

From: ibr@ithacarealtors.com <ibr@ithacarealtors.com>  
Sent: Tuesday, March 17, 2020 3:47 PM  
Subject: Temporary Changes at the Ithaca Board of REALTORS

Dear members of the Ithaca Board of Realtors:

In response to the growing fear of the spread of COVID-19, the Ithaca Board of Realtors (IBR) is taking certain steps to protect the staff and those who use the board office. These measures will be in effect until further notice; we do, however, assure you that the staff and the executive board will be frequently and closely monitoring conditions at the local, state, and national levels, as well as guidance from health professionals, municipalities, NYSAR, and NAR, with an eye toward removing restrictions and returning to “normal operations” as quickly as possible.

We know that things will be different than they have been; already we can feel that the coronavirus is placing certain extra hurdles between initial property showings and successful closings. As we have expressed in the last few days, we are leaving the day-to-day operation of the real estate business to Realtors and their brokers, and we will work hard to assist you as best as we can until these challenging times are behind us.

Here is how things will change, beginning tomorrow and until further notice.

- The IBR office at 957 Mitchell Street will be closed to walk-in traffic. IBR staff members (Administrative Assistant Amanda Morse and Executive Officer (EO) Joshua Adams) will be working from home, coming into the office only when necessary.
- IBR staff members will be available through normal email channels, and any member of the board of directors will be able to contact the EO directly, by cell phone.
- IBR staff members will be checking the IBR voicemail at least once per hour (during our normal hours of 9 to 5), so that your calls can be returned. Responses will be by cell phone, from a “restricted” Caller ID (please be aware of this, if you screen calls).
- Lockboxes can be assigned, returned, or issued by appointment only. Your calls with requests for these appointments will be returned as quickly as we can, but please allow 24-48 hours to arrange a meeting such as this.
- IBR membership applications will be accepted, but only via email. Correspondence around these applications will be conducted via telephone.
- Any meetings normally held at the board office will be held via teleconference, arranged by the EO.