



## THE LANDLORDSOURCE COMBINATION POLICY & PROCEDURES MANUAL FOR REAL ESTATE/PROPERTY MANAGEMENT

### Table of Contents, Forms Description, and Sample Text

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#### **Manual Format:**

The Policy and Procedures Manual for Real Estate/Property Management is prepared in Microsoft Word® so the purchaser can easily customize it.

#### **Product Instructions:**

All LandlordSource/RE Manual products include the 25+ 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 8-11 feature excerpts from the Policy and Procedures Manual for Property Management

#### **Special notes:**

The manual uses (Company Name) & (Company Initials) 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

#### **Table of Contents**

The following pages show the Table of Contents for the *Combination Policy & Procedures Manual for Real Estate/Property Management*. This Table of Contents is subject to change when necessary. All manuals created by LandlordSource/RE Manuals have a built-in Table of Contents, which will automatically update after making changes to the text in the manual.

#### **Forms**

With this product, there are currently 16 forms located in the Appendix.

**Policy and Procedures for the Real Estate / Property Management Office**  
**Table of Contents**

The following pages contain the general outline for the *Policy & Procedures Manual for the Real Estate and Property Management Office*, and the outline is subject to periodic change.

**Welcome**

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- Goals
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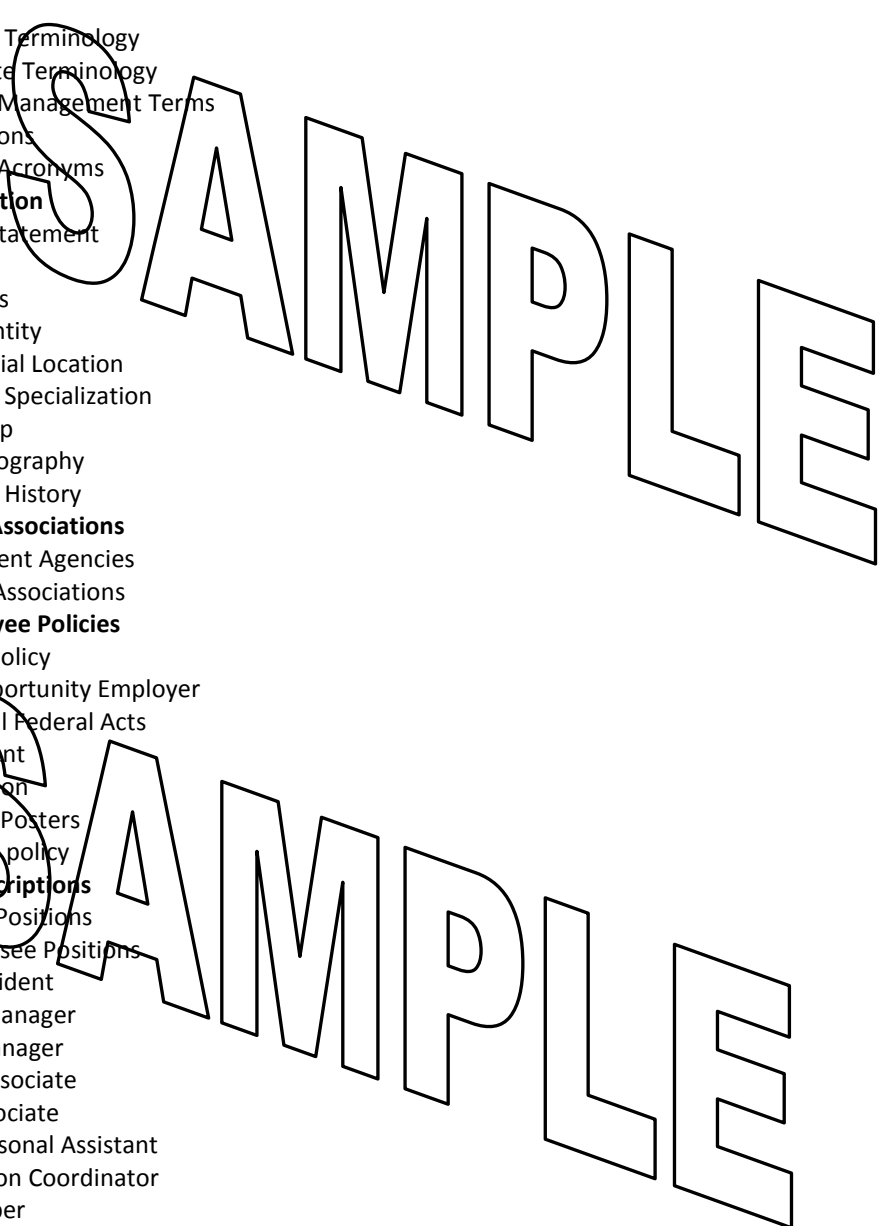
- Government Agencies
- Industry Associations

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SAMPLE

SAMPLE

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**Appendix**

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- A6 - Agent Information Form
- A7 - Office Key/Alarm Form
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Excerpts from the Real Estate/Property Management Policy Manual

**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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## Governance and Associations

(Company Initials) incorporates the laws and guidelines of the following agencies into the operation of (Company Initials) real estate.

### Government Agencies

It is the policy of (Company Initials) to follow, but is not limited to, the guidelines of the following government agencies.

#### Federal agencies

- IRS - Internal Revenue Service
- HUD – Housing and Urban Development
- EPA – Environmental Protection Agency
- FCC – Federal Trade Commission
- State agencies
- Department of Real Estate in the State of State Name
- State Agency for Taxes
- State Department of Labor
- Local Agencies
  - List any appropriate local agencies

## 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.

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## 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 ....

## Partial Excerpt from the Application Process Section

### Application Policy

All Personnel are required to know the application policies (please refer to previous section of this manual) and to notify Management immediately if they experience any problems with applications.

### Red Flags on Applications

While taking applications, Personnel are to be cognizant of the following “red flags” and report them to Management immediately. The following is a list of “red flags,” but Personnel are to watch for any other signs that could be “red flags.”

The applicants are not what they represent.

The applicants will not fill out the application completely.

The applicants will not supply required documentation.

The applicants will not pay the required application fees.

The applicants are difficult and/or abusive.

The applicants “scratch out” and change information as they hear the requirements, e.g., no pets on the property, number of vehicles permitted.

### The Application Requirements

All persons 18 and under, and/or emancipated minor must submit a separate and completed application with a processing or application fee. Personnel are to bring any information on minor applicants to the immediate attention of (Company Name) Management.