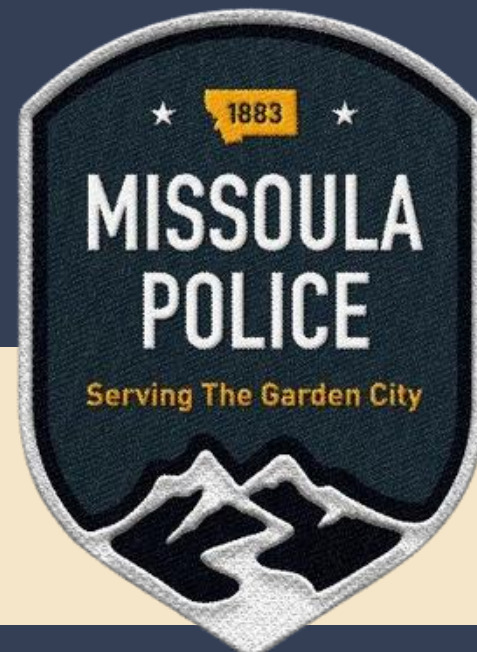




SAFETY TRAINING FOR REALTORS



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Missoula Police Department



MISSOULA POLICE DEPARTMENT

TRAINING OBJECTIVES



- UNDERSTANDING THE RISKS
- SAFETY PRECAUTIONS
- SAFETY PRACTICES
- DEVELOPING SITUATIONAL AWARENESS
- PERSONAL DEFENSE OPTIONS
- ADDITIONAL TRAINING
- SCENARIOS
- QUESTIONS

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UNDERSTANDING THE RISKS

Common Safety Risks Faced by Realtors

OPEN HOUSE

SHOWINGS

MEETNIG CLIENTS ALONE

PROPERTY INSPECTIONS

DRIVING CLIENTS



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SAFETY PRECAUTIONS

Preparation:

- Conduct background checks on clients when possible.
- Have emergency contacts readily available.

Open House Safety:

- Partner with a colleague or ensure someone knows your location.
- Keep exits clear and avoid being cornered in rooms.

Client Meetings:

- Meet clients in public places initially.
- Trust your instincts: if something feels off, it probably is.

Driving Safety:

- Use a separate vehicle when showing properties.
- Ensure your vehicle is in good condition with a full tank.



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SAFETY PRACTICES

➤ Communication:

- Establish regular check-ins with colleagues or family members.
- Use phone apps for tracking or emergency alerts.

➤ Personal Protection:

- Consider self-defense training or carrying personal safety devices (e.g., alarms, pepper spray, taser).

