# **AGENT POLICIES & PROCEDURES**

Each Drake Agent is required to log into the Agent Database every 14 days and read the monthly newsletter to check for updates and policy changes that have been implemented by The Georgia Real Estate Commission (GREC), and Drake Realty. The Drake Realty Database and the Monthly Newsletter is our form of communication to insure our agents receive updates timely. Therefore, it is your responsibility as a Drake Agent to log in regularly and stay informed.

Drake Realty has six offices around metro Atlanta for your use. The offices are staffed with administrative assistants. Please call to verify office hours if you need assistance when in the office.

#### East Cobb/Roswell

3535 Roswell Road Suite 41 Marietta, GA 30062

Phone: (770) 565-2044 Fax: (770) 565-7674 drakemarietta@gmail.com

#### **Peachtree City**

602 Dogwood Trail Suite J

Tyrone, GA 30290 Phone: (678) 489-7818 Fax: (678) 545-1797

drakepeachtreecity@gmail.com

#### **Buckhead**

2972 Lookout Place Atlanta, GA 30305 Phone: (404) 321-3881 Fax: (404) 321-3882

drakebuckhead@gmail.com

#### Stockbridge

1092 Eagles Landing Parkway Stockbridge, GA 30281 Phone: (678) 829-3272 Fax: (678) 962-3273

drakestockbridge@gmail.com

#### Alpharetta/Forsyth

11380 Southbridge Parkway Suite 220 Alpharetta, GA 30022 Phone: (770) 565-2044

Fax: (770) 595-7674

drakealpharetta@gmail.com

#### **Lake Oconee**

1060 Salem Walk Drive

Suite 2

Greensboro, GA 30642 Phone: (706) 705-4203 Fax: (706) 453-4170 drakelakearea@gmail.com

#### Alarm System

All of our offices are equipped with alarm systems to protect our personnel and our physical assets. We appreciate your cooperation ensuring the alarm is turned off and set correctly when you enter and exit our offices.

Each agent is issued a key when you join the Company. Attached to the key is a 4-digit code, which is your alarm code. The Marietta and Peachtree City offices require only the 4-digit code to be entered when entering and exiting the office. All other offices require the number 1 to be entered at the end of the 4-digit code when you enter the Office, and the number 2 to be entered at the end of the 4- digit code when you exit. Below is an example.

In **Marietta or Peachtree City**, if your code is 1111, on entering you would enter 1111, and when you exit enter 1111.

In all other offices you would enter and exit as follows. If your code was 1111, upon entering the building you would enter 1111+1 and upon exiting you would enter 1111+2.

Also, if you set the alarm off, please answer the phone as the alarm company will call the office, and then someone from Drake will call the office. These false alarms cost the company \$75.00 a piece each time the police are dispatched. Please help us to eliminate these charges.

It is important to set the alarm each time you exit the Office to protect our assets and your fellow agents.

#### **Brokers**

Glenn Drake & Mary Gasparini
Broker Support email - <u>drakerealoffice@gmail.com</u>
Broker Support phone - (770) 365-4865

If you receive a call or e-mail from the Broker requiring a response please respond to this request as soon as possible to ensure compliance.

#### **Bank Shot**

Mary Gasparini
E-Mail drakerealoffice@gmail.com **Drake Realty Code – 8756398**See Attachment A for tips, instructions and procedures.

#### **Business Cards**

Drake Realty Business Cards are ordered directly from All Eyes on You. Please visit http://alleyesonyou.com/drake-realty to place your approved business card order. If you use another vendor, your business card must include the Drake Realty logo and be approved by Mary Gasparini prior to printing in order to remain compliant.

#### Signs

Drake Realty Signs are ordered directly from Farmer Signs, a full service Real Estate Sign Company. Type the link below into your web browser to see sign options and to order. Farmer will also ship to your home if you need this service.

https://farmersigns.com/drakerealty/

The contact for Farmer Signs is as follows:

2397 Church Road Atlanta, GA 30339 D (404) 799-0588 F (404) 799-7637 www.farmersigns.com.

All signs must have a Rider with the Agents contact phone number. All agents must specify which Drake Realty company you are affiliated (Drake Realty, Inc; Drake Realty of Georgia; Drake Realty of Greater Atlanta or Drake Lake Area) with on the Georgia Real Estate Commission Website.

