



Dear Client,

We treat our obligations to you seriously. As President and CEO of HomeServices of Nebraska and our family of companies, I wanted to inform you of what we, as your real estate partner and market leader, are doing to address the situation surrounding the COVID-19 Coronavirus. In keeping with our core values, we believe it is our responsibility to be pro-active in both action and communication.

Our customers, agents and employees have always been, and will remain, our top priority. Unlike many businesses, ours is uniquely personal, as it takes us into your home. In this time of unprecedented health news, we want you to have peace of mind as we continue to conduct business safely and help you find your new home or sell your current one. We are more mindful than ever of the commitment we have to you, your health and safety, and your home.

Over the past few weeks, all of our lives have been impacted by the spread of the coronavirus. As a company we have transitioned more than 90% of our 500 REALTORS®, employees and core services partners to remote working. We have stayed one step ahead of government mandates by swiftly enacting protocols for social distancing, increased cleaning and disinfecting procedures across all our sales offices, and eliminating all in-person gatherings and meetings to ensure the safety and security of our community.

We are grateful for our robust business continuity plans, and best-in-class technologies, services, and staff. Recent events have proven the strength of these investments. Our doors—whether physically or virtually—will remain open and our talented associates and affiliates are ready to serve you.

Our sales professionals and core service partners are receiving the most up to date guidance from the CDC, the National Association of REALTORS® and local health officials on the best way to conduct their business safely during this time. Real estate transactions absolutely can and are still taking place, they are just being handled a bit differently. Here are some things you should expect:

- Your agent may ask that you drive separately and meet at the properties being shown. During showings, you'll be asked to practice CDC recommended hygienic guidelines.

- You and your agent may discuss holding Open Houses for your listings virtually over social platforms and other video streaming options. For in-person showings or open houses, we have provided a list of recommended practices to our associates to help better keep you, your home and prospective buyers safe.
- Showings of your listing will come with new best practices, including guests sanitizing before entering, removal of items are commonly touched, and instructions for not touching any surfaces without use of disposable gloves or tissues.
- You may choose, at any time, to “go virtual” for all showings.
- While closing is always a time for celebrating, your agent will likely wait to celebrate with you until a later time. We also will be asking only those people who have to sign documents to attend closing, in order to minimize the exposure of all parties to potential health risks. Our doors—whether physically or virtually—will remain open, and we may ask you to take additional measures at the closing.

We are proud to be part of the HomeServices of America and Berkshire Hathaway family of companies with a commitment to Trust, Integrity, Stability and Longevity. As we mark 131 years of conducting business in our area, we are reminded of the wars, recessions, natural disasters and other challenges this great company has seen. In many of those moments—things were uncertain, but our sales professionals, employees, and partners steadied their course and continued to be a preferred and trusted real estate partner. This time will be no different. Mortgage rates have reached all-time lows and the window of opportunity is open for real estate!

On behalf of all us at HomeServices of Nebraska and our Real Estate Brokerage and Core Service Partners—HOME Real Estate, Woods Bros Realty, Prosperity Home Mortgage, HomeServices Title, HomeServices Insurance, Larabee School of Real Estate, American Home Shield and 2-10 Home Warranty, we thank you for trusting us with your home.

We will continue to provide you and our teams with meaningful updates as we learn more, but for now, we hope you and your loved ones stay safe and healthy.

**From our family to yours,**