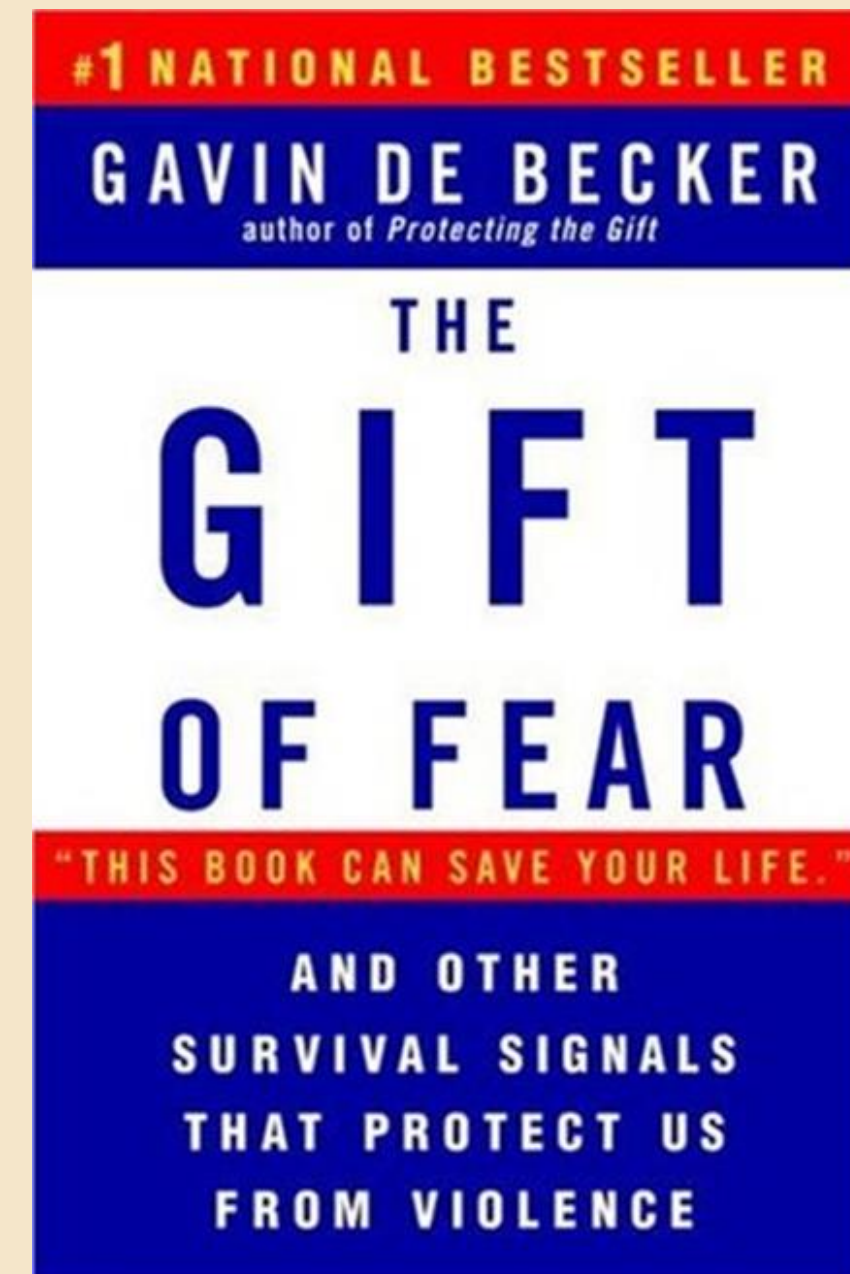
➤ Emergency Protocols:

- Have a clear plan for what to do in case of emergencies (e.g., fire, medical emergency, threat).



SITUATIONAL AWARENESS

- Loosely defined by law enforcement as being aware of what is going on around you, and how other people impact your safety and sense of security.
- Listen to your gut feeling - it's evolved over thousands of years to keep you alive!
- Interviews with Realtors who've been attacked or robbed, show they often felt something was "off".





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AWARENESS

Initial contact with potential clients. Ask questions:

- Do you currently have a realtor?
- Who are you working with?
- Discreetly inquire about pre-approved financing (this would mean they have provided the bank with detailed information).

Gather as much information as you can.

Do you have Lexis/Nexus or a less expensive database option? Googling their name and phone number is an option.

LexisNexis is a powerful online research tool that collects public records and other data from a variety of sources.

Let co-workers know your address and name/contact information of the person you are meeting with.

Use phrases “code words” established within your office for letting them know that you are okay “blue” or if you need them to arrive to your location “Red”.

Two people are ALWAYS better than one.

Satellite phones for showing houses where it is likely there will be spotty cell service.



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AWARENESS AT THE LOCATION

- Take photographs of license plate + vehicle, if possible, of the client if you are unsure of their identity (use this information!)
- Park on the curb in front of the house if possible.
- Get to the address early, turn on all lights, unlock all doors, open blinds and create a natural surveillance.
- If a house is empty, there is no need to put yourself in an unsafe situation, stand in and around doorway area, do not let anyone stand behind you or corner you in a room!
- If the home has personal items, you can observe the potential buys from a safe distance to prevent theft.
- Stand in the hallway, do not enter the room with them.
- If the house is being lived in, contact the other agent (if applicable) to ensure no homeowners or renters will be there.
- If you feel unsafe, find a solution or bluff
 1. "My coworker will be joining us shortly"
 2. "I hope you didn't mind but I called the listing agent, and she is going to swing by any moment"
- Provide the impression that you are not alone.



