



## **TO VISITING REALTORS AND THEIR CLIENTELE; WELCOME TO RIVERPOINT. . .**

Here at RiverPoint, we do all we can to make the Property as appealing and enjoyable for our residents; therefore, as marketable as possible to prospective buyers. The following is our standard protocol for hosting realtors and their clientele in the interest of showing Units while providing for the continued service and quiet enjoyment of our community.

- **Upon arrival, you are required to check in with security.**
  - Realtors must sign at the security desk **AS** a realtor and note which Units they will show while here.
    - This will enable security to keep track of which Units have been accessed that day in the event of any happenings.
  - Our front desk is our security station, not a concierge service.
    - We cannot store anything for visitors at the front desk.
    - While security tries to be at the desk as much as possible, their priority is their regular rounds as well as providing other services throughout the building at random times.
- **Feel free to call the front desk at 860.528.9023 to make an appointment with the date and time you plan to arrive.**
  - The calendar will be noted and security can adjust their rounds accordingly so that, pending emergencies, they can be there to greet you.
    - Any arrivals without an appointment will have to wait until security's next available opportunity to assist them.
  - At anytime while in the building, if you need to contact security, simply call the number above; the call will forward to the portable phone that they take with them on their rounds.
- **To provide for multiple showings at any given time or another realtor or Unit Owner requiring access to their respective Units, only two lock boxes can be distributed at a time.**
  - The exception being;
    - If there are more than two Units on the same floor, or. . .
    - If more than two Units are being sold by a single Unit Owner
  - If you would like to show additional Units, you will need to come back down to security, return the first set of keys and then sign out for the next one(s).
  - When finished showing Units, please ensure that you leave them in the condition in which you found them.
    - Lights off, windows and doors closed, thermostat set, appliances off, the door securely locked, etc.
- **Upon completion of your showing, neither lockboxes nor keys can be left on the security desk; they must be handed back to the Guard. If the Guard is not at the security desk at the time, you will need to call the number at the desk to coordinate your handoff with them.**

Again, one of our primary goals is the appearance and quiet enjoyment of our public spaces for our residents. We take pride in presenting this environment as the first impression for your clients who we see as our prospective neighbors. If there are any confidential or delicate matters to be discussed with your client or any of our staff, please feel free to use our ballroom foyer at the end of the south hall.

**Thank you for your cooperation with this protocol. If you have any problems or questions regarding this policy, please do not hesitate to contact us.**

Regards,

*The RiverPoint Real Estate Committee and the Executive Board of Directors,*