# **Company Information**

# Drake Realty, Inc.

Tax ID #: 58-1983077
Broker Code: DRAK01
HUD Code: drkrle3077
Company License: H-016544

# Drake Realty of Greater Atlanta, Inc.

Tax ID #: 20-3450457
Broker Code: DRGA01
Company License: H-50756

# Drake Realty of GA, Inc.

Tax ID #: 27-0457906 Broker Code: DROG01 Company License: H-62436

#### **Drake Lake Area**

Tax ID #: 27-1834718 Broker Code: DRLA01 Company License: H-63178

#### Contract Cover Sheet

The next page is a copy of the Drake Contract Cover Sheet. Blank copies of this form were provided in your welcome email. They are also available in each office and can be emailed to you.

A Contract Cover Sheet must be fully completed and submitted with each contract within 72 hours of the binding date.

Tips to Insure your paperwork is completed properly

- Make sure the Binding/Acceptance Date is completed on the Purchase sale agreement.
- Have all parties signature's and initial's where required
- If a 3<sup>rd</sup> party such as the closing attorney is holding the Earnest Money please submit either GAR F510 & F511 (if using GAR Forms both F510 & F511 are required) or RE 215
- Confirm the office has received either the signed Listing Agreement or Buyers .
   Brokerage Agreement.
- If the property is an unlisted property shown by Owner, complete the Authorization to Show Unlisted property as required by GREC
- If the transaction is a personal one, please insure the office has received your Personal Transaction Letter
- Submit Earnest Money as specified per the contract.
- Confirm all Amendments have the Acceptance Date completed. The e-sign verification date does not qualify. This MUST be completed on each Amendment
- Referrals must include both forms Broker to Broker Referral and Referral Authorization

We prefer our agents to use an electronic signature such as, dotloop, Esign or Authcentsign so the contract is legible.



# **Drake Realty Contract Cover Sheet**

FMLS/MLS/Paragon #:
Address
City, State, Zip
Property Type Residential or Commercial
Closing Attorney -
Call Drake's preferred attorney – McMichael & Gray – Include Business Relationship Disclosure
Closing Date
Binding Agreement Date
Listing Agent Name
Listing Company
Selling Agent Name
Selling Company
Seller's Name
Seller's Phone Number/E-Mail
Buyer's Name
Buyer's Phone Number/E-Mail
Sales Price
Have you attempted to get your client either Pre-Approved by New American Funding
or to have an additional quote provided to get the best possible deal for the Buyer?"*
Deanna Matney – <u>Deanna.Matney@nafinc.com</u> or Micheline St Fleur - <u>Micheine.StFleur@nafinc.com</u>
Earnest Money Amount
Held by
Closing Cost Paid by Seller
Commission % Earned by Drake Realty Agent
Referral to be paid by Drake–W-9 turned in

\*RESPA states you are responsible for informing your client that they have the opportunity to shop interest rates and associated costs when obtaining a home mortgage. Unless indicated, we will have New American Funding call you the agent with highly competitive options for your client to consider.

# **Buyer's Brokerage Agreement**

Georgia Real Estate Law will not allow you to represent a client without first entering into a written agreement with the Buyer. Drake Realty does not allow agents to do Dual Agency. We will only represent one client in a transaction. You cannot represent both. Therefore, when first meeting with your buyer you must enter into a Buyer's Brokerage Agreement. Once the agreement is signed, it must be either emailed or mailed to the Marietta office. We must have this on file as soon as you enter into this agreement.

