



REALTORS®
Association of
Edmonton



Help Desk



Store



Photography



Real Estate Weekly



MLS® Services

Keybox



Membership



REALTORS® Community Foundation

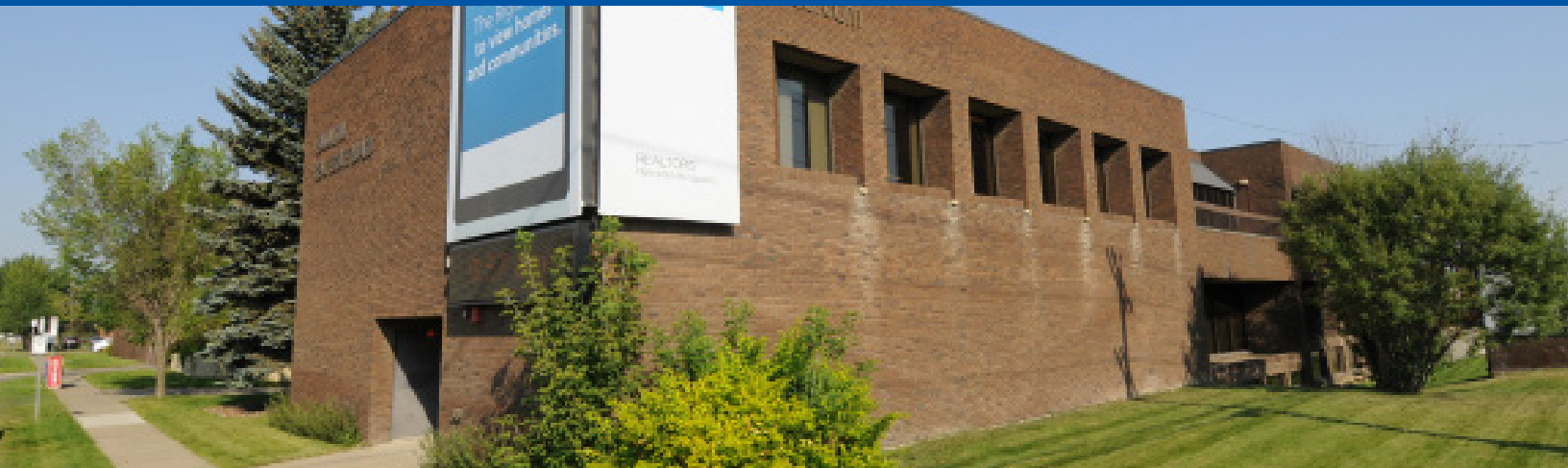


Member Services Hub
Where Members Come First



BROKER/MANAGER

ORIENTATION RESOURCE GUIDE



REALTORS® ASSOCIATION OF EDMONTON

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General Inquiries

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Toll Free Fax Number:	1-866-454-7492
Business Hours:	8:30 a.m. - 5:00 p.m. Monday through Friday (closed on holidays)

You are invited to visit our Member Services Hub soon. Located on the main floor, meet our professional customer service staff, browse popular store items and check out the complimentary work stations. Be sure to enjoy a free specialty coffee while you are there.

Parking at RAE is free of charge in our adjacent parkade. Please pull up slowly and the garage door will open automatically.



Trademarks are owned or controlled by The Canadian Real Estate Association (CREA) and identify real estate professionals who are members of CREA (REALTOR®) and/or the quality of services they provide (MLS®).

Dear New Broker/Manager,

Our philosophy at the REALTORS® Association of Edmonton is "Members First". We are looking forward to working with you in your new role as a Broker or Manager, and we are here to help in whatever way we can. To begin our new relationship, we have designed our orientation program specifically for you. The information contained in the resource guide is based on feedback from your peers. This resource guide provides the information that you will need to know to successfully complete your Broker/Manager entrance exam.

Prior to your attendance at the Broker/Manager orientation sessions in which you are registered, it is important that you review the guide and complete the exercises found on pages 6 and 7.

