

2023

Member Safety Residential Report

National Association of REALTORS®



NATIONAL
ASSOCIATION OF
REALTORS®

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NAR's REALTOR® Safety Program

NAR launched the REALTOR® Safety Program to educate and empower REALTORS®, helping them avoid job-related risks that could be life-threatening. The program emphasizes knowledge, awareness, and empowerment as its core elements.

NAR is committed to the welfare and safety of its members and has dedicated September as REALTOR® Safety Month. However, we strongly encourage associations, brokerages, and members to keep safety at the forefront of their minds every day of the year.

As part of our ongoing efforts to enhance safety, NAR continuously strengthens the program with new resources and tools such as:

- 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 Residential and Commercial Safety Reports.

Explore these resources at **nar.realtor/safety**.

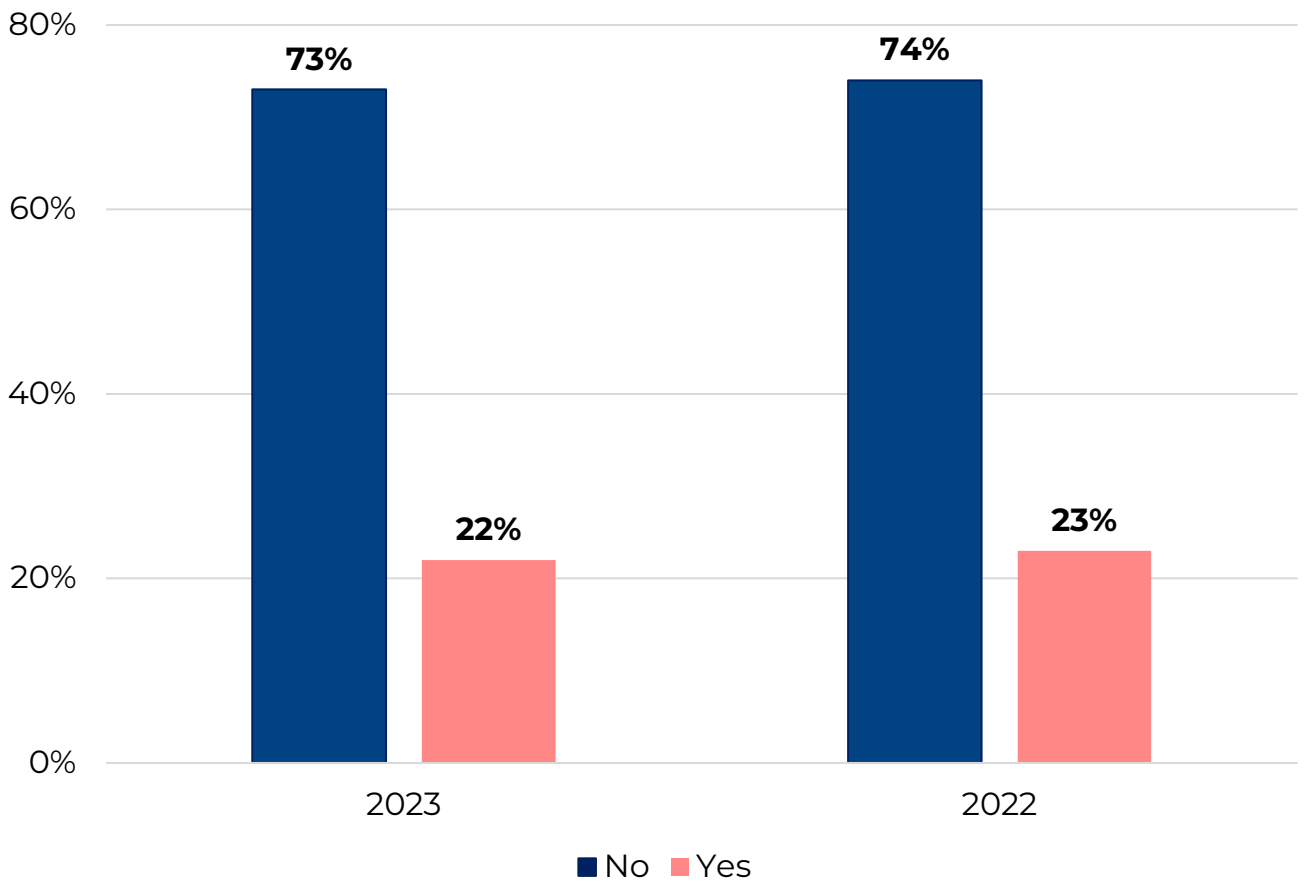
Questions? Contact us at **safety@nar.realtor**.

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 65 percent of the time.
- Seventy-one percent of residential members said that they have personal safety protocols in place that they follow with every client. This is more likely among females (73 percent) than among males (59 percent).
- Thirty-eight percent of residential members said that they have participated in a self-defense class.
- Forty-seven percent of men and 58 percent of women carry a self-defense weapon or tool.
- Among those who participated in a REALTOR® safety course, 66 percent said they feel more prepared for unknown situations after taking a REALTOR® Safety course.

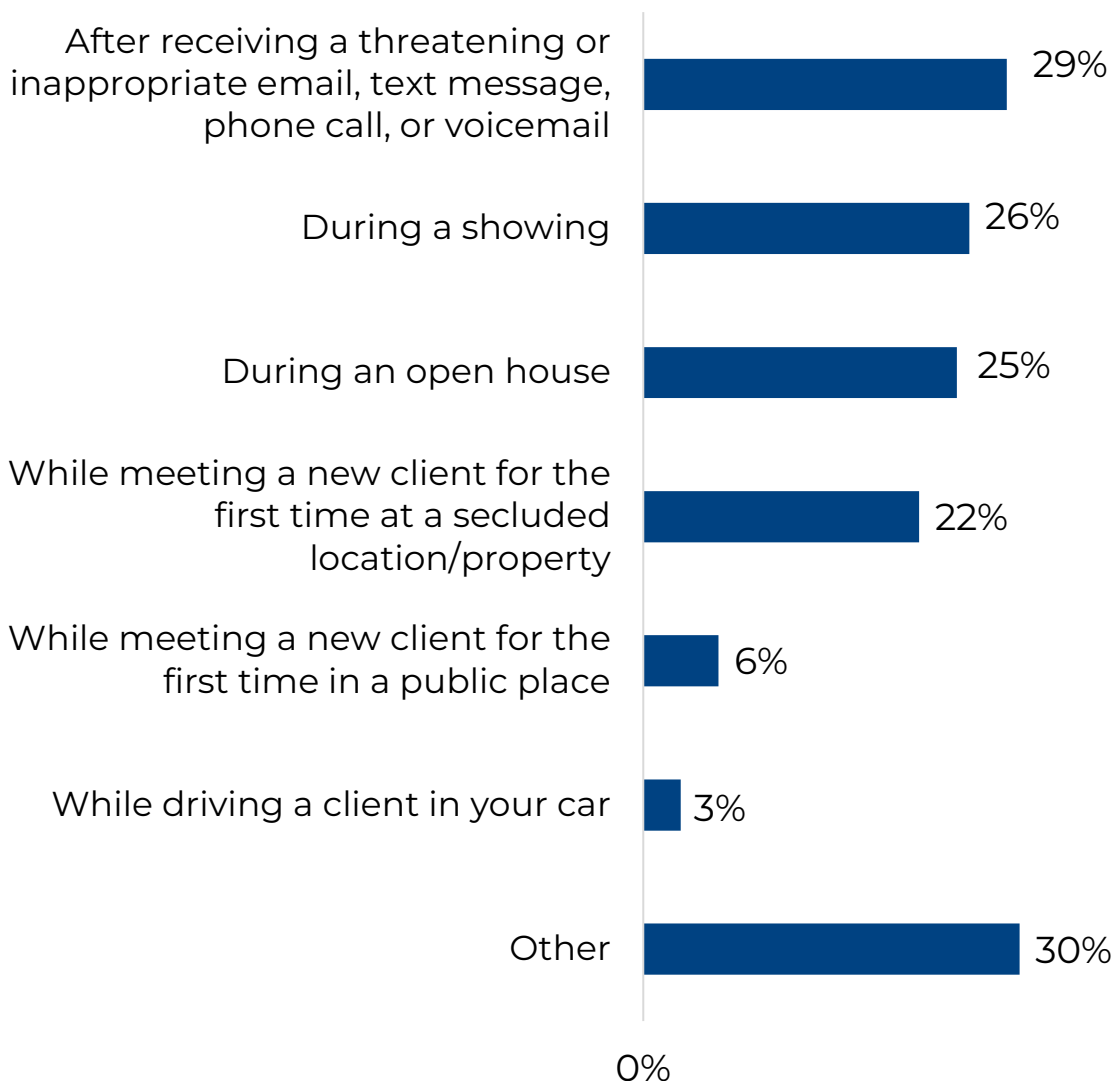
REALTOR® Experienced a Situation That Made Them Fear for Their Personal Safety or Safety of Their Personal Information

Residential members experienced a situation that made them fear for their personal safety or the safety of their personal information in 2023 (22%).



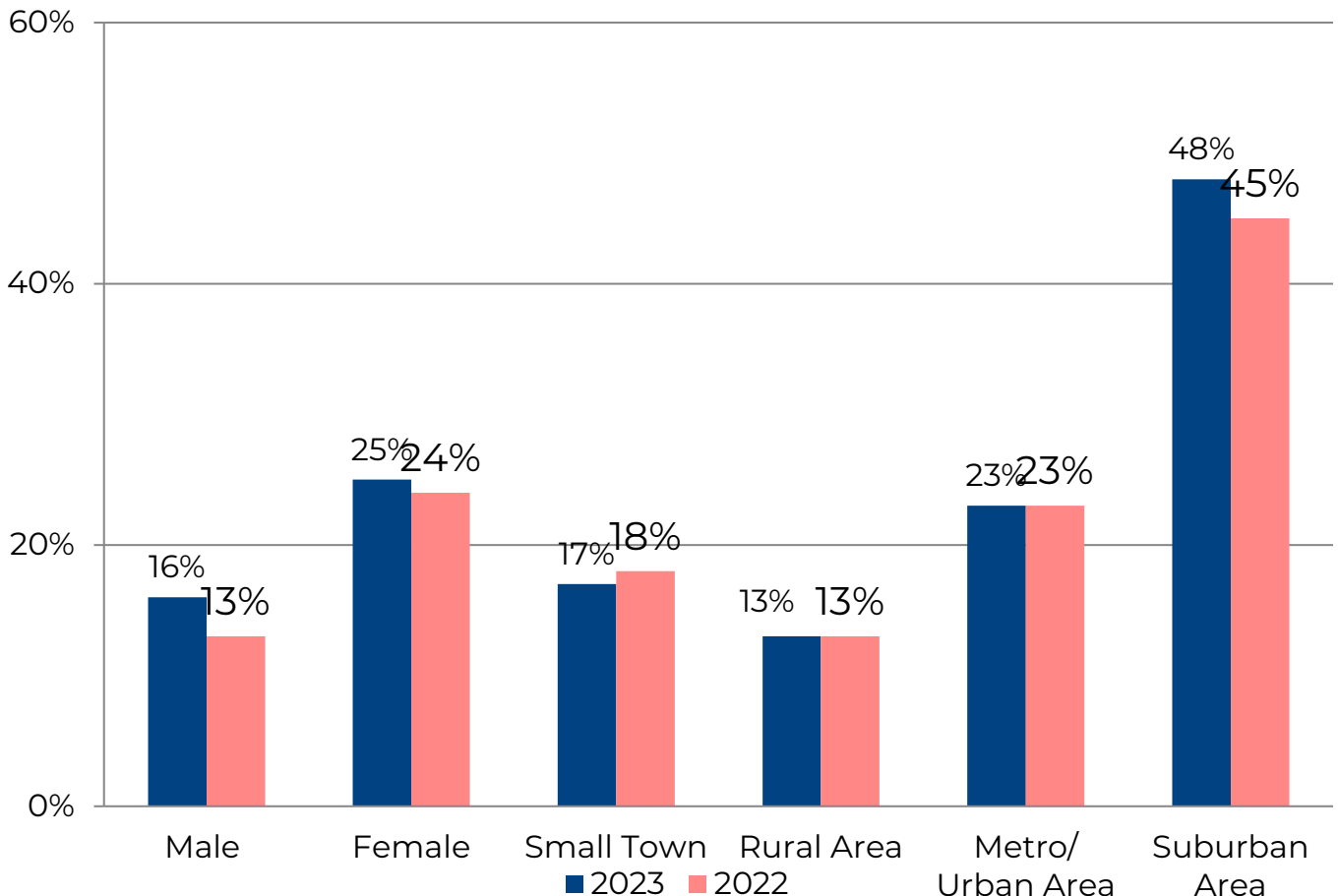
Situation in Which REALTOR® Feared for Their Personal Safety

Residential members most often reported feeling unsafe after receiving a threatening or inappropriate email, text message, phone call, or voicemail (29%) and during a showing (26%).



