



Sandy Carroll



Unmute



Start Video



Participants



Chat



Share Screen



Record



Reactions

Leave

- ✓ Type your Name and Firm in the Chat Box
- ✓ Find the Mute/Unmute Button
- ✓ Try a Reaction...? for Questions



Don't be offended if you get muted when others are talking. But, totally be offended if you get muted while you are talking. haha



Welcome by Sandy Carroll CEO




Hello
my name is

Your name | Your firm
How long have you been in the
business and perhaps what
brought you to the industry

- **Couse Overview**
- **Staff Introductions**
- **Self-Introductions**

It can be overwhelming!



So, who should
you call?

Don't know? Don't guess!



GLOSSARY

Membership / Industry Overview




And Multiple Listing Service, Inc.

Welcome,
we're glad
you're here!

Berkshire County Board of REALTORS, Inc.
The Key to Your Success!

New Member Orientation:

You have two chances to attend a full-day new member orientation class to introduce you to the important tools and services of the association:

- *The MLS*
- *The Code of Ethics*
- *REALTOR Safety*
- *Agency Law*
- *Contracts & Forms*
- *Benefits of Membership*

Welcome! We look forward to working with you throughout your real estate career. Every day, the staff and volunteers of the Board of Realtors work to educate, inform, empower and unite all real estate professionals in Berkshire County.

We're dedicated to keeping you up-to-date on industry issues and real estate business activities. We are proud of the training, experience and knowledge we have gained while working for our members and will put our team to work for you!!



What you are joining

- Board - REALTOR
- MLS – PARTICIPANT / USER
- Membership Benefits



National Association of REALTORS®

2021 New Member Orientation

REALTOR Trademark



Raise your hand
or RH in the chat
to get called on!

**What do you think
is an important skill
that a REALTOR
must bring to a
transaction/client?**

Reliability
Sincerity
Integrity
Consistency
Commitment
Competence



TRUST

THE CAREER PATH

[What Does a REALTOR Do? \[Link\]](#)



WHAT DOES A REALTOR® DO?

290 Real Estate Agent Duties

LISTING AGENT VS BUYERS AGENT

| Listing Agent | Buyers Agent |
|----------------------------------------------------|-------------------------------------------------|
| 1. Prepare Listing Presentation for Seller | 1. Prepare Buyer Presentation |
| 2. Research Seller Property Tax Bill | 2. Present Presentation of Buyer Council |
| 3. Research Neighboring Listing Activities | 3. Discuss Buyer's Goals |
| 4. Research Neighborhood HOA | 4. Provide Home Buyer Checklist |
| 5. Research Comparable Sold Properties for Seller | 5. Discuss Different Types of Buyer Financing |
| 6. Prepare Listing Agreement for Seller | 6. Verify Buyer's Cash for Buyer Financing |
| 7. Schedule First Showing | 7. Explain Escrow Money to Buyer |
| 8. Tour Property with Seller | 8. Explain Buyer's Offer to Buyer |
| 9. Gather Info from Seller About Their Home | 9. Explain the Loan Process |
| 10. Discuss Seller Goals | 10. Discuss Mortgage Lender for Buyer |
| 11. Present Listing Presentation | 11. Confirm Contingencies |
| 12. Provide Home Seller Price Checklist | 12. Create Interest File for Buyer |
| 13. Advise on Repairs and/or Upgrades | 13. Create Buyer Agency Agreement |
| 14. Advise About Developmental Zoning | 14. Discuss Buyer's Seller Agency Agreement |
| 15. Advise on Seller's Property Condition | 15. Provide Overview of Contingency Obligations |
| 16. Explain Your Personal Value to Seller | 16. Explain Your Personal Value to Buyer |
| 17. Explain the Seller's Property Condition | 17. Explain Your Contingency Value to Buyer |
| 18. Explain the Value of the Neighborhood | 18. Provide Local Area On-Arrow |
| 19. Create Listing Agreement for Presentation | 19. Explain the Value of the Neighborhood |
| 20. Create Interest File for Presentation | 20. Provide Local Area On-Arrow |
| 21. Investigate Any Reported Property Encumbrances | 21. Explain the Value of Schools on Market |
| 22. Discuss Property Inclusions & Exclusions | 22. Explain Contingency Value Emotions |
| 23. Discuss Current Mortgage Loan Rate | |
| 24. Explain the Value of Schools on Market | |
| 25. Explain Marketing Strategy | |
| 26. Discuss Property Condition | |
| 27. Explain Value Marketing Strategies | |
| 28. Explain 30 Year Mortgages | |
| 29. Confirm Lot Size on Survey | |
| 30. Describe the Buyer Pre-Screening Process | |
| 31. Explain Buyer & Seller Agency Relationships | |
| 32. Explain Buyer's Motivation | |
| 33. Discuss Buyer's Financial Situation | |
| 34. Discuss Buyer's Financial Situation | |
| 35. Discuss Buyer's Financial Situation | |
| 36. Confirm Water Source and Status | |
| 37. Verify Flood Zone Availability | |
| 38. Calculate Average Daily Usage | |
| 39. Gather Neighboring Information | |
| 40. Determine Need for Lead Based Paint Disclosure | |
| 41. Verify Annually Update Ownership | |
| 42. Agree to Respond to the Media Before Listing | |
| 43. Guide Seller to the Closing | |
| 44. Verify Interior Room Sizes | |
| 45. Explain on Showing Times with Seller | |
| 46. Obtain Copy of HOA Bylaws | |
| 47. Explain Home Warranty Option | |
| 48. Obtain Home Inspection | |
| 49. Verify any Existing Lease Agreements | |
| 50. Work with Seller on Showings | |
| 51. Provide Seller's Disclosure Form to Seller | |
| 52. Refer Applications to Buyer for Property | |
| 53. Set Up Showing Appointment | |
| 54. Set Up Home Showings | |
| 55. Set Up Home Showings | |
| 56. Meet Photographer of Property | |
| 57. Take On All Light for Photographs | |
| 58. Obtain All Window Treatments for Photographs | |
| 59. Obtain Photographer of Any Neighborhood Views | |
| 60. Schedule Drive Sheet | |
| 61. Gather All Needed Marketing Material | |
| 62. Make Detailed Showing Appointment | |
| 63. Create Virtual Tour Page | |
| 64. Verify Listing Photographs | |
| 65. Create Property Plan | |
| 66. Create Custom Sign Holder | |
| 67. Install Brochure Lockbox | |
| 68. Install For Sale Sign | |
| 69. Create Lockbox & Sign List | |
| 70. Create Information Post with Video | |
| 71. Complete Listing on Property Page | |
| 72. Verify Listing Data on Other Websites | |
| 73. Make Opened, Complete Showings | |
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FOR SALE