# **Earnest Money**

Earnest money must be submitted within the terms of the contract. It is preferred that all Earnest Money is deposited via Bank Shot Mobile Application. If an agent is having problems making the deposit, the agent must notify the East Cobb/Roswell Office at (770) 565-2044. The check must be held by the agent until the agent sees in the item queue of the mobile app a green check mark next to the check. The item queue notifies you of the progress of the check, you can check this at any time to see the status of your check. The check may be destroyed once there is a green check mark showing the check was successfully deposited. Any delay in depositing earnest money is not acceptable and could result in Independent Contractor's license being returned to the Georgia Real Estate Commission.

In a very special circumstance, when mailing earnest money to the office is required, please use the East Cobb/Roswell (Marietta Office) address 3535 Roswell Road, Ste 41 Marietta, GA 30062. If you choose to mail the check to the office you must mail it where there is a way to track the envelope. Do not put a stamp on the envelope and drop it in the box, it must be either certified, or sent via a carrier that will track the envelope. REMEMBER if you mail the earnest money it must meet the terms of the contract.

Agents must notify the Marietta Office at least seven business days before a closing if the earnest money is needed at the closing table by submitting a fully executed GAR F86 form or a fully executed RE 212 form. Agents must take into account Drake's policy to hold funds 10 banking days for an in state check, and 25 banking days for an out of state check. If these timeframes present a problem, the agent should consider wiring the earnest money to our trust account.

Earnest Money has to be handled in an exact manner. We cannot deviate from the rules and regulations set forth by the Real Estate Commission. We also must always keep our policy on the amount of days we hold checks, as we need to insure all funds clear our account prior to releasing payment to an Agent or a closing attorney.

#### **Executed Contracts**

All executed contracts must be turned into the Office no later than within 72 hours of the acceptance date accompanied by a Contract Cover Sheet, Fines of \$100 may be incurred for contracts handed in after the 72-hour window. THIS IS REAL ESTATE LAW. It also enables you to be paid in a timely manner. See Contract Cover Sheet and Earnest Money sections of this document for more detailed information on these topics. Any additional amendments, exhibits or changes to the contract must be turned into the office as they are added to the contract. A contract can change throughout the contract and any additional forms that are signed must be turned in at the time they become part of the contract and NOT AT CLOSING.

Georgia Real Estate Law states that all contracts entered into by an agent on behalf of their broker must be turned into the broker immediately upon contract acceptance.

We prefer our agents to use an electronic signature such as, dotloop, Esign or Authcent-sign so the contract is legible.

Likewise contracts that are awaiting a signature (usually a bank) on a foreclosed property should be turned in as an incomplete contract, so it can be entered into the system.

We ask that you attach our contract cover sheet to all contracts turned into us regardless if you use listing service, drop it off at an office, e-mail it into an office or mail it to the Marietta Office.

This cover sheet provides us vital information and allows the process to continue so that when you close the transaction, the office has the needed information in which to process your payment.

The Contract copy may be sent e-mail or in person at any office. If you are mailing any paperwork please use the following address only: Drake Realty, Inc., 3535 Roswell Road, Suite 41, Marietta, GA 30062.

#### **FMLS**

FMLS Support (404)255-4219
Fax New Listing Agreements (404) 255-8602
Fax Addendums and other forms (404)255-8602 Web site: www.fmls.com

Agents are required to adhere to all FMLS rules. FMLS forms and rules are found on their web site.

#### Fees Due FMLS

The fees due FMLS shall be determined in accordance with the FMLS charges schedule established by the Board and FMLS's Bylaws. Fees due related to a transaction for the sale of property listed with FMLS are charged to the Principal Member, not to buyers, sellers or closing attorneys. FMLS does not accept payment directly or indirectly from buyers, sellers or closing attorneys. Any such payments received by FMLS will be returned to the Principal Member for return to the individual payer, and the Fee will be due from the Principal Member.

Effective November 15, 2014, agents may not, under any circumstances, charge an FMLS fee to the buyer or seller. This fee will come only from the commission dollars earned. This means that the commission check must include any fees due to FMLS. We realize that agents have been passing this fee to their client but FMLS will no longer allow this practice. As a member of FMLS we agree to abide by their rules. When paying any fees for a closing to FMLS, we are required to include a copy of the HUD or CD. This means that the HUD or CD must be correct so that no FMLS fee can be separated out. The closing attorney must send only one check to the office where we will identify it as commission earned. We do not include any fees that we deduct from your check on your 1099 at the end of the year. We reflect the actual amount paid to the agent so that the fee will not impact your 1099.