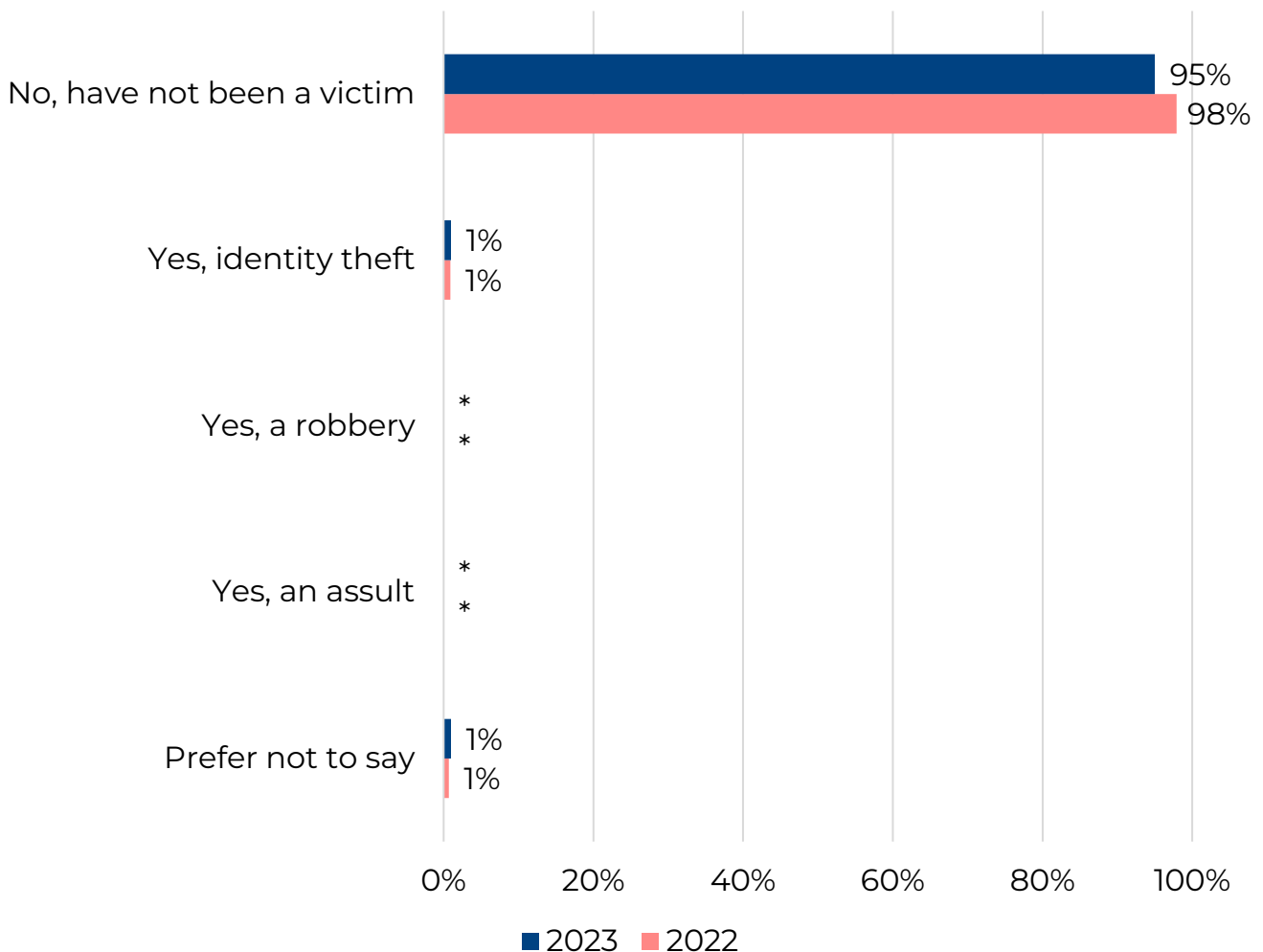
REALTOR® Experienced a Situation That Made Them Fear for Their Personal Safety or Safety of Their Personal Information

In 2023 this was more common among women and real estate professionals in suburban or metro/urban areas.



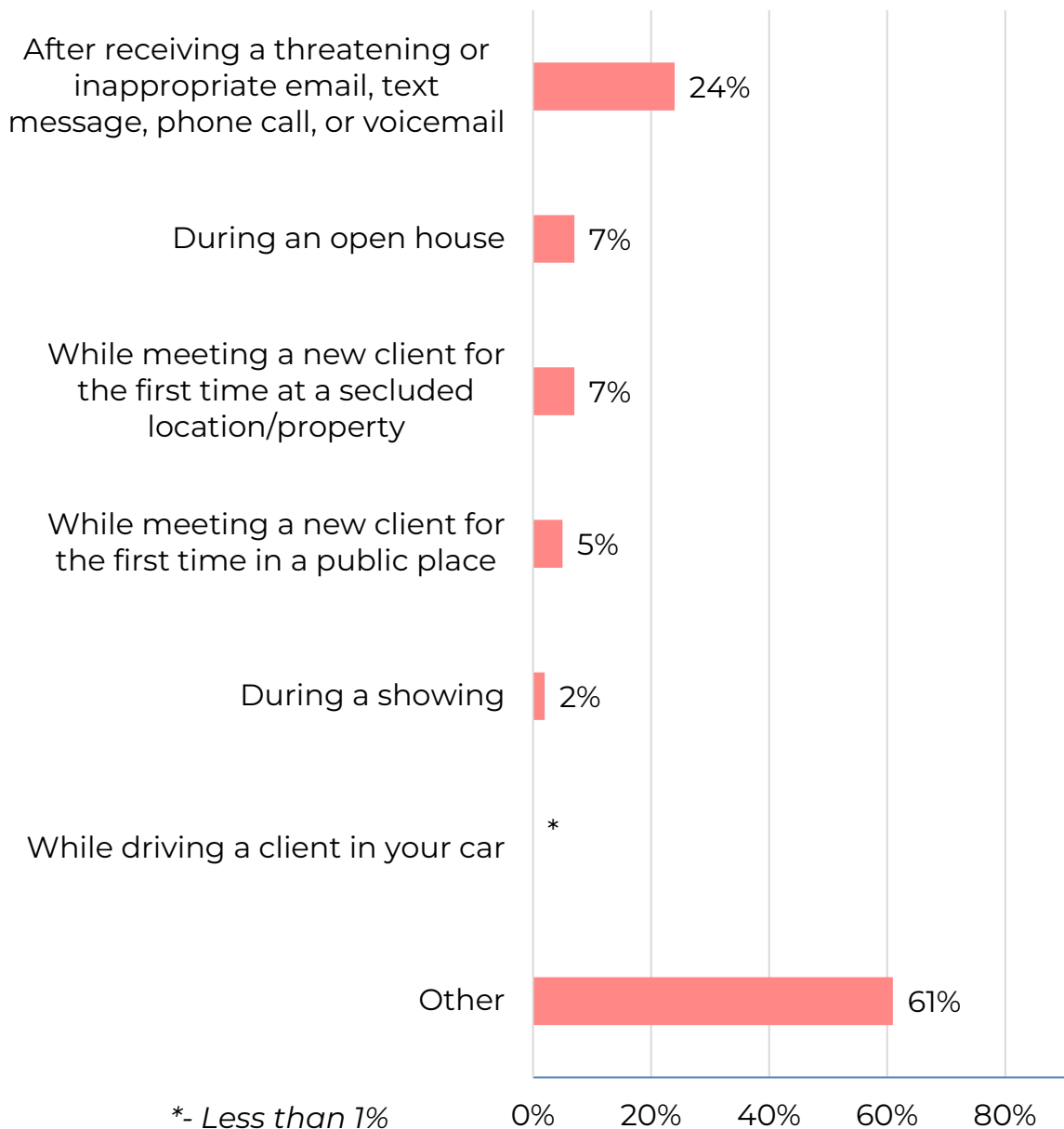
REALTOR® Was a Victim of a Crime (Violent or Not) While Working as a Real Estate Professional

Ninety-five percent of residential members had not been a victim of a crime while working as a real estate professional.



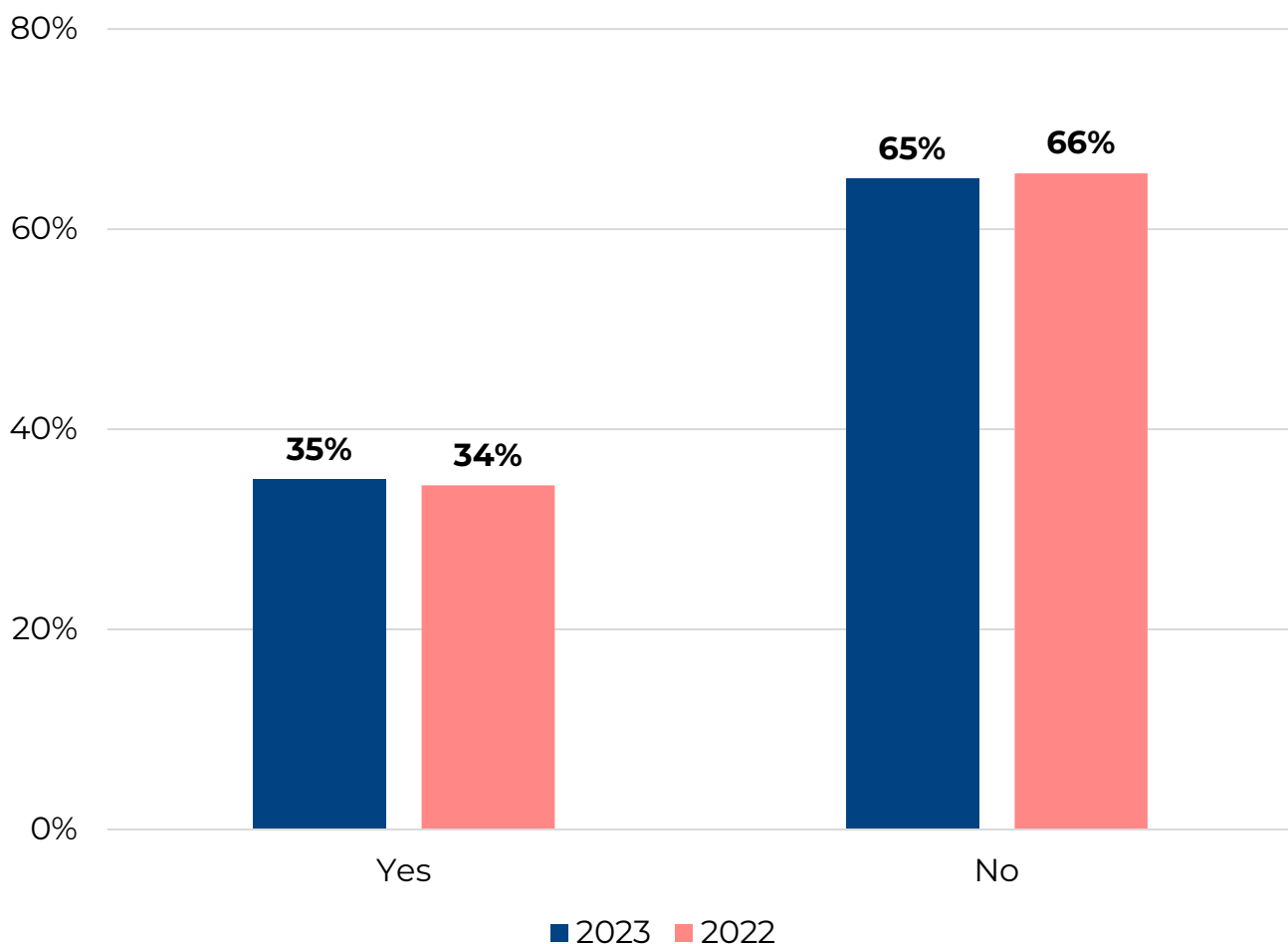
Where/When the Crime Occurred

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



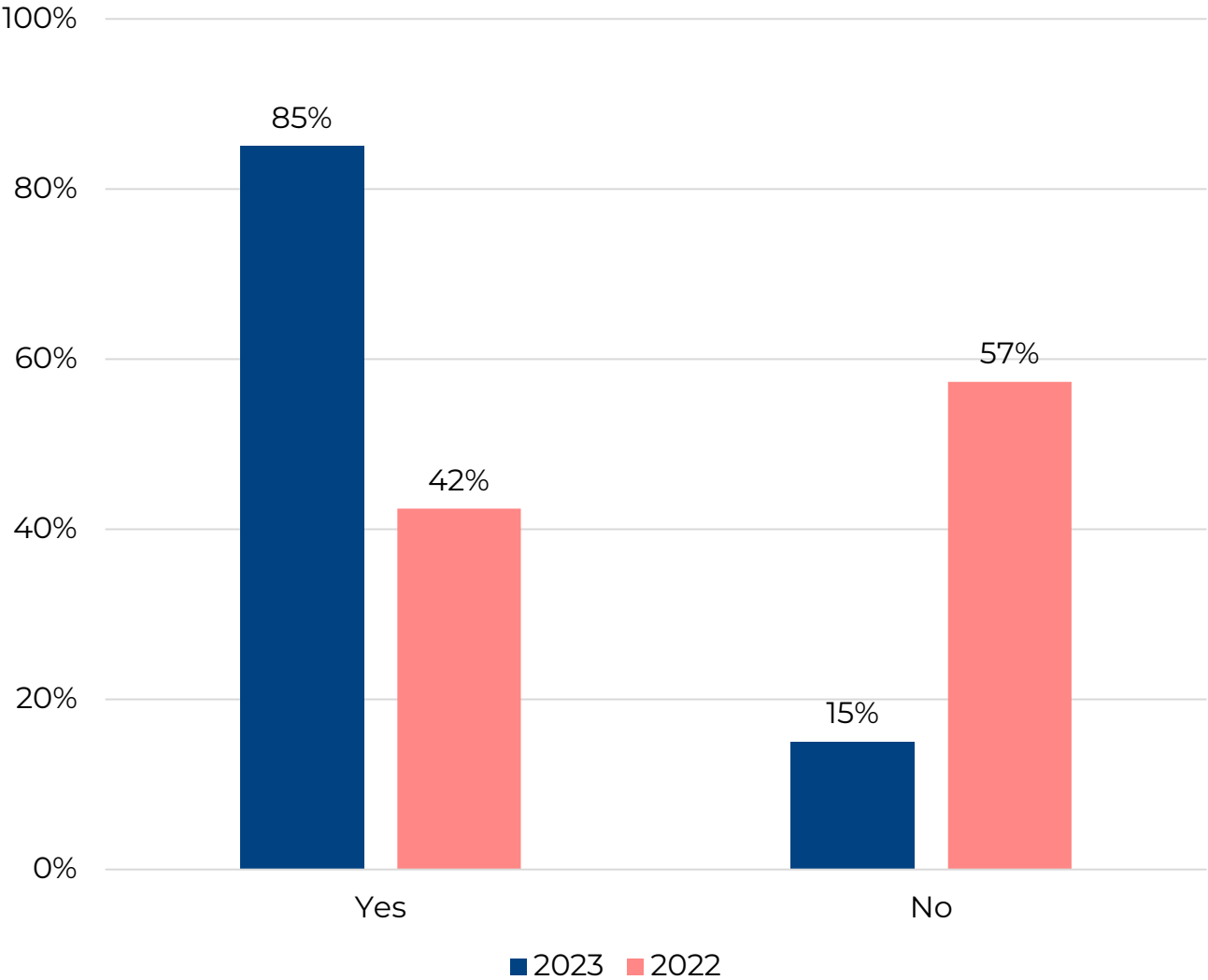
Over the Past 12 Months, REALTOR® Has Met a New or Prospective Client Alone at a Secluded Location/Property

