

MCA OWNER RESPONSIBILITY REGARDING VISITOR ACCESS WHEN LISTING PROPERTY FOR SALE OR RENT

A. Notify Property Management of:

1. Listing Broker and Agent
2. Listing Term
3. Date and Time of Open Houses
4. Pending Sale Date and Purchase Name
5. Authorization for Listing Agent to schedule all showings/vendors admittance to the property and to **become the point of contact** until Owner specifies otherwise. **Owner will no longer be contacted until Owner specifies otherwise.** Listing Agent must call Guard to schedule all showings/inspections.
6. **Realtors do not have access to the Gatehouse Portal.**

B. Update Gatehouse Portal for every scheduled Visitor (unless Agent has been authorized to schedule all appointments), including:

1. Listing Agent Visits (both Name and Phone Number)
2. Buyer Agent Showings
 - a. Agent must accompany Buyer
 - b. In the event Buyer arrives before Agent, Buyer will be asked to wait until Agent arrives.
 - c. In the event Owner inputs Buyer Name into Gatehouse Portal, Buyer will be admitted as Owner's Visitor.
3. Open Houses
 - a. By authorizing an Open House, the Owner permits Open House Visitors to enter Meadowood after presenting a valid driver's license at the gate.
 - b. Confirm one week before Open House that Listing Agent has emailed or called the Community Manager and Security Staff with the following information:
 - Property Address
 - Open House Date and Time
 - Hosting Agent Name and Phone Number
 - c. Guards are not required to call the Owner or Realtor to admit an Open House Visitor
4. Inspections as scheduled to include property, pest, insurance, appraisal, roof, etc. Be sure to include name of Realtor and Buyer, if attending.
5. Guards will accept phone notification of showings directly from the Owner.
6. Owner can issue a QR pass through the Gatehouse portal.
7. Only the Owner or Property Manager can add the Listing Agent as a permanent visitor in the Gatehouse portal. Guards cannot perform this function.
8. Guards cannot monitor the movements of prospective Buyers once admitted. Visitors may tour the neighborhood and view other houses.

C. Inform Listing Agent of Meadowood policies and procedures regarding:

1. 'For Sale' sign
 - a. Only Meadowood approved 'For Sale' sign may be placed on property.
 - b. Details can be found in Architectural and Landscaping Requirement Section 8.
2. 'Open House' sign placement and retrieval
 - a. Only 4 Open House signs per property are permitted. Signs can be located only on:
 - Johnston Road at the Meadowood entrance
 - Median islands
 - The street corner of the Open House location
 - In front of the Open House property
 - b. All signs must be removed immediately after the Open House ends or they will be removed and discarded.
3. Gate Access for showings, open houses, inspections
 - a. All Visitor access to community must be granted by Owner or Listing Agent, if authorized by Owner
 - b. When scheduling an appointment, the name of the Showing Agent must be correct. If an unlisted Agent arrives at the Gatehouse, the Guard will call the Owner or Listing Agent for admittance approval. If neither can be reached, the Agent will be denied entry.
 - c. Buyers who arrive before their Realtor must wait outside the gate until their Realtor arrives. Both the Realtor and Buyer must present valid driver's licenses for scanning before entry is permitted.
 - d. At least one week before any Open House, the Listing Agent must email the Community Manager and Security Staff at REOpenHouse@meadowoodca.com with the following details:
 - Property Address
 - Open House Date and Time
 - Hosting Agent Name and Phone Number
 - e. Prospective Buyers who provide the Open House address will be allowed entry after the Guard scans their driver's license.
 - f. In the event a Visitor states they are attending an 'Open House' the Guard will scan their driver's license and allow entry.

D. Once Property is Under Contract until Closing is Finalized:

1. Keep Gatehouse informed of all current, active phone numbers.
2. Update the Gatehouse Portal with showings and scheduled inspections, appraisals, surveys, etc., including names of Realtor/s and Buyer/s who are accompanying inspector.
3. Buyers cannot authorize entry for themselves but may be added as visitors by the Owner.
4. Inform Realtor/Buyer that after closing, Buyer can gain access to Meadowood by showing the Guards the Buyer's notarized closing papers. In order to obtain an RFID decal, the Buyer will need to make an appointment with the Property Manager and fill out the required paperwork.