



## THE LANDLORDSOURCE POLICY & PROCEDURES FOR REAL ESTATE SALES OUTLINE, EXCERPTS, AND FORMS DESCRIPTIONS

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### **Manual Format:**

The Policy and Procedures Manual for Real Estate Sales is in Microsoft Word® 95-2003. You can easily import the document into Microsoft Word® 2007. In addition, there is a RTF (rich text format) in the event you do not use Microsoft Word®.

### **Product Instructions:**

All LandlordSource/RE Manual products include the 20+ pages of Product Instructions in a PDF Format. It is important to read the Product Instructions designed to save hours of time and frustration before you start the manual.

### **Sample Text:**

Pages 8 -10 feature excerpts from the Policy and Procedures Manual for Real Estate Sales

### **Special notes:**

The manual uses JSL & JSL Real Estate Services, Inc. throughout as an example of a company name and initials. It is simple to replace them with your company name and initials in the manual document, using the Microsoft Word® feature, “Find & Replace,” which is included in the Instruction pages of the workbook.

**Red Text** indicates areas that you should definitely change to your company, state, or local information

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The following pages contain the general outline for the *Policy & Procedures Manual for the Real Estate Office*. This outline is subject to change as necessary.

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## EXCERPTS

### Company Information

#### Mission Statement

It is the mission of (Company Name) to service sales and listings in the **Area Name**, in an ethical and moral manner, in accordance with the **State Name** Department of Real Estate, abiding by the National Association of REALTORS®, NAR® Code of Ethics.

#### Goals

It is (Company Name) goal to achieve the following:

A known name in the **list name of area** for quality real estate listings and sales

The top number percent of listings in the list name of area

The top number percent of closed sales in the list name of area

#### Objectives

While achieving their goals, (Company Name) objectives are to ...

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### Property Management Policies

(Company Initials) also offers property management services to their clients. For more information, refer to the (Company Initials) Property Management Policies and Procedures Manual, which is interactive with this manual.

**If your company does not do property management, include your policy on managing property, such as referrals to professional management companies, forbidding Personnel to do property management in the office, etc.**

#### Fair Housing

Fair Housing affects all areas of the real estate industry. There is a separate section on Fair Housing polices to follow in this manual and many cross-references. (Company Initials) follows all Fair Housing laws and guidelines. The following federal acts are the foundation for Federal Fair Housing.

## Sales Agent Recruitment

The (Company Initials) recruitment policy is to follow the guidelines of the Internal Revenue Service, governing state agencies, Fair Housing, the American Disabilities Act (ADA), and the National Association of REALTORS® Code of Ethics, in their recruitment of Sales Agents as Independent Contractors.

### Company Requirements for Recruiting

(Company Initials) hires either licensed Broker Associates or Sales Associates as Sales Agents. The Broker/Manager determines if Sales Agent positions are available and pursues active recruitment. (Company Initials) is always open to opportunities to obtain top real estate producers for the company.

#### Sales Agent Standard License Requirements

All licensed Sales Agents must have current Real Estate license in the State of...

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### Financial Requirements

During the hiring process, (Company Initials) outlines their expectations of Sales Agents, which includes, but are not limited to the following:

- To list and sell property
- To maintain office contact
- To participate in Tours/Caravans/Floor Duty
- To provide their own transportation and the transportation of their clients, as well as their own vehicle maintenance and expense
- To pay their own dues in professional organizations
- To pay for their own lockboxes and lockbox key deposit
- To pay for the services of personal assistants or transaction coordinators
- Pay for Agent marketing as outlined in the Sales Associates section of this manual.
- To pay for all personal medical and/or dental plans, vehicle insurance, and personal Errors and Omissions Insurance
- To fill out and sign appropriate documentation needed for IRS and State purposes to support their Independent Contractor status
- To notify (Company Initials) of any problems with listings or....