Resource Guide Overview

- Welcome, page 4
- Professional Standards & Arbitration, page 5
- The REALTOR® Code, Bylaws, Rules & Regulations, page 6-9
- Administrative Responsibilities, page 9-10
- MLS® Services, page 10-14
- Additional Resources, page 15

Get to Know Us

RAE is a professional association representing over 3,400 Brokers and Associates in the greater Edmonton area.

Here at RAE our philosophy is "Members First". RAE management and staff are dedicated to helping you. Our commitment is to achieve excellence in customer service while continuously striving to deliver high value tools and services.

RAE is managed by professional, dedicated staff. Through the President and CEO, staff are accountable to volunteer Board of Directors, comprised of both Broker/Managers and Associates who are elected by the Membership. The Board of Directors set strategic direction for the Association. The President and CEO is accountable to the Board of Directors for achieving the goals and directives set out in the strategic plan.

Meet Our Board of Directors

- [2017 Board of Directors](#)

Meet our RAE Management Team

- [2017 RAE Management Team](#)
- [RAE Manager Welcome Videos](#)

Professional Standards and Arbitration

The Industry Standards and Practice (IS&P) department works in conjunction with the Arbitration and Professional Standards Committee to process all written complaints and ensure that all Members adhere to the [REALTOR® Code](#), Associations [Bylaws](#) and [Rules & Regulations](#).

RAE's [Rules & Regulations](#) and [Bylaws](#) require that disputes between Associates be managed at a Broker to Broker level, prior to advancing complaints/disputes to formal proceedings. IS&P is of importance to you as a Broker/Manager as the department deals with Associates as complaints or concerns arise.

IS&P Department assists the membership in the following ways:

- supporting the Arbitration & Professional Standards Committee during committee meetings to effect change in the rules, to facilitate review panels and hearings of cases;
- answering phone calls, email, fax and face-to-face inquiries and complaints from members, consumers, other business professionals and organizations;
- participating in task forces relevant to the industry e.g. AREA Forms Committee, Rules & MLS® System Harmonization;
- trademark enforcement;
- updating Bylaws, Rules & Regulations and guidelines, communicating these changes to the membership, and;
- listening and encouraging cooperation amongst members.

Common member complaints and inquiries:

- Forms
- [Multiple Offers](#)
- [Mere postings](#)
- Advertising from trademark issues to team names, Brokerage names, soliciting
- Commission sharing
- Commissions owed by ex-Broker and switching Brokerages
- Dower
- Contract interpretation
- Power of Attorney
- Witness signatures
- Designated Agency
- Unauthorized access
- Key box abuse
- Signage including open house signs

[Edmonton](#)

[St. Albert](#)

[Strathcona County](#)

The REALTOR® Code

The following exercise is designed to help you build your understanding of the REALTOR® Code. The REALTOR® Code defines how we practice real estate. While the Code's standards govern all Members, the Broker/Manager is responsible for ensuring that associates abide by it.

Broker/Managers must fully understand the implications for them in these instances where a complaint arises from an Associates alleged failure to follow the Code. Broker/Managers play a lead roles in resolving Code related matters, and may also find themselves to be in violation of the Code when an Associate has failed to fulfill their Code related obligations. The IS&P Department can answer questions related to the REALTOR® Code.

While all articles in the [REALTOR® Code](#) are important, the following are often not observed, resulting in problems for the Brokerage. As you review each article, fill in the issues you could face if you don't follow the REALTOR® Code. Your answers can serve as the basis for discussion during your scheduled orientation session.

