Introduction

Company History and Background
Mission
Vision
Values
Philosophy

Absences
Acceptance of Gifts

Advertising

Definition
Importance of Planning
Weekly Marketing Plan
Compliance with State Law
Compliance with Ethical Standards
Compliance with Rules and Regulations

Signs
Classified Ads
Cable TV
Photos
MLS

Specialty Advertising

Agency
Auto and Auto Insurance
Antitrust Laws

Appearance

Appraisals and Comparative Market Analyses
Billing of Payments Made on Associate’s Behalf

Board of Realtors

Membership
By-Laws (Appendix 1)

Business Cards
Buyer Representation

Buyer representation agreements
Buyer presentations

Code of Ethics (Appendix 1)
Co-Listings
Commercial Listings
Commissions
Company Files
   Filing System
Compliance with Laws
Confidentiality
Conflict of Interest
Contract Review Process (DROA and Other Contracts)
Disputes between Associates
Disputes between Buyer and Seller
Disputes with Clients or Customers
Education and Training
Errors and Omissions
   Risk Management
Escrow and Closing Procedures
   Opening of Account
      Contact Information of All parties involved
      Digital Information
         Permission of Vendors to have information posted
   Company Transaction file
      Contents
      Responsibility for preparation and maintenance
      Documentation
         Correspondence and communication with all parties
            Letters
            Faxes
            Email
            Oral
               Phone
               In person

Instructions to Escrow
   DROA
Other
  Presence at closing
  Review of Hud-1
  Review of other documents

Earnest Money Deposit

Preparation of time-line and calculation of key dates
  Responsibility
  Communication of time line and deadlines
  Tracking of deadlines
  Update and maintenance of timeline

Cash Contingency

Financing
  Conventional
    Buyer prequalification
    Conditional loan approval
    Final loan approval
  Funding
  Seller financing
    Agreements of Sale
    Purchase Money Mortgages
  Communication with Buyer’s lender

Title Reports
  Receipt
  Delivery
  Clearing of recorded items

Seller’s Written Disclosure Statement

Condominium Documents
  Ordering
  Payment
  Receipt from Seller or Managing agent
  Duplicate or Digitize
  Delivery
    Written receipt
  Read and review
  Responsibility
Queries and concerns

Subdivision Documents (CC&R’s)

Other required documents
- Responsibility for disclosure
- Sources or where to find them
- What if they need to be prepared

Inspections
- DROA C-51
- Termite Inspection
- Presence of issues of concern
  - Environmental
  - Structural
- Use of Professionals

Requests for Seller repairs

Cleaning

Pet related treatment

Special terms and conditions

Final Walk-through
- Dealing with unfinished items

Final Closing Documents
- HUD-1
  - Receipt
  - Broker and Agent review
- Signing
- Attendance at closing
- Delivery to out of state client
- Timing

Final payment from Buyer

Closing
- Bureau of Conveyances and Recordation
- Emergencies

Commission payment

Cooperating Broker’s Separate Agreement
- Responsibility for preparation
- Review and Signing
Delivery to Escrow
Instructions to escrow

Dealing with tenants
Possession at closing
Timing
Tenants to remain in possession
Receipt and review of documents
Inventory and condition
Security deposit

Access to premises

Early Possession
Seller to remain in possession
Delivery of keys

Cancellation of Escrow
Mutual agreement
Default
Your Client
The other guy
All parties must agree and sign
Seller
Listing Broker
Buyer
Selling Broker

Fair Housing Compliance
State Laws
Federal Laws

Floor Time or Opportunity Time
Forms

Internet Use
Company Internet Environment
Connecting to the Web
Equipment
Yours
The Company’s
Software
  Company Standards
  Other
  Legal Issues
Security
Training
  Responsibility
Copyright Laws and other legal issues

Connecting to the Company’s Network
  Authority
  Security
  Training
  Software
    Unauthorized Installation
    Copyright Laws

Websites
  Company Sites
    IDX
    VOW
    Other
  Agent Pages on Company Sites

Agent Sites
  Legal and Professional Compliance
    Federal Laws
    State Laws
    National Association of Realtors
    Multiple Listing Service

Disclosures

Other Web Based Promotional Activities
  Disclosure
  Identification
  Legal and Professional Compliance
  State of Hawaii License Compliance
  Independent Service Providers
Email

Legal and Professional Compliance
Company Standards and Protocol

Timeliness of response

Security
Attachments
Confidentiality
Discretion
Documentation of Correspondence

Client Files
Transaction Files
Digital Files

Marketing use

Other Issues

Compliance with Laws and Regulations
Pornography and Sexual Harassment
Liability
Broker Supervision and Approval
Technical Support

Requests for service
Responsibilities for payment

System Warranties

Complaints
Employee
Consumer
Peers

Keys and Lock Boxes

For Listings
For Managed Property

Licenses, Dues, Fees and Taxes

Listings

Agency Disclosure
Listing Contract

Contract Form and Information
Accuracy of Information
Type of Contract
   Exclusive Right to Sell
   Other

Listing Terms
   Agent preparation
   Review of agreement with Seller
   \textit{Copy provided at signing}
   Terms are negotiable
   Brokerage Commissions
   Length of Agreement
   Protection Period
   \textit{List of Prospects to New Listing Brokerage}
   Seller’s Reservations (Buyer Prospects)
   Cancellation or Withdrawal

Entry into Multiple Listing Data Base
   Peer Review
   Broker Review and Release
   MLS updates
   \textit{Seller Approval}
   \textit{Timing}
   Compliance with MLS Rules and By Laws (Appendix 3)

Office procedures for new listing

Signs

Showings
   Showing Instructions
   Brokerage presence at Showings
   Seller/Tenant notification
   Safety and Security
   Feedback, Seller’s report, thank-you

Communication with Seller during Contract term

Sales Associates Rights to a Listing

Competition with a fellow Agent

Co-Listing with a fellow Agent

Co-Listing with another Brokerage Agency
Megan’s Law

Chapter 846E Sex Offender Registration and Notification

Agent advice to client

Multiple Listing Services

Hawaii Information Services
  By-Laws & Rules (Appendix 3)

Personal Assistants

Personal Transactions

Property Showings, Open Houses, Prospects
  
  Showings
  Properties Listed by Brokerage
  Another Agency’s MLS Listing
  Property For Sale by Owner

Open Houses

Property Management

Purchase Contracts – Deposit Receipt, Offer and Acceptance (DROA)
  
  Disclosure of Agency Relationship to Buyer
  Written approval prior to preparation of contract
  Buyer’s Representation Agreement
  Dual Agency

REALTOR® Organizations

Referrals
  
  Out-referral
  Selection of Brokerage/agent
  Tracking
  Client satisfaction

  In-referral
  Source, timely reporting
  Importance of service

  Referral fees and negotiation

Relocation
  
  Out relocation becomes referral
  In relocation
  Relocation Package
  Working with large organizations
Sales Meetings and Staff Meetings
Sexual and Other Forms of Harassment
Telephones
  Office System
    Answering
    Responsibility for long distance charges
    Responsibility for special equipment
  Cellular phones
Termination
Time Share
Transaction Files
Trust Funds
Vendor Recommendations
APPENDICES
Appendix 1: Board of Realtors
  Kauai Board of Realtors
  Honolulu Board of Realtors
  Hawaii Association of Realtors
Appendix 2: NAR Code of Ethics
Appendix 3: Hawaii Information Services
  By-Laws & Rules