POST-CONTRACT

101. Review All Office with Seller

102. Prepare "Lead Sheet" for All Offers

103. Obtain Pre-Approved Letter from Buyer's Agent

104. Explain to Buyer Buyer's Offer

105. Explain to Buyer Buyer's Offer

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GREATCOLORADOHOMES.COM

You're a Professional Now: Skills & Getting Started with Sandy Carroll



- Business Plan Basics PDF
- Elevator Speech PDF
- Know Your Market: Market Watch
- Pathways to Professionalism Beyond the Code
- Education: <http://berkshirerealtors.net/events>

If you're a new **real estate** agent, it's a good idea to have your **elevator pitch** ready as soon as you've earned your **real estate** license. An **elevator pitch** is a quick and succinct exposition of your services designed to grab your prospect's interest in the approximate length of an **elevator** trip—about a minute. Jan 5, 2016



Berkshire REALTORS

And Multiple Listing Service, Inc.

RE BUSINESS NEWS MLS & TECH MEMBER CENTER MARKET INFO **CALENDAR** ABOUT US Search

- Full Calendar of Events
- CE Webinars on Demand
- Code of Ethics Training
- Continuing Education FAQ
- Course Policies
- Evaluations and Surveys
- Instructors & Speakers

COMMITMENT TO EXCELLENCE

Congratulations to all of the Berkshire REALTORS who have obtained a Commitment to Excellence endorsement by the National Association of REALTORS®. See the full list!



New Membership Hub

Posted by Sandy Carroll, CEO on December 11, 2020 in Member Center

UPCOMING EVENTS

| | |
|--------|---------------------------|
| | Directors Meeting - Ma... |
| Feb 19 | Website Audit Taskforce |
| Feb 24 | New Member Orientation |