Article	Fill in Implications
<p>Article 6 - Written Transaction Agreements</p> <p>REALTORS® shall ensure that agreements regarding real estate transactions are in writing in clear and understandable language, expressing the specific terms, conditions, obligations and commitments of the parties to the agreement. A copy of each final agreement shall be furnished to each party upon their signing or initialing and shall be dealt with in accordance with the instructions of the parties involved.</p>	
<p>Article 20 – Respecting Contractual Relationships</p> <p>The agency or other contractual relationship of a Registrant shall be respected by all REALTORS®. Negotiations regarding an offer or the acceptance of an offer with any party who is exclusively represented shall be carried on with the Registrant representing the party except with the consent of the Registrant.</p>	
<p>Article 22 - Principal (Broker) Responsibility</p> <p>The principal of a brokerage is required to supervise and control the activities of the REALTOR® and other personnel for whom he/she is responsible.</p>	
<p>Article 27 - CREA Trademarks</p> <p>A REALTOR® shall only use the trademarks of The Canadian Real Estate Association in accordance with CREA's rules, regulations and policies.</p> <p>Protecting CREA's family of trademarks is important for all Members. It's essential for Members to be aware of proper usage and be able to explain to both Sellers and Buyers. CREA owns two families of certification marks: the REALTOR® marks and the MLS® marks. Please review CREA's Trademark Manual.</p> <p>Contact: Margherita Gosselin, MLS® Services & Professional Standards Manager, Margherita.Gosselin@ereb.com 780-453-9303</p>	

Bylaws, Rules & Regulations

The Bylaws, Rules & Regulations provide the framework for operations and management of the Association. For complete information please review [Bylaws](#) and [Rules & Regulations](#). Like The REALTOR® Code, all rules are important, however we've highlighted several to draw to your attention. As you review each article, fill in the possible implications of those instances when you or one of your registered Associates does not adhere to these rules.

Association Rule - Part 2	Fill in Implications
Section 8 - Keys & Key Box Systems	
<p>8.01 Use of Property Access Keys</p> <p>Keys obtained from the Seller's Brokerage to access the property, regardless of the format (ex: electronic display key, entry card, key or any other access implement), shall only be used for authorized purposes by Members or other persons approved by the Board.</p> <p>a. Authorized purposes consist of inspecting properties, showing properties to prospective Buyers or for the fulfillment of any terms within the Purchase Contract requiring access to the property such as appraisal, home inspection etc.</p>	
Section 4 - Solicitation of Contracts	
<p>4.01 Solicitation of Potential Clients</p> <p>A Member shall not solicit a person(s) with a Service Agreement with another Member Brokerage.</p> <p>a. A Member shall not solicit a Buyer who has signed a written Service Agreement with another Member. A Buyer's Representative must ask the Buyer(s) whether or not they have entered into a written Service Agreement with another Member Brokerage. If the Buyer is under contract to another Brokerage, the Member must disclose to the Buyer that they may have legal obligations under that contract and should advise the Buyer to seek legal advice.</p> <p>b. MLS® System information shall not be used by any Member to target current or previous Clients of any other Member with offers to provide services.</p> <p>c. Any direct or personal contact or communication by or on behalf of a Member with a Seller or a Buyer who the Member knows or ought to know has an existing written Service Agreement is deemed to be improper solicitation.</p>	

Arbitration Process

An arbitration hearing deals with disputes regarding any monetary matter that relates to a real estate transaction between two different companies. Disputes within the same company must be resolved by the Broker/Manager. The process for [formal arbitration hearings](#) can take up to two to three months. Arbitration can take up a lot of a Broker/Manager's time and resources. You are encouraged to work outside the arbitration process to resolve your differences. [Informal arbitration hearings](#) can be arranged within two weeks with no paperwork required.

Arbitration Hearing Guidelines and Unethical Conduct

The Associate who writes the successful offer must verify the buyer has not entered into an Exclusive Buyer Representation Agreement with another Brokerage; must not ignore the existence of an Agreement with another Brokerage; and must not induce or attempt to induce a breach of an Agreement with another Brokerage.

