



## **Agent Group Realty Office Policy – published July, 2022**

### **LISTING YOUR OWN PROPERTY:**

It is against our company policy to list your own property as our insurance will not cover anything you have a financial interest in. Please contact the office manager to find another agent within the firm to do for a reduced rate or who will be willing to pay you a referral fee on your own properties.

It should always be disclosed in all contracts if a real estate agent owns the property even if this real estate agent is not listing the property.

### **DUAL AGENCY:**

In Florida this is illegal. Period end of discussion.

In other states (GA, NC, SC) it is against our company policy to do dual agent without your broker in charge's permission. Avoiding dual agency is typically as easy as showing the buyer required disclosures for the state you are working in, checking the box customer and not client for the buyer on the contract and of course explaining to the buyer they will be a customer and not a client.

**REQUIRED TASKS (Paperwork etc) - Florida, Georgia, North Carolina, and South Carolina.**

You are required to use the REALTOR BOARD forms for your state to do business when this is possible. You can find these forms in Realty Back Office in your form library.

## **Realty Back Office**

All new agents should become familiar with Realty Back Office within the first 48 hours of joining. There are training videos for everything, and you will receive an invitation typically within a few hours after submitting an agent package to join.

You are required to create a transaction by midnight of the day you ratify a contract or listing agreement.

After you create a transaction there will be a list of tasks that need to be completed which includes turning in required paperwork/closing documents among other things. As times moves forward and, as you change your status it is possible the required and recommend tasks list will change.

## **REALTOR BOARDS**

You are required to be a member of a REALTOR BOARD somewhere in the United States though most agents tend to join the one with their primary MLS they are a member of through Agent Group Realty.

You should always have a current Letter of Good Standing from a board available if our company manager or one of our broker-in-charges request this.

There will be times when we are audited and if we can not provide this letter of good standing, we will have to immediately make your license inactive. There will be a \$300 onboarding fee to make your license ACTIVE again. Also please note if you are paying a lower monthly fee because you joined many years ago the new rate will apply when you are boarded back on.

## **YOUR OWN PROPERTIES**

We do not charge a split of any type of your closings. All said there is always a minimal broker fee of \$300 payable to the brokerage so you should be charging yourself at least \$300 in addition to the money paid to cooperating brokers when you list your own property.

### **Minimum Commission Allowed to be Charged:**

We highly recommend you charge 6 percent on your listings with 3 percent being paid to the cooperating brokerage. We also highly recommend you do not pay any of your buyer customer/clients closing cost and pre-paid from your commissions.

All said it is permissible to charge what you would like on any listing provided you are paying out an acceptable amount to the cooperating agent (usually 3 percent) and you are charging at least an additional \$300 to cover the broker fee. (Plus .0012 of sales price to cover FMLS Fees if any)

You are also permitted but discouraged from paying any amount of the buyers closing cost and pre-paid expenses if allowed by the bank and done legally at the closing table provided at least \$300 is left to pay for broker fee due to Agent Group Realty. (Plus .0012 of sales price to cover FMLS Fees if any)\*

**\*FMLS is a MLS in the Atlanta Metropolitan area and only applies to Georgia Realtors.**

## **Types of Agency and Brokerage Relationships**

Florida, Georgia and South Carolina are transaction brokerage states through they have different laws. North Carolina in an agency state.

You should be up to date on the different laws when you join Agent Group Realty and it's your responsibility to keep up with the laws/rules when they change. All said we will do our best to keep you updated as things change.

All said if its legal and ethical we allow it and we have agents coming from different backgrounds with different experiences.

You of course can always contact your broker or the office for recommendations.

## **CONTACT THE OFFICE**

Our company manager's name is Noela Sharo. She can be reached on her cell phone at 843-991-7720 or through her email at [noela@agentgrouprealty.com](mailto:noela@agentgrouprealty.com)

## **COMPANY FEES & REIMBURSEMENTS**

We charge a monthly operating fee as everyone knows.

If for whatever reason the debit for this fee is returned, we will be charged substantial fines from our bank, and these will be charged to the agent.

If we must pay the MLS or REALTOR Board on your behalf including dues and fines, we will debit this money from your account.

## **TERMINATION**

If at any time, it is decided by a broker-in-charge, or the owner of Agent Group Realty feels they are not comfortable with the amount of liability involved with having you part of our Group they can make your license inactive. This would be an extremely unusually occurrence, but please keep in mind this is a Group of Realtors and all must be managed to serve the entire group and not an individual agent.

## **TRAINING AND DEVELOPMENT**

We have training/coaching available through Jeff Lobb. It is believed if you put the work in he can help you learn how to get enough leads to close on as many properties as you would like, but at the end of the day you are the only one responsible for your success.

Please contact the office about getting signed up with Jeff Lobb Coaching if you are interested.

Occasionally we may provide additional sales/contract training via webinar but we make no promises in this regard.

