

UNLICENSED ASSISTANTS GUIDELINES

As a licensee, you are responsible for the actions of your employees who aid or assist you in the course of performing your licensed activities. For your convenience, the Board has created this set of guidelines for unlicensed assistants. This list is not exhaustive. Remember, unlicensed persons cannot complete any task for which a license is required, and it would be considered unprofessional conduct for you to assist in unlicensed practice.

Unlicensed Assistants may:

- Communicate with licensees, property owners, prospects, inspectors, etc. to coordinate or confirm appointments.
- Schedule showings, closings, or inspections for listed properties.
- Extend an open house invitation.
- Respond to questions by quoting directly from published information.
- Compile listing packages.
- Submit listings and changes to a multiple listing services, but only if the data is compiled by a licensee.
- Secure copies of public records from public repositories.
- Place “for sale” or “for rent” signs on property at the direction of a licensee.
- Act as a courier to deliver or pick up documents, pick up keys, etc.
- Assemble documents for a closing.
- Prepare and design advertising for approval by a licensee.
- Place advertising.
- Complete contract forms with business and factual information with the approval of a licensee.
- Sit at a property for a broker tour that is not open to the public. Open property for appraisers, contractors, home inspectors. Stage a home for showing and take photos.
- Record and deposit earnest money deposits, tenant security deposits, and other trust monies.
- Compute commission checks for affiliated licensees and act as bookkeeper for the firm’s bank operating accounts.
- Place routine telephone calls on late rent payments.
- Order and supervise routine and minor repairs to listed property at the direction of a licensee.

Unlicensed Assistants may not:

- Contact a prospective seller/buyer/landlord/tenant for the purpose of soliciting a listing agreement, buyer broker agreement, property management agreement, or rental/lease agreement.
- Show properties, either rentals or sales.
- Access a property in the presence of a potential buyer/tenant unless accompanied by licensee. Host open houses.
- Explain or interpret a contract, listing, lease agreement, or other document with anyone outside the company.
- Negotiate any contracts, listing agreements, rental agreements, commissions, etc.
- Attend settlements or closing unless in the presence of a licensee.
- Disclose any confidential information.