

2022

Member Safety Residential Report

National Association
of REALTORS®



NATIONAL
ASSOCIATION OF
REALTORS®

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NAR's REALTOR® Safety Program

More than a decade ago, NAR launched the REALTOR® Safety Program to educate REALTORS® about the potential risks they face on the job. Being aware of potential dangers and empowering themselves with precautions and preparations will help REALTORS® avoid risky situations on the job, and could mean the difference between life and death.

Knowledge. Awareness. Empowerment. These are the core components of REALTOR® Safety. As part of NAR's ongoing efforts to keep our members safe, we continue to grow and strengthen the REALTOR® Safety Program with new resources and tools, like REALTOR® Safety Grants for REALTOR® associations, and the REALTOR® Safety Network, which capitalizes on the nationwide system of REALTOR® organizations to notify members across the country of safety concerns and emergencies.

Each year, NAR dedicates September as REALTOR® Safety Month, though we strongly encourage associations, brokerages and members to keep safety at the forefront of their minds every day of the year.

Through the REALTOR® Safety Program, associations, brokerages and members can access a variety of resources including:

- Webinars and videos on REALTOR® Safety, presented by industry experts.
- Shareable content, including weekly social media messaging for associations to easily share with members, and safety discussion topics for brokers.
- Safety materials including forms, protocols and best practices.
- NAR's annual REALTOR® Safety Survey and Report.

Access these resources and more at www.nar.realtor/safety.

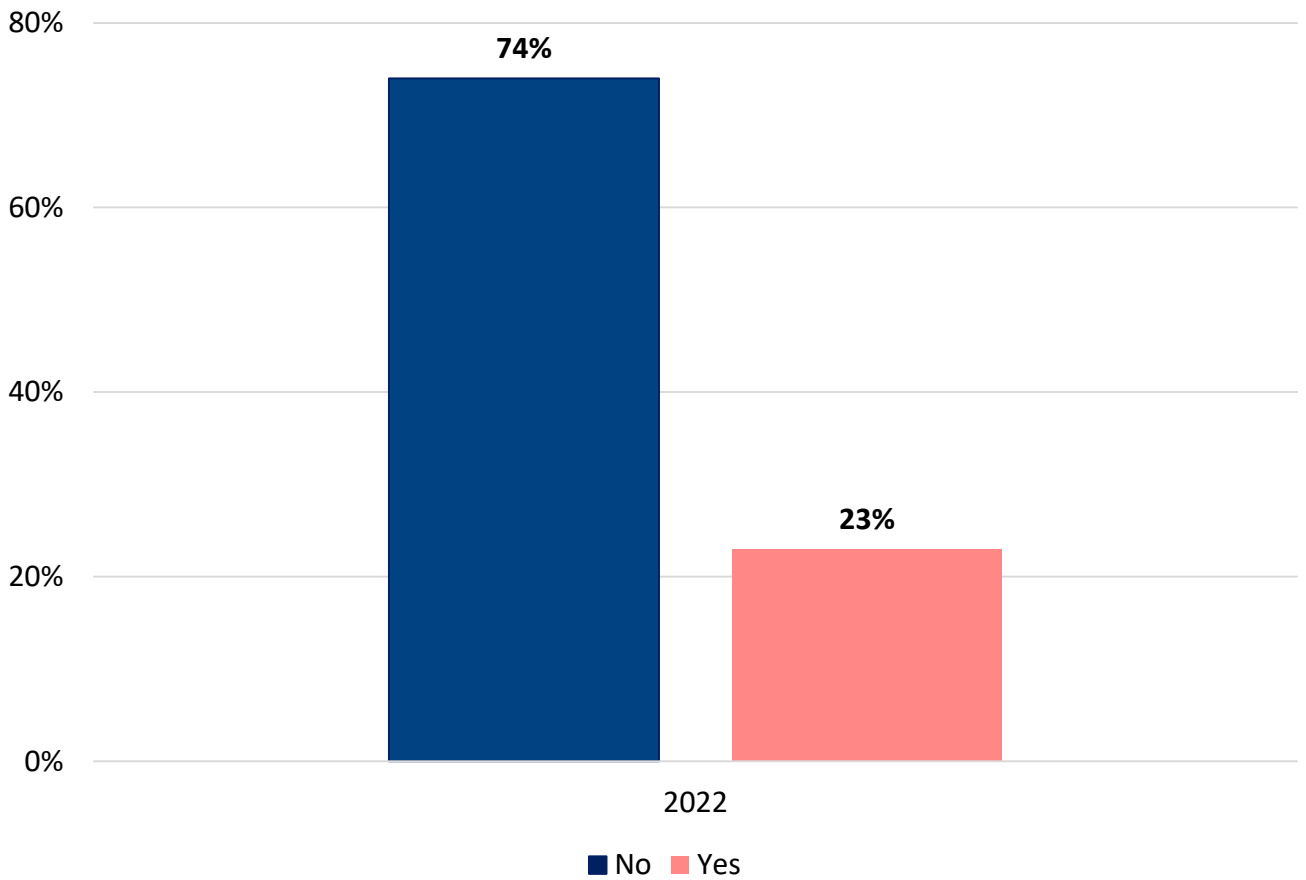
For further questions about the REALTOR® Safety Program, please e-mail safety@nar.realtor.

Proactive Procedures for Safety

- The typical respondent meets prospective clients whom they've never met before either at their office or in a neutral location 66 percent of the time.
- Seventy-three percent have personal safety protocols in place that they follow with every client. This is more likely among females (76 percent) than among males (67 percent).
- Forty percent of residential REALTORS® said that they have participated in a self-defense class.
- Forty-three percent of men and 54 percent of women carry a self-defense weapon or tool.
- Among those who participated in a REALTOR® safety course, 75 percent said they feel more prepared for unknown situations after taking a REALTOR® Safety course.

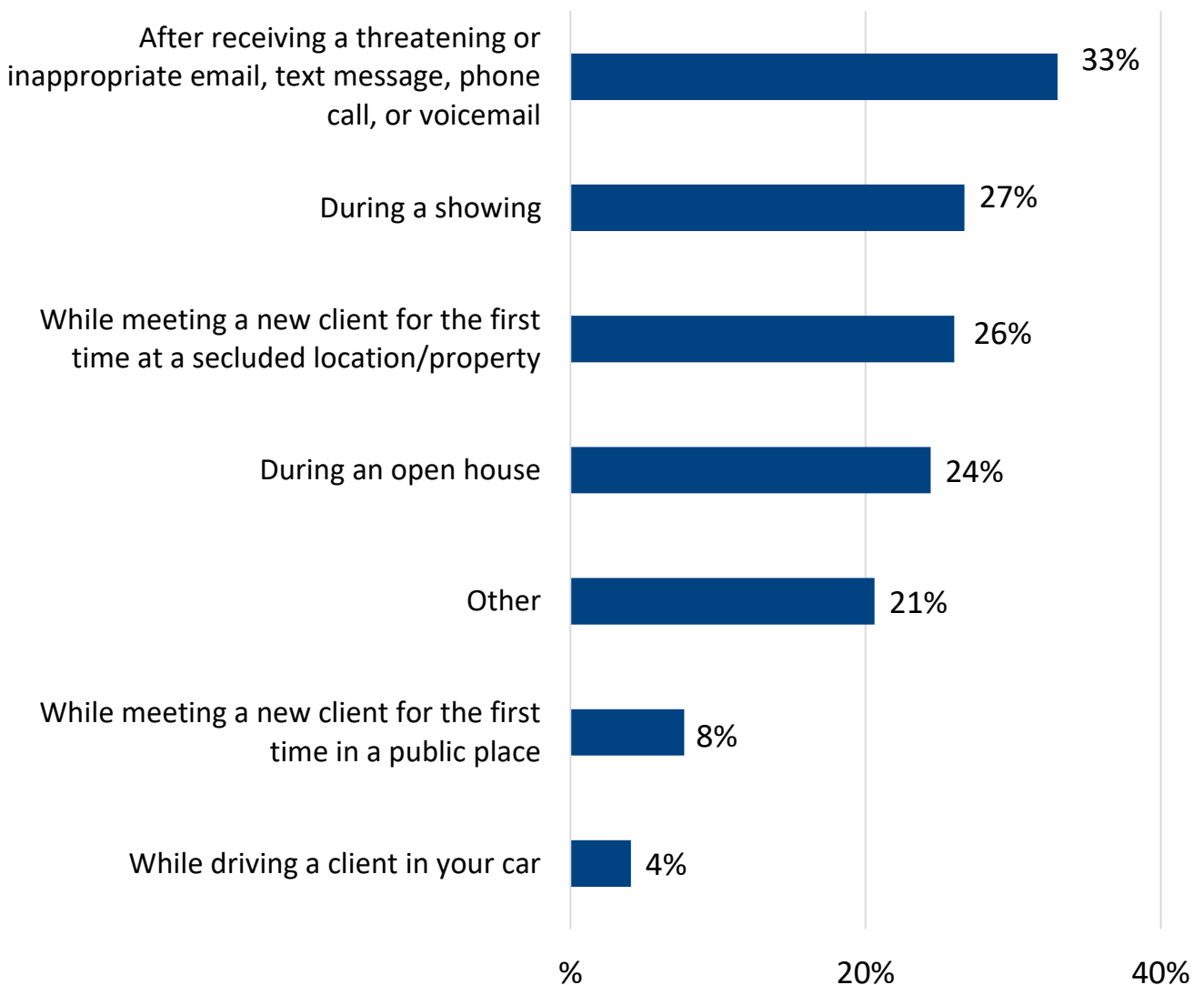
REALTOR® Experienced a Situation That Made Them Fear for Their Personal Safety or Safety of Their Personal Information

Residential REALTORS® were less likely to have experienced a situation that made them fear for their personal safety or the safety of their personal information in 2022 (23%).



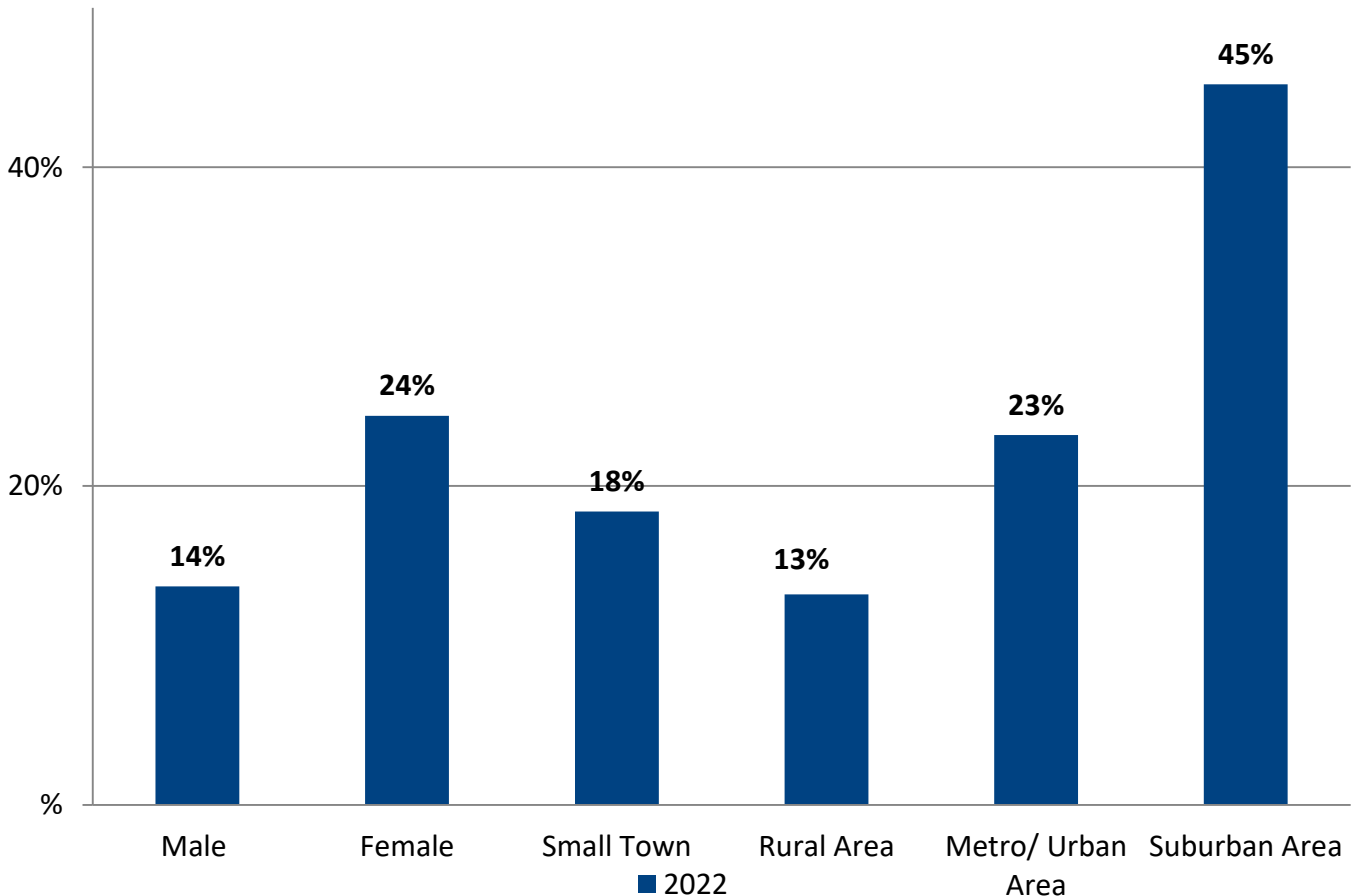
Situation in Which REALTOR® Feared for Their Personal Safety

Residential REALTORS® most often reported feeling unsafe after receiving a threatening or inappropriate email, text message, phone call, or voicemail (33%) and during a showing (27%).



