

Compliance Handbook

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MLS Compliance

FAQ

MLS and LICENSE INFO

Lincoln Park MLS IDs

CAR: 87738

Lakeview MLS IDs

CAR: 87761

MORE: 28369

O'Hare MLS IDs

CAR: 87762

MORE: 28370

NICAR: TBD

NSBAR: 6583

Branch License IDs

Lincoln Park - 481.013406

Lakeview - 477.014329

O'Hare - 477.014328

Marketing Compliance

PRIOR TO PURCHASING ANY NEW MATERIALS, IT IS STRONGLY ENCOURAGED THAT YOU SEND PROOFS OF ALL REVISED MARKETING MATERIAL TO YOUR COMPLIANCE MANAGER AT <https://tinyurl.com/y3wlm2ua> FOR REVIEW AND APPROVAL. IF YOU CHOOSE NOT TO DO THIS, YOU WILL BE REQUIRED TO RE-DO OR RE-PURCHASE ANY NON-COMPLIANT PIECES.

Follow these steps:

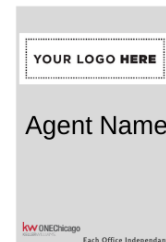
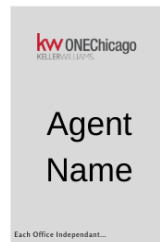
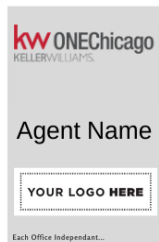
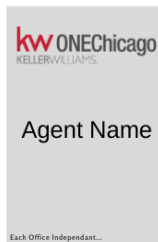
- 1) Open the folder at <https://tinyurl.com/y3wlm2ua>**
- 2) Read the uploaded Marketing Material, (also copied below on the next two pages)**
- 3) Sign page of the marketing guide and download as PDF**
- 4) Create a subfolder and title it with your full name - last name first**
 - Example: “Rodriguez, Amanda”**
- 5) Be sure your materials are within KWRI guidelines**
- 6) Upload your marketing material proofs, be sure to include your signed marketing pledge**

MARKETING COMPLIANCE CHECKLIST

This should be used as a general guide and may not cover the specific needs of your business. Please consult with your Managing Broker for further assistance.

★ OVERVIEW OF REQUIREMENTS

1. The KW ONEChicago Logo must be equal in size or larger than: i. your name; ii. your team name; and/or iii. your team logo or personal branding logo; in all advertising



2. Your Team Name or Personal Branding Name **cannot contain the following words or phrases: Company; Realty; Real Estate; Agency; Associates; Brokers; Properties; Property**
Other misleading phrases should be avoided such as **R.E.; Co.; Assoc.**
3. The franchise disclaimer "Each Office is Independently Owned and Operated" must be displayed somewhere in the advertising.
4. Requirements affect all means of advertising: print, electronic, social, web/digital.
This is not just a change to yard and open house signs.

L LOGO USAGE

Illinois Law mandates the use of our full franchise affiliated name and logo in all advertising. Only the approved **Keller Williams ONEChicago** logo may be used in your advertising. All file versions of the approved logo are available to download at kwonechicago.com



Also acceptable are all Keller Williams Approved color variations (grayscale, white, transparent background, etc...)



- ! Use caution when ordering from Keller Williams Approved Vendors. Some are only able to offer products with the general Keller Williams logo. These items would not meet compliance requirements in Illinois. !



! D I S C L A I M E R !

PRIOR TO PURCHASING ANY NEW MATERIALS, IT IS STRONGLY ENCOURAGED THAT YOU SEND PROOFS OF ALL REVISED MARKETING MATERIAL TO YOUR COMPLIANCE MANAGER AT [HTTPS://TINYURL.COM/Y3WLM2UA](https://tinyurl.com/Y3WLM2UA) FOR REVIEW AND APPROVAL. IF YOU CHOOSE NOT TO DO THIS, YOU WILL BE REQUIRED TO RE-DO OR RE-PURCHASE ANY NON-COMPLIANT PIECES.