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



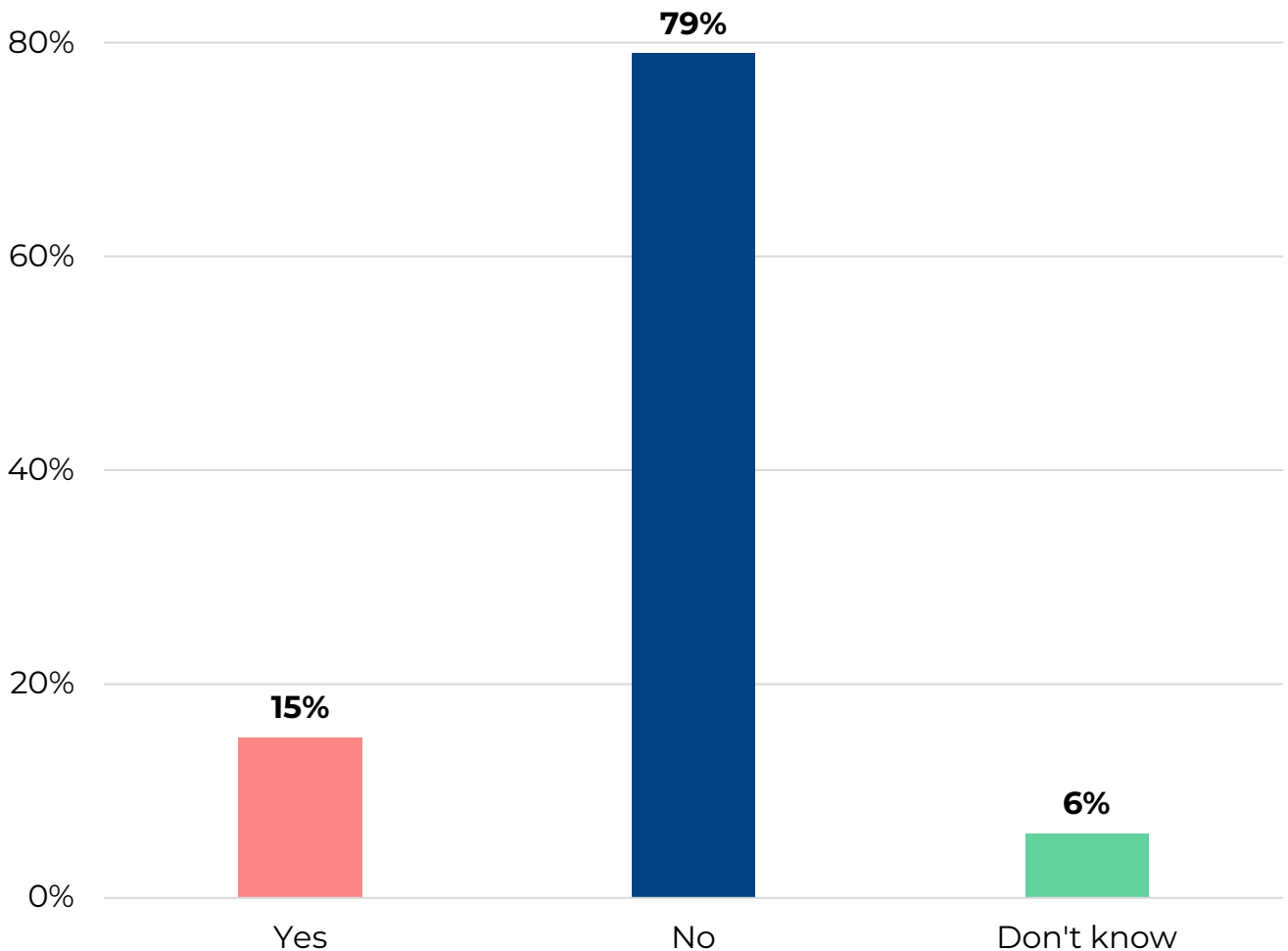
Over the past 12 months, REALTOR® Has Shown A Property Alone

Eighty-five percent of residential members has shown a property alone in 2023 compared to 42% percent in 2022.



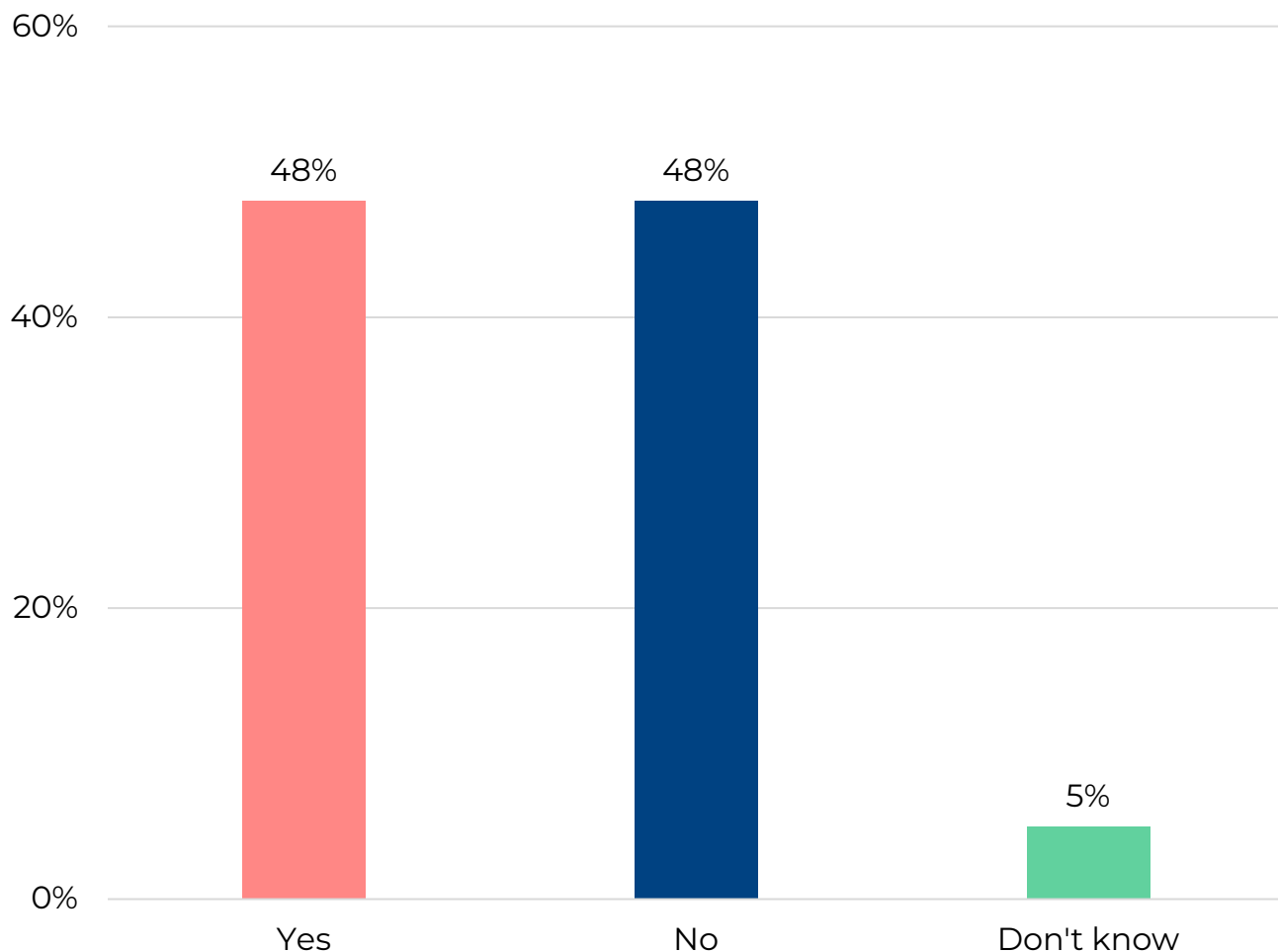
Over the Past 12 Months, REALTOR® Has Felt Unsafe While Hosting an Open House Alone

Fifteen percent of residential members felt unsafe while hosting an open house alone.



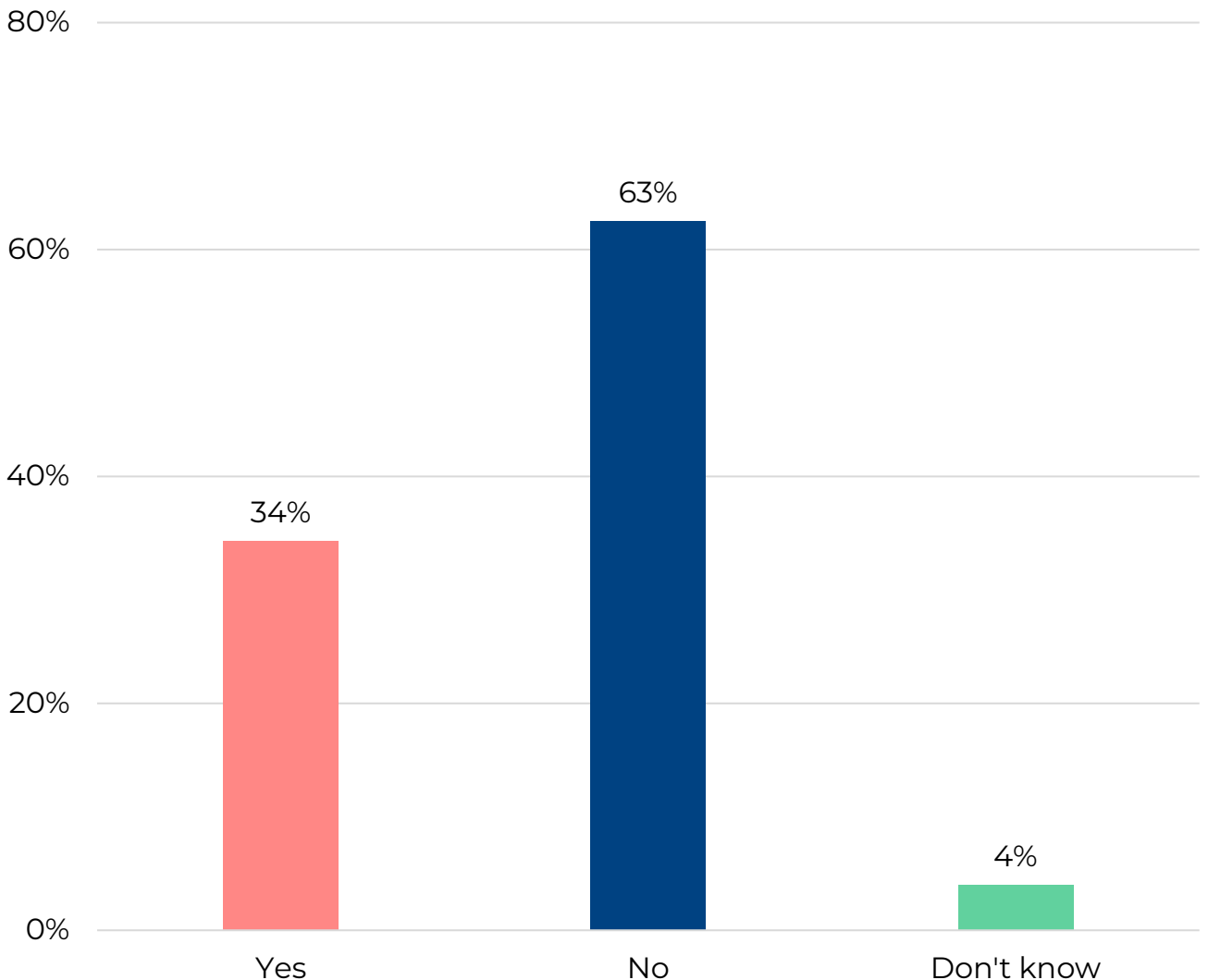
Over the Past 12 Months, REALTOR® Has Shown Vacant Properties in Areas with Poor or No Phone Coverage