If you have any questions, please contact Mary Gasparini.

# FMLS Listing Effective as Provided in the Listing Contract

#### **Compulsory Listing Area**

FMLS maintains a list of compulsory areas – the most current list can always be found in Rule 6. FMLS requires all exclusive right to sell listings, taken by any FMLS member broker, in which the property is located in a compulsory area, be entered into the FMLS system within 48 hours after the listing is signed by the seller (excepting weekends, federal holidays and postal holidays), and subject to an FMLS fee upon closing. (Rule 3.1) The location of the broker office is not a factor, just the location of the property listing. (See Rule 3.4 and Rule 3.5 for exceptions).

#### **Accuracy of Listing Data**

Accurate and complete information about listings is the highest priority for the members of FMLS. Listings are required to be entered in the correct property type and in the actual geographic area in which they are located (Rule 3.2).

Any inaccurate information on listings, detected by FMLS members, should be reported in one of two ways: within Matrix, click on the Report a Violation button (Police Icon); or send an email to compliance@fmls.com. The reporting member should always include their user name, the FMLS listing number of the property and a brief explanation of the issue. FMLS keeps all reports confidential and will not disclose the name of the reporting member. FMLS staff will follow up on each report. In cases where the property is entered in a wrong geographic area, FMLS staff will change the area on the listing after verifying the accurate location.

#### **Pricing of FMLS Listings**

FMLS rules on pricing, which apply to all listings (including short sales, foreclosures and auctions), require that a property be input at "a list price that represents the amount the seller is willing and able to accept given other reasonable contract terms". (Rule 3.1)

The compulsory areas are the following counties: Barrow, Bartow, Cherokee, Chattooga, Cobb, Dawson, DeKalb, Douglas, Floyd, Forsyth, Fulton, Gordon, Gwinnett, Hall, Haralson, Jackson, Lumpkin, Newton, Paulding, Pickens, Polk, Rockdale and Walton.

Notice of contract on all listings will be submitted to FMLS and copy of said notice emailed to brokers office within 24 hours of contract.

#### **GAMLS**

Main number 770-493-6200 Web site: www.gamls.com

Agents are required to adhere to GAMLS rules if they choose to join. It is the agent's responsibility to close out sold properties.

Notice of contract on all listings will be submitted to GAMLS and copy of said notice faxed to brokers office within 24 hours of contract.

For your protection do not lend your lock box key to any individual whether they are a licensed Agent or not. Additionally, please follow all instructions stated in the listing descriptions particularly concerning instructions and availability of hours to show homes.

GAMLS requires: At least one photo must be entered into the GAMLS computer system within fourteen (14) calendar days after the entry date of the listing for all property types except Land/Farm and Residential Developed Lots. Failure to submit at least one photo

during this time frame will result in a fine of \$50.00.

# **Listing Agreements**

Listing agreements/legal description must be emailed to office once procured by the Agent and after being entered into the Listing Services computer for broker's file. FMLS and GAMLS do not require a copy but they do require that the broker has a copy on hand at all times if a problem arises.

Please note on the Listing Agreement that we do not allow DUAL AGENCY. This must be marked to meet our requirements.

#### Mail

All correspondence via mail should go to the Marietta office at 3535 Roswell Rd, Suite 41, Marietta, GA 30062. We will move your paperwork to the correct office.

Drake Realty mail is for business use only. We do not want to receive agent's personal mail or packages at the office. If we receive a personal items at the office, we will make only one call and the agent will have 24 hours to pick it up or the item will be donated. Drake Realty will not mail personal items to the agent's personal address. If someone advises you they are sending you something at the office, it is your responsibility to address this with the party sending the item prior to shipment and advise them to mail it directly to your personal address.

