



City of Eugene ❖ Eugene Police Department

777 Pearl Street, Room 107 • Eugene, Oregon 97401 • (541) 682-5111



Realty Personal Safety Guidelines

Realtors are often isolated with clients at the office, in vehicles, or at listed homes, which makes you vulnerable to criminals. We recommend that you follow the following safety tips in order to reduce vulnerability:

1. Consider advertising without using your photograph, home phone number and/or home address in the newspaper or on business cards. Install caller I.D. on your telephone, which should automatically reject calls from numbers that have been blocked. This will provide you with immediate information about the source of the call.
2. Whenever possible, maintain a clear escape route:
 - Park your car in the best escape position possible. It should be facing out, and should not be blocked in by other vehicles.
 - Stay close to building exits or stay outside.
 - Avoid putting yourself in positions or locations where you will be trapped. An example would be a room with only one exit, blocked by an offender. Usher them in front of you into the room, so that you are closest to the exit and can see what they are doing. Never turn your back on someone who appears to be a threat.
3. If you're not feeling comfortable with specific clients avoid isolation by using any of the following options:
 - Keep a colleague or police on the phone with you until you feel safe. Let them know your exact location.
 - Avoid being alone with the client anywhere.
 - Ask a colleague to stay nearby, in their office but within earshot, when you are uncomfortable being alone with a client in your office. Make sure your colleague knows what to do if they think you need help.
 - When in doubt about your safety, have a co-worker or a friend accompany you, and make sure the front desk receptionist knows the details: why you are concerned, where you are going, when you'll be back, and how often to call and check up on you. Set up a plan for what they should do if they can't reach you and don't hear from you.
 - Have an ally come with you.
 - Have the client meet you at the house when residents are also there.
 - Reject the client.
4. If you see a colleague who appears to be in trouble:
 - Quickly review the situation from a distance, to assess the level of risk.
 - From a safe distance, ask your colleague "Is there a problem here?" Don't leave them isolated with an offender.
 - If you're not sure what to do, ask a supervisor or call police (911 or 682-5111 x.1).

5. Make a note of safe havens everywhere you go.
 - Notice any rooms, vehicles or buildings where you could seal yourself away from an attacker.
 - Notice how to lock the doors.
 - Notice where communication devices are located.
 - Notice people who would help you if you were in trouble. Are there businesses open nearby? Are there homes that look occupied?
 - Notice nearby businesses that appear to have security features you could trigger in a crisis. Are there doors or windows that are alarmed? Smashing a window might trigger an alarm and generate a response.
6. For first meetings, have clients meet you at the office. Write down the customer's driver's license or vehicle license plate prior to transporting them or showing the listing. Leave this information in a centrally located file shared by employees.
7. Use the check-out employee board at the reception desk (or on a list shared electronically), listing your name, destination, customer name, date and expected return time. Short of that, leave similar information at your work station. Keep us up to date throughout the day, as your location changes.
8. Keep a charged cell phone with you. Use a code word to use when you need help but can't talk.
9. Have your vehicle inspected regularly; keep it maintained; learn how to change a flat tire.
10. Display confidence and strength; don't wear clothes that restrict your ability to run or protect yourself. Flowing hair, scarves or clothing are easy for offenders to grab. High heels are difficult to run in.
11. Meet weekly or monthly with co-workers and other area brokers to discuss business and safety issues. Share any concerns! If you are dealing with a suspicious customer, take extra precautions to avoid isolation or vulnerability. Discontinue your services for that customer if necessary.
12. Maintain a file on past and present suspicious customers and homes.
13. Harassing phone calls and related crimes:
 - Telephonic harassment occurs when a caller intentionally harasses or annoys another person: by causing the telephone of the other person to ring, such caller having no communicative purpose; or by causing the telephone to ring and causing such other person to answer it, knowing that the caller has been forbidden from so doing by a person exercising lawful authority over the receiving telephone. This crime is a class B misdemeanor. If you are being harassed or stalked, report the offender to your employer and the police immediately.
 - Harassment: A person subjects another to alarm by conveying a telephonic or written threat to inflict serious physical injury on that person or to commit a felony involving the

person or property of that person or any member of that person's family, which threat reasonably would be expected to cause alarm. A person is criminally liable for harassment if the person knowingly permits any telephone under the person's control to be used in violation of the entire harassment subsection. This crime is a class A or B Misdemeanor.

- Stalking: A person commits the crime of stalking if: The person knowingly alarms or coerces another person or a member of that person's family or household by engaging in REPEATED and UNWANTED contact with the other person. This crime is a class A misdemeanor, but can be a Felony if convicted of a previous stalking.
- Report harassing phone calls to your employer and to the police immediately. (In Eugene: 682-5111 x.1. In an emergency, 911.)
- Tell a harassing caller "never call here again," in order to meet the letter of the law regarding telephonic harassment.
- Dial *69 if you receive a harassing telephone call to immediately retrieve the caller's phone number. (This may not work in multi-line systems.)
- Dial *57 to have the Law Enforcement Trace Bureau capture the number from which the call was placed. Follow this with a call to the police. (This may not work in multi-line systems.)
- In an emergency, where there is an immediate threat to life or property, call 9-1-1.
- For non-emergency assistance, call 682-5111.

These safety guidelines were prepared in cooperation with Eugene Police Department crime prevention, 682-8186.

For more information

Call (541) 682-8186 or e-mail the Eugene Police Crime Prevention Specialist at policeprevention@ci.eugene.or.us

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