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



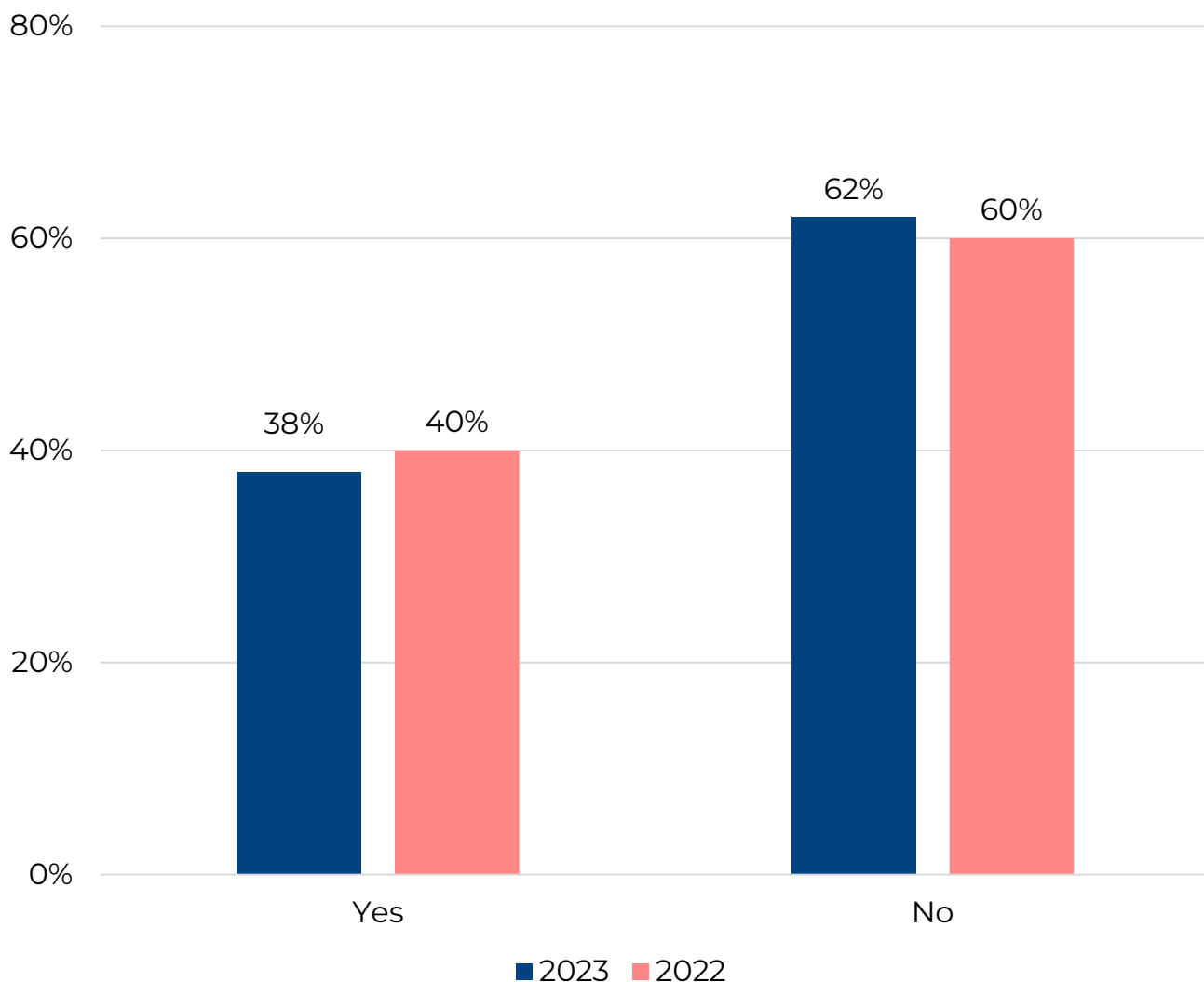
Over the Past 12 Months, REALTOR® Has Felt Unsafe While Showing Vacant Properties in Areas with Poor or No Phone Coverage

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



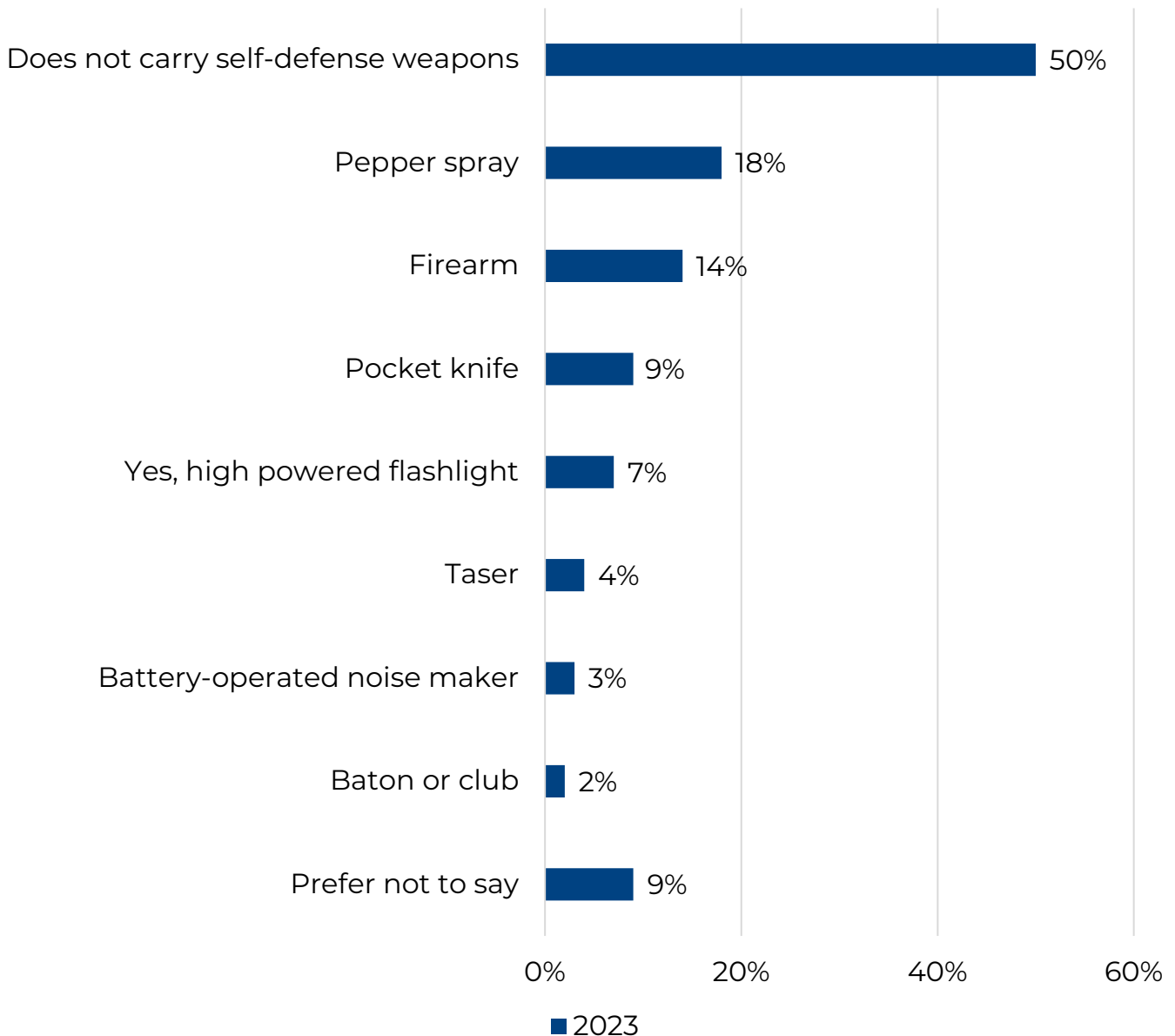
REALTOR® Has Participated in a Self-Defense Class

Thirty-eight percent of residential members said that they have participated in a self-defense class.



