed neighborhood.

According to police, a real estate agent was working at a model home and showing the home to potential buyers. The agent said a man was walking around the model home acting suspicious and unlocking windows inside the home.

After the man left, the real estate agent locked the front door and windows of the model home before calling police and reporting the suspicious man, the report said. The agent proceeded to call a coworker to explain the situation and asked them to join her on site.

While the agent was on the phone with her coworker, the suspect returned to the home and attempted to enter back inside the model home. The woman hid in a closet and stayed on the phone with her coworker. The suspect broke a window, entered into the home and found the victim hiding. The real estate agent said the man dragged her out of the closet and pinned her down. The man proceeded to make threatening comments toward her before assaulting her. Police used a sledgehammer to bust open the front door and arrest the suspect.

Las Vegas police are investigating because they believe there were additional victims of Cervantes.

This agent was suspicious and followed her instincts!

The statistics are quite small and a real estate broker can follow all kinds of safety procedures, but it is always important to be vigilant. “Look both ways when you cross the street,” our parents would yell as we left the house. Please... you should look both ways!

Video and Audio Surveillance

The cameras are watching. But, they don't catch all the criminals. Ring doorbells are so popular and cameras inside the house can be as small as a cell phone. This doesn't seem to stop someone from stealing delivered packages off the doorstep or even real estate agents taking clothes from closets.

When the house next door to my own went for sale in 2022, the real estate agents that showed it identified 21 surveillance cameras around the outside of the house. The lot is 50 feet wide with less than 10 feet on each side of a house that was about 1500 square feet. I had no idea but it was obvious they were concerned about strangers... and maybe curious about me!

It is legal to have video of people outside and inside your house. It is not legal to have audio along with the video without the person of anyone on the video. It is wise to add a notice on the front door that the house has video surveillance to deter any criminal activity when it is on the market.

Safety and Security Quiz

Answer the quiz.. Email back to the school at clockhours@gmail.com along with the evaluation.

1. Is it the responsibility of the broker to secure the seller's personal property?
2. Name three items that can more easily be lifted from a home for sale.
3. Where is one place to put the car keys that a client or robber might not look?
4. What would a client or robber possibly find in the top drawer of a dresser in the master bedroom?
5. What kind of information might a possible buyer find in the den or desk of a house for sale?
6. What percent of homes in WA state have a gun?
7. Is it a best practice to make sure that a buyer let a home inspector evaluate the house.
8. Our identity is one of our greatest assets. Help the clients know when they may be vulnerable in a transaction. Give an example.
9. When working with a buyer, what are the first three security steps you need to take prior to showing?
10. Why is it not wise to walk first into rooms or up the stairs?
11. What are the first three security steps prior t listing a home?
12. What are the 5 protections for your personal safety.
13. Don't hesitate to report a problem or a suspicious incident. Why?
14. Name three safety precautions that you practice.
15. What advice do you have for fellow agents or clients for safety?

Your Name _____ Signature _____ Date _____

Safety and Security

Mandatory Evaluation

Did you read the material in the booklet on this date? YES / NO
 Did you complete the quiz for the course? YES / NO
 You can pay with payment link on front of clockhours.com YES / NO
 Did you fill out and sign this form? YES / NO
 Did you attach the quiz? YES / NO
 A "clock hour" is 50 minutes. This 3 hour class should take about 2.5 hours. How long did it take to complete the course? _____

Will the material improve your performance?	
Were the course materials easy to follow?	
Were the course materials relevant to your profession?	
Were your objectives met by attending the class?	

Was the course material interesting?
 What are 3 things that you learned from the course?
 1.
 2.
 3.

Would you take another correspondence course from Professional Direction? Yes/ No Why?

Print Name _____ Signature _____

Company _____ Address _____

City _____ WA Zip _____ phone _____

Email _____

Date Completed _____ Renewal Date _____

Thanks for taking this class! Natalie Danielson



Email the quiz answers and this evaluation to.....clockhours@gmail.com