

Frequently Asked Questions

How can I contact the staff?

You can contact the staff as normal via **Email**, **Office phone numbers** or **Google Hangouts (chat)**. All phones are being answered during regular business hours. The phones are being forwarded to the answering service after hours. Check out the [Go-To List on the Secure Site](#) for email addresses and phone numbers.

Can I utilize the offices?

Yes! Your access to the offices is as usual, however, we ask that you only use the office when absolutely necessary and use all precautions to limit exposure to others.

Can staff still prepare flyers?

Yes! Simply request flyers as usual. The staff will prepare the flyer and email to you for printing.

How do I get Signs & Lockboxes for my Listings?

Signs and Lockboxes have been left out for "self-checkout." Please record your information on the provided sheets.

Ark City: As Usual Derby: As Usual East: Signs are outside the Sign Closet Lockboxes are in the UL workroom cabinet.	Newton: As usual West: Signs and Lockboxes are in the staff area by Connie's desk.
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What about Mega Open House Events?

Both April events have been canceled. Consumers can request a virtual tour from the listing agent via a "Virtual Open Houses" link that will be added to WichitaListings.com. Agents are encouraged to have a walkthrough video of listings available.



FAQ



Are PenFed Credit Union membership gift cards available?

Yes! Please upload the completed application in Transaction Desk and simply email Ronda or Kathy the client information, including mailing address and choice of gift card. The card will be mailed to them. If you choose gift cards for yourself, they will be mailed as well.

RondaL@PenFedRealty.com
KathyK@PenFedRealty.com

How do I get listing presentations?

Generic presentations have been prepared and are available at the East and West offices in Patty and Jon's mailboxes.

How do I submit closing documents?

Upload them to TransactionDesk or email them to Ronda at RondaL@PenFedRealty.com

Are checks still being processed?

Yes! Title companies can direct wire our commission checks. We've made arrangements with Security 1st, Ks Secured, Cap Fed and Alpha Title. Please remind your closer that the company funds need to be wired.

Ronda has full commission processing capabilities from her home. Direct deposits will process as usual while checks will be mailed.

Is our mail being checked?

Yes! The mail is being checked periodically and sorted into the agents' boxes.