REALTOR® Experienced a Situation That Made Them Fear for Their Personal Safety or Safety of Their Personal Information

In 2022 this was more common among women and real estate professionals in suburban or metro/urban areas.

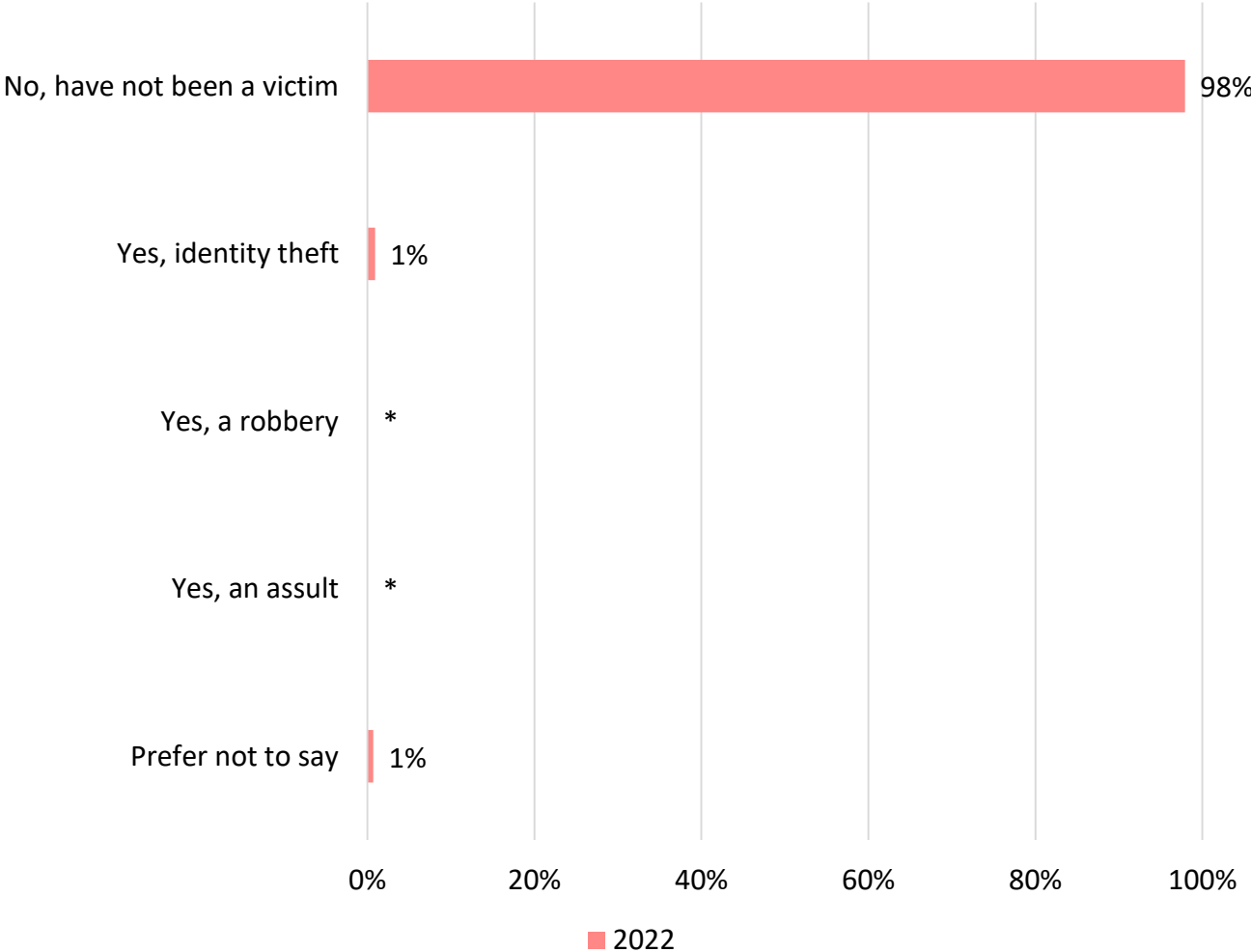


2021 stats combines both Residential and Commercial Data



REALTOR® Was a Victim of a Crime (Violent or Not) While Working as a Real Estate Professional

Ninety-eight percent of residential REALTORS® had not been a victim of a crime while working as a real estate professional.

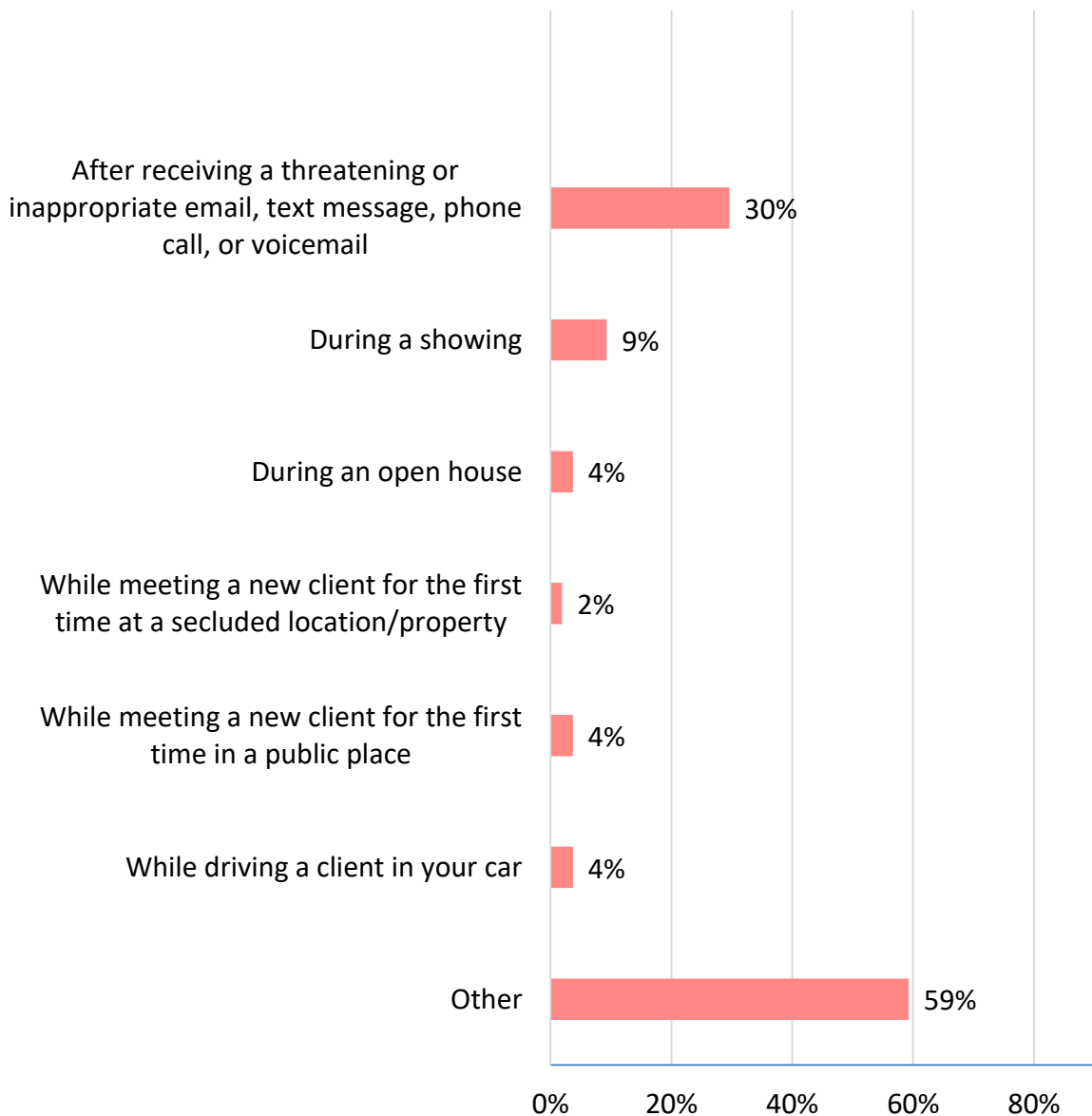


*- Less than 1%



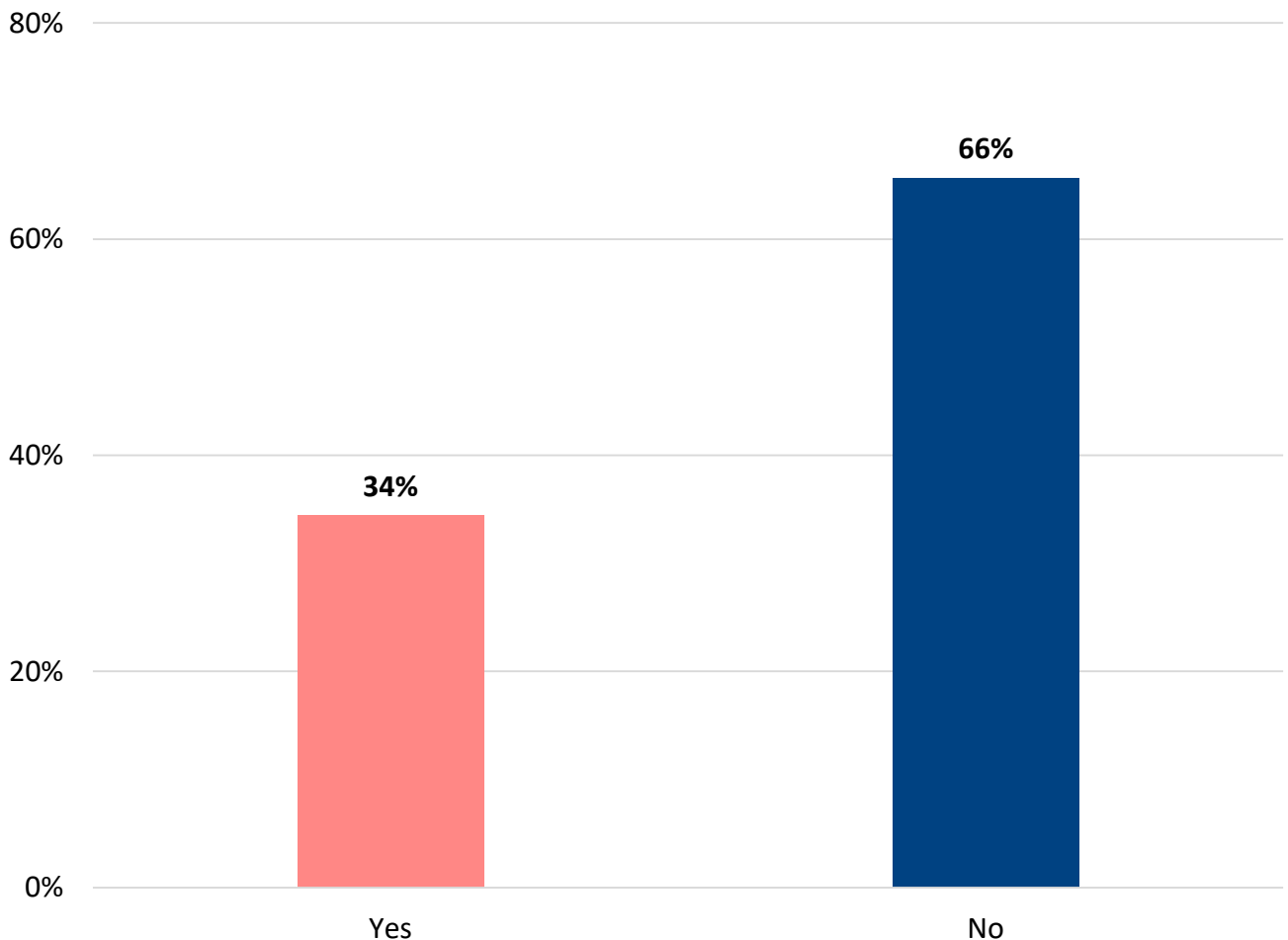
Where/When the Crime Occurred

Residential REALTORS® were likely to encounter crimes after receiving a threatening or inappropriate email, text message, phone call, or voicemail (30%) or during a showing (9%).