PRINT MARKETING

Items to Include on All Print Marketing

- KW1C Logo Equal in Size or Larger than Agent Name, Team Name, and/or Team/Branding Logo
- Team/Branding Name does not contain prohibited word/phrase
- Franchise Disclaimer

YARD SIGNS AND BILLBOARDS

OPEN HOUSE SIGNS

BUSINESS CARDS

PRESENTATIONS, PACKETS, & MAGAZINES

FOLDERS/NOTECARDS

POSTCARDS/MAILINGS
(Property and Agent Marketing/Promotion)
- Solicitation Disclaimer

FLYERS

PROMOTIONAL PRODUCTS
(Calendars, Magnets, Notepads, Banners, Table Cloths, Car Wraps, etc...)



D I G I T A L / W E B

CUSTOM DOMAIN NAME
- Cannot contain prohibited word/phrase
Example: www.AgentAnnieRealEstate.com
 www.AgentAnnie.com

CUSTOM EMAIL ADDRESS
- Cannot contain prohibited word/phrase
Example: Name@AgentAnnieRealEstate.com
 Name@AgentAnnie.com

EMAIL SIGNATURE
- Includes Full Office Name (No Abbreviation)
- If using Team or Personal Branding Logo, then must use KW1C logo that is equal in size or larger

WEBSITE
- KW1C Logo on every page
- KW1C Logo equal in size or larger than any team/branding logo
- Team/Branding Name does not contain a prohibited word/phrase
- Franchise Disclaimer

DIGITAL ADVERTISING
- Includes KW1C Logo
- Logo is equal in size or larger than agent name or any team/branding logo
- Franchise Disclaimer



S O C I A L M E D I A

Examples: Facebook, Instagram, LinkedIn, Pinterest, Youtube

HANDLES OR PAGE NAMES
- Cannot contain prohibited word/phrase
- If page name includes Keller Williams, then must say Keller Williams ONEChicago.
Example: Agent Annie, Keller Williams
 Agent Annie, Keller Williams ONEChicago

DESCRIPTION PAGES & BIOS
- Include phrase:
Licensed at Keller Williams ONEChicago

ADS
- Includes KW1C Logo
- Logo is equal in size or larger than agent name or any team/branding logo
- Franchise Disclaimer

ADVERTISING POSTS
An advertising post is any post that is for agent promotion and/or property promotion. If you're intending to sell/market your services or sell/market a property, then it is an advertising post.

Posts that include an Image
- Image includes KW1C Logo
- KW1C Logo is equal in size or larger than agent name, team name, and/or team/branding logo
- Franchise Disclaimer
If photo does not contain any agent branding, then agent may utilize 1-Click Disclaimer mentioned below

Posts that are Text Only or Unbranded Images
Ex: Looking to buy or sell? Call me! 312-555-5555

Can utilize the New "1-Click" Rule for Compliance.
1-Click Rule: Agent may create & utilize a URL to comply with advertising rules in social media posts so long as the URL is included as a direct link in the post (1-Click) and takes them directly to a page with the following info:

1. KW1C logo equal in size or larger than agent name, team name, and/or team/branding logo
2. KW1C Office Address
3. Agent Name
4. Contact Information (phone or email)
5. Franchise Disclaimer

Example: Broker Disclaimer: www.tinyurl.com/xyz



I CERTIFY THAT I HAVE AUDITED ALL ITEMS ON THIS CHECKLIST AND HAVE COMPLETED ANY NECESSARY REVISIONS. FAILURE TO COMPLY MAY RESULT IN FINES ASSESSED BY IDFPR OR REALTOR ASSOCIATION. AGENT WILL ASSUME ALL RESPONSIBILITY FOR NON-COMPLIANCE.

SIGNATURE _____ DATE _____

Commission Statements

When you/the MC have received earnest money funds for your deal, here's an overview of next steps you will need to take for a commission statement.

You'll go to commissions.mc1047.info to submit your commission statement request. You can do this as soon as you have a 'firm deal'. See FAQ on the next page for definition.

Your request will then be sent to me, I'll do a final compliance check of your file, and then issue a statement for you. Depending on our earnest money and commission, I'll let you know whether we'll be retaining all of the earnest money as commission owed, or sending some to the title company.

I've attached an FAQ sheet for commission statements too. Once you receive your statement, it will contain instructions on what to do after the property closes.

It will ask you in the request if there are any closing cost credits from the seller to the buyer *in the original contract*. Typically, we calculate commission on the effective net price to our seller, but MLS rules only allow us to calculate net commission off any credits in the *original contract*. If there was a credit negotiated for inspection items or during attorney review, those credits wouldn't be considered in calculating net commission. You will however be required to upload into Command the documentation for those agreed upon inspection/attorney review credits. That can be done by either using the addendum the attorneys draft up for the contract, or the agreed upon attorney review letter, whichever you have.