The fee, as outlined in the Written Service Agreement, is payable to the Brokerage representative who obtains an accepted Purchase Contract or lease agreement that closes when there is no evidence of unethical activity. ([Rules & Regulations, Part 2 13.01](#))

The Bylaws of the Association allow the principal Broker member to request an arbitration hearing when there is an attempt to resolve the matter with the principal Broker member of the other Brokerage, and after notification of their intent to pursue such a hearing is received by the Association within the specified time frame.

When the arbitration hearing request involves allegations of unethical conduct, the claimant is to provide evidence that the Associate in question negotiated the offer using unethical means.

When determining whether [unethical conduct](#) has occurred, a Board appointed panel will take into consideration Association Bylaws, Rules & Regulation, The REALTOR® Code, policies and guidelines.

If the panel determines the Associate used unethical means to obtain the offer, it could result in a partial or total loss of remuneration, as well as other punitive action.

Best Practices for Dealing with a Dispute:

- Get the facts in writing from your associate and check all documents.
- As soon as you learn of a dispute, call the other Broker to advise them of the issues.
- As soon as you learn of a dispute, advise the Association in writing.
- Give the other Broker a chance to gather information before arranging a meeting.
- If resolved, inform your Associate; if not resolved, contact RAE.
- The Broker/Manager must advise RAE in writing, within 90 days from possession date as shown on the purchase contract, that there is a potential commission dispute.
- Before bringing the issue to RAE, the two Brokers involved must have had a face to face meeting. The key is to resolve issues between Brokers whenever possible.
- An arbitration hearing may be appealed on grounds of procedural error. It cannot be appealed on the grounds of the decision rendered.
- The outcome of arbitration is final and the money is awarded to the appropriate Brokerage. The Brokerage determines how the Associate will be paid.

Show Cause Hearing

A show cause hearing is required when a Member fails to comply with a decision, Bylaw or Rule & Regulation. The hearing takes place before the Board of Directors at a specified time to determine whether or not the Member should be suspended or expelled from membership. The show cause hearing decision of the Board of Directors is final and binding upon the Member.

Principles of Competition

Commission rates are negotiable with consumers. A common misconception held by REALTORS® is that commission rates are standardized or set by RAE. The negotiation of standardized rates between brokerages is contrary to the Competition Act. If any of your associates imply directly or otherwise, that their commission rate reflects an industry standard rate, this implication could trigger an investigation by the Competition Bureau.

The Competition Act applies to all businesses including real estate Brokerages and Boards/Associations. It is therefore essential that all members of CREA, understand this Act. You'll find detailed explanations regarding the sections of the [Competition Act](#) relevant to REALTOR® Members and Boards/Associations.

Contact our IS&P department if you have any questions.

Administrative Responsibilities

Reporting of Associates and Associate Brokers (all real estate sectors)

As per Bylaws, Brokers agree to have all licensed individuals of the Brokerage apply for RAE membership within two business days after RECA licensing. No individuals can be employed by the Broker unless their affiliation has been reported to RAE. Consequences for non-reporting may result in the Broker being assessed a late reporting fee of \$250.00 ([Rules & Regulations, Schedule 3](#) - Sanctions for Non-Compliance of RAE Specific Rules).

New Associates

When a Broker licenses a new member with RECA, they are required to promptly submit the new Associate Member [application form](#) and appropriate fees. Once new Members have completed their membership application with you, they may apply and pay in person. Acceptable methods of payment include Mastercard, Visa, American Express or direct debit.

Services for Success is the mandatory orientation program for new Associate members. Part A consists of reviewing the Services for Success resource guide, provided at the time of application and obtaining a pass mark of 70% on the exam. The exam is administered in class, prior to the commencement of the Part B workshop. Full attendance is required.

The consequences for the Associate not completing the next available Services for Success course is the loss of temporary services, and for the Broker, to immediately cancel the Associate's RECA license.

Reinstating Associates or Associate Brokers

Similarly, upon confirmation of RECA licensing for a reinstating member, the Broker is to promptly submit the reinstatement of [Membership form](#) and fees.

