

## Safety Incident Lessons Learned Bulletin



**Bulletin #21-001**

**Sharing experiences – staying safe.**

Sharing information about events that impact Realtor® safety is one of the most important things we can do for each other. Please share this bulletin with Realtors® in your organization.

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**TITLE: Taking Precautions with Stressed-out Clients**

**TOPIC:** We are hearing from several Realtor® members that their clients are under extreme stress in today's COVID-driven, intense markets. Sellers, Buyers, Tenants, Landlords as well as our members are under extreme pressures. Tensions escalate quickly in this environment. Extra sensitivity is needed.

**LESSON LEARNED:** Please plan your interactions carefully when dealing with clients/customers that you know may be under extreme pressure. “In-person” contacts may be replaced with electronic communications. Where that is not possible, some local law enforcement may be able to lend assistance in certain situations. An increase in the need to serve 30-day eviction notices is likely with the end of the eviction moratorium. Local law enforcement in most counties could be contacted to join in the service of that notice. Another option may be for the local County Attorney and Sheriff to see if a certified letter delivered to the tenants would be an acceptable method for the 30-day required notice. Sheriffs are paid across counties in KY to be responsible for removing tenants from a property at the end of the eviction period, if they have

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