# Monthly Fees

It is the agent's responsibility to insure their monthly fees are paid by credit card, Bank Shot, check or via closing. We attempt to send a current monthly invoice to the agent's e-mail address on file but if as invoice is not received the agent, per their Independent Contractor Agreement, is responsible for making a monthly payment either on the 1<sup>st</sup> or 15<sup>th</sup> of each month.

It is our expectation that our agents check their credit card statements monthly to insure their card is working and they are being debited for their monthly fees. If any agents finds any issue with their monthly credit card payment they must notify the office immediately. Drake Realty's policy is that will only address credit card issues that are brought to or attention within 60 days of a billing issue occurring.

# **Mentoring Program**

Drake Realty's mentoring program is designed for motivated individual who prefer to learn hands on. We do not stick books and papers in your hand, send you to useless training classes or have you watch hours of videos. We have actual agents who work with your availability. Our program allow your learning experience to be first hand. Your mentor will assist you in writing listing agreements, contracts, process, ext. In the world of automated voices, our mentors take pride in in the old-fashioned value of being able to speak to a live person to address questions and concerns.

# Change of Contract Plan

Drake Realty agents are able to change their contract plan at any time. Please request a contract plan change via e-mail. All requests should be sent to <a href="mailto:drakerealoffice@gmail.com">drakerealoffice@gmail.com</a> with current contract plan and the desired contract plan. Once the change goes into effect, any contracts written within 30 days of the contract plan change with fall under the previous contract plan.

# **Change of Personal Information**

It is the agent's responsibility to notify the **Georgia Real Estate Commission** and **Drake Realty** of any personal information changes such as address, email and name changes within 30 days of the change. Agents should send change notices to drakerealoffice@gmail.com

# Office Expectations

Maintain a professional attitude and tone while in the Office.

We provide one phone, one fax line and copier per office. Please limit your phone use to business purposes only. The fax machine is for Drake Realty, Inc. business only. Copies made from the Office Copier are intended for the sole purpose of Drake Realty, Inc. requirements. Agent flyers or personal information are not to be made from the Office Copier.

For the safety of you and all Drake Agents the Alarm is to be set correctly per procedure when you enter or exit the Office. See **Alarm System** section for a more detailed instructions on setting and disarming the alarm.

Children are not permitted in the Office. Drake Offices are for Drake Agents and their clients only.

Please limit eating food at the Office and take all food articles with you when you leave.

#### **Personal Property Transactions**

As required by Georgia Real Estate Commission and Drake Realty, all agents buying, selling, renting any type of property must send notification of transaction in writing to <a href="mailto:drakerealoffice@gmail.com">drakerealoffice@gmail.com</a>. The notifications must include the agent's name, license number, property address and transaction type. Agents must send notification for every personal transaction. You are required to submit the contract within 72 hours of binding. It is the agents responsibility to pay all associated fees whether a commission is taken or not.

# No Commission or Reducing Commission including Personal or Investment Property

Any contract concerning foregoing commission has to have the written consent of the Broker regardless if the property is personal, investment, family, friend, etc. Executed Contracts for Personal or Investment Property where no commission is taken must be turned into the Office within 48 hours with a Contract Cover Sheet attached. The broker must be informed of the transaction by emailing <a href="mailto:drakerealoffice@gmail.com">drakerealoffice@gmail.com</a>. When the closing of a Personal or Investment Property occurs the Agent must turn the closing paperwork into the Office with a signed HUD or CD immediately after the closing occurs. Please attach a check for the closing, or advise that you want the closing money due Drake to be billed to your Customer Register and taken out with your next Credit Card payment. You may also reduce your commission to equal the amount due Drake Realty, Inc.

Agents must inform their broker in writing when entering into any real estate transaction prior to signing the contract. This means when you decide that you are going to purchase a home or property, you must email the broker at <a href="mailto:drakerealoffice@gmail.com">drakerealoffice@gmail.com</a> and inform them that you are going to begin looking for a property. Once you have identified the property, you need to send another email with the property address listed. Remember in the contract you also must disclose that you are a licensed agent in the State of Georgia with a real estate license number of \_\_\_\_ and working under the license #\_\_\_\_\_ of the broker.