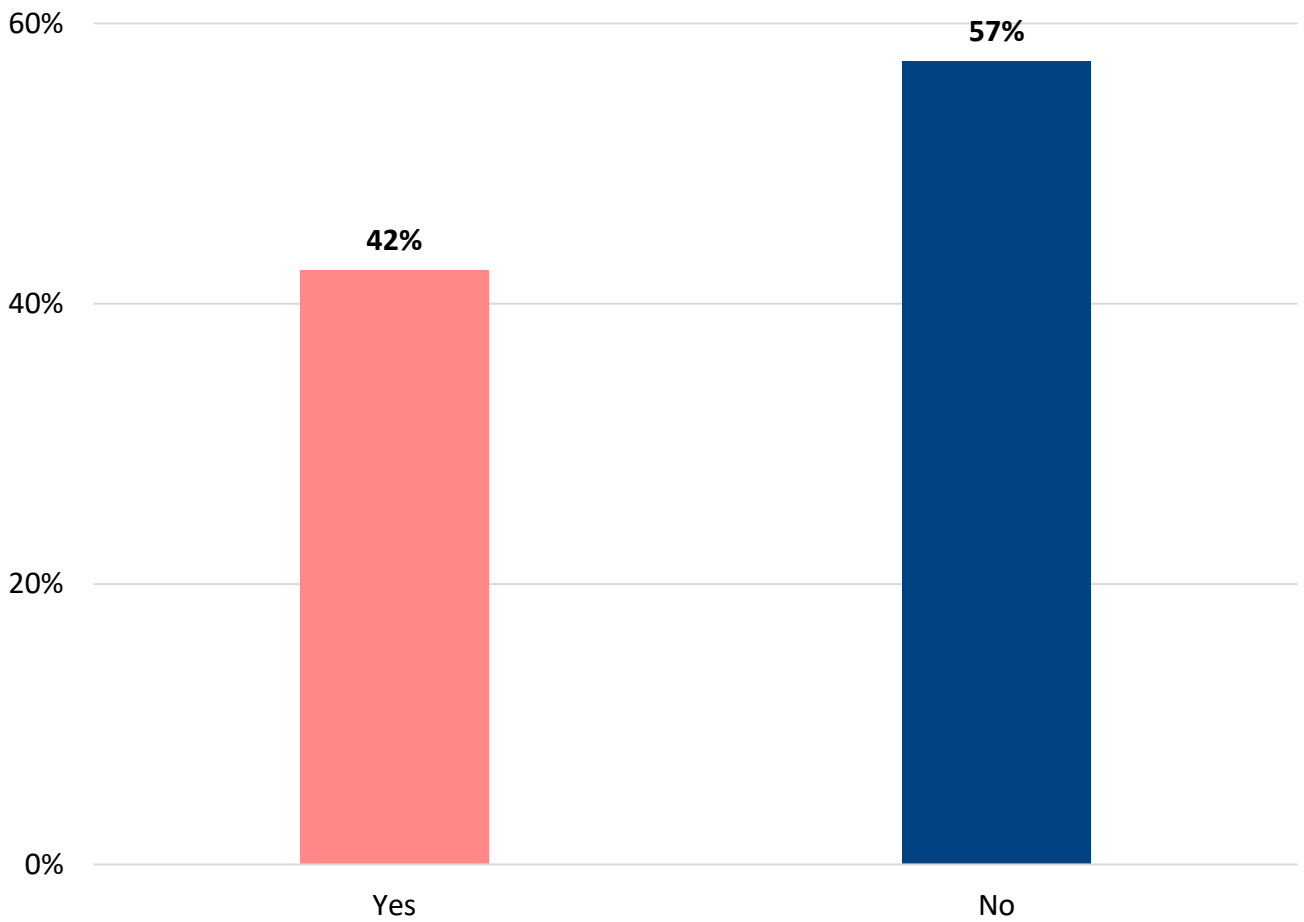
Over the Past 12 Months, REALTOR® Has Met a New or Prospective Client Alone at a Secluded Location/Property

Thirty-four percent of residential REALTORS® said that they had met a new or prospective client alone at a secluded location or property.



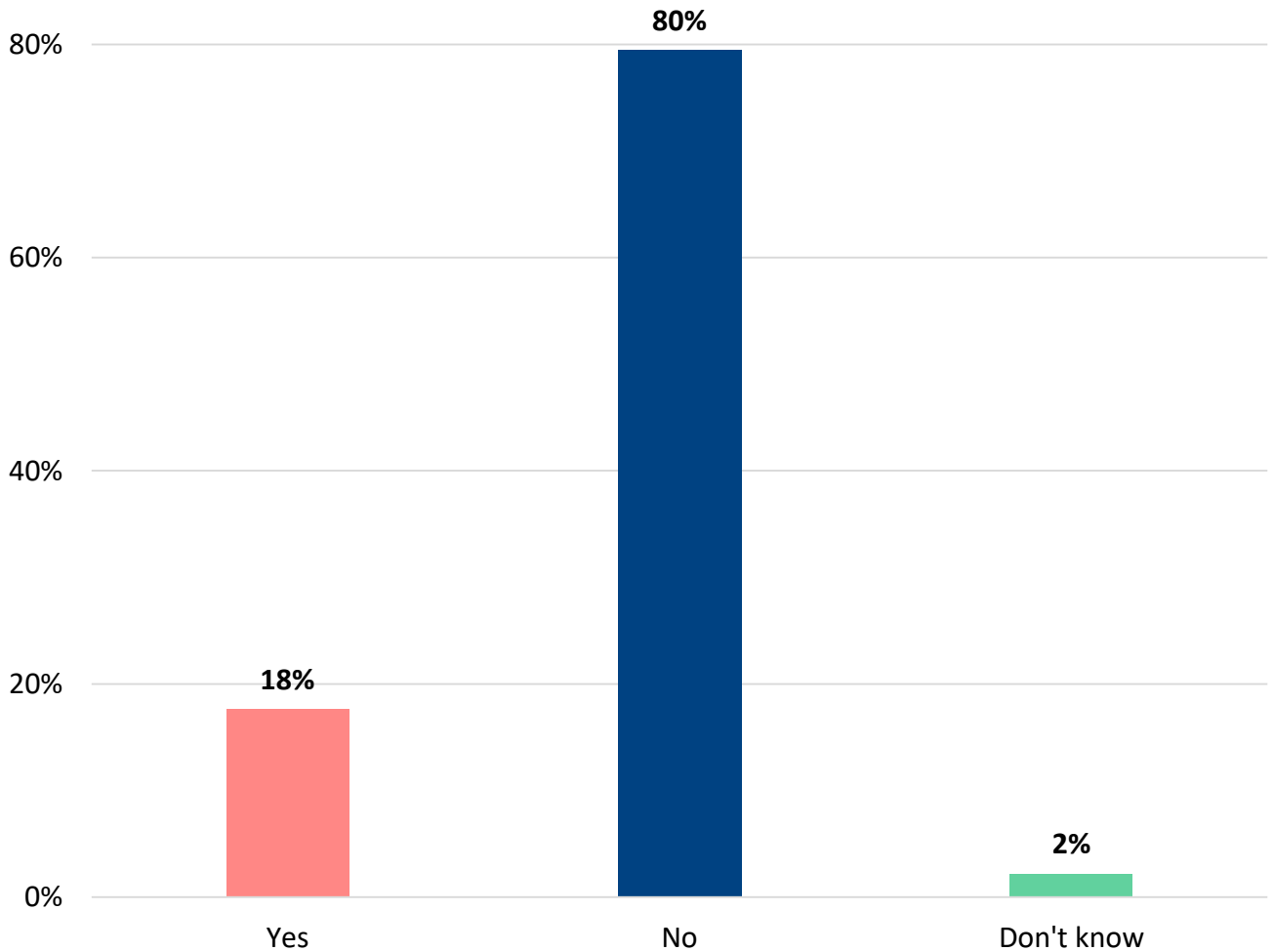
Over the past 12 months, REALTOR® Has Hosted an Open House Alone

Forty-two percent of residential REALTORS® hosted an open house alone in 2022.



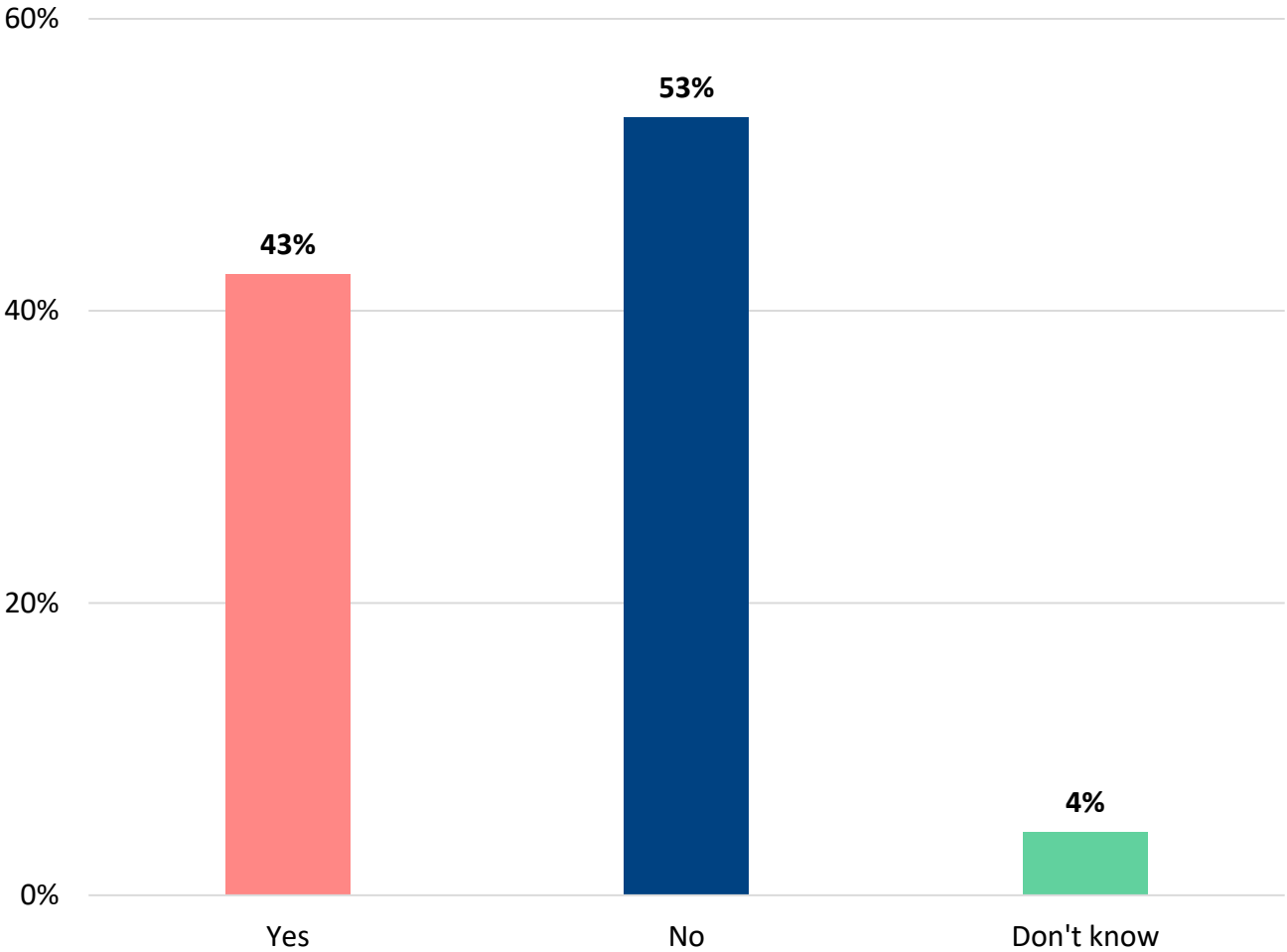
Over the Past 12 Months, REALTOR® Has Felt Unsafe While Hosting an Open House Alone

Eighteen percent of residential REALTORS® felt unsafe while hosting an open house alone.



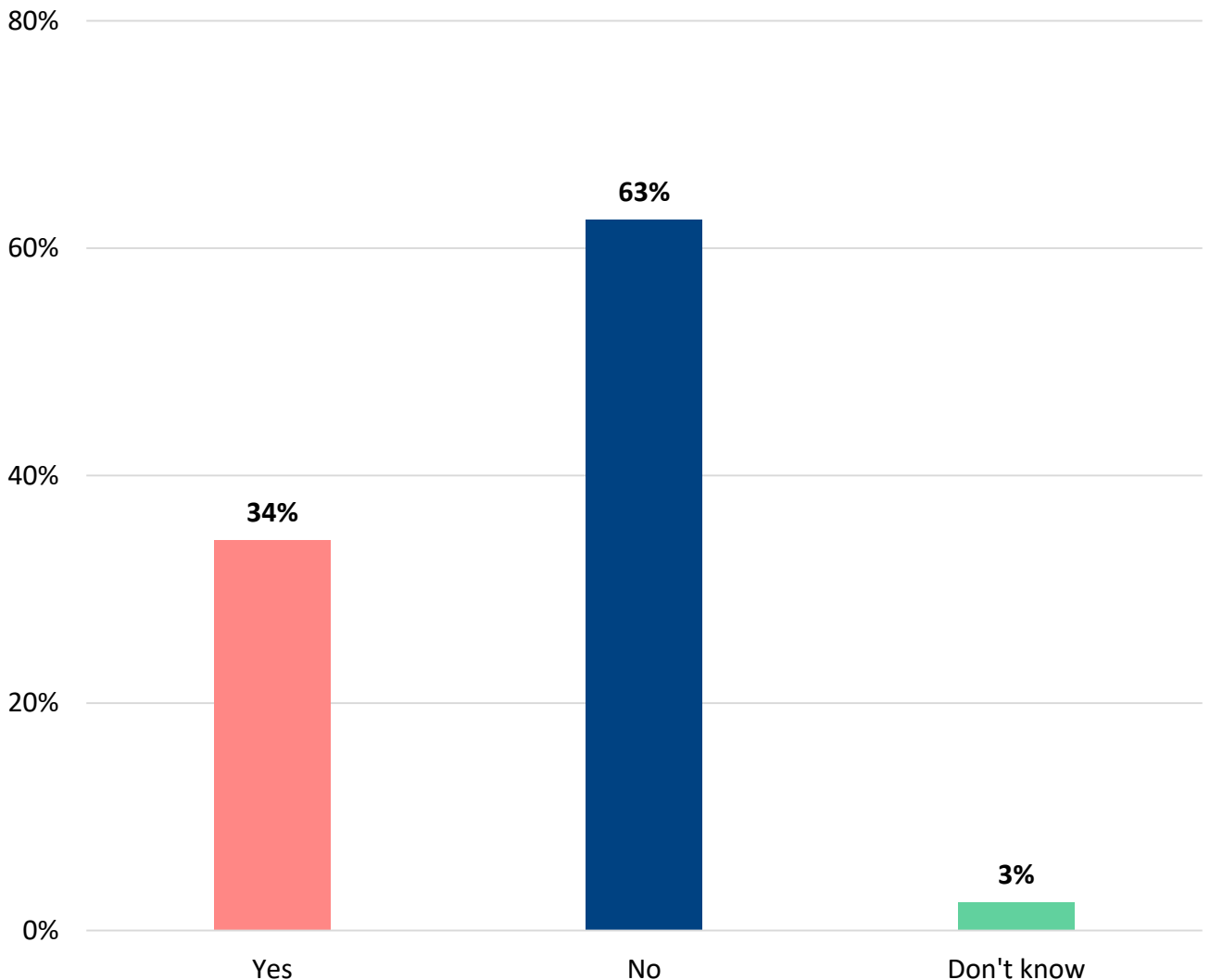
Over the Past 12 Months, REALTOR® Has Shown Vacant Properties in Areas with Poor or No Phone Coverage

Forty-three percent of residential REALTORS® have shown vacant properties in areas with poor or no phone coverage in the past 12 months.