Terminating Associates

When a Broker terminates the RECA license of an Associate or Associate Broker, it must be promptly reported to RAE by submitting the [termination of Member form](#).

Non-Renewal of RECA License

When a Broker becomes aware of an Associate who did not renew their RECA license, the Broker is responsible for reporting the non-renewal to RAE using the [termination of Member form](#). Consequences for non-reporting may result in the Broker being assessed for a late reporting fee of \$250.00. The annual renewal date is September 30.

Reporting of Assistants

To arrange MLS® Data access for office administrators and unlicensed assistants of REALTORS®, complete the [Application for Assistant/MLS® Data Access](#) form and remit fee. It is the responsibility of the Broker/Manager to notify the Member Services Hub in writing, of any changes in administrative staff and unlicensed assistants. As the Broker/Manager you must also authorize Unlicensed Assistants of REALTORS® to gain data access. More information can be found on the [Intranet](#).

Changes to the Brokerage

A Broker must notify the Member Services Hub in writing of any of the following events:

- change in the address of the business office
- commencement or termination of employment of each Associate/Associate Broker
- change in partners where that Broker is in partnership
- change in officers or directors of a corporation where the Broker is in a corporation
- change of the Broker or Broker-designate where that Broker is in partnership or in a corporation
- change in the share structure or share ownership of the corporation

Invoices and Statements

Your monthly invoices and statement of accounts are available online. To access these, go to [member.ereb.com](#). To obtain your Brokerage login credentials, contact helpdesk@ereb.com or call 780-453-9341.

You can [learn more about viewing, paying accounts and exporting data directly into your accounting software here](#). Consequences for late payment on accounts will result in a charge of 1.5% on the monthly statement as a result of overdue charges. An invoice is printed for overdue charges and payments are applied as directed by the Brokerage on each payment document. Delinquent accounts may result in denial of credit privileges, new or increased security deposits (three months average billing), suspension of service or removal from membership.

To arrange for an office visit, contact Elizabeth.Noble@ereb.com.

MLS® Services

Brokerload

With Brokerload, brokers and/or associates can load listings themselves. Brokers are responsible and liable for all information loaded by Associates. A Broker must approve each member's access in writing, using the [Broker/Manager Authorization for Brokerload Access](#) form.

A Brokerload training [webinar](#) is available for Brokers, Associates, assistants and office support staff. The webinar teaches how to input and maintain listings, add open houses and photos in Paragon. Brokerload for commercial properties is now available for Brokers, Managers and their assistants regardless of Commercial Division access. Associate are still required to be a member of the Commercial Division to Brokerload commercial properties.

Associate-level access allows users to add new listings or open houses, and to modify property details but not to modify contractual items such as expiry dates – this is reserved for Broker-level access only.

The Policy to Protect MLS® System Integrity and the REALTORS® Association of Edmonton Brokerload Policy can be found in the Rules & Regulations or the [Brokerload Policy](#).

Brokerload - Identity Sharing

Identity Sharing allows users to work on each other's behalf in the MLS® system without sharing login credentials. Office administrators can assume the identity of their Broker/Manager to add or modify listing data on behalf of the Broker/Manager and all Agents with in the office. To protect data integrity on behalf of all Members, RAE has an audit process in place.

Read more details on [Brokerload Rules & Regulations – Identity Sharing](#).

Any offence, which in the opinion of the MLS® Services & Professional Standards Manager, is intentionally false or misleading or damaging to the RAE database could result in a Show Cause Hearing before the Board of Directors. In cases where brokerages have chronic Brokerload offences occurring, RAE reserves the right to suspend access to Brokerload.