SELF DEFENSE

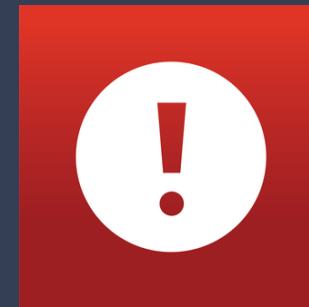
Civilian Response to Active Shooter Events (CRASE): Missoula Police Department hosted free training:
<https://mcps.asapconnected.com/?org=3561#CourseID=291062>



- SBG Missoula - Jui Jitsu-Martial Arts.
- Reflex and Protect (local)
<https://reflexprotect.com/pages/home>



Safety apps:
Life360 app
and Rave
Panic Button



Taser International has a variety of personal defense products such as:

- Bolt 2: \$449+
- Strikelight 2: \$169+

Taser.com

Pepper sprays or gels, Amazon purchase.

SCENARIOS



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1. SCENARIO: THE SUSPICIOUS CLIENT

A realtor receives a call from a potential client who insists on meeting alone at a vacant property. The client refuses to provide identification or full contact details and seems evasive when asked about their buying timeline.

DISCUSSION POINTS

- What red flags should the realtor notice?
- How could the realtor handle the situation safely? (e.g., ask for ID, insist on meeting in a public space first, bring a colleague)
- What actions should the realtor take if they feel uncomfortable? (e.g., cancel the showing, notify their office, or alert local law enforcement if necessary)



2. SCENARIO: OPEN HOUSE GONE WRONG

During an open house, a couple comes in and starts acting suspiciously—one distracts the realtor while the other sneaks upstairs to rummage through personal belongings in the home.

DISCUSSION POINTS

- How could the realtor handle the situation calmly and professionally?
- What strategies can prevent this from happening? (e.g., secure valuables, station a colleague at different points in the home, limit the number of people entering at once)
- When should the realtor call for help or remove themselves from the situation?



3. SCENARIO: A STALKER CLIENT

A realtor meets with a new client multiple times, and after declining their advances, the client starts showing up uninvited at the realtor's office or open houses, attempting to make contact.

DISCUSSION POINTS

- What are the warning signs that this situation could become dangerous?
- What can the realtor do to protect themselves? (e.g., document the incidents, inform a supervisor, avoid being alone with the client, file a police report)
- How could proactive safety measures (e.g., conducting initial meetings in public, notifying someone of whereabouts) help prevent this situation?



4. SCENARIO: BREAK-IN AT A VACANT PROPERTY

A realtor goes to show a property that's been on the market for several months and finds signs of a break-in—broken windows, doors ajar, or missing appliances.

DISCUSSION POINTS

- What should the realtor do upon discovering the break-in? (e.g., immediately leave the property, avoid touching anything, call law enforcement)
- How can realtors protect themselves and the property in future showings? (e.g., alert owners to install security measures, check the property from a distance before entering, schedule showings during daylight hours)
- What legal responsibilities do realtors have when dealing with damaged properties?



5. SCENARIO: CLIENT BECOMES HOSTILE

During a showing, the client becomes increasingly aggressive and begins questioning the realtor's authority, eventually making threatening statements.

DISCUSSION POINTS

- What de-escalation techniques could the realtor use to calm the situation?
- How should the realtor safely exit if the situation becomes dangerous? (e.g., don't turn their back on the client, move toward the nearest exit, call for backup discreetly)
- How could the realtor prevent similar situations in the future by vetting clients or setting boundaries in early meetings?



6. SCENARIO: REAL ESTATE AGENT TRAGEDY (REAL-LIFE)

In 2014, a tragic incident occurred when real estate agent, Beverly Carter, was kidnapped and murdered after showing a home to a prospective buyer alone. The criminals specifically targeted her because they believed, as a real estate agent, she worked alone and had access to money.

DISCUSSION POINTS

- What could have been done differently to prevent this situation? (e.g., meet at the office first, conduct showings in pairs)
- What precautions should realtors take when dealing with new clients? (e.g., verify identities, use security apps, never assume safety based on the client's demeanor)
- How can Beverly's story be a reminder of the importance of personal safety in real estate?



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QUESTIONS

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