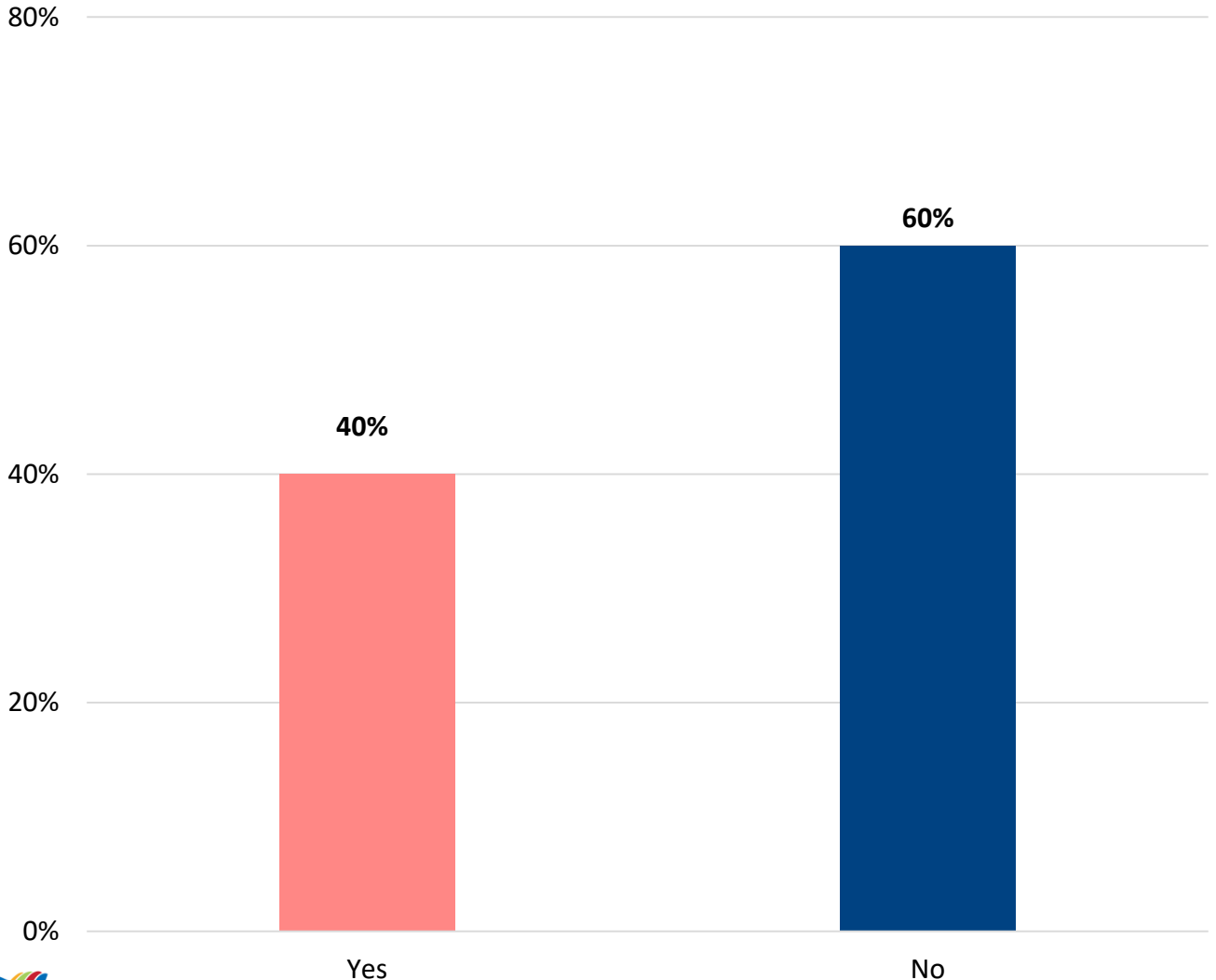
Over the Past 12 Months, REALTOR® Has Felt Unsafe While Showing Vacant Properties in Areas with Poor or No Phone Coverage

Thirty-four percent of residential REALTORS® felt unsafe while showing vacant properties in areas with poor or no phone coverage.



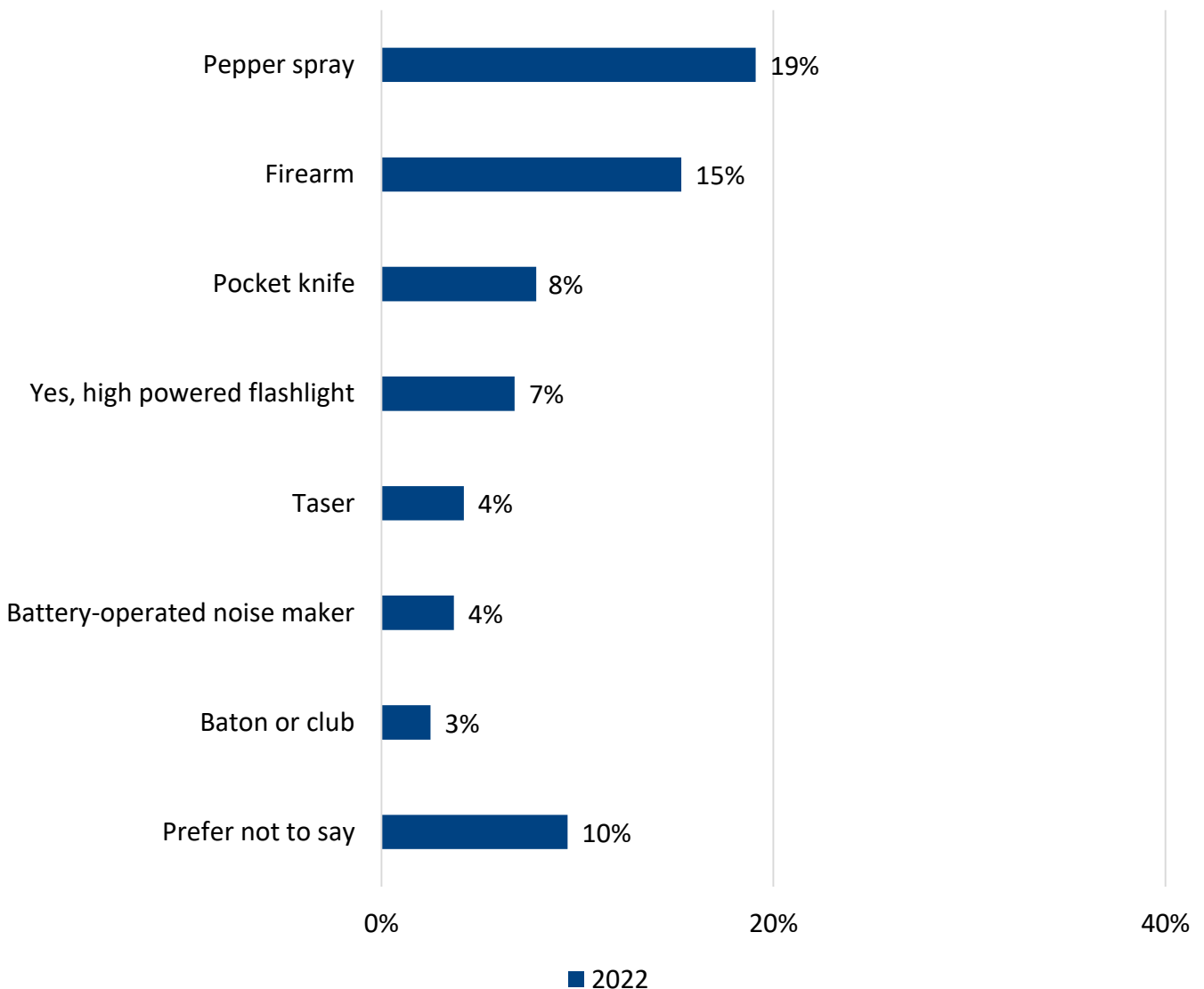
REALTOR® Has Participated in a Self-Defense Class

Forty percent of residential REALTORS® said that they have participated in a self-defense class.



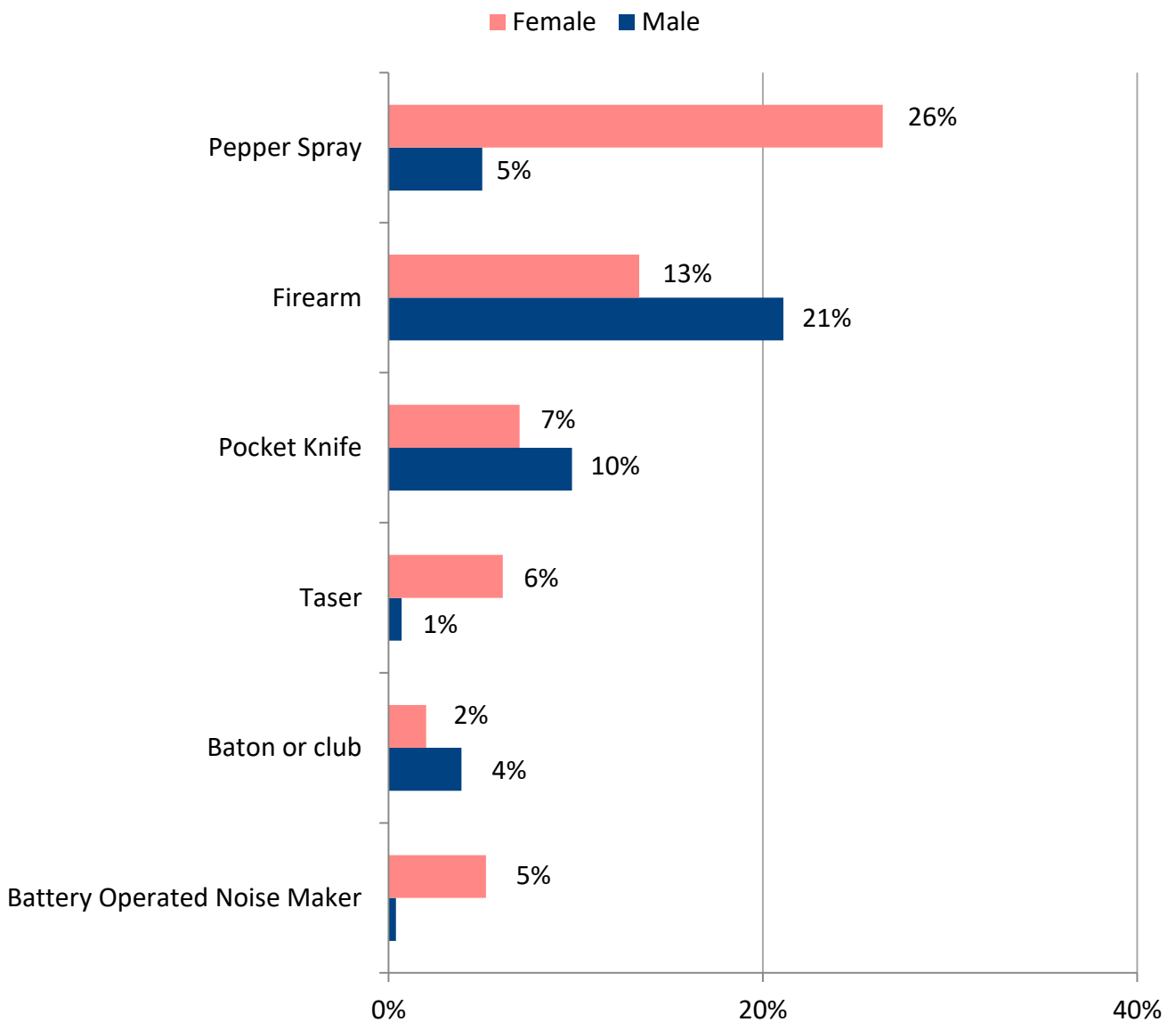
Self-Defense Weapons

Fifty-one percent of residential members choose to carry self-defense weapons. The most common self-defense weapons carried are:



