



TITLE ONE

COVID-19 RESPONSE PLAN

On behalf of everyone at Title One, our hearts go out to all those impacted by COVID-19. We are taking affirmative steps to protect the health and well-being of our clients and employees while maintaining our integrity, professionalism, and customer service. Due to the evolving impact of COVID-19, and in an abundance of caution, we implemented the following measures.

GENERAL INFORMATION:

- Our doors are OPEN, and we will continue to maintain **regular business hours Monday-Friday 8:00-5:00**
- We will continue to allow contracts and earnest money to be hand-delivered to our office, but please limit the amount of time spent on-site during drop-offs. Also, know that you can send contracts electronically through one of the following options:
 - visiting our website at <https://titleonetexas.com/order-title/>
 - emailing Kistina at reception@titleonetexas.com
 - Earnest money can be picked up by our courier, dropped off at our freestanding mailbox located on the southeast side of our building (please notify Kistina if utilizing this option) or sent via mail, FedEx, or wire.

CLOSING PROCEDURES:

- Social Distancing will be practiced. We encourage only signing parties of the transaction to be present for the closing. Realtors and lenders – you are allowed to attend, but we prefer fewer people in the room when possible.
- We will continue to split the buyer/seller closings. Please arrive promptly at your scheduled time so that we can limit the number of people in our office and waiting room. If you arrive early, please phone our office and let them know you are waiting in your car. We will notify you when we are ready for you.
- You may bring your own pen, or we will offer you a new pen to keep.

SAFETY PROCEDURES:

- We have stepped up sanitization practices and will continue to follow the CDC recommendations including cleaning frequently touched surfaces with disinfectant wipes or bleach solution after each closing. This includes tables, doorknobs, light switches, countertops, handles, desks, etc.
- We will strive to adhere to the recommended distancing of six feet from others and refrain from body contact. We will continue to provide hand sanitizer, gloves, and new pens for each transaction.

SPECIAL CIRCUMSTANCES:

- If you are required to sign and have been sick or exposed to someone who has been ill, you must contact our office at 806-771-7770 to make special arrangements in advance of closing.