BUSINESS 2 YEARS AGO

Technology & Real Estate Brokerage #RE32RC01



2 YEARS AGO

Conducting Open Houses and Developing a Safety Plan -



2 YEARS AGO

Disclosures, Disclosures, Disclosures - RE91R14



2 YEARS AGO

Architecture - RE14R07



2 YEARS AGO

Title V Continuing Education - RE22RC13



1 YEAR AGO

RE23RC12 Wetlands Protection Act



1 YEAR AGO

RE75R12: Federal Housing Administration (FHA) Loans



1 YEAR AGO

Understanding Title & Title Concerns - RE44R05



1 YEAR AGO

Webinar: RE84RC13 - Escrow, Escrow Agents &



1 YEAR AGO

Property Assessments, Valuation & Taxation



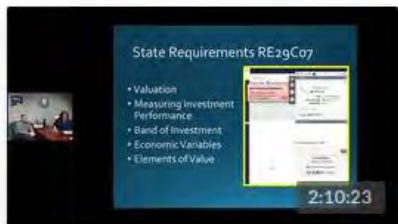
11 MONTHS AGO

Overview of Insurance in the Residential Real Estate



11 MONTHS AGO

Brokerage Relationships



11 MONTHS AGO

Investment Commercial Basics - RE29Rc07



11 MONTHS AGO

Real Estate Advertising Compliance and the Law -



8 MONTHS AGO

RE08RC12 WEBINAR - MA Real Estate License Law and



8 MONTHS AGO

Rep Your Client Correctly - Brokerage Relationships



2 MONTHS AGO

Webinar: RE47R05 Loan Market and Credit Today



2 MONTHS AGO

Purchase and Sale in the Residential Transaction

Enhance
your
skills.

Empower
your
future.



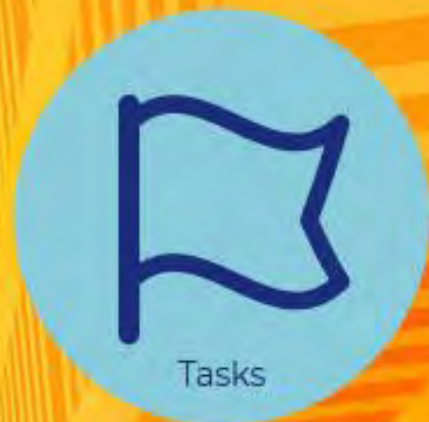
COMMITMENT TO
EXCELLENCE



COMMITMENT TO EXCELLENCE



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**A C2EX endorsement shows that you have made a
commitment to excellence as a REALTOR[®].**

Complete all assigned learning objects and real-world tasks to achieve C2EX endorsement, and continue to use the tools on this site to elevate your knowledge and your business.

A red spiral-bound notebook is shown at an angle. The cover is red and has the word "Friday" written in white, bold, sans-serif font. The notebook is open, and the page underneath is white with the word "Recap" written in large, red, rounded, sans-serif font. The spiral binding is silver and runs along the top edge of the notebook.

Friday

Recap

You're a Professional Now: Skills & Getting Started



Who you report to: Your Broker!

- **Contract Negotiations**
- **Representations / Agency**
- **Advertising Only with Direction**
- **Facebook Business Page How-to**





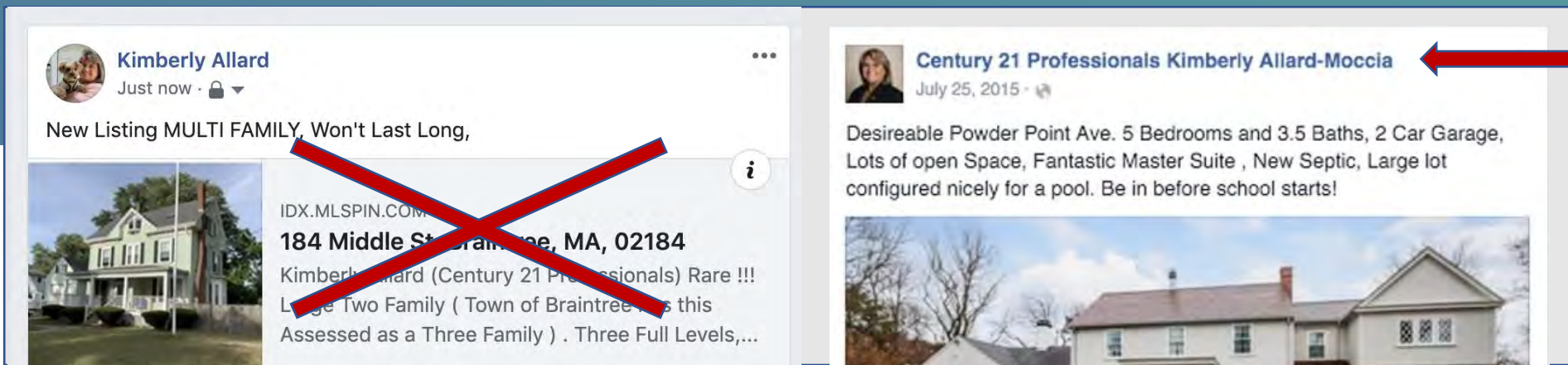
Salesperson:

- a. Cannot be self-employed**
- b. Can affiliate with only one broker**
- c. Cannot receive valuable consideration from anyone except broker**
- d. May not complete transaction**
- e. Broker has vicarious liability for salesperson (and broker employees)**

254 CMR 3.00: Professional Standards of Practice

(9) Advertising. A broker/brokerage shall not advertise in any way that is false or misleading.