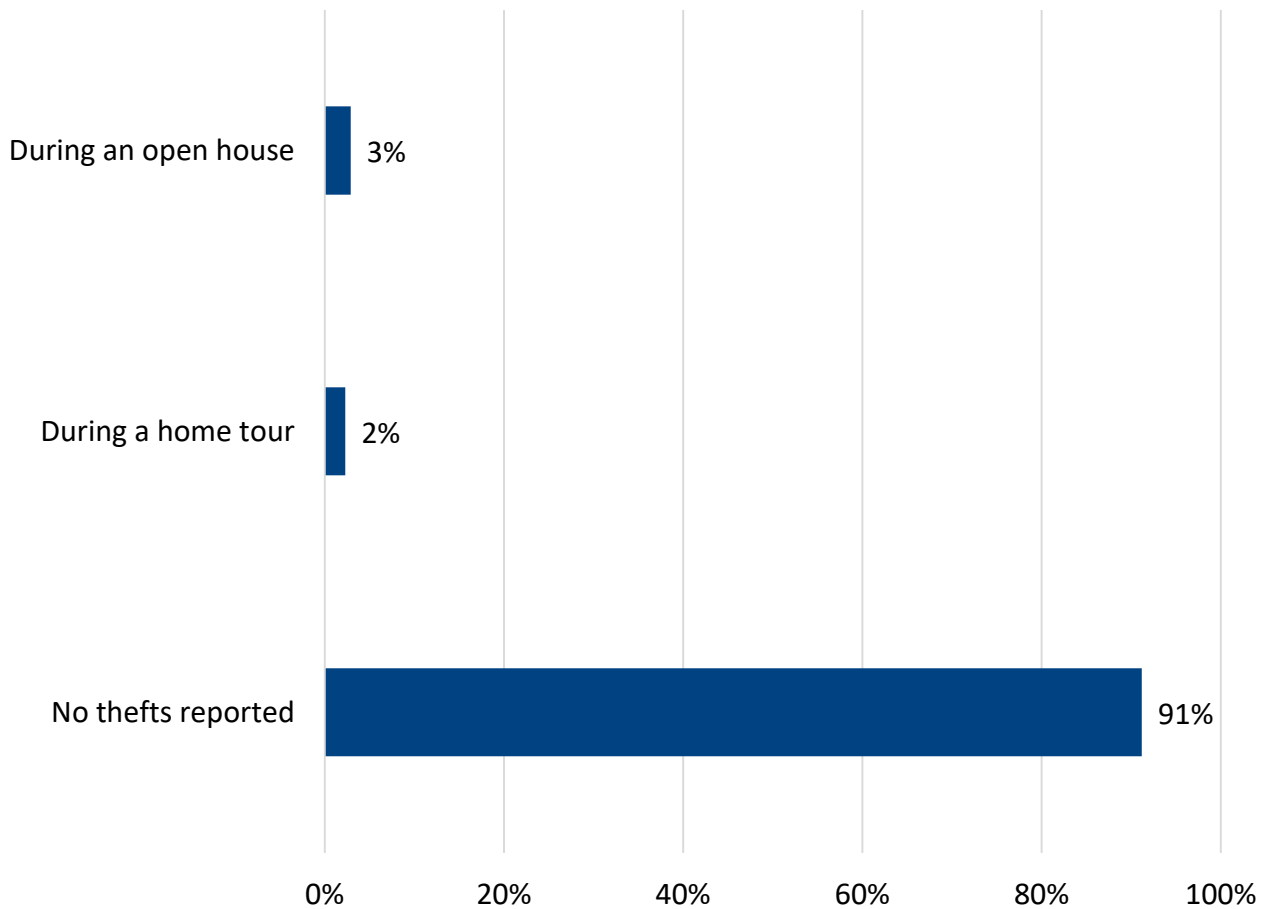
Self-Defense Weapons

Forty-three percent of men and 54 percent of women carry a self-defense weapon or tool.



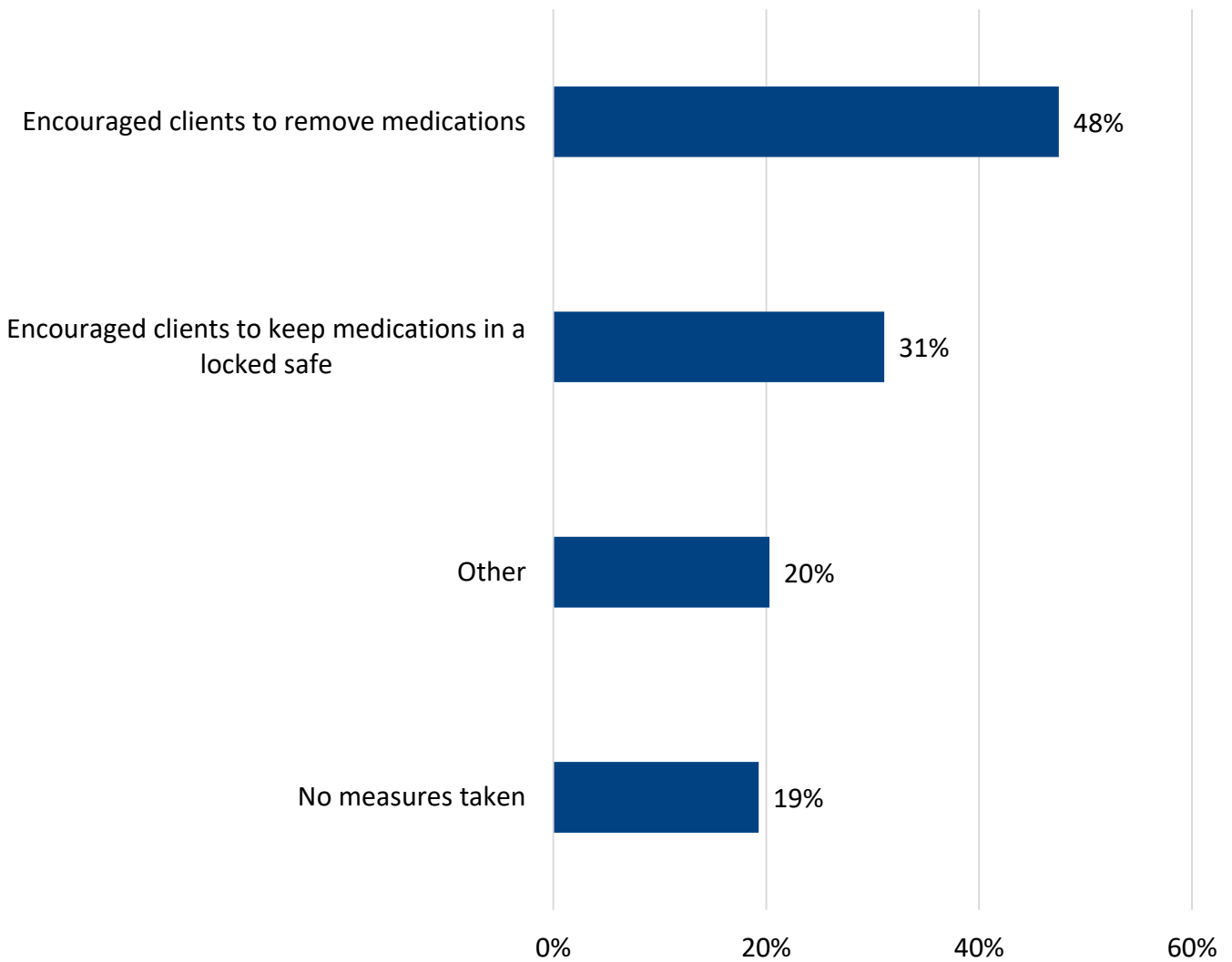
Theft of Personal Items

Ninety-one percent of residential members' clients did not report any thefts of personal items from their home. Three percent reported a theft during an open house, and 2% during a home tour.



Measures to Safeguard Clients' Personal Items From Theft

Forty-eight percent of residential REALTORS® said they have encouraged clients to keep medications in their possession, and 31 percent have encouraged clients to keep their medications in a locked safe.



Use of Smart Phone Safety Apps

Sixty-four percent of residential members use a smartphone safety app to track whereabouts and alert colleagues in case of an emergency. The most commonly used apps listed are similar to those in 2021.

Most Commonly Used Smart Phone Apps:	
Find My iPhone feature	40%
GPS Phone Track for Android	9
SentriKey (TM) Real Estate App: Agent Safety Feature	7
Forewarn	8
HomeSnap Pro	3

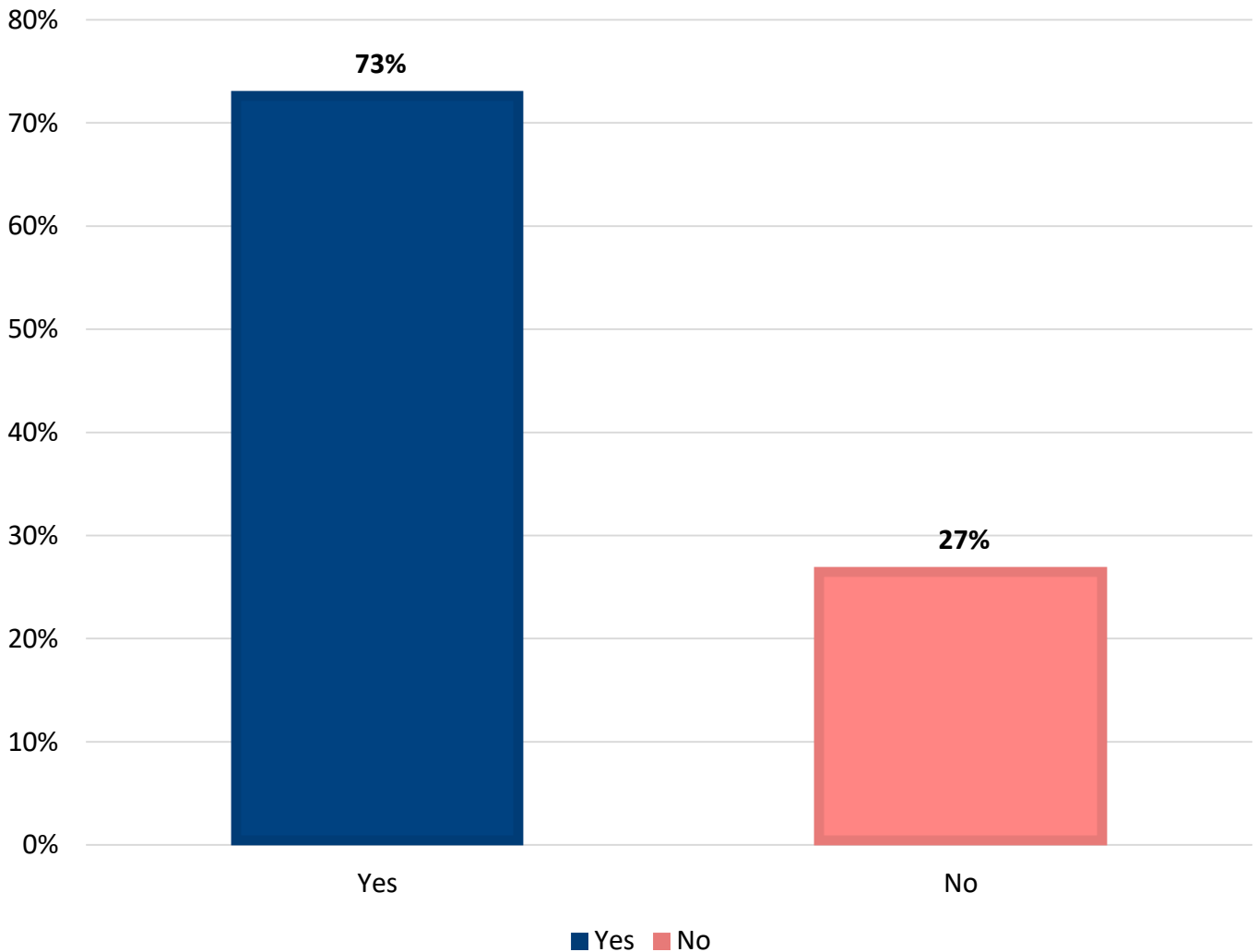
Other less commonly used apps mentioned: Guard Llama, KATANA Safety, Kleard, Lifeline Response, People Smart, PROtect, SafeShowings, See Something Send Something, Sprint Safe & Found, Wearsafe.

As a safety precaution, many members listed notifying a spouse, friend, or family member of their location before showing a home. Females are more likely to use apps or a safety notification procedures at 69 percent compared to 55 percent for males.

Personal Safety Protocols

Seventy-three percent of residential REALTORS® said that they have personal safety protocols in place that they follow with every client.

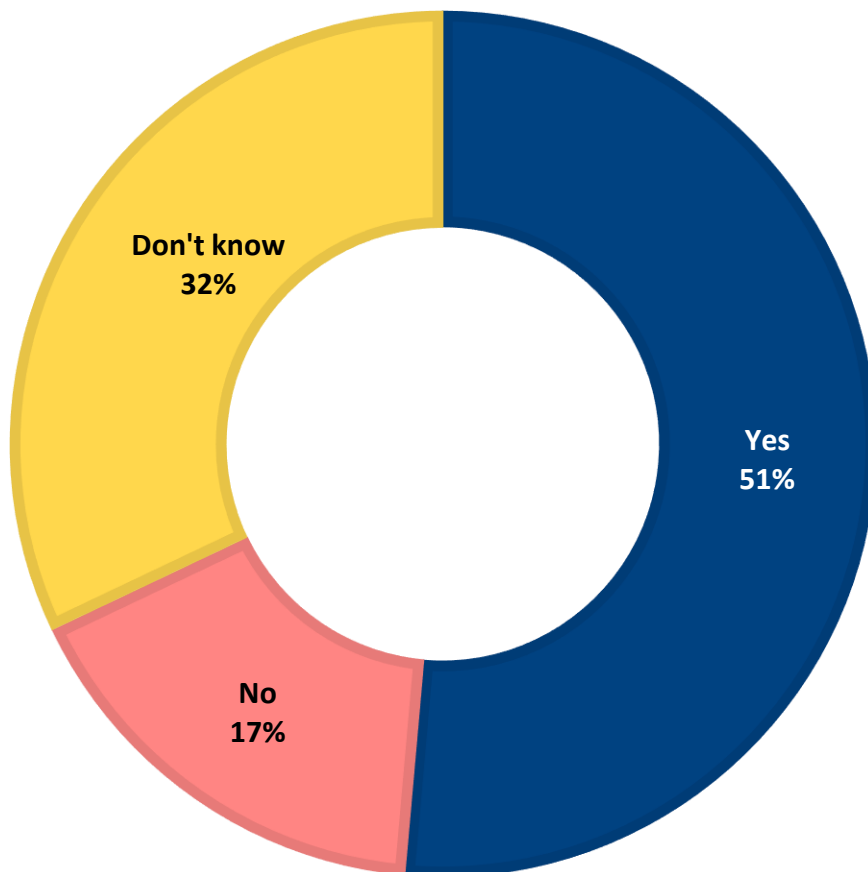
REALTORS® Has Personal Safety Protocols in Place to Follow with Every Client:



Standard Procedures for Agent Safety

Fifty-one percent of residential REALTORS® said that their brokerage has these procedures in place.

