



# Peoria Police Department

## Informational Bulletin

### Safety Tips for Real Estate Agents

The type of work you do places you in vulnerable situations and may be jeopardizing your safety. Though exposure to risk associated with this profession cannot be eliminated entirely, it can be managed through proper safety and security strategies. Use the tips listed below to avoid becoming a victim:

- **Advertise responsibly.** When advertising an open house, publicize that the property is under video surveillance. Never use your home address or home phone number in your advertisements and do not share that information with clients.
- **Meet your client at the office first.** The first time you meet a client, you should ask them to meet you in a public place or at your office.
- **Don't go alone.** Ask a coworker, spouse, friend, or family member to come with you when you show the home. If you have to go alone, ensure someone knows your location. Share the address you will be showing and the appointment time with a family member, a friend or a co-worker.
- **Visit during the day.** If at all possible, meet your clients during daylight hours.
- **Get identification.** Ask your clients to fill out a customer identification form. The form should include a place to note the make and license number of the client's vehicle, contact information, and their employer information. You should also request a photocopy of the clients' driver's license.
- **Drive separately.** Ask the client to meet you at the home you will be touring or follow you from the office to the home. Taking separate vehicles eliminates the risk of you becoming a victim of crime.
- **Park smart.** Park on the street so that you can leave quickly if necessary. Parking on the street also draws more attention to the fact that someone is visiting the home. You want people to know you are there.
- **Let the neighbors know you are there.** Visit the community prior to the open house and let people in surrounding homes know what date and time you will be showing the home.
- **Lock up your personal items.** Never leave your purse, wallet, laptop or other electronics out in the home while clients are visiting. Lock your valuables in the trunk of your vehicle but always keep your cell phone with you so that you can call for help if needed.
- **Inspect the exterior of the home before entering.** Walk around the outside of the home and look for clues. If there is a broken window or damaged door, do not enter and call the police to inspect the home before you proceed. If you notice a person on the property (squatters, trespassers, etc.), do not confront them. Again, call the police department for assistance.
- **Don't go into confined places.** When visiting the home you are showing, don't enter basements or attics. In fact, avoid touring the home with the prospective buyer. Share what you can about the home before entering and answer questions the buyer has after exiting the home. If you do go into the home, remain on the first floor, near the entrance and keep the front door open. If you decide to tour the entire home with a client, ensure that you travel behind them and always keep an exit at your back.
- **Sellers should never allow the public into their home without the real estate agent.** Advise your clients to never open their home to any member of the public without you present. Criminals have been known to pose as buyers, visit a home they saw listed and then rob the home. The seller should advise anyone requesting to see the home to make an appointment through the real estate office or agent.
- **Listen to your instincts.** If a client makes you feel uncomfortable, do not question it. Make up an excuse to leave. Tell the person you are not feeling well or you have a family emergency and exit the situation.

**BE AWARE AND USE GOOD COMMON SENSE**



**City of Peoria**  
POLICE DEPARTMENT

For more information, call 623.773.7099  
or visit [www.peoriaaz.gov/police](http://www.peoriaaz.gov/police)