When you are going to list a personal property for sale, you must also notify your broker prior to listing your home. Please send an email along with the property address to <a href="mailto:drakerealoffice@gmail.com">drakerealoffice@gmail.com</a>. Also please note on the listing that you are a licensed real estate agent selling your personal property. If you are listing the property on your own then you must state on the sign in your yard that you are a licensed real estate agent and include your license number. You need to make sure that you inform the broker in the email if you are going to list it via the listing services or on your own. You cannot use a Drake Realty sign to list a property on your own but you must have broker permission.

# Receiving Payment for Commission/Referrals

Please be courteous to the office staff when requesting payment. Check individual office hours of our staff. Closings received prior to Noon Monday- Friday will be ready by the end of the Office Staffs' day. Anything received after Noon will be paid the following business day. To **expedite** payment please email copy of the HUD1

drakecommdeposit@gmail.com and Bank Shot the commission check. The commission check will be mailed directly to you. Please insure we have your correct mailing address. The agent's commission check is dated the banking day after the deposit date of the commission check for in state checks and 25 banking days for out of state checks.

Get paid at our Preferred Attorney McMichael & Gray, PC and never have to come to the office. You can also deposit your check via Bank Shot which is the quickest, most efficient method to deliver your check to the office.

All in state, money order and cashier check earnest money are held for 10 banking days and out of state earnest money checks are held for 25 banking days.

All referrals require 2 forms of documentation per GREC. Both forms are found in FMLS 1st Forms under Company Operations. The Broker to Broker Referral is signed by both Agents involved in the referral agreement. The Referral Authorization is signed by the person who is being referred so that they are giving permission for the referral and that it is disclosed that the referring Broker will be compensated.

- 1. Broker to Broker Referral
- 2. Referral Authorization

#### **Termination and Releases**

All T&Rs need to be complete and turned in to our offices. If Drake is holding earnest money, an address to which the earnest money can be sent must be provided. If parties change the document in any way, all parties must initial the change. This form is a very important document and must be used to correctly terminate a contract. If you have not taken the time to read through this form or have not read through it in some time, please take the time to read through this. It protects everyone involved in the transaction.

# Drake Realty's Policy on Retainer Fees

Drake Realty does not take retainer fees due to the liability put upon the broker and agent in accounting for expenses. The only expenses that are allowed against a retainer are actual advertising expenses. If an agent wants to be compensated for their expenses in advertising the property then they should have the seller pay the expenses as they are incurred directly to the newspaper, the radio, etc. Sellers must pay the bill directly to the entity. The agent cannot pay the expense out of their pocket and then have the seller reimburse them. Real Estate law does not allow this. Under no circumstances are expenses for gas or agents time allowed to be compensated through a retainer as these are routine expenses of the job as a

real estate agent. Additionally, we do not allow any miscellaneous fees to be charged to the seller or buyer at closing without prior written permission from the broker. Any additional fees, regardless if they are designated FMLS, Transaction fee, etc will be considered payment to the broker and the fee will be deducted from the agent's commission unless prior written permission has been given.

# Use of an Unlicensed Assistant

If you plan to use an unlicensed assistant, Georgia Real Estate law requires that certain written agreements must be in place.

- 1. There must be a <u>written</u> agreement between you and Drake Realty specifying at least the following:
- a. Authorization to use an unlicensed assistant.
- b. Delineation of the duties the unlicensed may perform.
- c. Approval of the compensation arrangement between you and your unlicensed assistant.
- 2. A <u>written</u> agreement between Drake Realty and your unlicensed assistant specifying any duties that the unlicensed assistant may undertake in your behalf.
- 3. A <u>written</u> agreement between you and your assistant specifying:
- a. Any duties the assistant may perform.
- b. The manner in which your assistant will be paid.