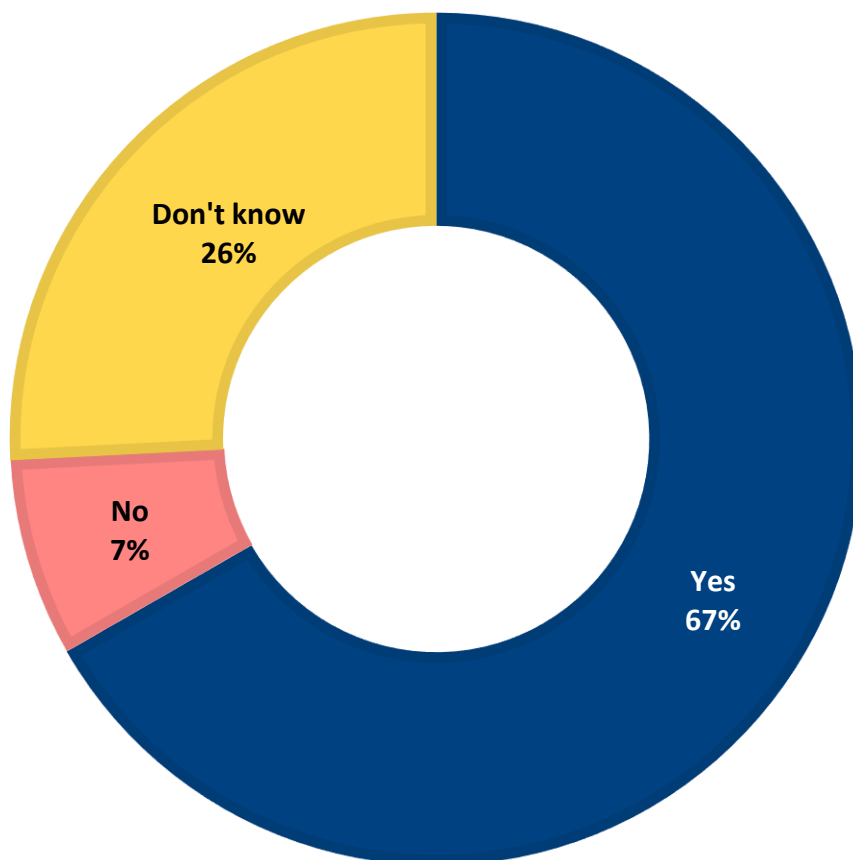
Real Estate Brokerage Has Standard Procedures for Agent Safety:



Standard Procedures for Client Data and Information Safety

Sixty-seven percent of residential REALTORS® said that their offices have these procedures in place.

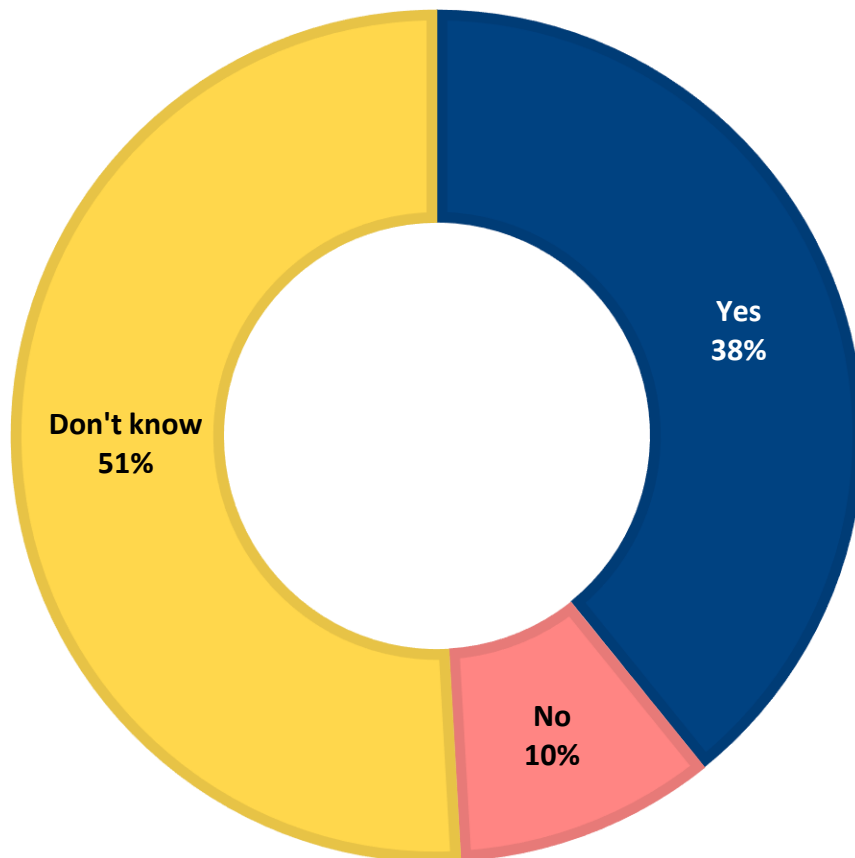
Real Estate Office has Standard Procedures for Safeguarding and Proper Disposal of Client Data and Client Information:



Local REALTOR® Association Safety Training

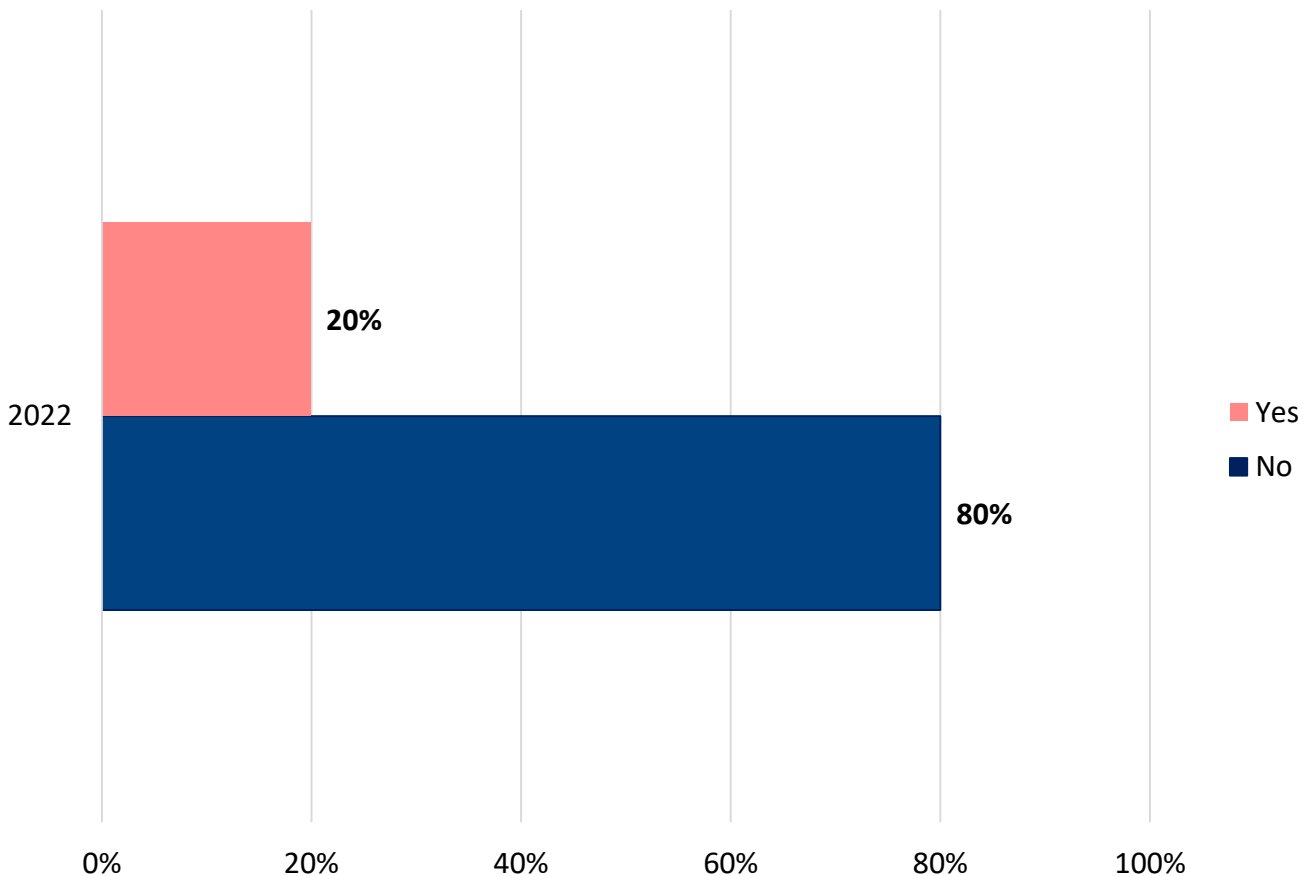
Thirty-eight percent of residential REALTORS® said that their local REALTOR® Association includes safety training as part of new member orientation.

Local REALTOR® Association Includes Safety Training as Part of New Member Orientation:



REALTOR® Has Attended a REALTOR® Safety Course

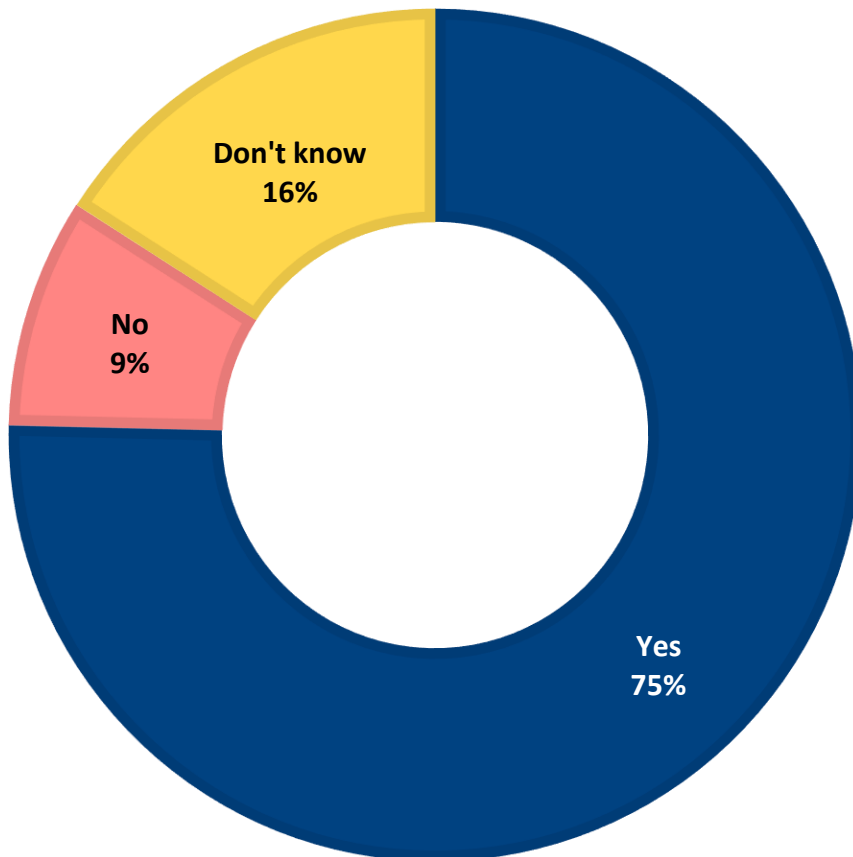
Twenty percent of residential REALTORS® have attended a REALTOR® Safety course in 2022.



REALTOR® Feels More Prepared After Taking A REALTOR® Safety Course

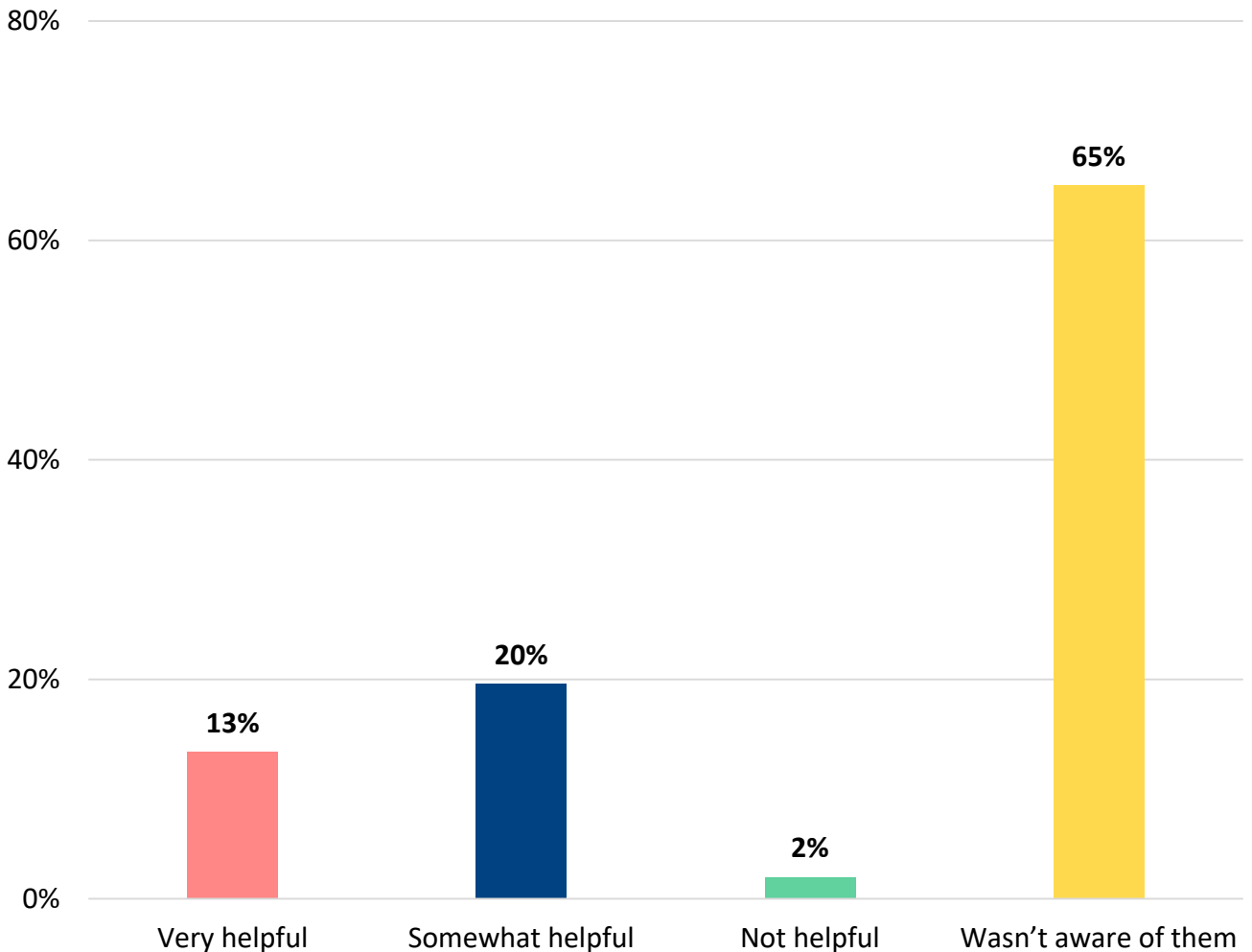
Seventy-five percent of residential REALTORS® said that they feel more prepared for unknown situations after taking a REALTOR® Safety course.

