Open home procedure

SOP TEMPLATE

SOP no.		Version		Effective date	
Owner		Approver		Review date	

Purpose

To run open homes that show the property well, keep it secure and record every visitor.

Scope

Every open home and private inspection for sale or rent.

Responsibilities

Role	Responsibility
Agent	Runs the open home, answers questions and follows up visitors.
Seller or landlord	Prepares the property and puts away valuables and medicines.

Procedure

1. **Prepare the property**

   Ask the seller to tidy, put away valuables, keys and medicines, and secure pets.

2. **Set up**

   Arrive early, open blinds and windows, turn on lights and put out signs.

3. **Register every visitor**

   Record each visitor's name and contact, as your local privacy rules allow.

4. **Keep it secure and safe**

   Watch who goes where, and have a second person for large or busy opens.

   > **Caution:** Don't run an open home alone if you feel unsafe. Tell the office your location and time.

5. **Answer accurately**

   Answer questions only with what you know, and follow up anything you need to check.

6. **Lock up**

   Check every room, close windows, lock doors and turn off lights.

7. **Follow up**

   Contact every visitor within a day, and send the seller a report.

Records

- The sign-in register.
- The open home report to the seller.

Related documents

- New property listing checklist

Revision history

Version	Date	What changed	Approved by