The Resources Section of the GREC School page at www.jmre.com/grec includes a printer-friendly list of tasks that can and cannot be performed by your assistant.

# Property Photos to be taken by Agents

We have been made aware that lawsuits are being filed against agents who are using another agent's picture of a property on a listing, marketing material, website, or in some other type of form. These lawsuits are being filed by the agent who originally took the photo. There is a local agent that has been making a living doing this. The agent puts out high quality pictures of common areas of neighborhoods and condos on the web and waits for an agent to pick them up and use them on their personal web sites or listings.

Now that Google Images gives consumers (and this agent) the ability to upload a photo to see exactly what website it appears on, there is no getting away with using pirated images. Please keep in mind that it doesn't matter if the photo is 'watermarked' it is still considered a copyright infringement.

It has always been Drake Realty's policy that agents take their own photos of all properties. We want to make you aware of this as it is happening in this market and the agent filing the suit is asking for \$100,000 and upwards for each incident. Unless you have taken the photo or are licensed to use the photo through a particular site, all photos are considered copyrighted.

We want to be clear to our agent's that no one is allowed to use another agent's photos without express written permission to use their pictures of that particular property.

# Logging into the Drake Realty Property Database

From your Internet browser: <a href="http://www.drakerealtydata.com/atl">http://www.drakerealtydata.com/atl</a>. Your "user name" should be your last name unless it is a common last name, then it will be your last name plus the initial of your first name, for example: smithe (if it is common name) or smith (if it not a common name) If you have never logged into the system your password will be "password". If you get a message that there is a security certificate error, it is OK to proceed, as this web address is Drake Realty and our web site managed by Jump Line. This error occurs because of the difference in the two names. The first time you go in Data Base, you will be prompted to fill out an on-line independent contractor agreement. When it asks for Social Security number, please use 000-00-0000, as Drake already has this information in a secure place. If you are changing your plan, you must still contact an office and send a hard copy of the amendment, just doing it in the data base does not alert the office of this change. Once you are in the data base, the first thing you need to do is change your password. You can then review the paperwork that has been turned into the Drake Offices.

# Georgia Real Estate Commission

The Georgia Real Estate Commission passed changes to two of its Rules at its April 2, 2014 meeting.

Advertising – This Rule change primarily addresses the use of the Internet to advertise real property. NOTE: ALL ADVERTISING MUST BE APPROVED BY YOUR BROKER!

Maintaining a License – As of July 1, 2015, this Rule change increases continuing education hours from 24 to 36 for the 4 year license renewal period. Also, as of July 1, 2016, the 36 required hours of continuing education shall include 3 mandatory hours on the topic of License Law. Note: Because it takes a statutory change by the Georgia General Assembly to require continuing education for "Grandfathered Licensees", these "Grandfathered Licensees" will continue to be exempt from continuing education requirements.

The revised Rules can be read by going to www.grec.state.ga.us

It is the agent's responsibility to notify the Georgia Real Estate Commission in writing within 10 day of the final status of any administrative, civil or criminal action filed in any legal court system or any administrative agency.

It is the agent's responsibility to notify the Georgia Real Estate Commission and Drake Realty of any personal information changes such as address, email and name changes within 30 days of the change.

If a licensee owns a designated trust account and files a bankruptcy petition, the licensee shall immediately notify GREC in writing of the fill of that petition.

#### CE CLASSES

Drake Realty provides on-going CE classes to all of our agents. It is your responsibility to keep

yourself up-to-date to changes in the contracts, rules and regulations and any other information that is pertinent to real estate. We do not charge for our CE classes and we offer a wide variety which cover many topics. It is up to the agent to attend these classes.

#### **Agent Communication**

We communicate via our intranet to our agents, you must log on regularly to keep up to date with changes in our policies and procedures. We utilize the Broker's corner and post the most up-to-date policy and procedures manual under the Policy and Procedure Manual tab. We also have all of the paperwork you have turned into the office available for you listed by property address. You can view any of your transactions. If you see where you sent something into the office and it has not been uploaded, please contact Mary as we want to make sure there is not a delay in our process. PLEASE NOTE THAT INTERNET EXPLORER OR FIREFOX IS THE PREFERRED BROWSERS TO USE WHEN ACCESSING OUR INTRANET. GOOGLE CHROME IS NOT RECOMMENDED.