REALTOR® Feels More Prepared for Unknown Situations After Taking A REALTOR® Safety Course:



Weekly Safety Tips Posted on NAR's Social Media Accounts Helpful

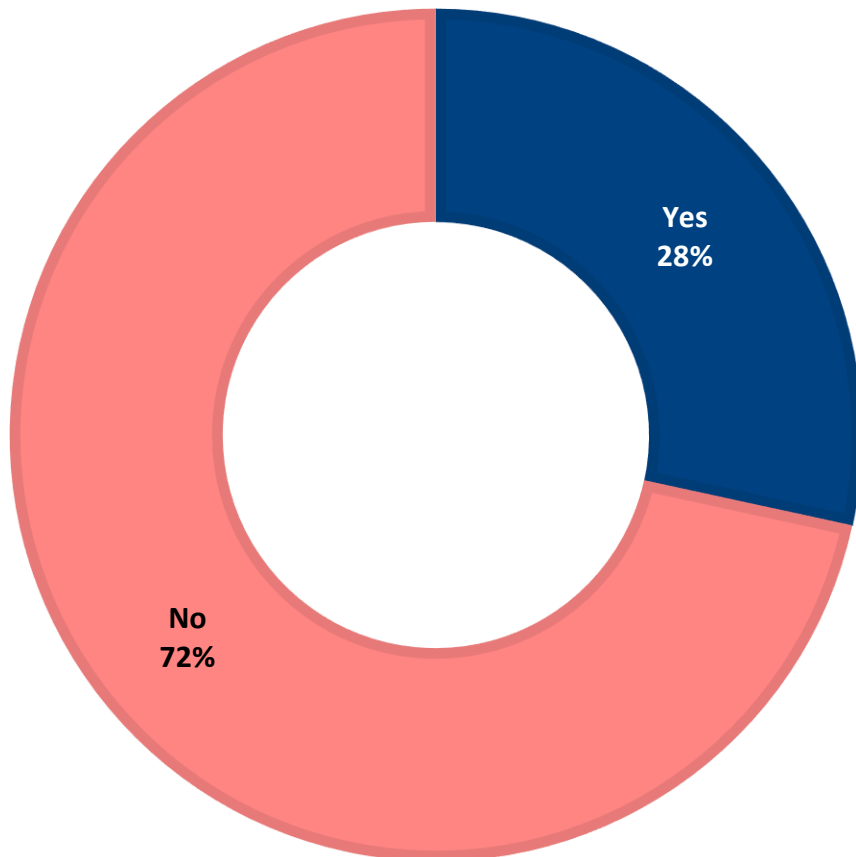
Thirty-three percent of residential REALTORS® said that the weekly safety tips posted on NAR's social media accounts were very or somewhat helpful.



REALTOR® is Aware of REALTOR® Safety Program

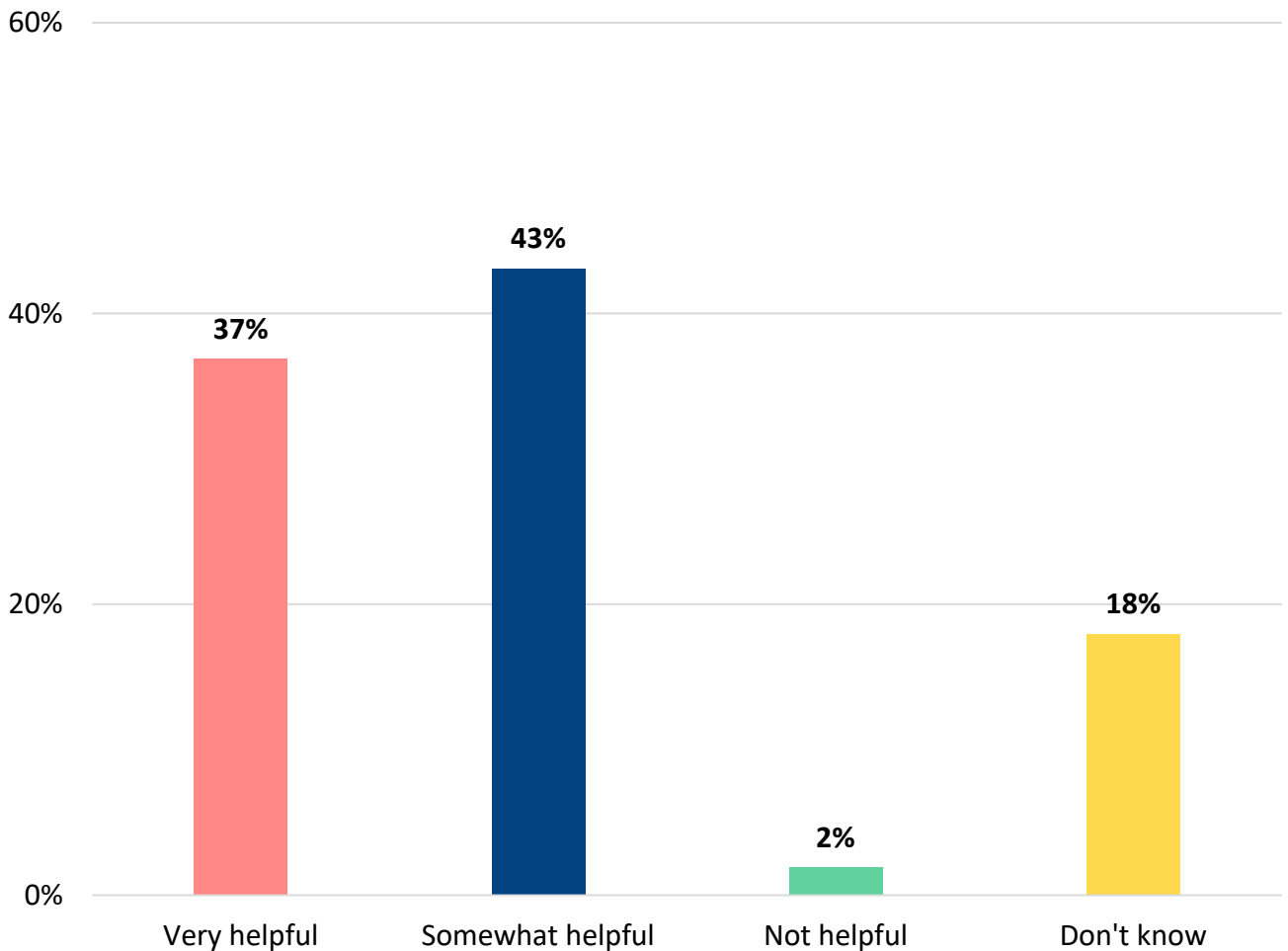
Twenty-eight percent of residential REALTORS® said they were aware of the REALTOR® Safety Program.

REALTOR® is Aware of REALTOR® Safety Program:



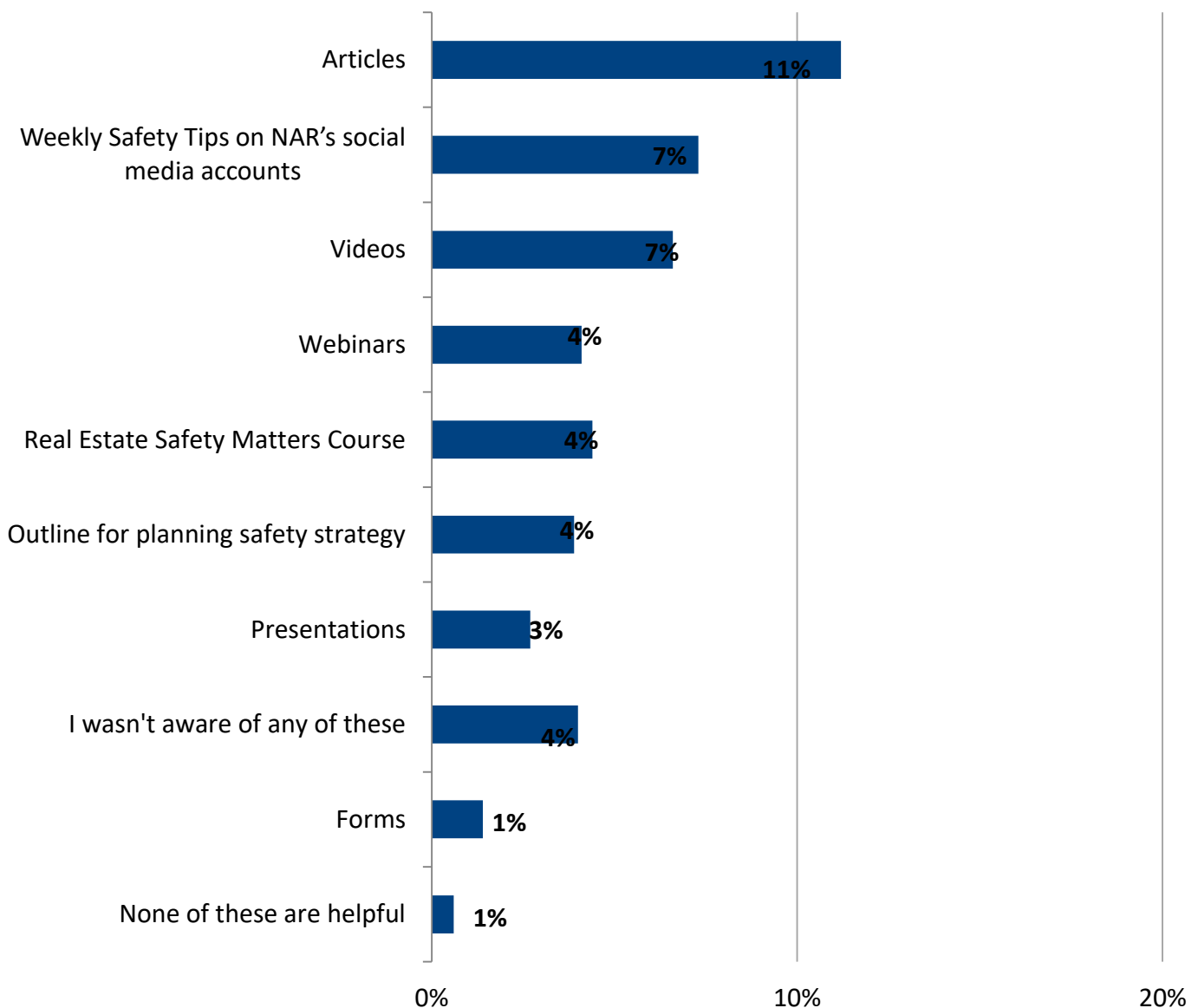
Safety Tips and Information Available in the REALTOR® Safety Program Helpful

Eighty percent of residential REALTORS® said that the safety tips and information available in the REALTOR® Safety Program were very or somewhat helpful.



