

Professional Courtesies

Real Estate is a reputation business...

What you do today will affect your reputation and business – for years to come.

Showings

- *QUALIFY* buyer with a mortgage company **before** showing.
- *FOLLOW* showing instructions.
- *BE RESPONSIBLE* for everyone you allow to enter listed property. Never allow buyers to enter listed property unaccompanied and keep all members of the group together.
- *BE CONSIDERATE* of the seller's property. Use sidewalks, walks and driveway whenever possible. If the weather is bad, take off shoes before entering the property. Leave the property as you found it (lights, heating, cooling, drapes, locks) unless instructed otherwise. *DO NOT* allow anyone to drink, eat, use the restroom, dispose of trash, smoke or bring a pet into a property. Check all doors before you leave...even if you didn't open them.
- *WHEN SHOWING* a home, always ring the doorbell or knock and announce yourself loudly before entering, even if the home is supposed to be vacant. Knock and announce yourself loudly before opening any closed door.
- *REPORT* suspicious odors, vandalism, broken locks/windows and defects ASAP to listing office.
- *ENSURE* pets are dealt with appropriately. *DO NOT* let inside pets out or outside pets inside.
- *FOLLOW UP* on all showings.
- *COOPERATE* with the listing agent by providing showing feedback.
- *ARRIVE* on time and leave a business card with date and time of showing.
- ***CALL seller/listing agent if you are delayed or must cancel an appointment or showing.***
- *NEVER* criticize property inside the home. Security cams can be listening.
- *INFORM* occupants when you complete the showing.
- *WAIT* outside if another salesperson is showing property.
- *BECOME* familiar with property before showing.
- *RETURN* keys to key box or listing office promptly.

Offer to Purchase/Contract

- *LISTING AGENTS*
 - *DISCUSS* price and terms, etc. with seller only.
 - *PRESENT* all offers to sellers in person, immediately or as directed by seller.
 - *PRESENTS* offers to the seller.
- *SELLING AGENTS*
 - *CALL* listing agent when offer is on the way and specify how the offer will be delivered.
 - *KEEP CONFIDENTIAL* terms and conditions of contract.
 - *ALLOW* privacy for the other agent and their customer/client to discuss terms of offer.
 - *SHARE* all pertinent information, as appropriate, within your agency relationship to facilitate the sale.
 - *NOTIFY* all concerned parties when loan is approved.
 - *KEEP* track of time for loan commitment and extend commitment date if needed.
 - *NOTIFY* lender if contract is voided.

- *FILL* out all forms completely.
- *CHANGES* to the offer must be initialed by all parties.
- *PROVIDE* buyers, sellers and all other involved parties copies of signed/initialed final contracts and forms.

Professionals:

- *RESPOND* promptly and courteously to inquiries and requests for information.
- *SCHEDULE* appointments and showings as far in advance as possible.
- *COMMUNICATE* clearly in all contacts with the public, service providers, other real estate offices and agents. Your message should include your name, REALTOR® and professional status and complete contact information. Avoid use of jargon or slang that may not be readily understood. Avoid the inappropriate use of endearments or other denigrating language.
- *ENCOURAGE* clients of other agents to direct questions to their agent. Do not prospect at other REALTORS'® open houses or similar events.
- *BE AWARE* of and respect cultural differences.
- *SHOW* courtesy and respect to everyone.
- *DO NOT* tell people what you think – tell them what you know.
- *PROMISE* only what you can deliver – and keep your promises.
- *BE AWARE* of – and meet – all deadlines.
- *ASSIST* in immediately correcting listing information by informing listing salesperson of any inaccurate information.
- *FILL* out listing form with every detail which is ascertainable, specify in writing what stays with the property, include complete and detailed driving directions as well as information concerning the presence of pets.
- *PRESENT* a professional appearance at all times; dress appropriately and drive a clean car.
- *GET* involved in Association activities & support Affiliate firms first.

***REMEMBER* the REALTOR® Code of Ethics and
“Do unto others as you would have them do unto you.”**