Commission Statement F.A.Q.

What is a Commission Statement?

A commission statement is a prepared letter from the market center indicating the final commission owed to KWCLP for the sale of the property. It also includes how the co-op commission should be paid at closing, and accounts for the earnest money we have in escrow. This statement is typically sent to the seller's attorney for calculating final closing figures.

How do I know if I need a Commission Statement from the market center?

A commission statement is required when we are on the list side of the transaction (when you are the listing agent for the property). With a few exceptions, a commission statement is not required when you are on the buy side.

How do I request a Commission Statement? What info do you need?

You must request commission statements using the form at the link here. You may want to bookmark the form for future use. commissions.mc1047.info

In your request form, you'll provide final details of the transaction including closing date and title company info, confirm parties involved, earnest money we should have in escrow, and confirm how the commission should be paid out at closing (percentages, net vs gross, MLS or Admin charges, any reductions, etc...)

When do I need to request a Commission Statement? How soon will I receive it after requesting?

Commission Statements should be requested once you have a "firm deal" and the closing date has been set. Additionally, they should be requested at least 5 business days in advance of your closing date. Your statement request will be processed and emailed to you within 2 business days of request.

A firm deal is when the transaction has moved past most of its contingencies: the inspection is complete, attorney review is complete, any credits have been negotiated, all earnest money is deposited, etc...

If we're holding earnest money, how does that work with the closing and commission?

Generally speaking, if we are holding earnest money for a transaction, we will retain from the earnest money any commission owed to KWCLP. If the earnest money we have in escrow is *less than* what is owed to us, then the Title Company will provide a check for the difference at closing. If the earnest money we have is *more than* what is owed to us, the market center will wire any overage to the Title Company for proper disbursement at closing.

Why do I need to request a Commission Statement? Didn't I already provide all of this on the Commissions Tab when we went under contract?

Often in a transaction, there can be changes to the contract during the contract-to-close period. After you've already submitted Commissions Tab, there could have been a change in the price, a credit may have been negotiated, the closing date may have moved, a commission amount may have changed, and most importantly, we need to verify that we have in escrow the amount of money we are supposed to have. Requesting a Commission Statement allows us to double check all of this information and if anything has changed, reflect it on the final statement and prepare a wire for closing, if necessary.

A change in commission, what does that mean?

There may be a need from time-to-time to adjust the commission that either KWCLP is receiving, or the co-broker is receiving. If the commission changes from what is stated in the listing agreement we have with the seller, or what is stated as the co-op in the MLS that we are paying the co-op brokerage, then additional documentation may be required. If at any time we are paying a co-op brokerage less money than what is stated in the MLS, a signed waiver must be received by the Managing Broker (not the agent) of the co-op brokerage. Should you have a transaction where the commission is adjusted, please contact your Managing Broker for assistance.

What about when we're on the buy-side, what are the exceptions that would require a commission statement?

You will need to follow this same process if we are on the buy-side of the transaction, and there is no brokerage on the list-side. This is what we refer to as a For Sale By Owner, or FSBO.

What about those times that we're on the buy-side, there is a listing brokerage, but we're the ones holding the earnest money?

Some brokerages do not hold earnest money. If you encounter that with a buyer transaction, then KWCLP can be the escrowee so long as the contract reflects that. 3-5 business days before closing, you will need to send a closing confirmation letter from the title company to the MCA Department. *Unless instructed otherwise by the listing brokerage, if we are on the buy-side of the transaction and holding earnest money, ALL earnest money is wired to the title company for closing, we do not retain any of it as commission. The title company will then disburse the KWCLP commission check at closing.*

Timeline of Document Submission

PRIOR TO GOING Under Contract

- **Upload Designated Agency Disclosure in Command and Submit for Review**
- **Listing Deals (Submit all Listing Documents for Review before going Live on the MLS)**

SAME DAY (Upon receipt of fully Executed contract):

- **Create Offer and Submit Commission Tab in Command**
- **Submit for Review in Command**
 - **Fully Executed Contract**
 - **Fully Executed Disclosures**
- **Listing Deals - Update MLS with Contingent Status “CTG” with 48 hrs (went under contract after hours on Friday, status must be updated by Sunday).**

After A/I:

- **Upload and Submit Final A/I Letter, CCC Addendum and all relevant documents for review.**
- **Commission Statement Request upon receipt of balance EM or at least 5 Business days prior to closing date. (LISTING Transactions ONLY or FSBO Transactions)**

After Closing:

- **Settlement Statement (Upload and Submit for Review in Command along with Final A/I Letter or CCC Addendum, if you have not done so yet.)**

Documents for Listings

Listed

Listing Agreements

Required

Must be signed by seller and Managing Broker

MLS Listing Exemption Form

Conditionally Required

If property is not going in the MLS within 48 hours, this document is required. Selection must be made for exemption, and signed by seller and Managing Broker

PLN- Private Listing Network Authorization

Conditionally Required

Listing is exempt from the MLS and added to the MRED Private Listing Network (PLN)

Real Property Disclosure

Conditionally Required

Required for nearly all residential sales. There are very few exceptions to this: vacant land, estate sales, relocation, new construction never occupied.

Lead-Based Paint Disclosure

Conditionally Required

Building was constructed prior to 1978

Radon Disclosure

Conditionally Required

Required for all single family homes, all multi-unit buildings, and any condos on the garden, ground, 1st, or 2nd floor.

Heat Disclosure

Conditionally Required

City of Chicago Property Only. Required if the buyer will be paying for the heat source for the property.

Listing Fee Receipt

Conditionally Required

Per Listing Agreement

MLS Sheet

Conditionally Required

If this property goes into the MLS, please upload a copy of the MLS sheet once inputted. MLS Exemption Required if the property is not going into the MLS.

Referral Agreement

Conditionally Required

If we have a referral to pay out for this listing, upload a referral agreement.

Referral Brokerage W9

Conditionally Required

If we are paying a referral, must upload a W9 for referral brokerage

Price Change Authorization(s)

Optional

Upload price changes here. You can replace this document as many times as needed for multiple price changes and the version history will be saved.

Listing Extension Authorization(s)

Optional

Upload listing agreement extensions here. You can replace this document as many times as needed for multiple extensions and the version history will be saved.

Listing Agreement Addendum(s)

Optional

Upload Listing Agreement Addendums here - must be signed and approved by Managing Broker. You can replace this document as many times as needed for multiple addendums and the version history will be saved.

Affiliated Business Disclosure

Optional

Required if using one of our affiliate partners

Listing Intake Sheet

Optional

If you use an internal listing intake sheet, you may upload it here.

Under Contract

Executed Contract

Required

Executed Real Property Disclosure

Conditionally Required

Required for nearly all residential sales. There are very few exceptions to this: vacant land, estate sales, relocation, new construction never occupied.

Executed Lead-Based Paint Disclosure

Conditionally Required

Building was constructed prior to 1978.

This must be a fully executed copy. Signed by seller, buyer, and agent(s)

Executed Radon Disclosure

Conditionally Required

Required for all single family homes, all multi-unit buildings, and any condos on the garden, ground, 1st, or 2nd floor.

This must be signed by seller, buyer, and agent(s)

Executed Heat Disclosure

Conditionally Required

City of Chicago Property Only. Required if the buyer will be paying for the heat source for the property. Signed by buyer.

Short Sale Addendum

Optional

ONLY for Short Sale Transactions

Initial Earnest Money Receipt

Conditionally Required

If earnest money is held by KWCLP. KWCLP must be listed as the Escrowee.

Balance Earnest Money Receipt

Conditionally Required

If KWCLP is holding additional earnest money.

Attorney Review Letter(s)

Conditionally Required

Final A/I Letter should go here. Upload any Final A/I letter here. If there are multiple addendums, you can upload the second addendum in the "Addendum" Placeholder.

Contract Addendum(s)

Conditionally Required

Upload any addendums to the contract. If there are multiple addendums, you can replace this document multiple times and the version history will be saved.

Executed Disclosures

Required

Termination - Release of Earnest Money

Optional

If contract is terminated, upload release of earnest money

Disclosure of Licensee Status

Conditionally Required

If you are buying or selling your own property, or a property you have interest in through family or financial reasons, then this disclosure is required

No Agency Disclosure - Unrepresented Buyer

Optional

Required to be presented to buyer at the time of showing if they are unrepresented (they do not have a broker representing them)

Dual Agency - Prior Consent to Seller

Optional

If Seller did not answer YES and Sign to Dual Agency paragraph in Listing Agreement, and you might become a Dual Agent in the transaction, this form is required. 1st Step in a 4 Step Dual Agency Process. Contact Managing Broker for guidance.