- (a) **Broker/Brokerage Identification:** All advertisements shall include the name of the real estate broker/brokerage
- (b) **Salespersons Prohibited from Advertising.** Salespeople are prohibited from advertising the purchase, sale, rental or exchange of any real property under their own name.



What is an MLS?

- A multiple Listing service (MLS) is a complete database of REALTOR listed homes
- Only real estate agents and other professional affiliates can access the MLS.
- Zillow, Trulia, Realtor.com display listing information received FROM the MLS. This is called SYNDICATION and is a service of the MLS for your benefit
- Each local MLS sets their own rules but follow national requirements of NAR





Clear Cooperation Policy

- ✓ How the policies and rules govern most everything
- ✓ Clear cooperation, 1-day vs 2-day ([1 hr Video](#))
- ✓ Listing entry & policies
- ✓ Photo Policies
- ✓ Mandatory vs Voluntary submission
- ✓ Delayed, Coming Soon & Office Exclusive forms
- ✓ Learning options



[MARKET INFORMATION](#)
[REAL ESTATE PROS](#)
[THE BERKSHIRES](#)
[ABOUT US](#)
[NEWS RESOURCES](#)

Property Search

210 matches found

Listings per page ▾

Sort By

\$17,950,000

57 Mt Tom Rd

Salisbury, CT 06068



[View Details](#)

[Ask Question](#)

[View Photos \(50\)](#)

Property Type: Residential

of Bedrooms: 9

of Bathrooms: 14

Square Footage: 22282

Year Built: 2002

Area: Outside Berkshire Connecticut

Description: Meticulously designed by Acheson Doyle Partners, beautifully landscaped and...

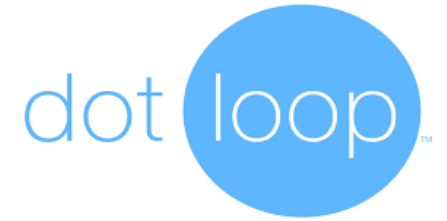
List Agent Email: elyse@harneyre.com

List Agent Preferred Phone: 860-318-5126



Overview of Products & Service Websites

- [Berkshire REALTORS](#) Our site with info & education
- [FlexMLS](#): All things MLS
- [RPR: REALTOR Property Resource](#); Slick off-market reports
- [Ziplogix](#): Berkshire & MA Contract & Forms
- [ListHub](#): Set your listing syndication
- [Homesnap](#): Snap a Home, See the details.
- [HouseLogic](#): Shareable Social Media & Online Content
- [MAREALTOR.com](#): Mass Association of REALTORS
- [NAR.Realtor](#): Main National Association of REALTORS Site
- [REALTOR Magazine](#): Great Articles on Industry and Trends



9:40 –10:15 a.m.





values
discrimination
intellectual property
fair trade
practices
conduct
fiduciary
company
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principles
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ethics
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law
employee
human resource
virtue
environment
neighbors
suppliers
customers
social responsibility
precautionary principle
sexual harassment
morality
justice

Coffee Break!

5:00

Duties to Clients and Customers

Article 1: REALTORS® **protect and promote their clients'** interests while **treating all parties honestly**.

Article 2: REALTORS® **refrain from exaggeration, misrepresentation, or concealment** of pertinent facts related to property or transactions.

Article 3: REALTORS® **cooperate** with other real estate professionals to advance their clients' best interests.

Article 4: When buying or selling on their own account or for their families or firms, REALTORS® **make their true position or interest known**.

Article 5: REALTORS® do not provide professional services where they have any present or contemplated interest in property without **disclosing their personal interest** to all affected parties.

Article 6: REALTORS® **disclose any fee or financial benefit** they may receive from recommending related real estate products or services.

Article 7: REALTORS® receive compensation from only one party, except where they make **full disclosure and receive informed consent** from their client.

Article 8: REALTORS® keep entrusted funds of clients and customers in a **separate escrow account**.

Article 9: REALTORS® make sure that **contract details are in writing** and that parties receive copies.

REALTORS® must not use harassing speech, hate speech, epithets, or slurs based on race, color, religion, sex, handicap, familial status, national origin, sexual orientation, or gender identity.

Duties to the Public

Article 10: REALTORS® **give equal professional service** to all clients and customers irrespective of race, color, religion, sex, handicap, familial status, national origin, sexual orientation or gender identity.

Article 11: REALTORS® are **knowledgeable and competent** in the fields of practice in which they engage or they get assistance from a knowledgeable professional, or disclose any lack of expertise to their client.

Article 12: REALTORS® paint a **true picture in advertising** and in other public representations.

Article 13: REALTORS® do not engage in the **unauthorized practice of law**.

Article 14: REALTORS® willingly **participate in ethics investigations** and enforcement actions.

