Gainesville-Alachua County Association of REALTORS®, Inc.

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DATE: _____

TO: Fellow Realtor® Member

FROM: Gainesville-Alachua County Association of REALTORS®

RE: Universal Access to Services

Welcome to the Gainesville-Alachua County area. We appreciate your visiting our area and are happy to provide you with access to our lockboxes through the NAR Universal Access to Services policy. Prior to obtaining this access, we would like to remind you of the following:

1) While you are Granted access our Association's Lockboxes, if you are not a memeber of Stellar MLS, there will be no Unilateral offer of compensation. Om prder for you to recieve compensation, you must either (a) contact the listing broker ro negotiatie your commission, or, (b) have your company join stellar MLS

2) As a REALTOR® you are subject to the REALTOR® Code of Ethics and are reminded of Article 16 which prohibits direct contact with the seller.

3) You may not show any property without contacting the listing agent or listing broker. When using your keypad to access a lockbox, your information will be stored in the lockbox and emailed to the listing agent/broker. Therefore, you may be contacted by the listing agent/broker feedback.

Again, thank you for visiting our area. Please sign below acknowledging that you agree to the above and will conduct yourself in accordance with our Association Policies.

I am a member in good standing of the _____ Association of REALTORS®.

_____ _____ _____

Name (print) Signature Date

Phone_____ Email_____

E-key/ Actve Key Serial #_____ PIN# _____ NRDS#_____

*** Serial Numbers can be found on the BACK of your "Active Key" or on the TOP of the Home Screen of your E-key**

*** For the fastest service, send in your forms and give us a call at 352-332-8850 to process your access fee.**

Association Only:

Date Received: _____ Date Processed: _____ Staff Initials: _____



Pathways to Professionalism

While the Code of Ethics and Standards of Practice of the National Association of REALTORS®, establishes objective, enforceable ethical standards governing the professional conduct of REALTORS®, it does not address issues of courtesy or etiquette. Based on input from many sources, the Professional Conduct Working Group of the Professional Standards Committee developed the following list of professional courtesies for use by REALTORS® on a voluntary basis. This list is not all-inclusive.

Respect for the Public

1) Follow the "Golden Rule" – Do unto others as you would have them do unto you.
2) Respond promptly to inquiries and requests for information.
3) Schedule appointments and showings as far in advance as possible.
4) Call if you are delayed or must cancel an appointment or showing.
5) If a prospective buyer decides not to view an occupied home, promptly explain the situation to the listing broker or the occupant.
6) Communicate with all parties in a timely fashion.
7) When entering a property, ensure that unexpected situations, such as pets, are handled appropriately.
8) Leave your business card if not prohibited by local rules.
9) Never criticize property in the presence of the occupant.
10) Inform occupants that you are leaving after showings.
11) When showing an occupied home, always ring the doorbell or knock – and announce yourself loudly – before entering. Knock and announce yourself loudly before entering any closed room.
12) Present a professional appearance at all times; dress appropriately and drive a clean car.
13) If occupants are home during showings, ask their permission before using the telephone or bathroom.
14) Encourage the clients of other brokers to direct questions to their agent or representative.
15) Communicate clearly; don't use jargon or slang that may not be readily understood.
16) Be aware of and respect cultural differences.
17) Show courtesy and respect to everyone.
18) Be aware of – and meet – all deadlines.
19) Promise only what you can deliver – and keep your promises.
20) Identify your REALTOR® and your professional status in contacts with the public.
21) Do not tell people what you think – tell them what you know.

Respect for Property

1) Be responsible for everyone you allow to enter listed property.
2) Never allow buyers to enter listed property unaccompanied.
3) When showing property, keep all members of the group together.
4) Never allow unaccompanied access to property without permission.
5) Enter property only with permission even if you have a lockbox key or combination.
6) When the occupant is absent, leave the property as you found it (lights, heating, cooling, drapes, etc). If you think something is amiss (e.g. vandalism) contact the listing broker immediately.
7) Be considerate of the seller's property. Do not allow anyone to eat, drink, smoke, dispose of trash, use bathing or sleeping facilities, or bring pets. Leave the house as you found it unless instructed otherwise.
8) Use sidewalks; if weather is bad, take off shoes and boots inside property.

Respect for Peers

1) Identify your REALTOR® and professional status in all contacts with other REALTORS®.
2) Respond to other agents' calls, faxes, and e-mails promptly and courteously.
3) Be aware that large electronic files with attachments or lengthy faxes may be a burden on recipients.
4) Notify the listing broker if there appears to be inaccurate information on the listing.
5) Share important information about a property, including the presence of pets; security systems; and whether sellers will be present during the showing.
6) Call listing agent/office with any problems related to the showing.
7) Show courtesy, trust and respect to other real estate professionals.
8) Avoid the inappropriate use of endearments or other denigrating language.
9) Do not prospect at other REALTORS®' open houses or similar events.
10) Return keys promptly.
11) Carefully replace keys in the lockbox after showings.
12) To be successful in the business, mutual respect is essential.
13) Real estate is a reputation business. What you do today may affect your reputation – and business – for years to come.