Broker/Manger with Office Administrator

Please be aware that when inaccurate data is entered by an office administrator using Broker/Manager identity, the following action may be taken:

First Offence	<ul style="list-style-type: none">• Educational (warning) letter sent to Broker/Manager & office administrator• Remains on file and in effect for a 12 month period from date of issue
Second Offence	<p>If this instance of error occurs by the same office administrator within a 12 month period</p> <ul style="list-style-type: none">• Administrator to pay an Administrative penalty at a cost set out in the annual budget (currently \$250.00)• Failure to do so will result in loss of Brokerload access until the penalty has been paid
Third Offence	<p>If this instance of error occurs within a six month period of the second offence</p> <ul style="list-style-type: none">• Administrative penalty at a cost set out in the annual budget (currently \$250.00)• Loss of Brokerload access for 3 months

Agents with Office Assistants using Identity Sharing

Please be aware that when inaccurate data is entered by an office assistant using a agent identity, the following action may be taken:

First Offence	<ul style="list-style-type: none">• Educational (warning) letter sent to Broker/Manager, Agent & Assistant• Remains on file & in effect for a 12 month period from date of issue
Second Offence	<p>If this instance of abuse occurs by the same office assistant within a 12 month period</p> <ul style="list-style-type: none">• Agent and office assistant to each pay an Administrative penalty at a cost set out in the annual budget (currently \$250.00)• Failure to do so will result in loss of Brokerload access until the penalty has been paid
Third Offence	<p>If this instance of abuse occurs within a six month period of the second offence</p> <ul style="list-style-type: none">• Agent and office assistant to each pay an Administrative penalty at a cost set out in the annual budget (currently \$250.00)• Loss of Brokerload access for 3 months

Public Remarks on MLS® System

When adding a listing using your Brokerload capabilities, all comments appearing in the public remarks section shall be PROPERTY SPECIFIC. No information such as website addresses, URLs, e-mail addresses, names, phone numbers, promotional remarks or any references to team members, assistants or instructions for showings will be permitted. No call to action to a REALTOR® or brokerage is permitted.

Public remarks must have a specific reference to the subject property. For example, "This property must be seen." is acceptable. No URLs of any sort are permitted as well as any open house.

It will be a Brokerload offence if members add any comments to their remarks that state it is a revenue generating property or income producing with no secondary permit provided: 2nd Suite Permit Provided by Seller is marked as No and Secondary Suite Y/N is marked as Yes.

The listing REALTOR® may include a direction in the general description section on REALTOR.ca or on websites operated by CREA or the Association to visit the REALTOR® website to obtain additional information about the listing. The nature of such additional information shall not be specified. Example of approved wording: "Visit REALTOR® website for additional information."

A list of examples of non-property specific remarks that are not allowed in the public remarks section can be found on [here](#). Please note, this list is only a cross-section of examples of non-property specific remarks. There may be others that are not mentioned on this list.

If you add non-property specific remarks to your listing as a Brokerload User, this will be considered a Brokerload Offence.

Appeal Process

Your Associate and/or administrative assistant who has received a Brokerload offence, may appeal. To start the appeal process, a written appeal accompanied with your written support must be delivered within the two-week period of receiving the Brokerload offence letter up to the due date of payment of the administrative penalty (if applicable). There is no specific form for the notice of appeal other than it must be in writing and signed by your Associate and/or administrative assistant and you. The notice of appeal must include:

- the name, address and phone number of your Associate and/or administrative assistant appealing,
- your name, address and phone number in support of the appeal,
- the grounds for appeal (what is wrong with the decision),
- a description of the relief requested (what decision do you want),
- and a copy of the decision and supporting documents being appealed.

The notice of appeal may be delivered to RAE by email, mail, courier, hand delivery or by fax. RAE's business hours are 8:30am – 5:00pm, Monday to Friday excluding public holidays. Contact the MLS® Services & Professional Standards Manager at Margherita.Gosselin@ereb.com, 780-453-9303, fax: 780-452-4569 or 1-866-452-4569 or write to the REALTORS® Association of Edmonton at 14220-112 Ave, Edmonton, AB T5M 2T8.