Duties to Realtors

Article 15: REALTORS® make only **truthful, objective comments** about other real estate professionals.

Article 16: **Respect the exclusive representation** or exclusive brokerage relationship agreements that other REALTORS® have with their clients.

Article 17: REALTORS® **arbitrate financial disagreements** with other REALTORS® and with their clients.



FAIRHAVEN

NAR's New Interactive Fair Housing Simulation

Available to all 1.4 million NAR members, this interactive online training uses the power of storytelling to help REALTORS® identify, prevent, and address discriminatory practices in real estate.

In the fictional town of Fairhaven, agents work against the clock to sell homes while confronting realistic scenarios where discrimination can occur.

Visit **Fairhaven.realtor** to test your compliance with fair housing principles.

OPTION 1**Ombuds Services**

Confidential, non-escalating off-the-record resource.

OUTCOME

Resolution or options explored. No notation in member file.

OPTION 2**Mediation Services**

Confidential, neutral, impartial, third-party facilitator.

OUTCOME

Resolution or options explored. No notation in member file.

OPTION 3**Formal Complaint Process**

Confidential, impartial, third-party hearing panel makes decision on resolution of matter.

OUTCOME

If a violation is found, appropriate sanctions are designated and noted in member file.

Raise your hand
or RH in the chat
to get called on!

**What leads to
assumptions about
your level of
professionalism?**

Respect for the All

1. Always follow the "Golden Rule" – Do unto others, as you would have done to you.
2. While working with clients or customers, take care not to abandon them by taking frequent or in-depth cell phone calls.
3. Respond promptly to all inquiries and requests for information. Have backup coverage to assist when you are unavailable.
4. Communicate with all parties in a timely fashion.
5. Call or text before you electronically send documents to alert the other party of their arrival.
6. Enter listed property first to ensure that unexpected situations (such as pets) are handled appropriately and lights turned on to ensure safe access by others.
7. Never criticize a property in front of the owner.
8. It is far better to say "I don't know, but I will find out" than to make statements that you will have to correct later.



9. Always qualify your statements if your knowledge is a result of another's comments or representations.

10. Present a professional appearance at all times; dress appropriately and have a clean car.
11. Communicate clearly; don't use jargon not readily understood by the general public.
12. Be aware of and respect cultural differences. Make an effort to understand diversity issues.
13. Show courtesy and respect to the public.
14. Be aware of and meet all deadlines.
15. Promise only what you can deliver and keep your promises.
16. Explain all contracts, forms and disclosures clearly and encourage clients to ask questions on any item that is not completely understood.
17. Conduct yourself in a professional manner at all times.



Pathways To Professionalism ~ Top Notch Real Estate Services

Respect for Property / Owners

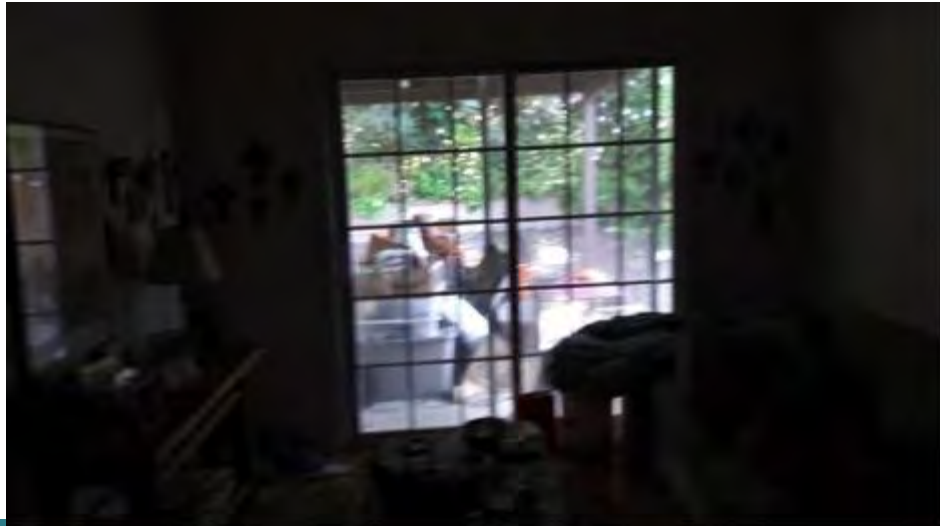
1. Be responsible for all visitors to a listed property; never allow buyers to enter or tour a property unaccompanied.
2. When showing an occupied home, always ring the doorbell upon arrival and knock before entering any closed room once inside the home.
3. When the seller or seller's agent is absent, be sure to turn off lights, shut windows, and lock doors after a showing.
4. Tell buyers not to smoke in listed property.
5. If the seller is home during a showing, ask permission before using the phone or bathroom.
6. Use sidewalks; ensure there is safe and clear access to property; if weather is bad, take off shoes and boots while inside the property.
7. When a property is vacant, check that heating and cooling controls are set correctly and check outside of the property for damage of any kind.
8. Never post a for-sale or arrow sign on any property (including city/town property) without the express permission of the property owner.
9. Notify the listing broker immediately if anything appears wrong with the property.
10. Never enter a home (even if you know the code) without express authorization of the Listing Broker.
11. Notify the listing broker if there appears to be inaccurate information on the listing sheet.
12. Respond promptly to requests for showings or property information.
13. Schedule showings as far in advance as possible.

