



MIEA ADVISORY

Reference No: 15:09:2021

6 Sep 2021

TO : ALL MEMBERS
FROM : MIEA SECRETARIAT

**REFERENCE : ESTATE AGENCY SECTOR OPERATIONS
STANDARD OPERATING PROCEDURES (SOP)**

Wishing you are all in the pink of health and keeping safe.

After a long wait, much pressure and support of the BOVAEP, Estate Agency practice is now listed under the economic cluster ["Perkhidmatan Professional Bertauliah in the MITI portal"](#).

While there is much excitement with the reopening, all agents are already out in the market. To ensure that we are responsible to our counts both buyers & sellers, we wish to give this reminder. It is important to remember that the first rule is that you need to be safe. Second, adhere to the protocol and SOP provided by the authorities.

The SOP is applicable to all real estate practitioners and covers Residential, Commercial and Industrial sectors including land;

a) Operation Time : 8:30am- 7:00pm

b) Activities and protocol :

Action	Explanation
1. COVID-19 preventive measures	Qualifications to resume operation:
	1. Agents <u>must be fully vaccinated before resuming duties.</u> The meaning of fully vaccinated: A. 2 shots of COVID-19 vaccines (14 days after 2nd dose of either Pfizer, AstraZeneca or Sinovac) B. 1 shot COVID-19 vaccines (28 days after 2nd dose of either CanSino or Johnson & Johnson)
	2. Agent must self-test every 14 days using COVID-19 self-test kit and keep a record (to be provided if needed by the government). 3. If the result of the self-test kit is positive, agent has to update their

	<p>COVID-19 status on MySejahtera and self-quarantine.</p> <p>4. Keep accurate report of each site visit and submit to respective Company once a month with these details:</p> <p>A. Client name B. Date of meeting C. Time of meeting D. Place of meeting</p>
--	--

Action	Explanation
1. In-person site viewing	<p>In-person site viewing (before): Agent</p> <ol style="list-style-type: none"> 1. Encourage clients to narrow the property search online to limit the number of physical site viewing. 2. Agents must be fully vaccinated prior to site viewing. 3. Discuss with client ahead of time the precautions that need to be adhered to during the site visit : <ol style="list-style-type: none"> A. Site-viewing is limited to 2 people in total at a time (1 Agent & 1 Client). B. Time limit of 15 minutes per viewing session. C. Maintain physical distancing of at least 1 meter apart. D. Wear double mask and a face shield. E. Sanitize hands regularly. F. Temperature checks to be conducted (must be below 37.5 °C G. Minimize contact with surface area such as door handles, light switches, furniture, etc. H. Client’s MySejahtera Risk Status must be either Low Risk or Casual Contact to be permitted for site visit. 4. Agent to prepare MySejahtera QR code for client to scan : <ol style="list-style-type: none"> A. Register for MySejahtera check-in here: https://mysejahtera.malaysia.gov.my/checkin/ B. Fill in details and select "Others" as category. C. Print MySejahtera code and bring along to viewings for clients to scan.

	5. If agent is feeling unwell, the site viewing must be postponed.
--	---

Action	Explanation
2. In-person site viewing	<p>In-person site viewing (before) : Client</p> <p>1. Client must be fully vaccinated prior to site viewing. The meaning of fully vaccinated.</p> <p>A. 2 shots of COVID-19 vaccines (14 days after 2nd dose of either Pfizer, AstraZeneca or Sinovac).</p> <p>D. 1 shot COVID-19 vaccines (28 days after 2nd dose of either CanSino or Johnson & Johnson).</p>

Action	Explanation
2. In-person site viewing	<p>2. Client to self-disclose the following:</p> <p>A. If you have travelled to any country outside Malaysia within 14 days.</p> <p>B. If you had close contact to confirmed or suspected case of COVID-19 within 14 days.</p> <p>C. If you are unwell and experiencing any COVID-19 symptoms.</p> <p>D. If you have attended any event/areas associate with known COVID-19 cluster.</p> <p>E. If you are a MOH COVID-19 volunteer in the last 14 days.</p> <p>3. If client is feeling unwell, the site viewing must be postponed.</p>

Action	Explanation
<p>2. In-person site viewing</p>	<p><u>In-Person site viewing (During)</u></p> <p>Agent & Client</p> <ol style="list-style-type: none"> 1. Strictly no walk-in viewings. Only by appointment. 2. Agent to arrive early to ensure objects and surfaces have been sanitized. 3. Agent to prepare hand sanitizers. 4. Client to remain in their vehicle until the agent is ready to conduct the site viewing. 5. Client to show agent their MySejahtera Risk Status check-in screen prior to entry into the property. <ol style="list-style-type: none"> A. Allowed entry - Low Risk and Casual Contact. B. Not allowed entry - Close contact, Person Under Surveillance, Suspected Case, Confirmed Case. 6. Client to scan the MySejahtera QR code. 7. Agent to conduct temperature checks on self and client (must be below 37.5°C). 8. Avoid shaking hands. 9. Adhere to social distancing of at least 1 meter. 10. Sanitise hands regularly. 11. Double mask and face shield to be worn at all times. 12. Limited to 15 minutes per viewing session. 13. Limited to 2 people in total at each time (1 Client & 1 Agent). 14. Minimize contact with surface area such as door handles, light switches, furniture, etc.

Action	Explanation
2. In-person site viewing	In-person site viewing (after) : Agent Sanitize any surface area that have been touched.

Action	Explanation
3. Inspection of property	1. Strictly by-appointment inspections. 2. Limited to 2 people in total. 3. Limited to 30 minutes per inspection session.

Action	Explanation
4. If Agent is COVID-19 Positive	1. Agent to self-declare via MySejahtera and inform the Company. 2. Agent to go through MySejahtera check-in record and contact clients that are considered close contact. 3. Agent to self-quarantine for 14 days. 4. Company to ensure Agent has been tested negative at the end of 14 days quarantined before permitted to resume operation. 5. Company to keep a record of agents that have been tested COVID-19 positive with the following details: Name of agent, date tested positive, and date tested negative. 6. Company to ensure the site visited has been sanitized.

The New Normal as provided by the government that needs to be adhered to:

TO PRACTICE GOOD HYGIENE BY EVERYONE:

- Physical distancing of at least 1 meter or for better results 2 meter in all situations.
- Wearing facial masks and face shield.
- To adopt good cleanliness ethics.
- Always wash your hands with soap or hand sanitizer.
- To provide this facility to all employees and clients.
- To ensure the premises are constantly and consistently cleaned and sanitized at least three times daily.
- To adopt good practice to prevent infection.

FOR FIRMS

- Establish protocols to monitor and prevent the spreading of the virus.
- All employees to be checked daily to ensure there are no symptoms including checking body temperature (not above 37.5°C).
- To report to the department of health if there are any information on any infection precaution of COVID19.
- Train your staff to monitor and to act if they suspect any cases.
- Avoid any form of gathering.
- Please note that you may be responsible to fully cover the medical expenses in the event the employee is infected.

As you all now it was not easy to be admitted under the essential services sector and as such, we need to protect our profession from not being removed and back to quarantine days. Let's work together, be responsible, professional and follow through the protocol. Should any agents do not cooperate on this matter, please don't allow any viewing under a Co-Agency and inform their firms.

Once again be safe and happy selling!

Thank you.



K Soma Sundram
Chief Executive Officer