Dual Agency - Confirmed Consent of Seller and Buyer

Optional

Final step of Dual Agency before you can begin facilitating an offer. Must have Seller Prior Consent and Buyer Prior Consent before they can sign this form.

Co-op Adjustment/Brokerage-to-Brokerage Agreements

Optional

If there are any modifications to co-op commission, the adjustment must be agreed to in writing by the Managing Broker of the co-op brokerage. Agents are not authorized to adjust co-op amounts.

Transaction Intake Sheet

Optional

If you use an internal transaction intake sheet, you may upload it here. Not required for KWCLP/compliance purposes.

Closed

Commission Statement

Required

Must be generated by the market center. Requests can be made online at commissions.mc1047.info Request 5 business days in advance of closing

Settlement Statement

Required

Documents for Purchases

Consultation

Buyer Agency Disclosure

Required

Must have either your Designated Agency Disclosure; or a Buyer-Broker Agreement signed by Buyer and Managing Broker

Referral Agreement

Conditionally Required

If we have a referral to pay out for this buyer, upload a referral agreement.

Referral Brokerage W9

Conditionally Required

If we are paying a referral, must upload a W9 for referral brokerage

Under Contract

Executed Contract

Required

Executed Property Disclosure

Conditionally Required

Required for nearly all residential sales. There are very few exceptions to this: vacant land, estate sales, relocation, new construction never occupied.

Executed Lead-Based Paint Disclosure

Conditionally Required

Building was constructed prior to 1978.

Executed Radon Disclosure

Conditionally Required

Required for all single family homes, all multi-unit buildings, and any condos on the garden, ground, 1st, or 2nd floor.

Executed Heat Disclosure

Conditionally Required

City of Chicago Property Only. Required if the buyer will be paying for the heat source for the property. Signed by buyer. Request from Listing Agent

MLS Sheet

Conditionally Required

If this is an MLS listing, upload a copy of the MLS sheet

Initial Earnest Money Receipt

Conditionally Required

If earnest money is held by KWCLP. KWCLP must be listed as Escrowee.

Balance Earnest Money Receipt

Conditionally Required

If balance of earnest money is held by KWCLP.

Attorney Review Letter (s)

Conditionally Required

Upload any Final A/I letter here. If there are multiple addendums, you can upload the second addendum in the "Addendum" Placeholder.

Contract Addendum(s)

Conditionally Required

Upload any addendums to the contract. If there are multiple addendums, you can replace this document multiple times and the version history will be saved.

Termination - Release of Earnest Money

Optional

If contract is terminated, upload release of earnest money

Disclosure of Licensee Status

Conditionally Required

If you are buying or selling your own property, or a property you have interest in through family or financial reasons, then this disclosure is required.

Dual Agency - Prior Consent Buyer

Optional

If you are acting as a Dual Agent, we must have the Buyer's Prior Consent, stating they were informed of Dual Agency and what it is, prior to entering into Dual Agency

Dual Agency - Confirmed Consent of Seller and Buyer

Optional

Final step of Dual Agency before you can begin facilitating an offer. Must have Seller Prior Consent and Buyer Prior Consent before they can sign this form.

Commission Adjustment(s)

Optional

Requires Managing Broker approval. Upload Managing Broker signed and approved document where we have agreed to adjust our commission.

FSBO Agreement

Optional

If buyer is purchasing a For Sale By Owner, must have a FSBO agreement signed by Seller and Managing Broker

Transaction Intake Sheet

Optional

If you use an internal transaction intake sheet, you may upload it here. Not required for KWCLP/compliance purposes.

Closed

Settlement Statement

Required

Closing Check

Conditionally Required

If commission check was not mailed to the office, upload copy here and turn into front desk.

Commission Statement (FSBO)

Conditionally Required

If this is a For Sale By Owner (FSBO) and we need to provide commission figures to closing. Must be generated by the market center. Request online at commissions.mc1047.info

Documents for Landlord Listing

Listings

Rental Listing Agreement

Required

Must be signed by seller and Managing Broker

MLS Listing Exemption Form

Conditionally Required

If property is not going in the MLS within 48 hours, this document is required. Selection must be made for exemption, and signed by seller and Managing Broker

PLN - Private Listing New Authorization

Conditionally Required

Listing is exempt from the MLS and added to the MRED Private Listing Network (PLN)

Lead-Based Paint Disclosure

Conditionally Required

Building was constructed prior to 1978

Radon Disclosure

Conditionally Required

Required for all single family homes, all multi-unit buildings, and any condos on the garden, ground, 1st, or 2nd floor.