Respect for Peers

1. When calling a cooperating broker, state your name, your company and your role (buyer, seller, sub, or transactional agent).
2. Call or text before you electronically send documents to alert the other party of their arrival.
3. Show courtesy, trust and respect to all.
4. Never gossip, disparage or speak badly about other Realtor® or affiliate professionals.
5. When approached by a potential buyer or seller, always ask if they are already working with another agent exclusively.
6. Advise the clients of other brokers to direct questions to their own agent or representative.
7. Market your own skills; Don't disparage others.
8. Show up on time, or call immediately if you are delayed or must cancel an appointment.
9. Be considerate of their schedule when making back-to-back "tight" appointments.
10. If a prospective buyer decides not to view a home, promptly explain the situation.
11. Call/email the listing broker to report the results of any showing and any feedback received.
12. Do your research about the details of the house BEFORE you list it when possible, so that many questions can be answered without delay.
13. Share important information about a showing, including the presence of pets; security systems; physical hazards, and if sellers plan to be present.
14. Don't pump other agent's clients for information and don't market yourself to them during showings.
15. Provide equal access to all buyers. Communicate property activity you are able to share.
16. Keep the buyer's agent apprised of the status of a submitted offer, especially if it is taking a long time for a response.
17. Communicate! Prompt sharing of information from scheduling to offers is the key to keeping the transaction on the right track.



**SPELL
CHECK**



Your property information goes out to other broker's clients and all over the internet... represent your clients with OUTSTANDING property descriptions and photos. It's a major part of your job!

*Agency Relationships
with CEO Sandy Carroll*



- Brokerage Decisions and Who you represent
- Fiduciary, what that means: OLD CAR

Obedience, Loyalty, Disclosure, Confidentiality, Accountability and Diligence/Care



Commonwealth of Massachusetts

BOARD OF REGISTRATION OF REAL ESTATE BROKERS AND SALESPERSONS

www.mass.gov/dpl/boards/re

MASSACHUSETTS MANDATORY REAL ESTATE LICENSEE-CONSUMER RELATIONSHIP DISCLOSURE

THIS IS NOT A CONTRACT

This disclosure is provided to you, the consumer, by the real estate licensee listed in this disclosure.

THE TIME WHEN THE REAL ESTATE LICENSEE MUST PROVIDE THIS NOTICE TO THE CONSUMER:

All real estate licensees must present this form to you at the first personal meeting with you to discuss a specific property. In the event

10:30 – 10:40 a.m.

Seller Agreements

- ◆ Seller's Consent to Designated Agency
- ◆ Seller's Consent to Dual Agency Addendum
- ◆ Seller's Consent to Sub-Agency
- ◆ Seller's Deferral of Showing Addendum
- ◆ Seller's Exclusive Right to Sell Agreement
- ◆ Seller's Refusal to List Property in the MLS
- ◆ Modification of Exclusive Right to Sell
- ◆ Open House Disclosure
- ◆ Carbon Monoxide & Smoke Detector

Buyer Agreements:

- ◆ Buyer's Exclusive Right to Buy Agreement
- ◆ Buyer's Consent to Designated Agency
- ◆ Buyer's Consent to Dual Agency Addendum
- ◆ Waiver of Professional Home Inspection
- ◆ Home Inspector Facts for Consumers
- ◆ Right to Farm Disclosure
- ◆ Sex Offender Registry Information
- ◆ Flood Insurance Disclosure
- ◆ Massachusetts Homestead Act
- ◆ Private Well Fact Sheet
- ◆ Closing Cost Credits
- ◆ Lead Paint Property Transfer Notification

Agency Agreements

- ◆ Mandatory Consumer-Licensee Disclosure
- ◆ Seller & Buyer Notice of Design. Agency
- ◆ Seller & Buyer Notice of Dual Agency
- ◆ Consumer Guide to Representation
- ◆ Dual Agency Roles

Purchase & Sale Agreements

- ◆ P & S Agreement
- ◆ P & S Agreement Land
- ◆ P & S Extension of Time for Contingencies
- ◆ P & S Extension of Time for Performance
- ◆ P & S General Addendum
- ◆ P & S Income Property Rider
- ◆ P & S Instructions to Release from Escrow
- ◆ P & S Termination of Contract
- ◆ Dispute Resolution System