We utilize Constant Contact to send emails when immediate notification is needed. If you have denied Constant Contact to email you, please correct this as you will be held accountable for information emailed via Constant Contact. Your email and all contact information must be kept current with the office. We will email you directly on any issues that are pertinent to you only. We will also call you so a number which you can be reached at is a must.

# **Pending Contracts from Previous Broker**

When you join Drake, if you are transferring from another broker and you have pending contracts, they must stay with that broker. Do not change the broker on the contract, this is not allowed without written permission from both brokers. Both brokers must sign off on any transactions that are either pending under the old broker and will be paid by the old broker, or if the old broker is willing to transfer the contract to Drake, both brokers have to agree in writing. There is no gray area here, if you have a pending contract, you must keep it with the other broker.

We want our agents to call us if they have a question. We are available at any time via email and will return calls within the hour regularly. We want the questions as we want to help our agents and work through situations with you, not after the fact. We take this very seriously, please reach out to us if you have any questions.

# Rental Property

Drake Realty does not allow agents to manage property. Agents can list property for rent but cannot manage property for a landlord.

Agents who own rental property must provide in writing to the broker a list of all their rental

properties. Drake must hold the security deposit unless you have written permission from the broker to hold it in a trust account. Any trust account that an agent has must be registered with the Georgia Real Estate Commission and that requires the broker's signature.

# **Advertising Compliance**

All advertising must be approved. Please send the proof to <a href="mailto:drakerealoffice@gmail.com">drakerealoffice@gmail.com</a> for review.

# Website Compliance

Any Drake Agent who has a personal website that is not through GAMLS.com must send a link to your website to Mary Gasparini <a href="mailto:drakerealoffice@gmail.com">drakerealoffice@gmail.com</a> via e mail ASAP so we can review for compliance.

Websites are being reviewed by GREC for compliance and we want to insure all of our agents are in compliance.

Please log into the Drake Property Database and go to the Broker Corner and read and review the GREC Newsletter regarding Advertising Law.

# Procedures for using the Bank Shot Mobile application.

All checks must be deposited by 4:00 pm each day to be deposited that day.

If you are paid at table, deposit the Drake check via Bank Shot and email the fully executed Settlement Statement to drakecommdeposit@gmail.com.

Agent's commission checks will be mailed to the address we have on file. Please insure that our office has the correct address.



# **Instructions for Downloading Bank Shot for Agents and Guests.**

- Download the app from the app store to your phone. Search for Bank Shot for Android phones and Bank Shot Drake for iPhone. You must type in the complete name in order to locate the app. When you type in the correct search, you will see this app tile.
- The broker code, only for Drake Realty, is 8756398 which is required when signing up.
- Follow the sign-up prompts.
- **Drake Agents** Follow prompts to create your login. In the future if you forget your login or password, follow the prompts in the app.
- Once you have completed downing loading the app, it is ready to use just follow the prompts.
- When depositing a commission check, email the Settlement Documents to: <u>drakecommdeposit@gmail.com</u></u>. Your check will not be cut until the following settlement documents are received: Closing Disclosures (closing with a loan) or HUD1 (cash closing).
- Keep Bank Shop App up to date by frequently checking for updates and updating the app.
- On the Android app, please be sure to convert the image of the front of the check before taking the picture of the back of the check. The app will not allow you to take the picture and will stop working if you do not convert the image.
- When taking the picture of the front and back of the check please make sure you are taking the picture as a landscape picture not a portrait picture.
- When entering the amount of the check in the app, please do not add a \$ sign and it is not necessary to add .00 after you enter the dollar amount.
- It is very important that you write the name of the company who the check is made payable to on the back of the check under the endorsement section before taking the picture of the check. If there is no endorsement the check will be deleted.