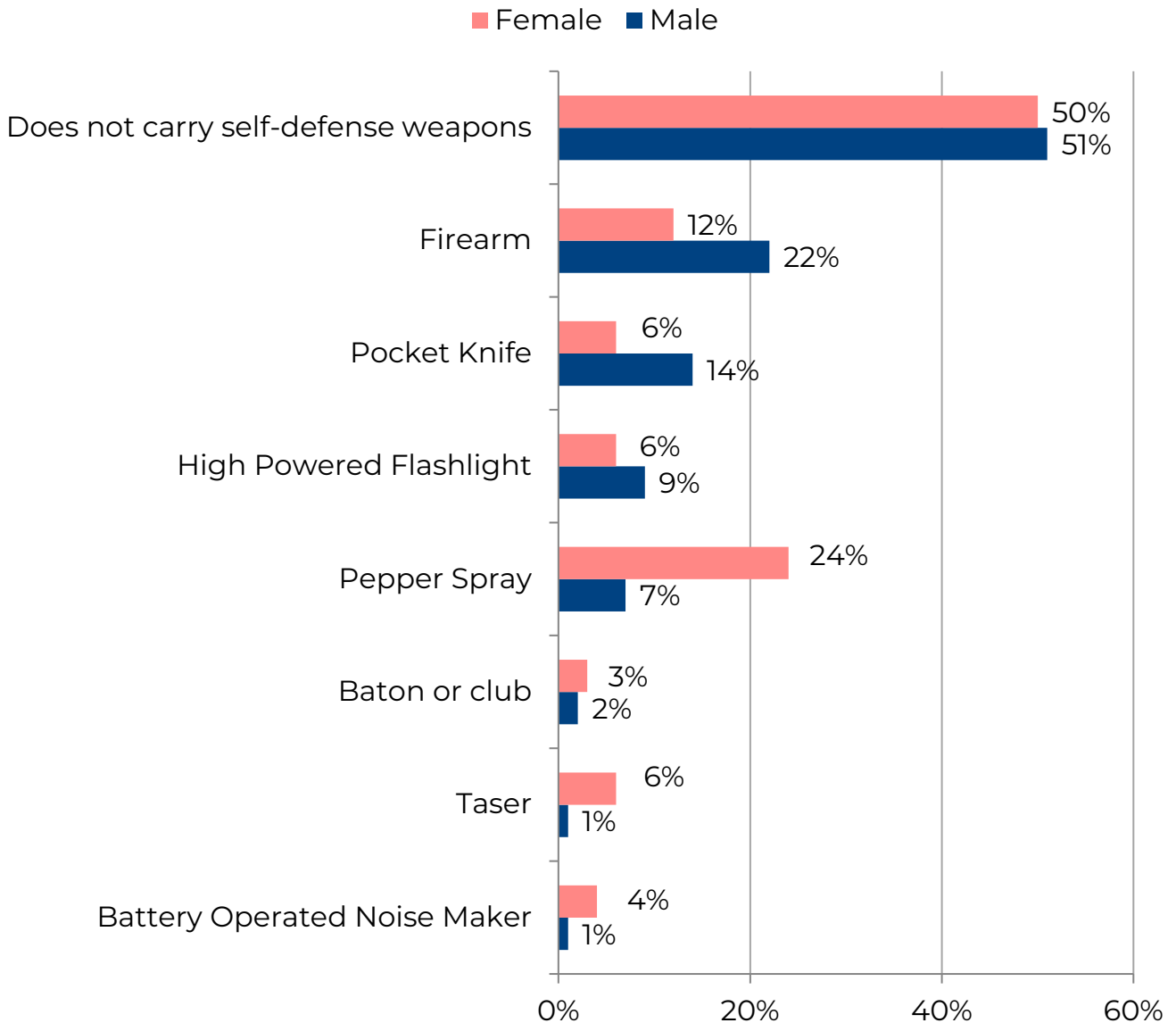
Self-Defense Weapons

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



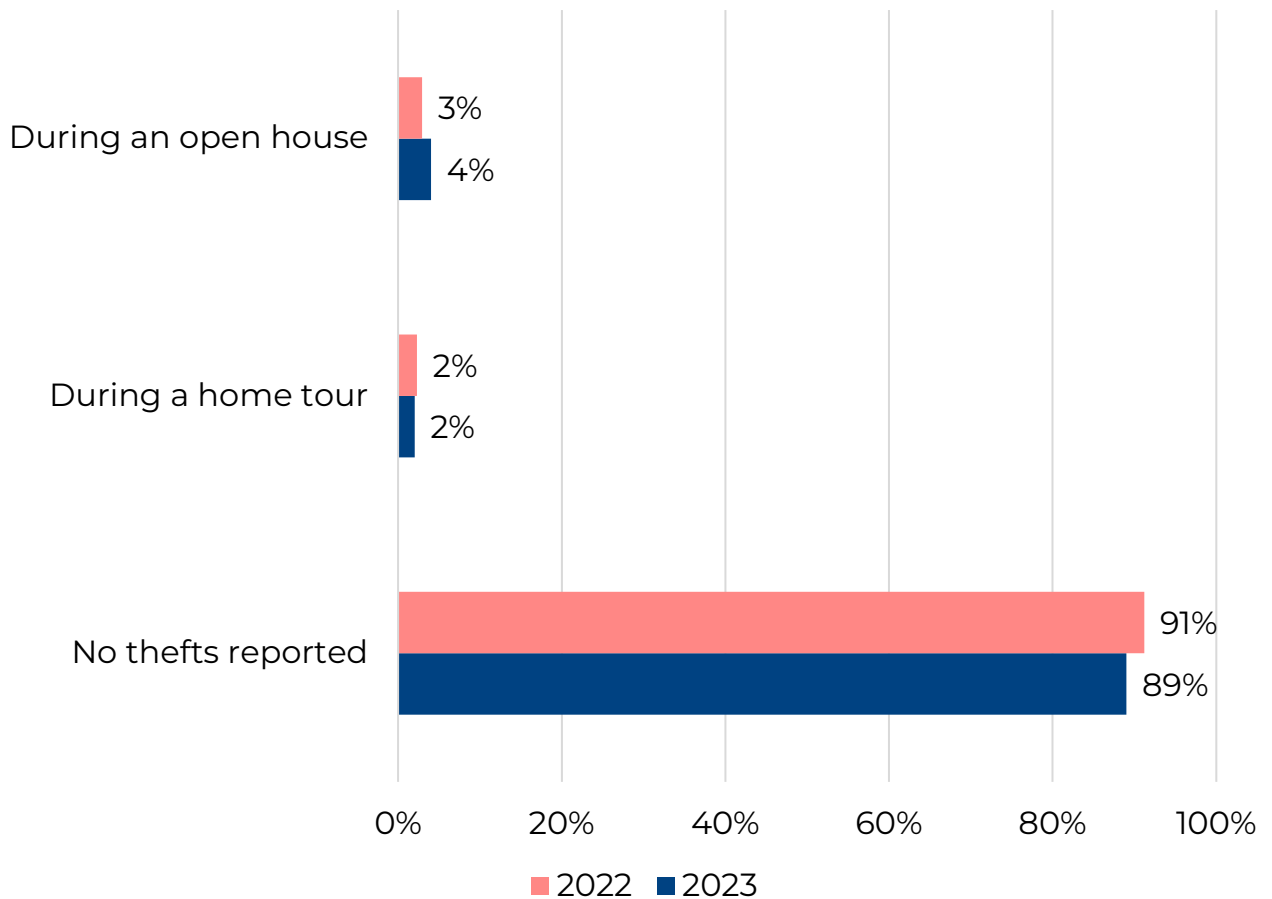
Self-Defense Weapons

Forty-nine percent of men and 50 percent of women carry a self-defense weapon or tool.



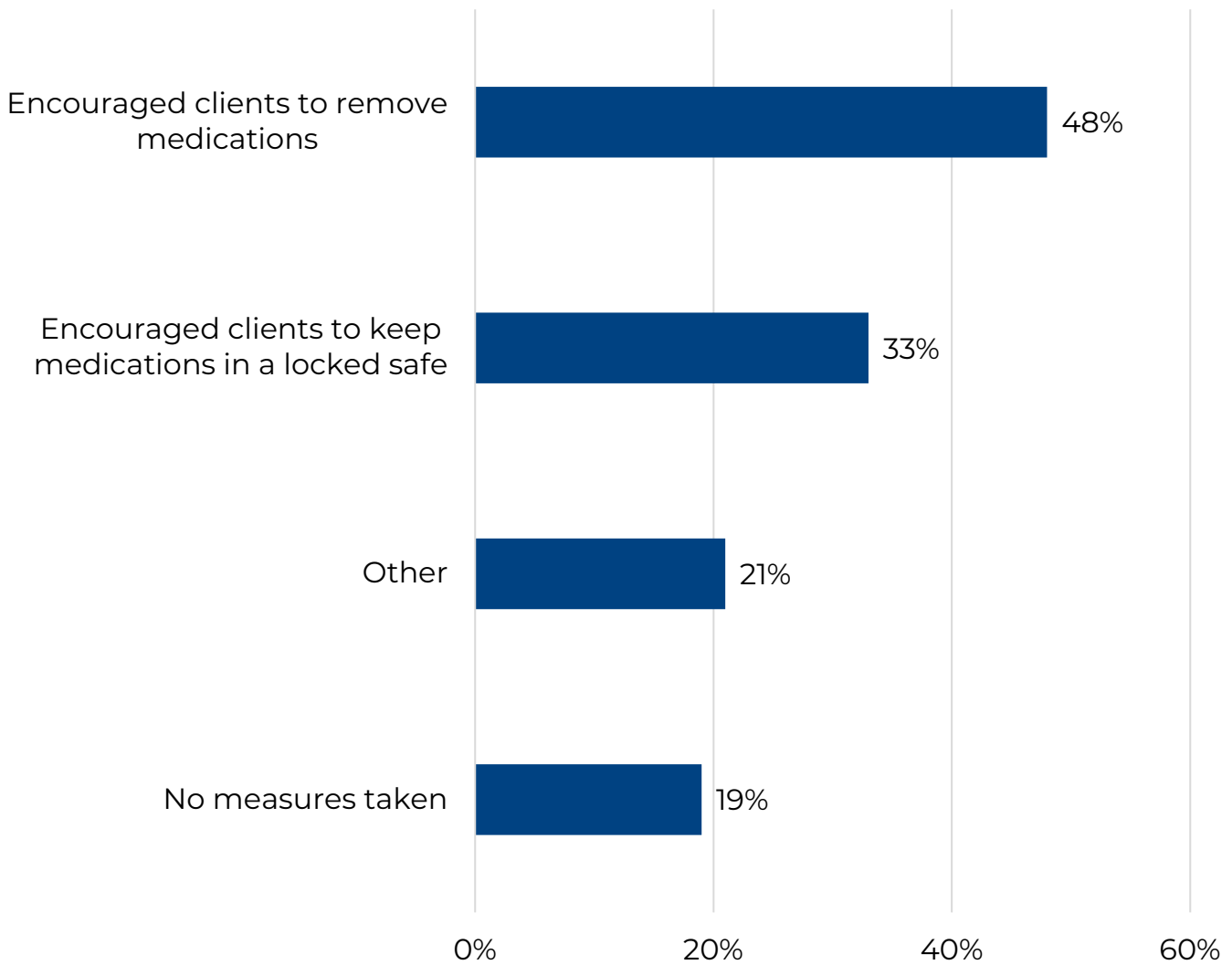
Theft of Personal Items

Eighty-nine percent of residential members' clients did not report any thefts of personal items from their home. Four 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 members said they have encouraged clients to keep medications in their possession, and 33 percent have encouraged clients to keep their medications in a locked safe.



Use of Smart Phone Safety Apps

Sixty-seven 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 2022.

Most Commonly Used Smart Phone Apps:	
Find My iPhone feature	43%
GPS Phone Track for Android	7
SentriKey (TM) Real Estate App: Agent Safety Feature	8
Forewarn	12
HomeSnap Pro	2

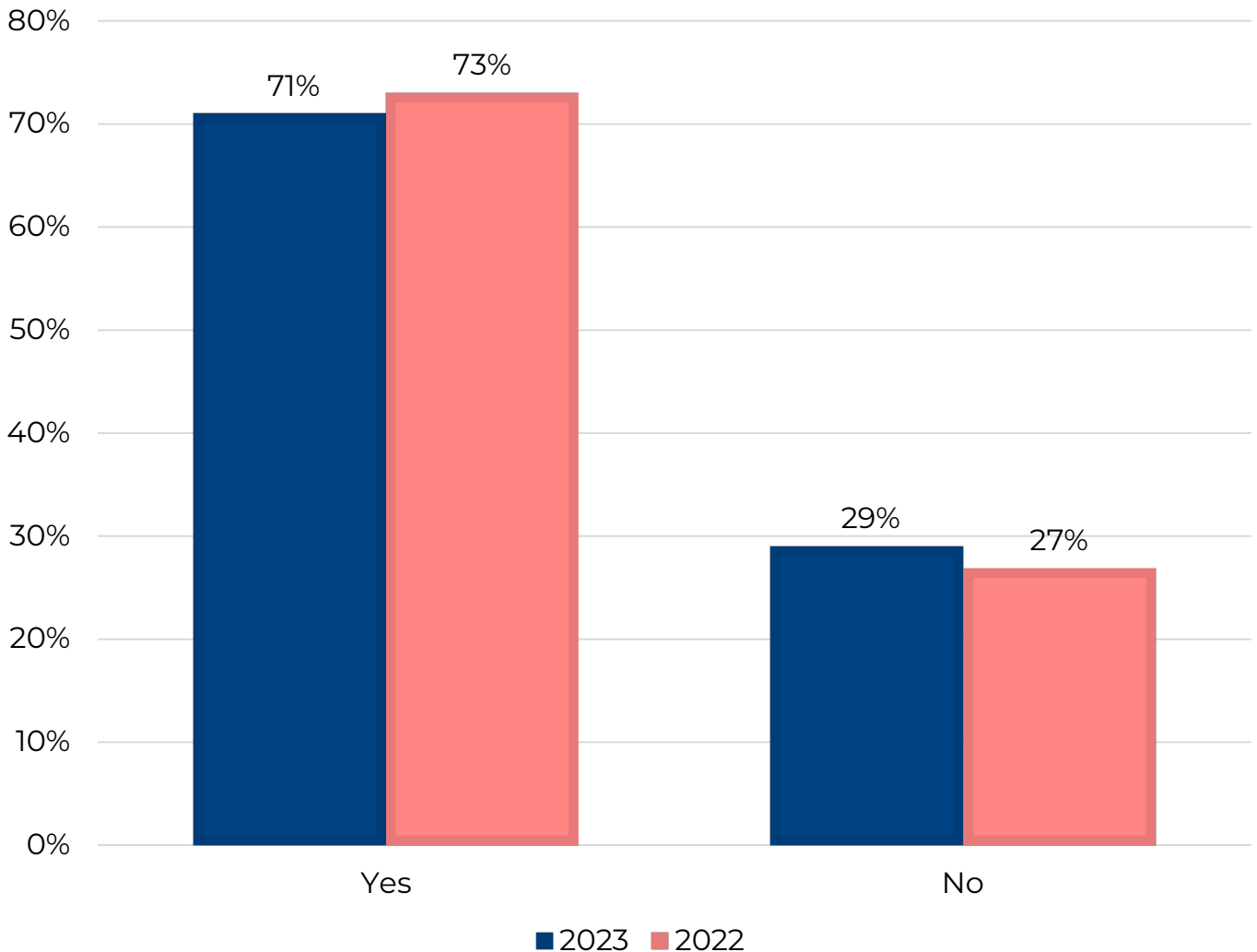
Other less commonly used apps mentioned: Guard Llama, KATANA Safety, Kleard, Lifeline Response, People Smart, PROtect, SafeShowings, See Something Send Something, Sprint Safe & Found, Wearsafe.

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 73 percent compared to 55 percent for males.

Personal Safety Protocols

Seventy-one percent of residential members said that they have personal safety protocols in place that they follow with every client.

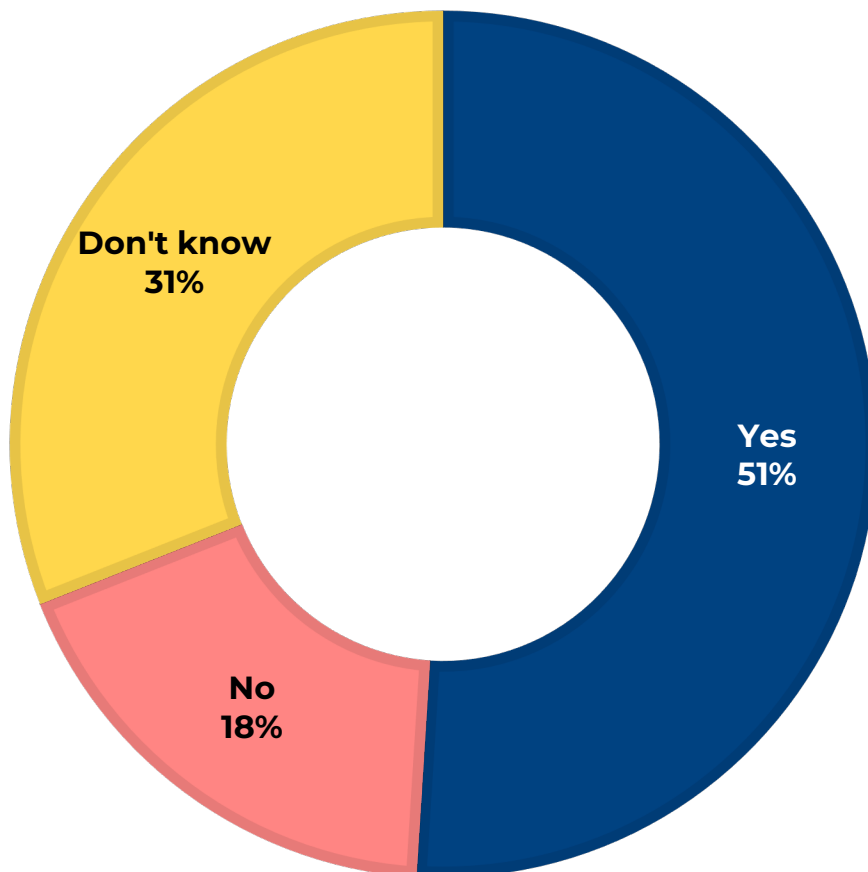
REALTORS® Has Personal Safety Protocols in Place to Follow with Every Client:



Standard Procedures for Agent Safety

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

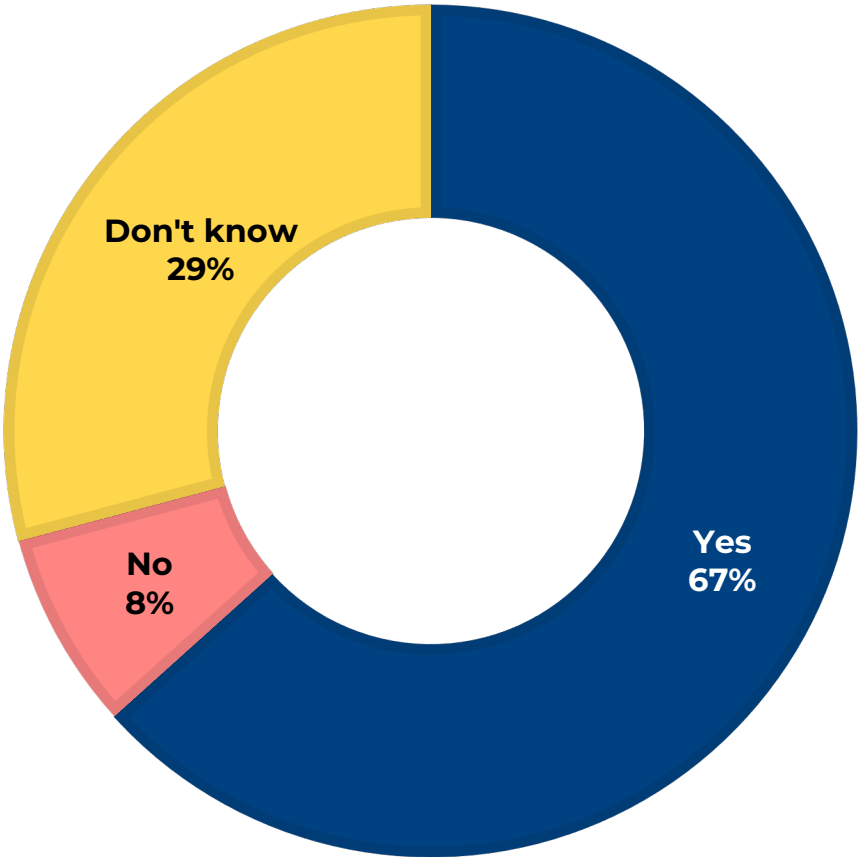
Real Estate Brokerage Has Standard Procedures for Agent Safety:



Standard Procedures for Client Data and Information Safety

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

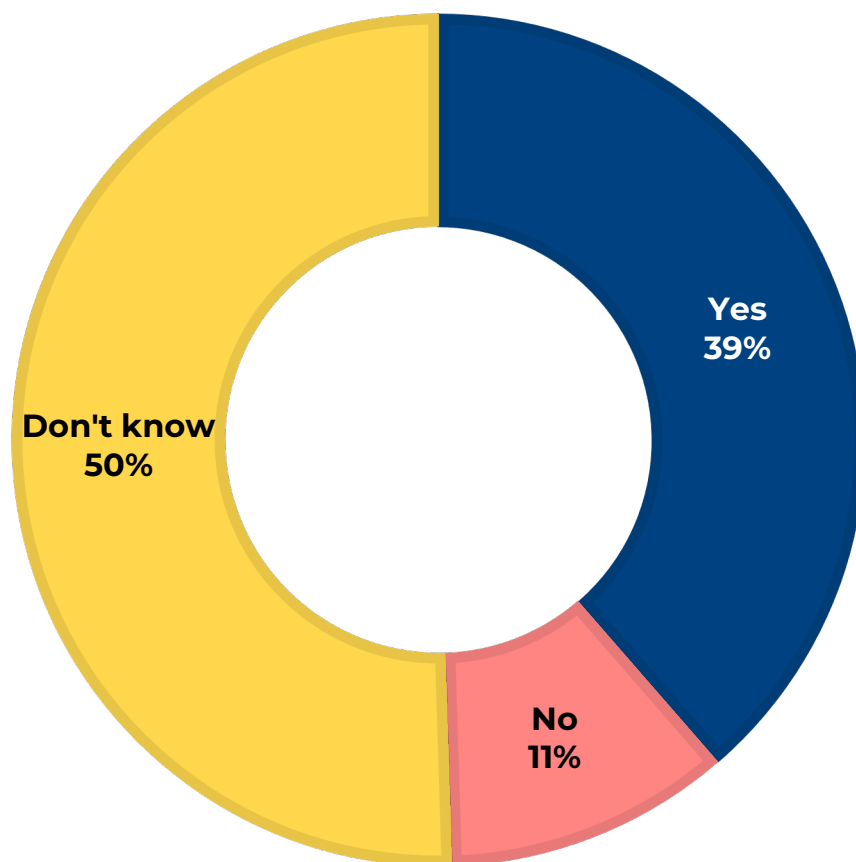
Real Estate Office has Standard Procedures for Safeguarding and Proper Disposal of Client Data and Client Information:



Local REALTOR® Association Safety Training

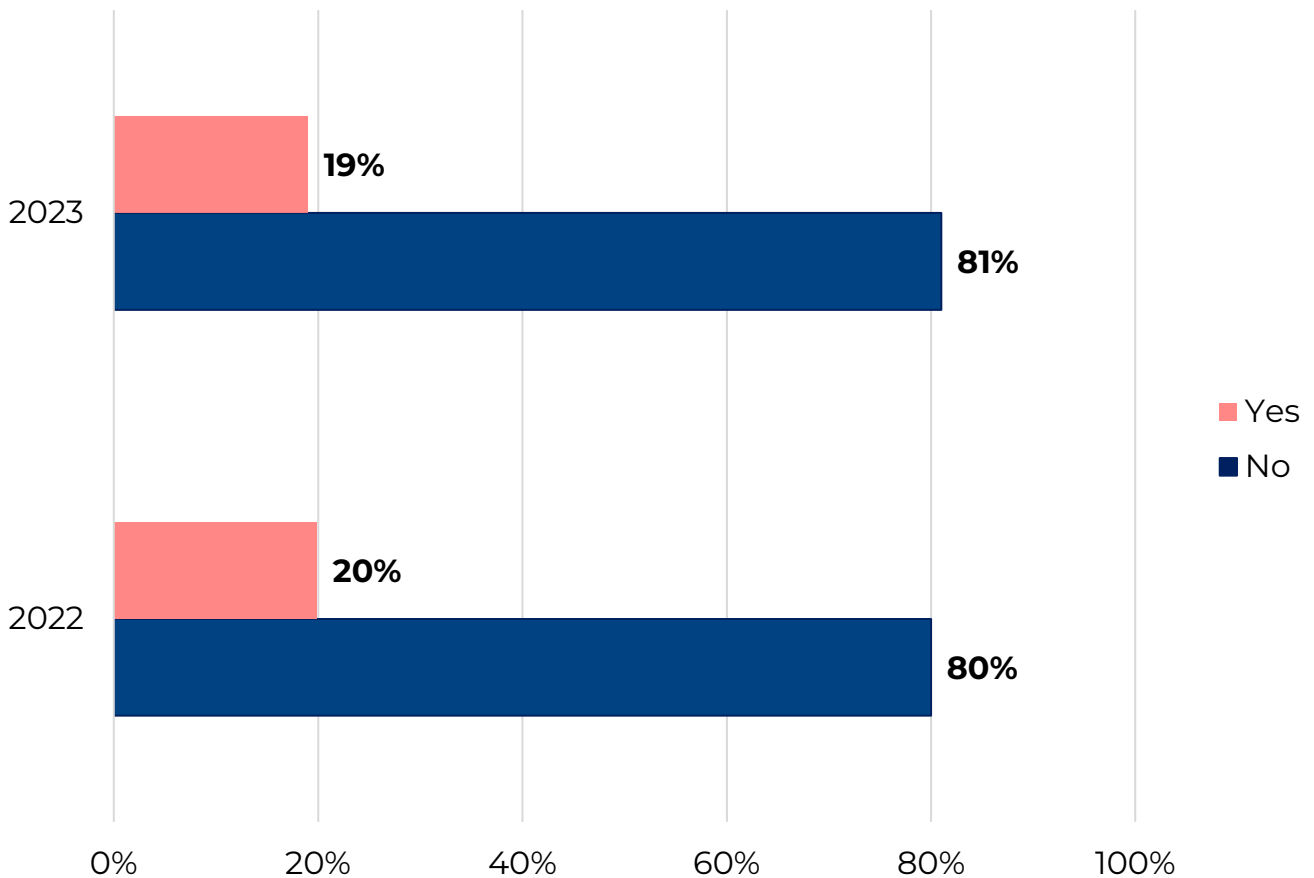
Thirty-nine percent of residential members said that their local REALTOR® Association includes safety training as part of new member orientation.

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



REALTOR® Has Attended a REALTOR® Safety Course

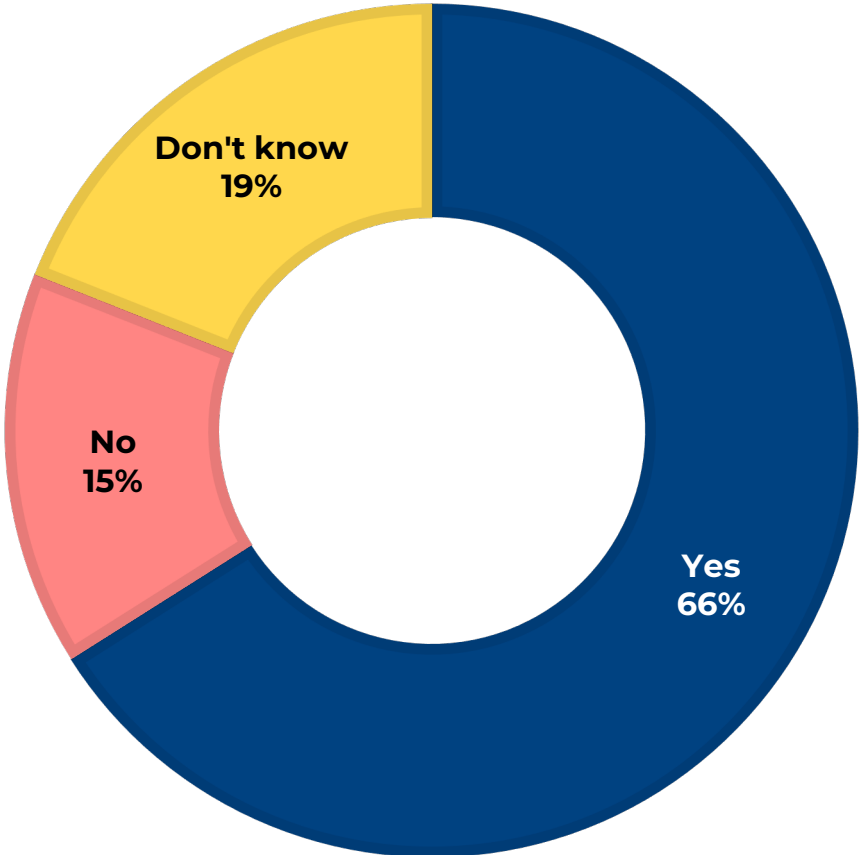
Nineteen percent of residential members have attended a REALTOR® Safety course in 2023.