Environmental Fact Sheets

- ◆ Public Health Fact Sheet – Asbestos
- ◆ Public Health Fact Sheet – Lead Paint
- ◆ Public Health Fact Sheet – Fair Housing
- ◆ Public Health Fact Sheet – Radon
- ◆ Public Health Fact Sheet – Title 5
- ◆ Public Health Fact Sheet – UFFI
- ◆ Public Health Fact Sheet – UST
- ◆ Public Health Fact Sheet – Wetlands

List of Forms Resource

[6. PDF](#)



Working on a deadline? We have a new layout for your dashboard that will help you better manage and track of items that need your attention. [Click here to try it.](#)

Quarterly Sales
▲ 0.0 %
0

Commission
0 YTD

Closed Txns **0**
YTD

View Forms

Manage transactions

Create a new transaction



0

Signature packets in progress

0★

Listings expire this month

0★

Transactions close this month

Recent Activity

- Sandra Carroll added form Contact Worksheet for Lenders and Attorneys 8/2016 to transaction [ohmygawd](#) 3 weeks ago
- Sandra Carroll created transaction [ohmygawd](#) 4 weeks ago
- Sandra Carroll added form Lead Paint Property Transfer Notification 10/09 to transaction [save](#) 4 weeks ago
- Sandra Carroll added form Excl. Right to Sell Listing Agr. (With Consent to Designated Agency) - 12/19 to transaction [save](#) Tue Dec 08 2020

Potential Sales Volume



Active Listings
\$ 324,000

Pending Transactions
\$ 0

Active Property Types



Active Transaction Types



Break!

5:00





- **Exclusive Right to Sell Review**
- **Addendums When Taking a Listing: Now on Market, Delayed, Coming Soon, Office Exclusive**
- **Contract with the Brokerage, not the agent – Broker Executes.**



- **Purchase & Sale Review**
- **Addendums Available, no writing language.**
- **Broker Oversight of Negotiations**
- **No Blanks.**



5:00

Break!

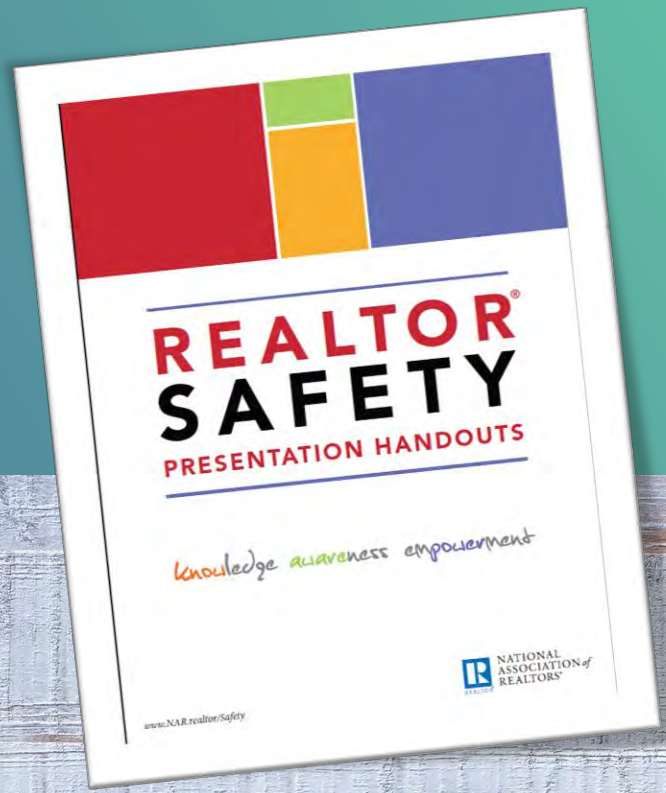


Raise your hand
or RH in the chat
to get called on!

**What do you think
are safety concerns
for agents in the
Berkshires?**



REALTOR Safety



Name the Danger!



