

Sample Text from the Policy & Procedures Manual

The following pages contain “excerpts from sections of the Policy & Procedures Manual for Real Estate. This is material copyrighted with RE Manuals Please note all “red text” indicates the purchase should change the information to their state or area.

This is a “partial excerpt” from the “**Licensed Personnel**” section

Licensee Positions

Licensee positions with RES fall into the following categories and defined under RES Job Descriptions previously addressed in this manual.

- Broker/Sales Manager (refer to job description)
- Broker/Associate (refer to job description)
- Sales/Associate (refer to job description)
- Licensed employee – this is any person holding an active real estate license in the State of **Name** and does not engage in the activity of listing and selling; this applies to various employee positions in the company under the job description section.

Broker/Licensee Relationship

- The RES Broker/Manager, also known as the broker of record, supervises all licensees in the RES office.
- The RES Broker of Record has provided notification to the **Name** Department of Real Estate that the licensee is working within the Broker’s authority.

General Requirements of Licensed Personnel

The RES Real Estate Policy and Procedures Manual is required reading and the Policy and Procedures Acknowledgment Form must be signed prior to conducting any business for RES

- All licensees are required, but not limited, to:
 - Follow all guidelines of the RES Real Estate Policy and Procedures Manual
 - Conduct all Real Estate business/transactions in an ethical and moral manner
 - Adhere to the licensing laws of the State of **Name**
 - Follow the laws and guidelines of the **State Name** Department of Real Estate
 - Follow the NAR® Code of Ethics
 - Abide by, and follow, antitrust laws and the Real Estate Settlement and procedures Act, (RESPA)
 - Abide by and practice Fair Housing
 - Follow all federal, state, and local legislation and guidelines related to Real Estate activities, and any subsequent changes or additions to legislation
- Licensed Personnel responsibilities to the RES office include, but are not limited to:
 - Follow RES office procedures
 - Record and store real estate records in an appropriate manner and according to RES policy
- Licensed Personnel responsibilities to all RES personnel include, but not limited to:
 - Be courteous and considerate to all RES Personnel and clientele
 - Respect other RES Personnel responsibilities and duties
 - Non-interference with the duties and responsibilities of all other RES personnel

The following is a “partial excerpt” from the “Standards of Conduct” Section

Ethics

- All RES Personnel are required to perform conduct business in an ethically and legally.
- All RES Personnel are required to read and review the National Association of REALTORS® Code of Ethics included in Appendix A

Rules of behavior

- The following list contains reasons for disciplinary action and/or dismissal of employment. However, disciplinary action and/or dismissal are not limited to this list.
 - Failure to perform their duties
 - Failure to follow the required confidentiality/disclosure policy
 - Violation of the drug-free policy
 - Any display of violence or weapons
 - Any action of misrepresentation, fraud, or illegal activity
 - Discrimination toward any persons associated with RES
 - Conduct disrupting RES company business
 - Theft of any RES property or that of RES Personnel
 - Misuse of any RES property
 - Refusal to follow the policies and procedures of RES
 - Excessive absence or illness
 - Any action that threatens the welfare of RES and/or it's Personnel

Public image/dress code

- All RES Personnel are to be cognizant they are representing RES to the public during work hours and in the RES office.
- All RES Personnel are to practice reasonable personal hygiene.
- RES requires all personnel to be well groomed, clean, and appropriately dressed at the very minimum of “business casual,” unless a “designated casual day.”
- RES reserves the right to ask personnel to leave to change into appropriate dress.
- Acceptable business casual includes, but is not limited to, the following:
 - For men: shirts, slacks, sport coats, casual jackets, socks, shoes
 - For women: blouses, slacks, skirts, dresses, hose, shoes
- Acceptable business casual does NOT include the following:
 - Very casual sandals
 - Tennis shoes
 - Tank tops or revealing shirts
 - Very short mini-skirts
 - Sheer clothing
 - Clothes that expose bare midriffs
 - T-shirts, particularly with offensive lettering or advertising
 - Jeans, unless a designated casual day
 - Bathing suits or bathing tops

- Acceptable “casual day attire” can include:
 - Acceptable jeans that are clean without holes or rips
 - Acceptable clean tennis shoes
 - Inoffensive or acceptable t-shirts

Drug-free policy

RES has established a drug-free policy for all RES Personnel. The drug-free policy is to protect all RES Personnel, clientele, and the public, and RES considers this a top priority at all times.

- Specific RES drug-free policies are as follows:
 - RES does not permit the possession or use of illegal drugs, drug paraphernalia, inhalants, alcohol, or misuse of any legal drug in the RES office by any RES Personnel or other persons.
 - Personnel are to be responsible for reporting any prescribed medication to their supervisor that can affect the personnel’s judgment, performance, or behavior.
 - If any personnel have possession or use of illegal drugs, drug paraphernalia, inhalants, alcohol, or misuse of any legal drug in the RES office, they are subject to disciplinary action or termination.
 - RES Personnel are to report any erratic behavior of other personnel immediately to RES Management
 - Personnel are to report any comments and/or improper behavior from any individual regarding drugs, drug houses, meth labs, or any other dangerous substance to RES Management
 - RES Personnel are to immediately report any unknown “package or object” left in the RES office and/or immediately outside the office to RES Management.
 - RES Personnel are not to pick up or dispose of any object or package left without consulting other RES Management and if necessary, legal authorities.
 - If an RES Personnel considers an object or package left in the RES office or immediately outside a possible threat, they are to contact the local authorities immediately.
 - Failure to follow any part of the RES drug-free policy can be grounds for disciplinary action or dismissal.

The following is a “partial excerpt” from the “Standards of Conduct” Section

It is important to adjust this area to your “state” trust fund requirements and the practice of your Real Estate Company. Most states regulate this through their Department of Real Estate. Some Real Estate companies do not maintain trust funds and only operate through Title, Escrow, and/or attorneys.

Real Estate Services, Inc. maintains a Real Estate Trust Fund and considers accurate maintenance of the trust fund as a top priority of their real estate operation, and will not tolerate any misuse by any personnel.

- Trust fund policy
 - Real Estate Services, Inc. maintains a Real Estate Trust Fund as a means to process monies collected during Real Estate transactions and for no other purpose.
 - RES maintains all funds collected for their Property Management Division in a separate trust fund.
 - RES maintains all funds for operations of the brokerage in a separate account, does not co-mingle any RES trust fund account with this account.
- All earnest money deposits are:
 - Recorded on the RES Trust Fund Sales Log, maintained by the RES bookkeeping department
 - To be designate where the funds are to be deposited, into the RES Trust Fund or directly into the Title/Escrow
- RES Trust Fund Maintenance
 - Deposits are made only for RES sales transactions
 - The Trust Fund is operated In accordance with the requirements and guidelines of the **State Name** Department of Real Estate
 - The RES Trust Fund is maintained by the RES bookkeeping department and supervised by the RES Broker/Manager
 - RES purchased, and maintains, specialized bookkeeping software for maintenance of the Trust Fund; RES allows only authorized personnel to access this bookkeeping software.
 - The bookkeeping department is required to report any discrepancies to the Broker/Manager immediately.
 - The Trust Fund is balanced monthly and reviewed by the RES Broker/Manager
 - The Trust Fund **does or does not** collect interest in accordance with the **State Name** Department of Real Estate - **change according to your state law.**
 - Maintained by the RES Sales Division Bookkeeper who
 - Earnest money deposits in the RES Trust Fund are forwarded to the appropriate Title/Escrow Company when necessary and authorized by the RES Broker/Manager