

## **COVID-19 & Rancho Southeast Association of REALTORS®**

Due to growing concerns about the spread of COVID-19 (Coronavirus) and in consideration for the well-being of our staff and members, Rancho Southeast Association of REALTORS® will be postponing or canceling all live in-person classes, meetings, and events for the next 30 days.

Due to the Health Order for Los Angeles County, our office is closed to the public, but staff will be available to assist you via phone at 562-860-5656 or live chat on this website.

### **Payment Plan Extended Deadlines**

If you are on our 6-month payment plan, please note that your 4th installment for your 2020 Membership Dues is now due April 21 instead of April 7.

Your Payment Plan due dates are as follows:

- 4th Installment is due ~~April 7~~ April 21
- 5th Installment is due ~~May 7~~ June 7
- Last Installment is due ~~June 7~~ July 7

### **Updates**

**March 28:** U.S. Department of Homeland Security Cybersecurity and Infrastructure Security Agency (CISA) updated its list of essential services during the coronavirus (COVID-19) crisis and expressly included residential real estate.

Notwithstanding this new development, all real estate licensees must take into account the health and safety of their clients and fellow licensees and follow the existing protocols for protecting against the spread of COVID-19. If such health safeguards and protocols are not followed, the rule for the state could easily change to stop or restrict all real estate activity. To that end, in conformity with current health guidelines, real estate licensees should follow all CDC and local health mandates.

1. No open houses should be held.
2. Showings should be done virtually, if at all possible.

Read more: <https://www.carcovidupdates.org/statement-from-car-3-28>

Review C.A.R.'s Best Practices for Real Estate Professionals:  
<https://www.carcovidupdates.org/best-practices-guidelines>

**March 27:** Governor Newsom Takes Executive Action to Establish a Statewide Moratorium on Evictions.

Read more: <https://www.gov.ca.gov/2020/03/27/governor-newsom-takes-executive-action-to-establish-a-statewide-moratorium-on-evictions/>

**March 27:** Congress has just passed the Coronavirus Aid, Relief and Economic Security (CARES) Act, a stimulus package that provides direct financial assistance to small business owners and independent contractors, as well as direct financial payments to individual taxpayers.

Learn more about REALTOR® Relief: <https://www.carcovidupdates.org/realtor-relief>

## Availability of Services by Inquiry – Contact Us at 562-860-5656

Purchase Lockbox or Real Estate Sign	Call us for availability and pay over the phone then schedule a curbside pick-up at our office.
Lockbox Jam	Call us for assistance over the phone. If we are unable to assist in fixing the jam, we can schedule an appointment for lockbox drop off.
Supra eKEY Issue	Call us or use the online chat feature.
Issue a New Supra eKEY	Call us and we can walk you through the necessary steps to enroll, download the eKEY app, and sign the required Supra agreement.
New Member Joining	Please apply online at <a href="http://rsaor.com/services/membership/join.aspx">http://rsaor.com/services/membership/join.aspx</a> and we will follow up with you regarding your application.
Changes to Your Membership	Download the appropriate change form and submit it via email. Change forms can be found on <a href="http://rsaor.com/services/membership/">http://rsaor.com/services/membership/</a>
Office Transfer	Download the Member Transfer Form from our website at <a href="http://rsaor.com/services/membership/">http://rsaor.com/services/membership/</a> and submit it via email.
Renew Your Membership	Call us or use the online chat feature so we can explain your options.
License Renewal	We have a variety of online license renewal options at <a href="http://rsaor.com/services/education/">http://rsaor.com/services/education/</a>
MLS Support	Call us for assistance at 562-471-3435 for MLS Support.
Pay Your Bill / Late Payments	We recommend that you pay your bill online through MyAccount on our website. Services will be turned back on within 1 hour.
Professional Standard Complaint	To file a complaint, please contact Cece Robles at <a href="mailto:prostandards@rsaor.com">prostandards@rsaor.com</a>
Broker Compliance / Non-Member Assessments	Please follow up with your assigned Association Services Representative. If you are unsure who to contact you may send an email to <a href="mailto:membership@rsaor.com">membership@rsaor.com</a>

California Association of REALTORS®: [www.CAR.org](http://www.CAR.org)

California Association of REALTORS® (C.A.R.): <https://www.carcovidupdates.org/>

C.A.R. Guidance on Governor's Stay-at-Home Order: <https://www.carcovidupdates.org/stay-at-home-guidelines>

C.A.R. COVID-19 Guide for Open Houses and Showings: <https://www.car.org/legal/Recent-Legal-Developments/Legal%20News/Covid19GuideForOpenHouses>

C.A.R. Members seeking guidance on their transaction as it relates to COVID-19, please contact the [C.A.R. Legal Hotline](#) for legal advice.

**Agents Only | Phone: (213) 739-8282**

**Broker-Owners, Office Managers, Designated REALTORS® Only | Phone: (213) 739-8350**

California Regional Multiple Listing Service

CRMLS: <https://go.crmls.org/>

National Association of REALTORS®: [www.nar.realtor](http://www.nar.realtor)

Coronavirus Emergency Legislation: What REALTORS® Need to

Know: [www.nar.realtor/political-advocacy/coronavirus-emergency-legislation-what-realtors-need-to-know](http://www.nar.realtor/political-advocacy/coronavirus-emergency-legislation-what-realtors-need-to-know)

#### **Additional Resources**

Center for Disease Control: [www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus)

Los Angeles County Public Health Agency: <http://publichealth.lacounty.gov>