Meeting Customers, Open Houses and Vacant Houses



10 Second Rule, AWARENESS



Junk in your Trunk



WISP Law



Scams / Identity Theft



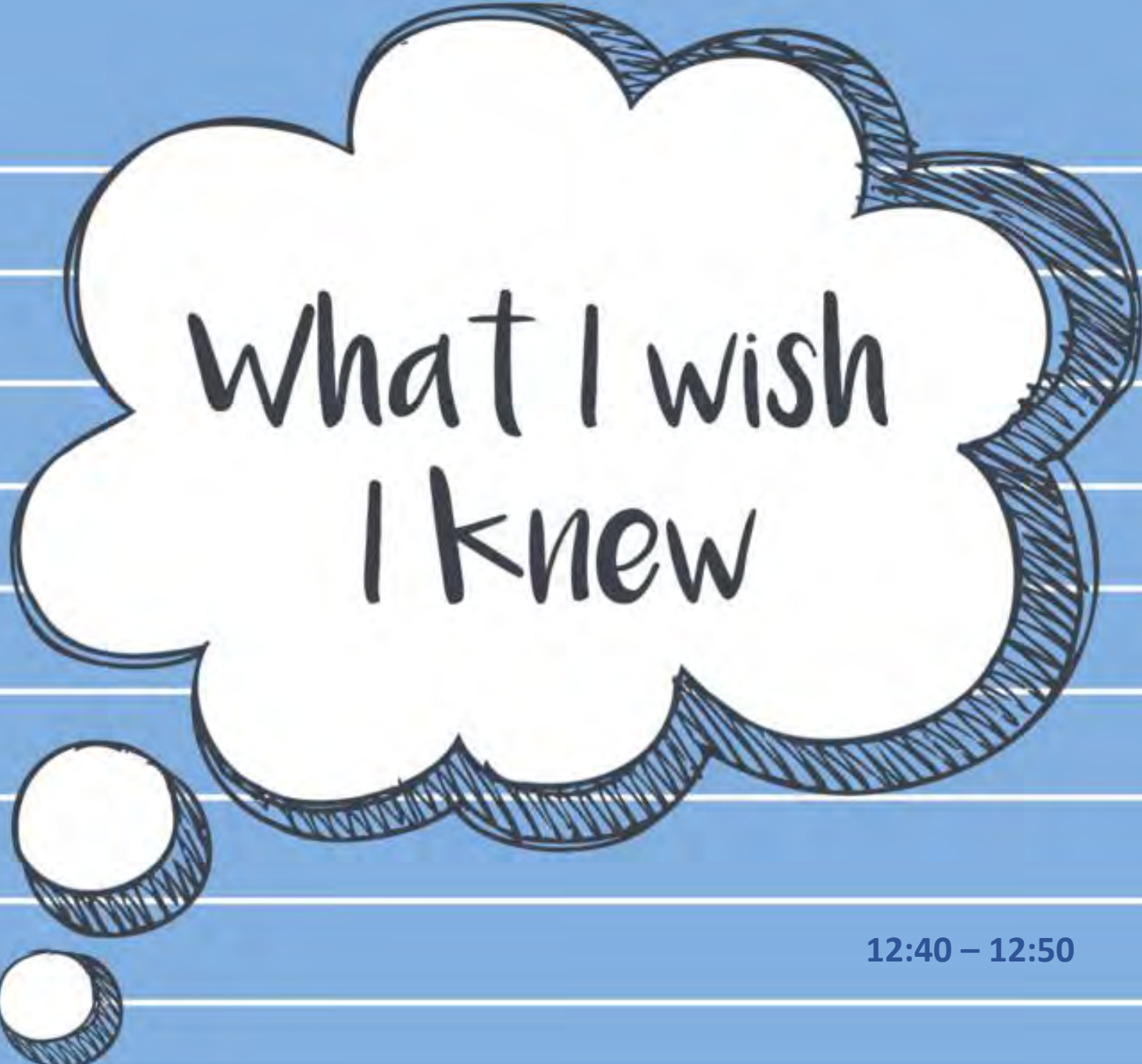
Safety Guide [7.PDF](#)



Stay safe anywhere! Download a personal safety app that has GPS tracking, location sharing services and one-click alert functionality.

This safety tip is brought to you by React Mobile, a Featured Provider in NAR's REALTOR® Safety Program.

FOR MORE SAFETY TIPS FROM NAR, VISIT WWW.REALTOR.ORG/SAFETY



Proud to be

NATIONAL ASSOCIATION of REALTORS®

C2EX

COMMITMENT TO EXCELLENCE

endorsed!



Eric Steuernagle



Proud to be

NATIONAL ASSOCIATION of REALTORS®

C2EX

COMMITMENT TO EXCELLENCE

endorsed!



Pam Roberts



A REALTOR COMMITTED TO EXCELLENCE

12:40 – 12:50

Closing Remarks



12:10-12:40 p.m.





I Pledge...



I AM A REALTOR®

I Pledge Myself...

To strive to be honorable and to abide by the Golden Rule;

To abide by the REALTORS'® Code of Ethics and to strive to conform my conduct to its aspirational ideals;

To act honestly in all real estate dealings;

To protect the individual right of real estate ownership and to widen the opportunity to enjoy it;

To seek better to represent my clients by building my knowledge and competence.

To strive to serve well my community, and through it, my country;