Heat Disclosure

Conditionally Required

City of Chicago Property Only. Required if the tenant will be paying for the heat source for the property.

MLS Sheet

Conditionally Required

If this property goes into the MLS, please upload a copy of the MLS sheet once inputted. MLS Exemption Required if the property is not going into the MLS.

Referral Agreement

Conditionally Required

If we have a referral to pay out for this listing, upload referral agreement.

Referral Brokerage W9

Conditionally Required

If we are paying a referral, must upload a W9 for referral brokerage

Price Change Authorization(s)

Optional

Upload price changes here. You can replace this document as many times as needed for multiple price changes and the version history will be saved.

Listing Extension Authorization(s)

Optional

Upload listing agreement extensions here. You can replace this document as many times as needed for multiple extensions and the version history will be saved.

Other Document(s)

Optional

This should be used ONLY when you must upload another document for compliance and it does not fall into one of the checklist items. If you have non-compliance items to upload, use a Custom Folder.

Under Contract

Executed Lease - Required

Executed Lead-Based Paint Disclosure

Conditionally Required

Building was constructed prior to 1978.

This must be fully executed copy. Signed by landlord, tenant, and agent(s)

Executed Radon Disclosure

Conditionally Required

Required for all single family homes, all multi-unit buildings, and any condos/apartments on the garden, ground, 1st, or 2nd floor.

This must be signed by landlord, tenant, and agent(s)

Executed Heat Disclosure

Conditionally Required

City of Chicago Property Only. Required if the tenant will be paying for the heat source for the property. Signed by tenant.

First Month Rent Check Receipt

Required

Security Deposit Receipt

Conditionally Required

If landlord is holding a security deposit, upload completed receipt.

Co-Op Brokerage W-9

Conditionally Required

Required when KWCLP is paying co-op commission to tenant's broker. Request from co-op agent.

No Agency Disclosure - Unrepresented Tenant. NO DUAL AGENCY

Conditionally Required

Most common agency form for your rental listings Required to be presented to tenant at the time of showing if they are unrepresented (they do not have a broker representing them). Must have on file prior to lease signing. NO DUAL AGENCY

Other Document(s)

Optional

This should be used ONLY when you must upload another document for compliance and it does not fall into one of the checklist items. If you have non-compliance items to upload, use a Custom Folder.

Closed

No Items to Upload

Optional

Renewal Lease

Conditionally Required

Upload any renewal lease here.

Renewal Invoice

Optional

Documents for Tenant deal

Under Contract

Tenant Agency Disclosure

Required

Upload signed Designated Agency Disclosure or executed Exclusive Tenant-Broker Agreement.

Referral Agreement

Conditionally Required

If we have a referral to pay out for this tenant, upload referral agreement.

Referral Brokerage W9

Conditionally Required

If we are paying out a referral, upload W9 for referral brokerage.

Closed

Executed Lease

Required

Executed Lead-Based Paint Disclosure

Conditionally Required

Required if building was built before 1978. Request from listing agent

Executed Radon Disclosure

Conditionally Required

Required for all single family homes, all multi-unit buildings, and any condos on the garden, ground, 1st, or 2nd floor. Request from Listing Agent

Executed Heat Disclosure

Conditionally Required

City of Chicago Only. Will be applicable if tenant is paying for heat source. Request from Listing Agent.

MLS Sheet

Conditionally Required

Required if property is listed in the MLS

Shows KWCLP agent as co-op broker.

FMR Receipt

Conditionally Required

If our MC received the FMR check, receipt will be uploaded here.

Commission Check

Conditionally Required

Co-Op Commission check received by KWCLP

Invoice

Conditionally Required

If utilizing an invoice to bill a non-MLS property, upload copy of invoice here.

For Rent By Owner Agreement

Conditionally Required

If tenant is leasing a For Rent By Owner, must have a For Rent By Owner agreement signed by Owner and Managing Broker

Referral (Outbound Referral Only)

Listed

Referral Agreement

Required

Upload referral agreement for the buyer you referred to another broker. Please be sure your opportunity name (under edit details) clearly mentions your buyer's name.