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

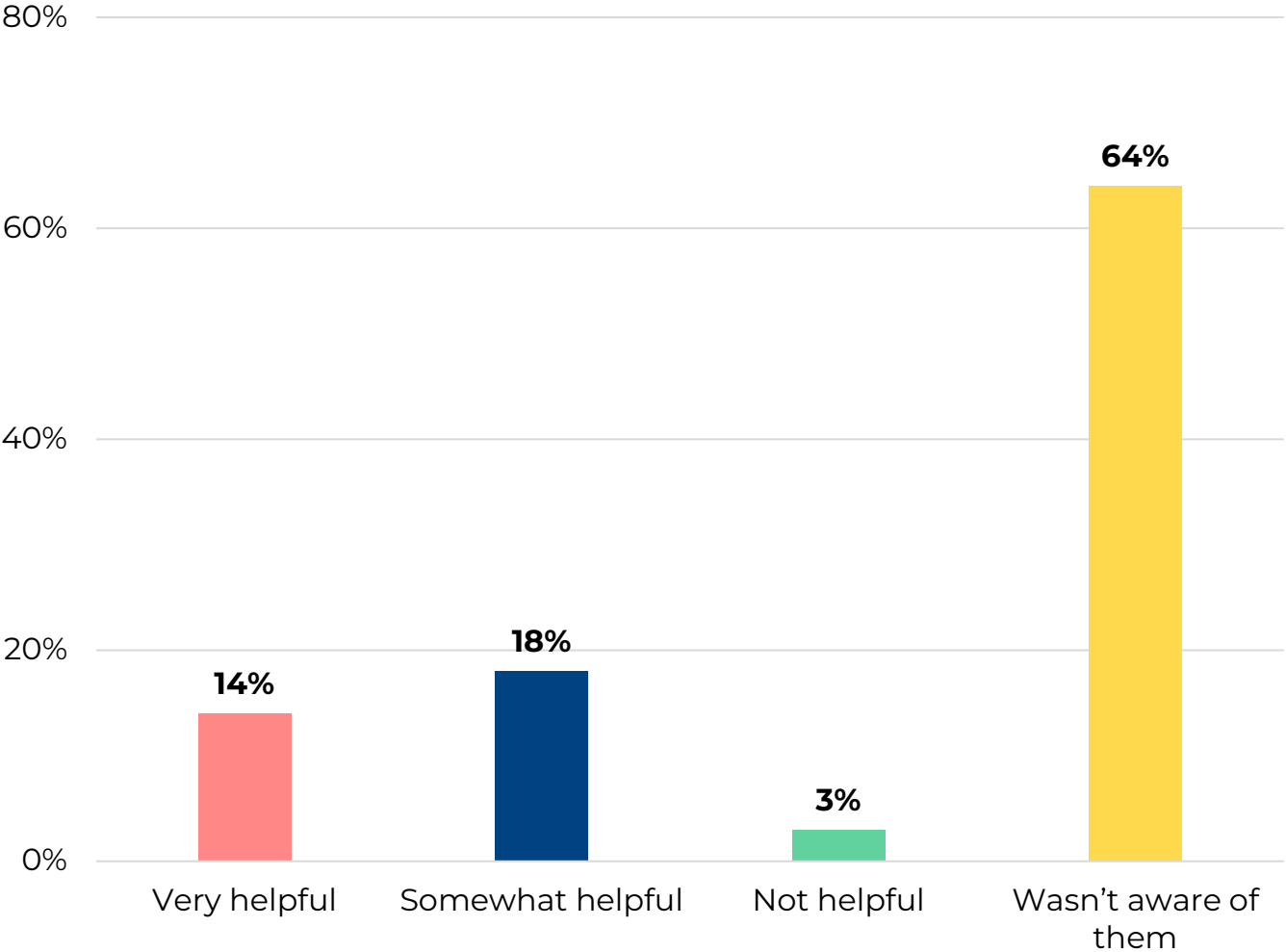
Sixty-six percent of residential members said that they feel more prepared for unknown situations after taking a REALTOR® Safety course.

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



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

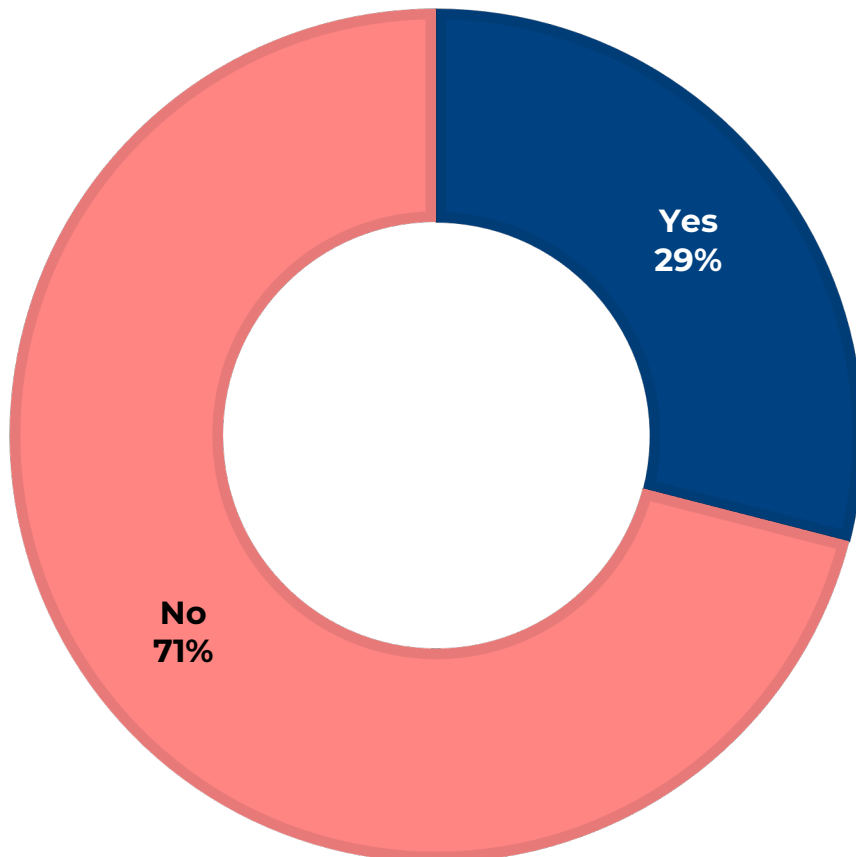
Thirty-two percent of residential members said that the weekly safety tips posted on NAR's social media accounts were very or somewhat helpful.



REALTOR® is Aware of REALTOR® Safety Program

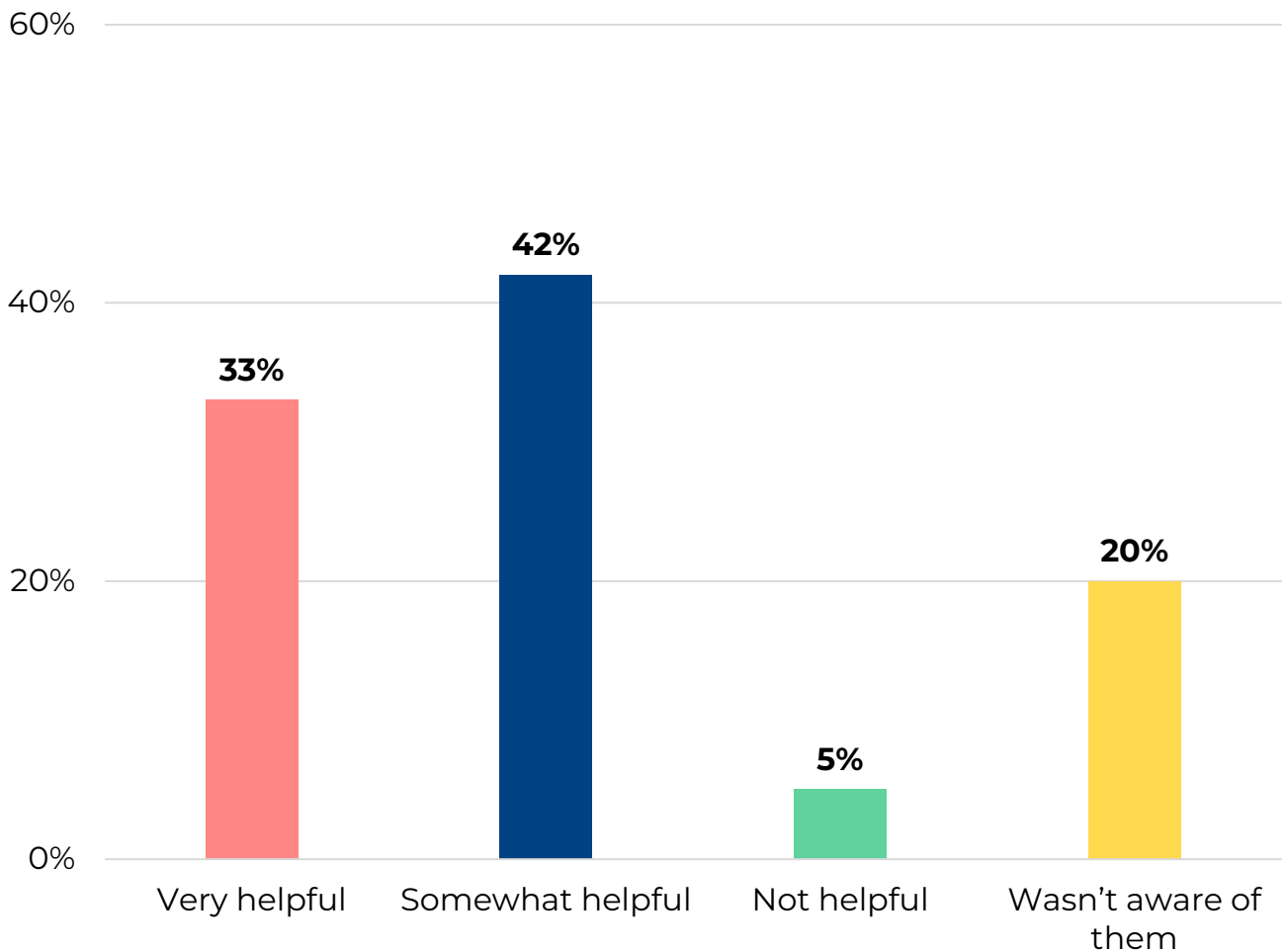
Twenty-nine percent of residential members said they were aware of the REALTOR® Safety Program.

REALTOR® is Aware of REALTOR® Safety Program:



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

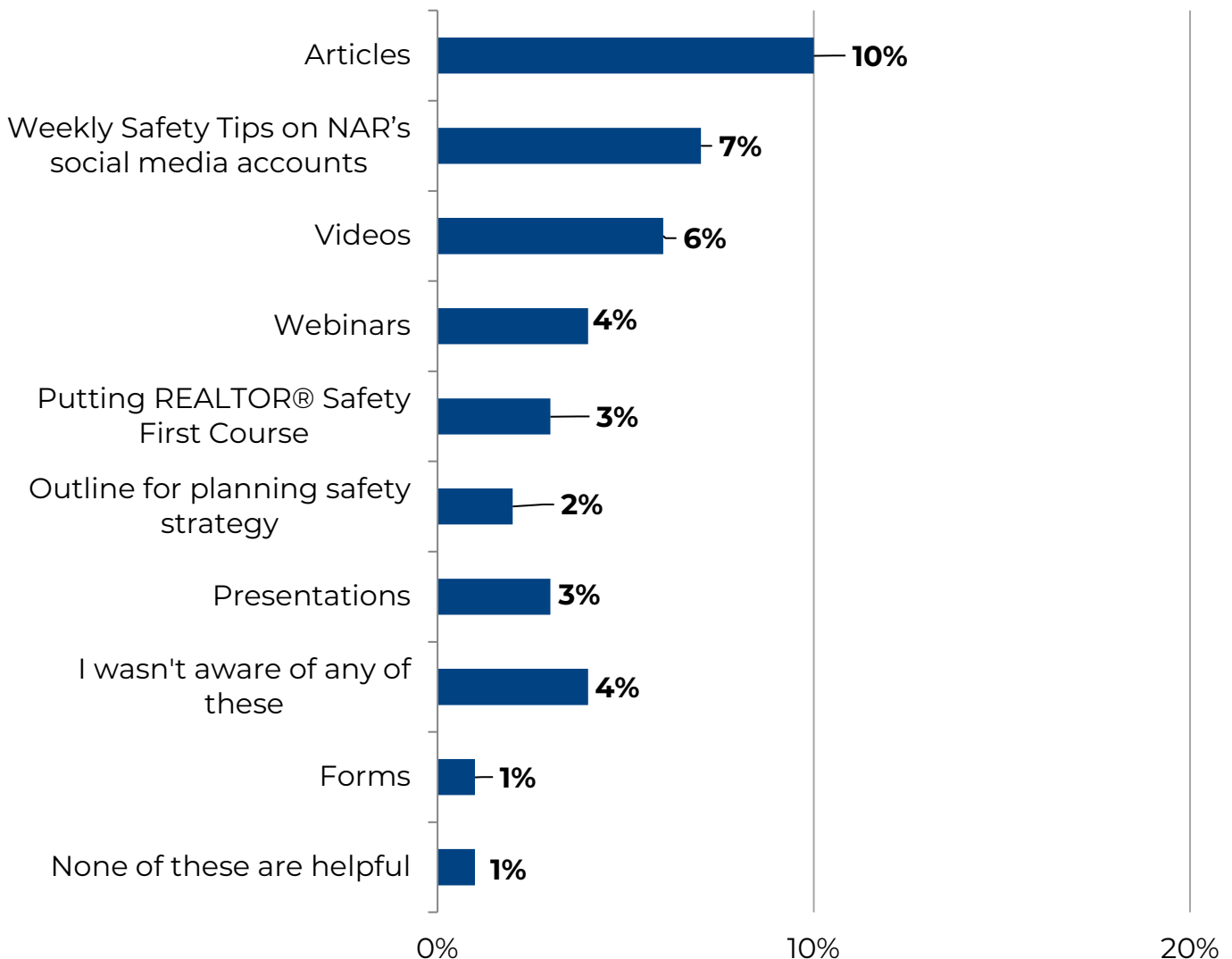
Seventy-five percent of residential members said that the safety tips and information available in the REALTOR® Safety Program were very or somewhat helpful.



