



CITY OF BOSTON  
Office of the Mayor  
Martin J. Walsh

To Landlords, Realtors and Rental Brokers,

During the current COVID-19 (coronavirus) public health crisis, we are working hard to ensure the safety and health of all Boston residents. On the City's side, we have taken proactive steps that we deemed necessary for the well-being of our residents, including suspending all regular activity at City-permitted construction sites, closing all Boston Public Schools, city-run community centers, public libraries and more. In addition, we have formed partnerships to impose a moratorium on evictions while Massachusetts remains under a state of emergency. We recognize that these steps have been challenging for our communities, but every decision is being made with public health at the forefront.

It is for that reason that the City of Boston is formally asking all property owners, rental brokers, and realtors to adjust their practices regarding property showings. These adjustments are being made to limit contact between unrelated parties to slow the transmission of COVID-19. In addition, medically vulnerable tenants may reside in apartments that will be put on the market for rent. Showing these occupied apartments may put a tenant at risk.

We also recognize that tenants, especially college students, are looking to sublet or otherwise move from their current living situation very quickly. **We are asking all brokers to work closely with these tenants to identify suitable alternatives to an in-person showing to the greatest extent possible.**

To ensure the safety of Boston residents, we are asking the real estate industry to follow the below guidelines.

- Brokers should use photos, videos and written descriptions to showcase properties whenever possible.

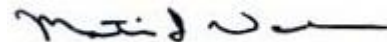
- Rental brokers should not show clients occupied properties. We are requesting that rental brokers and tenants work out safe protocols for showing occupied units virtually. If it is absolutely necessary, **rental brokers must give the existing tenants as much advance notice as possible**. Such showings should minimize contact with others, and all involved should wash their hands often, use hand sanitizer and wipe down any surfaces touched. Any prospective tenant who is ill must **not** be allowed to view a unit in person.
- Open houses should not be held to market properties for rent or sale. Individual showings for properties for sale should mirror the above guidelines for rental showings, including minimizing contact with others, staying six feet away from others, washing hands frequently, using hand sanitizer and wiping down surfaces touched.

We realize that there is a need for business to continue but we also need to recognize the extraordinary circumstances of this situation. Our ability to work together and be respectful of each other is necessary for us to keep everyone safe and healthy. For more information on the City's response to COVID-19, please visit [boston.gov/coronavirus](https://boston.gov/coronavirus).

Thank you for understanding. ***We are One Boston.***

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Sincerely,



Martin J. Walsh  
Mayor of Boston