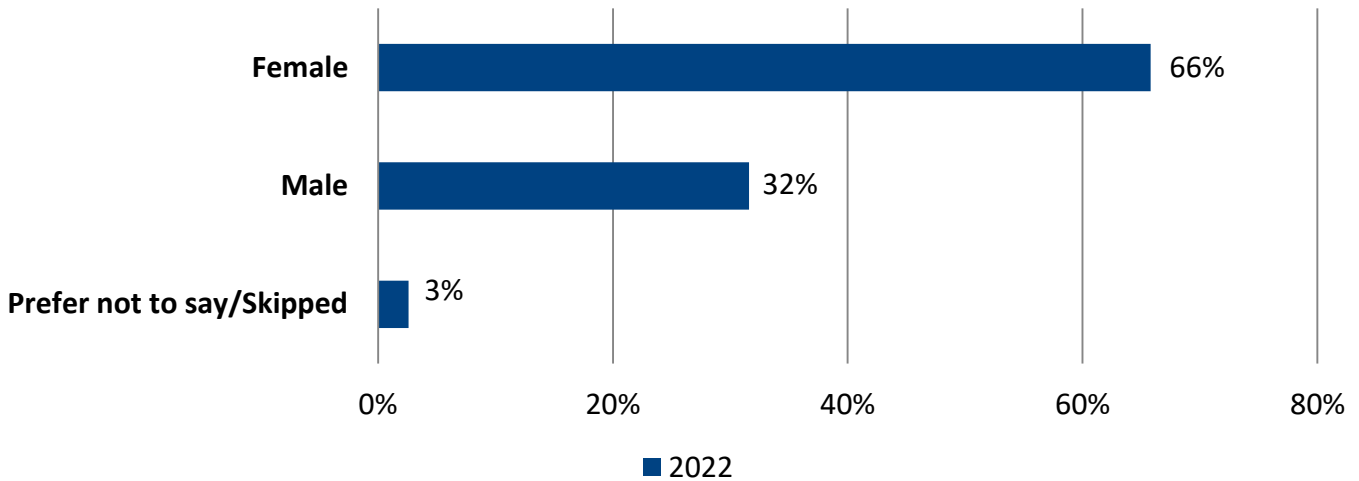
REALTOR® Safety Program Resources

Most Useful REALTOR® Safety Program Resources

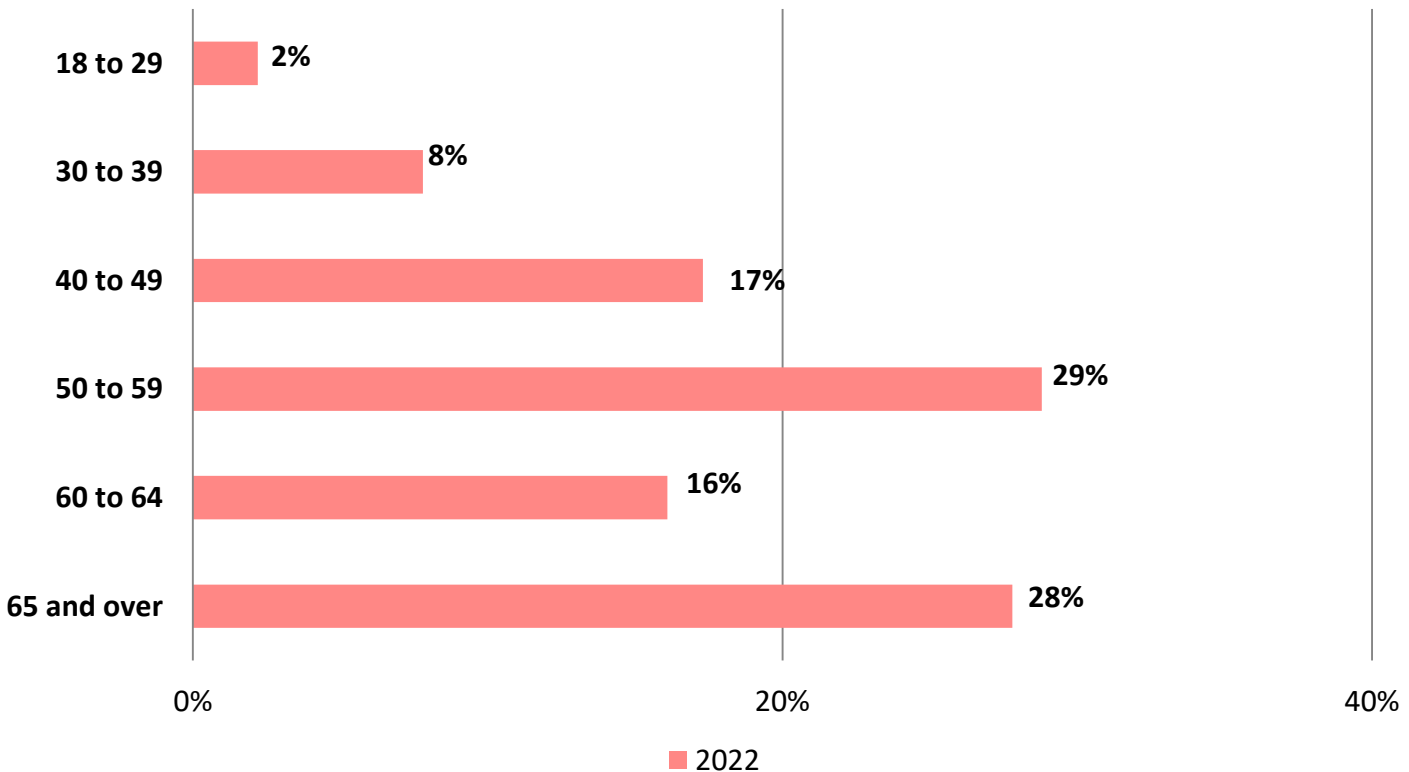


Demographics

Gender



Age

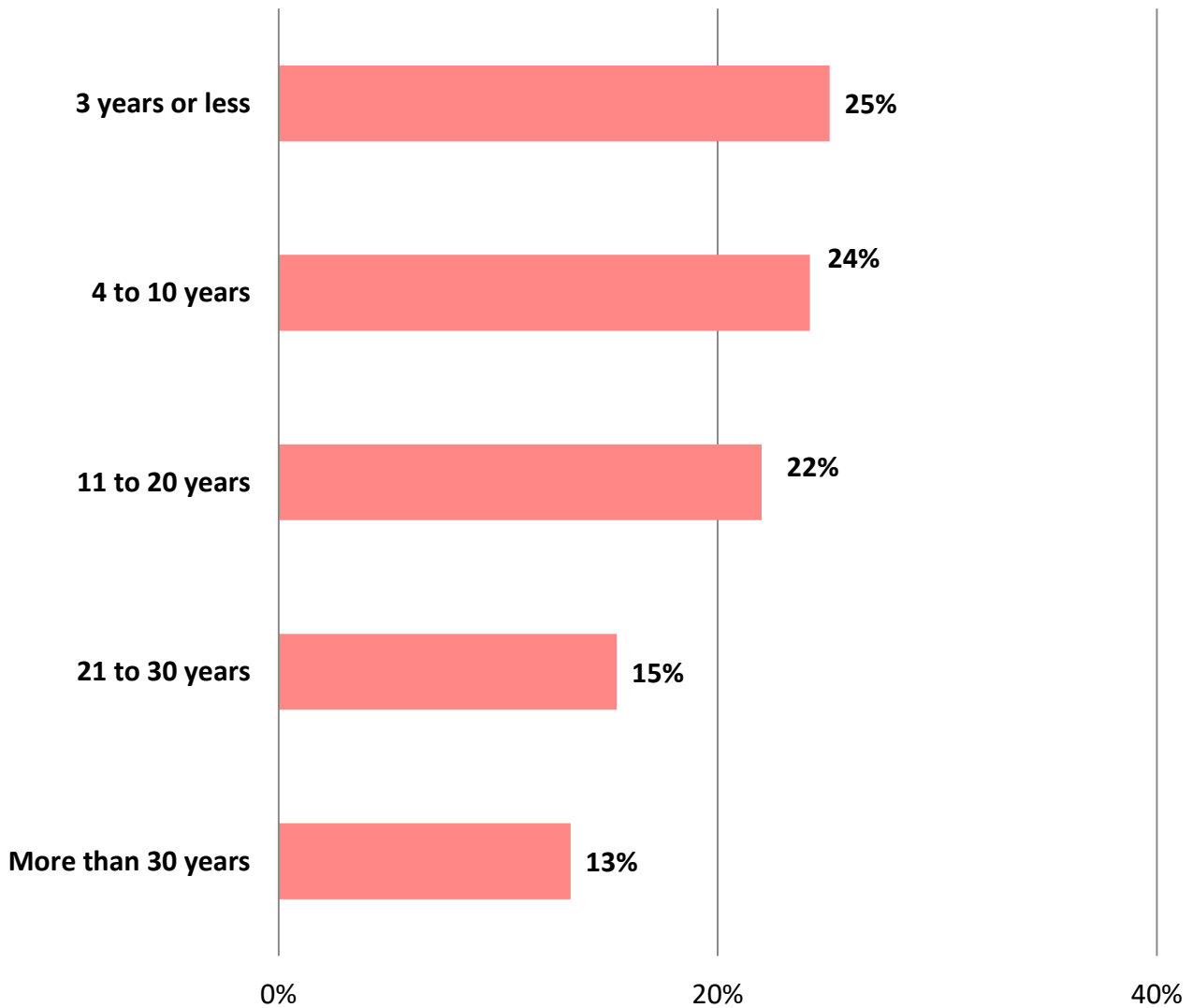


*According to NAR's 2022 Member Profile, 66% of REALTORS® are female. 2022 respondents are slightly older and more likely to be female than the typical REALTOR®.



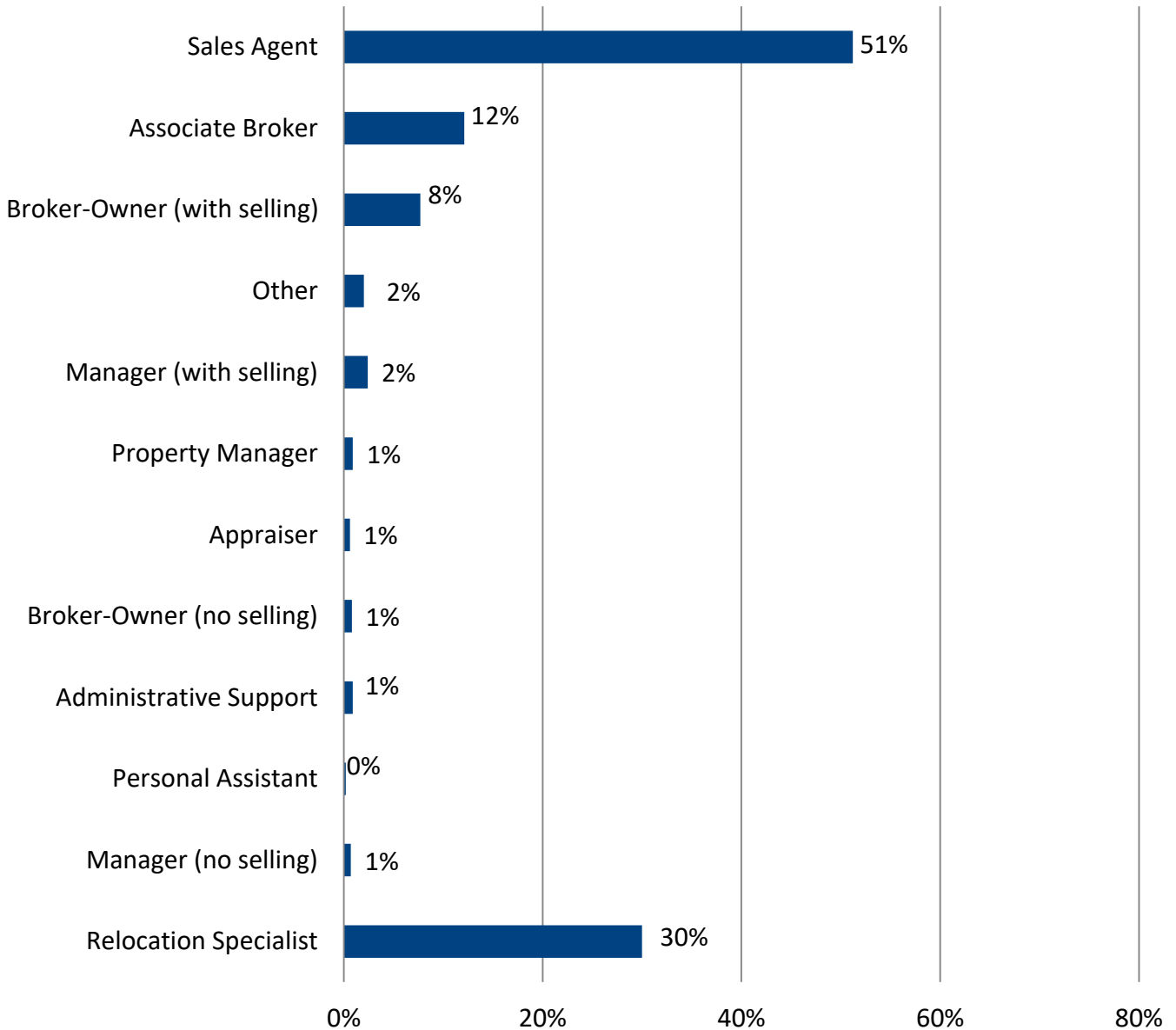
Demographics

Years in Real Estate



Demographics

Function in Real Estate*



*According to NAR's 2022 Member Profile, 67% of REALTORS® are Sales Agents.



NAR REALTOR® Safety Program

- Thirty-three percent of residential REALTORS® said that the weekly safety tips posted on NAR's social media accounts were very or somewhat helpful. Sixty-five percent said they were unaware.
- Twenty-eight percent were aware of NAR's REALTOR® Safety Program.
- Among those aware of the program, 80 percent of residential REALTORS® said that the safety tips and information available in the REALTOR® Safety Program were very or somewhat helpful.
- When asked what additional tools or resources from their National, State, or Local Associations would help them stay safe on the job, the suggestions given most often were self-defense classes, safety courses, and more awareness.

Methodology

The survey was sent to 54,622 residential REALTOR® members. There were 2,227 respondents for a response rate of 4.1 percent. At the 95 percent confidence level the margin of error is +/- 2.08 percent.



The National Association of REALTORS® is America's largest trade association, representing more than 1.4 million members, including NAR's institutes, societies and councils, involved in all aspects of the real estate industry. NAR membership includes brokers, salespeople, property managers, appraisers, counselors and others engaged in both residential and commercial real estate.

The term REALTOR® is a registered collective membership mark that identifies a real estate professional who is a member of the National Association of REALTORS® and subscribes to its strict Code of Ethics.

Working for America's property owners, the National Association provides a facility for professional development, research and exchange of information among its members and to the public and government for the purpose of preserving the free enterprise system and the right to own real property.

NATIONAL ASSOCIATION OF REALTORS® RESEARCH GROUP

The Mission of the NATIONAL ASSOCIATION OF REALTORS® Research Group is to produce timely, data-driven market analysis and authoritative business intelligence to serve members, and inform consumers, policymakers and the media in a professional and accessible manner.

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