REALTOR® Safety Program Resources

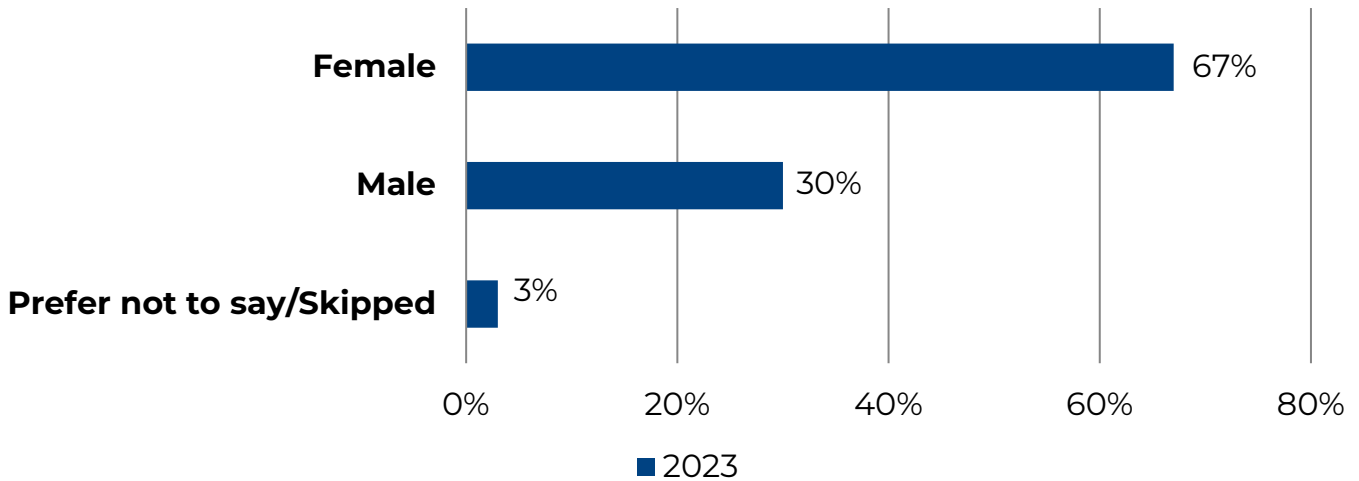
Residential members that were aware of the REALTOR® Safety Program, 10 percent found the articles as the most useful resource.

Most Useful REALTOR® Safety Program Resources

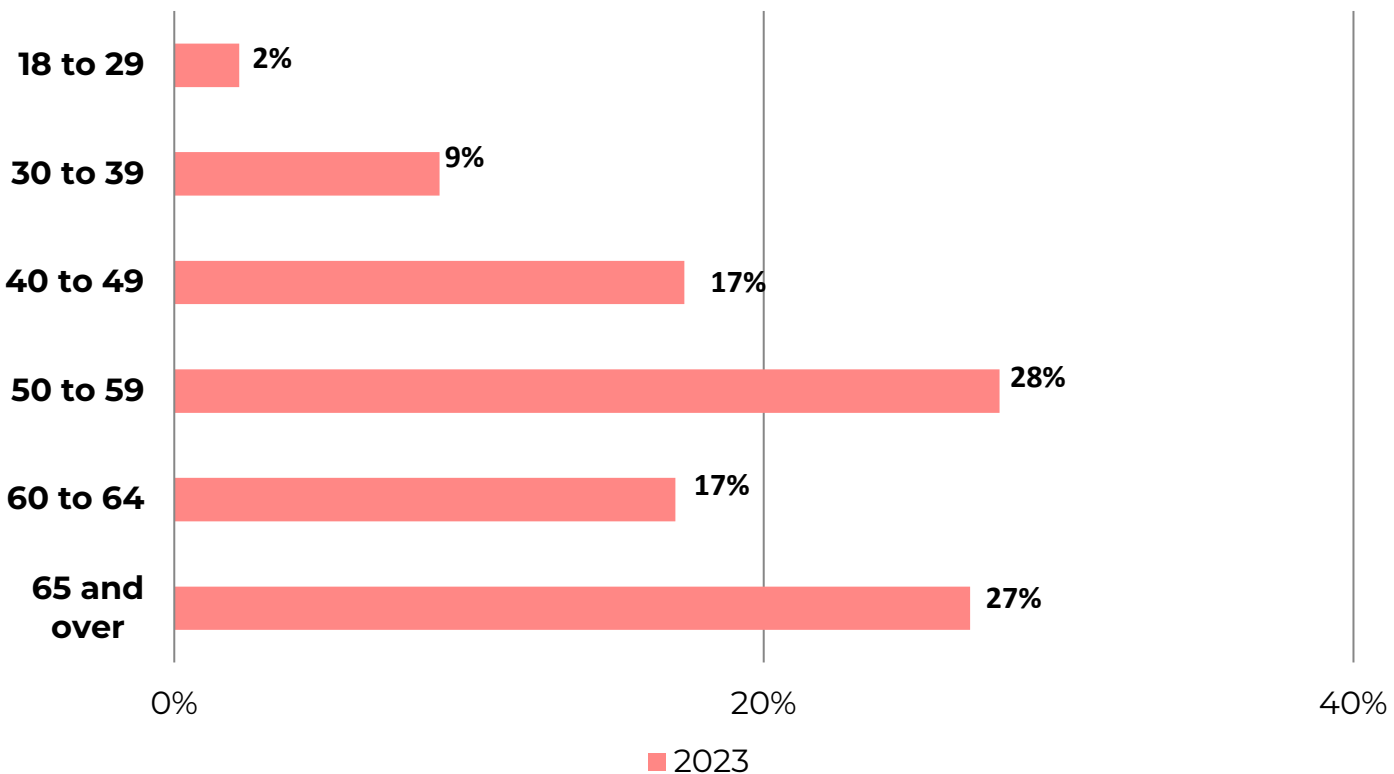


Demographics

Gender

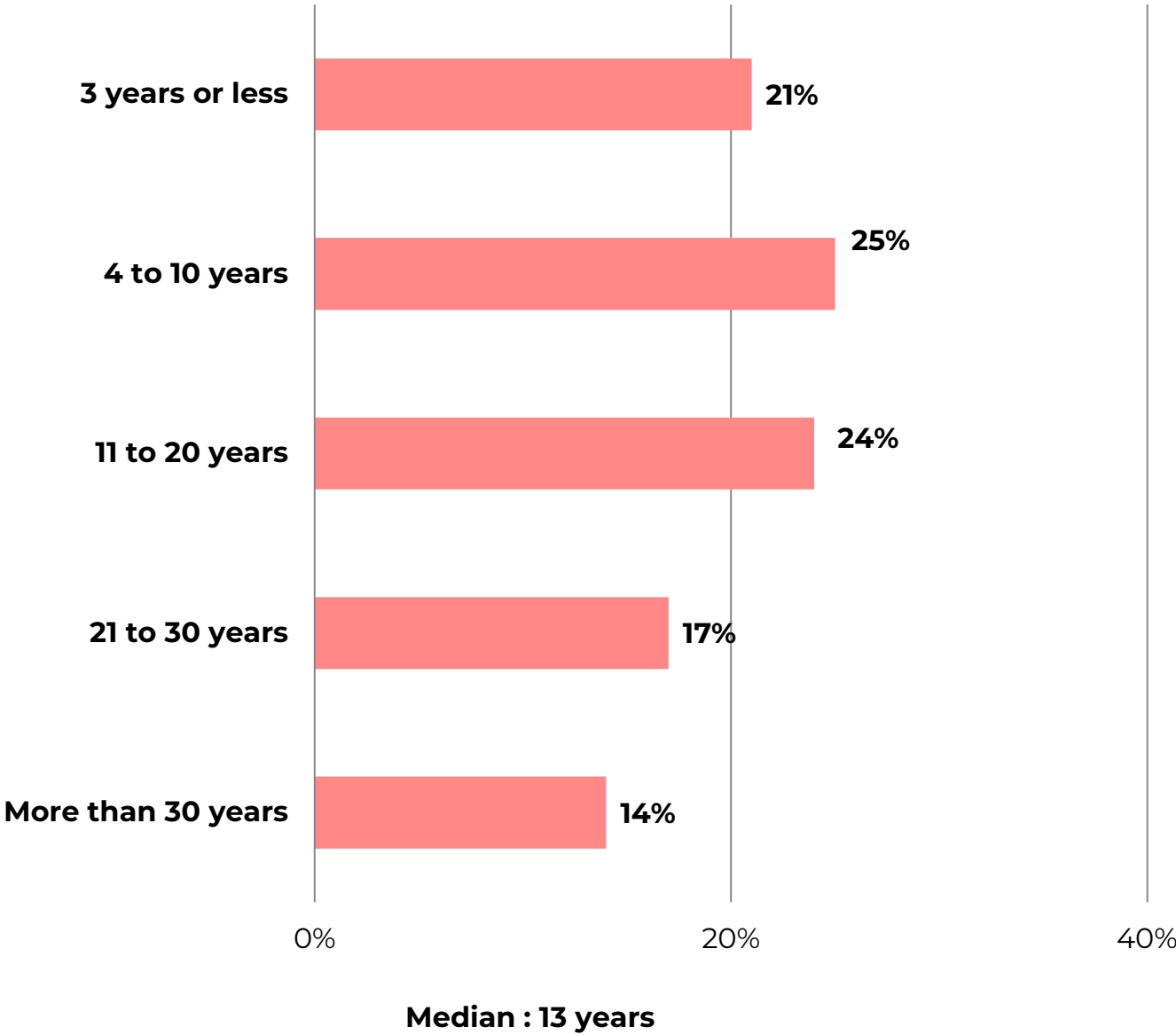


Age



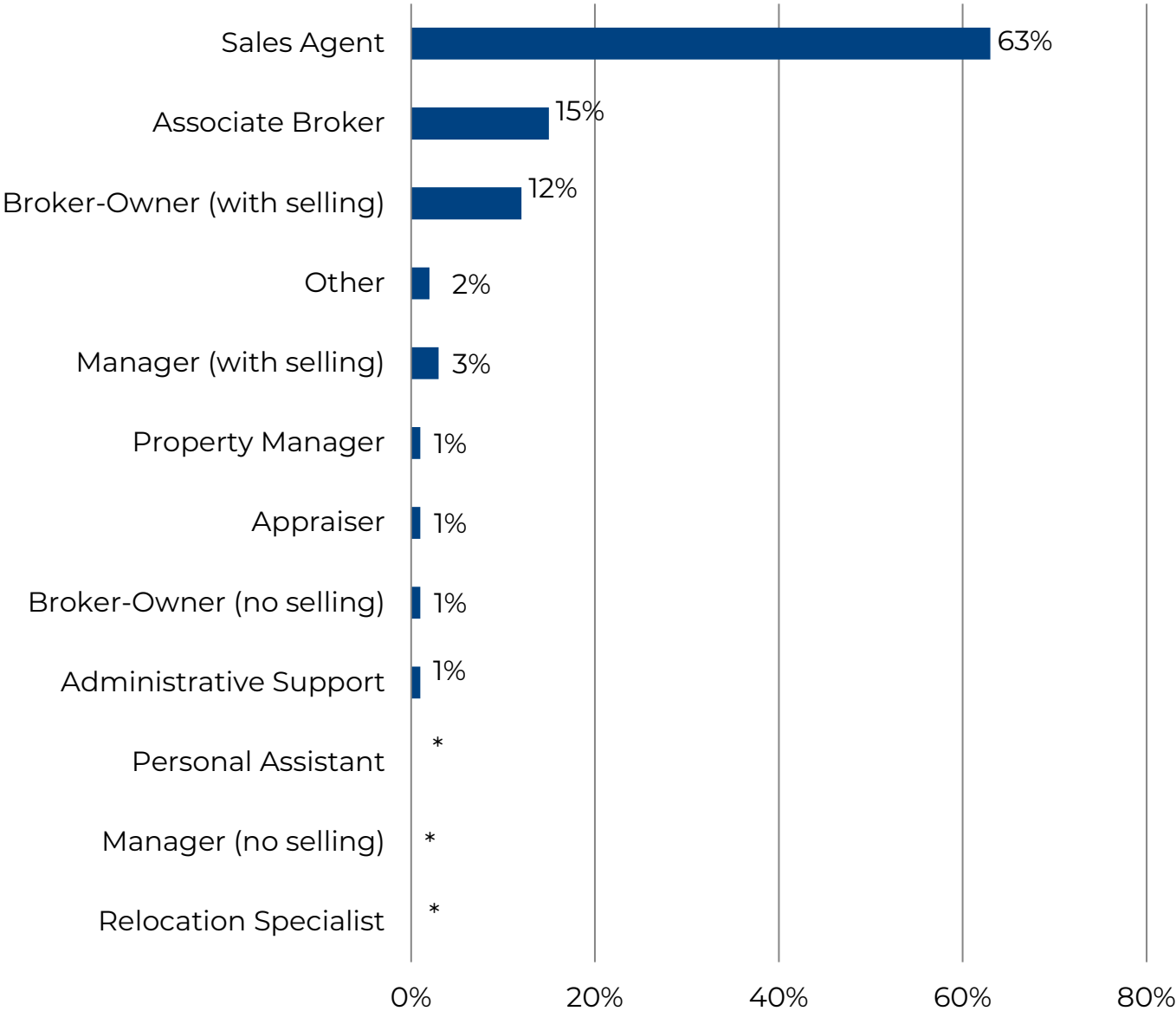
Demographics

Years in Real Estate



Demographics

Function in Real Estate*



*According to NAR's 2023 Member Profile, 64% of REALTORS® are Sales Agents.



NAR's REALTOR® Safety Program

- Thirty-two percent of residential members said that the weekly safety tips posted on NAR's social media accounts were very or somewhat helpful. Sixty-four percent said they were unaware.
- Twenty-nine percent of residential members said they were aware of the REALTOR® Safety Program.
- Among those aware of the program, 75 percent of residential members 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 46,898 residential REALTOR® members. There were 1,422 respondents for a response rate of 3.0 percent. At the 95 percent confidence level the margin of error is +/- 2.6 percent.



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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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NATIONAL ASSOCIATION OF REALTORS®

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