It is your responsibility to stay up to date with the contracts and the laws for your state. We feel you should stay in touch with your local MLS and REALTOR Boards and take as many

classes as you can when they are offered. YouTube can also be an excellent source of learning different perspectives with regards to contracts.

## SIGNS

**Custom Signs** – If for whatever reason you would like to do a custom sign it is permitted provided you are following the real estate commission regulations with your state. You are also allowed to use a Team Name provided you follow the real estate commission regulations in your state. If you do not know it is required, you call the real estate commission and ask these questions. It is also required at a minimum your sign has the words Agent Group Realty or the logo on the signs in a visible size though some states may have different requirements.

**Recommended Signs** – It is recommended that you buy signs from our sign store. They are very cost effective, and they will arrive to your home in about a week.

Please note there are different signs for Georgia as the regulations are different in Georgia.

These signs look very nice, are very affordable and take very little effort to order.

Please copy the following link into your browser. <https://www.buildasign.com/eas/agentgrouprealty>

## LEADS

Depending on the area you are working in we do get leads from Opcity and Prime Street for a referral fee. These leads are only meant to subsize your career in real estate a tiny bit. You should have probably a dozen other of your own lead sources.

To inquire about what we do have please contact the office.

## TRANSACTIONS - FROM THE BEGINNING TO CLOSING

### Create a Transaction, Complete Tasks and Get Paid

Step 1: Log into our back-office system. (REALTY BACK OFFICE) If you have no idea how to do this send a text to our company manager at 843-991-7720 and ask them re-send an invitation to your email.

Step 2: Once logged in create a transaction. This should be done the day you receive an executed sales contract or a listing agreement but doing this late is better than never at all.

**(Copy and paste link into your browser to see video)**

<https://university.realtybackoffice.com/article/220-how-to-create-a-transaction>

You will need to complete the **TASKS** which include adding information under the **DETAILS** tab, the **CONTACTS** tab and uploading required documents under **DOCUMENTS** tab. Documents will need to be labeled. All tasks need to be checked off as completed.

In addition, you will need to make certain you enter commission information correctly. A 3 percent commission for example should be entered as 3.00 and not .03.

### **Add contact information:**

**(Copy and paste link into your browser to see video)**

<https://university.realtybackoffice.com/article/118-how-to-add-a-contact-into-rbo>

### **Label documents and assign them to a task.**

**(Copy and paste link into your browser to see video)**

<https://university.realtybackoffice.com/article/156-how-to-assign-documents-to-a-task>

## **GET PAID IN FLORIDA & GEORGIA**

Please request a Paid at Closing under the REQUEST tab at least several days before closing. Once approved which is typically the next day a CDA letter is automatically sent to the Closing Agent.

## **GET PAID (NORTH CAROLINA & SOUTH CAROLINA)**

In South Carolina you need to email wiring instructions to the closing agent (buyer's attorney) several days before closing which can be found in the form library which is located inside of Working Documents in our back office.

Then on the day of closing you Request a Commission under the REQUEST tab. Typically, we receive the funds the next day and we can direct deposit back to you. (There are some exceptions)

Also please note if on the rare occasion a closing attorney will not wire funds or you feel they are charging an unreasonable fee for doing so, you can always deposit into a SunTrust Bank with the account number on the wiring instructions.

A 3rd option to ask the closing agent (buyer's attorney in GA, NC & SC. Title agent in FL.) to mail us a check. I would suggest something with tracking as these days you never know what to expect for sure with the mail.

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## **Changing a Transaction from Pending to Closed**

The office will do this after they either pay you in NC & SC or after they receive the transaction fee when a CDA letter is sent to the closing agent in FL or GA. *CDA = Commission Distribution Authorization.*

**If you get stuck and can't figure something out, try videos at this link. (Copy and paste into your browser)**

<https://university.realtybackoffice.com/category/98-transaction-management>

## **Other Helpful Things to Know**

In our back office you will be able to find forms/contracts for whatever states you are licensed in. You will be able to track your sales, your leads, fill out forms electronically, send documents for e-signature etc. On demand training on all these topics can be found by copying and pasting the link below into your browser.

<https://university.realtybackoffice.com/collection/85-agent-university>

## **Need Live Help?**

If you call tech support during regular business hours they have people on staff that can send you a Zoom link, give you the ability to share your mouse with them and show you how something works as if they were sitting right next to you.

## **REALTY BACK-OFFICE TECH SUPPORT HOTLINE**

Monday to Friday 9am to 5pm Eastern Time

**1-866-546-6935**

## **YOUR EMAIL ADDRESS**

You can use any email address that you feel is appropriate. Please just make sure to let the office know if there are any changes to your email address.

All branded email addresses are available for a cost of \$7.00 per month.

Examples: rachel@agentgrouprealty.com paul@agentgrouprealty.com noela@agentgrouprealty.com  
david@agentgrouprealy.com

Please contact the office if you would like to purchase one.

## **Your Address for Tax Purposes**

When you join you fill out a W9 and we keep this address on file. If this address changes please contact the office to let the office know about your change as soon as possible.