The Association's President and CEO will review all documentation presented and decide on whether the offence will remain on file as well decide if the administrative penalty will remain as charged or be varied. A written response of the decision will be sent to the Member or administrative assistant and the Broker/Manager. All appeal decisions are final.

Reporting of Sales of MLS® Listings

An important part of the inherent value of the MLS® System is the transaction data accumulated for sales of MLS® System Listings.

Therefore, it is the responsibility of all Board Members, regardless of their business model, to report to RAE all unconditional sales, including the selling price, by Brokerloading to the MLS® System or in writing within two business days of when conditions, if any, are removed. More information can be found in the [Rules and Regulations - Section 4](#).

Failure to do so will result in a late reporting fee to the Brokerage which will accrue at a rate of \$25 per Association Business Day up to the day it is received at RAE or entered by the Brokerage.

Brokers and Managers with Brokerload capabilities can report listings as pending and sold.

[Sales Report](#) - This is a new, interactive form. Instructions on how to complete and e-mail the form to the MLS® Helpdesk [here](#).

To cancel a reported sale of a MLS® Listing, submit a [Cancellation of Reported Sale](#) form signed by the Broker/Manager to the MLS® Helpdesk.

Listing Terminations

A listing can only be terminated by the broker/manager of the listing brokerage using the Exclusive Seller Representation Agreement Termination. Other listings submitted on that property cannot be processed until a termination form is received by RAE. The termination forms must be properly completed and authorized by the listing Broker/Manager and should clearly identify the firm name and Listing ID# of the property. Terminations (status T): indicates that the terminated listing has no protection period. This form requires the signatures of both you and the seller's. Brokers and Managers with Brokerload capabilities can terminate listings.

Incomplete Listing Flag

The MLS® Helpdesk proofreads all data submitted through Brokerload. Mandatory information missing from these listings will also be flagged incomplete, regardless of the listing status. An email will be sent you and your Associate advising what information is missing. Once you've entered the missing information, contact the MLS® Helpdesk at 780-453-9304 or mls-dept@ereb.com to request removal of the incomplete flag. Failure to do so could result in the listing not going to REALTOR.ca, a \$75 maintenance fee and a possible loss of system access. See a sample form here [Incomplete Listing Flag](#).

Immediate Action Required Form

If a listing or other document (amendment, termination, sale report) is rejected for not meeting RAE's Rules and Regulations, the MLS® Helpdesk will email a notice to you and your Associate advising what needs to be corrected. See a sample form here [Immediate Action Required Form](#).

Vacant Properties - Hold Harmless Letter

When listing a vacant property (including new/never occupied and show homes), as a safeguard, the MLS® Helpdesk will not display the address of the home or have the property mapped on REALTOR.ca.

If the Seller requests the address to be displayed and mapped on REALTOR.ca, the MLS® Helpdesk requires a [Hold Harmless Letter](#) signed by the seller(s) and your Associate or yourself.

REALTOR.ca

It is strongly recommended that you and your Associates sign into [REALTOR.ca](#) as a member of the public. By doing so this will ensure the listing information is correct and properly mapped.

RMS Rule Enforcement Policy

All Members are required to comply with the Residential Measurement Standards (RMS) issued and enforced by the Real Estate Council of Alberta (RECA). Accordingly, all listing information in the public and private remarks must reflect that the measurements used in the listing are compliant with the RMS - in all circumstances.

To support member compliance, the MLS® Helpdesk will withdraw any listing found in contravention and notify you and your Associate by email.

Based on the Association's Rules and Regulations, the following rule applies:

Rule 2.02(b ii) - Three Pillars of the MLS® System

The Listing Brokerage is responsible and accountable for the accuracy of information submitted to the Board for inclusion in the Board's MLS® System [\(see section 2.07 in the RAE Rules & Regulations\)](#). The Board is responsible for ensuring that the data submitted to it meets reasonable standards of quality.

These are some examples of phrases that are not permitted in the Public and Private Remarks and will result in the removal of a listing from the MLS® System.

1. Measurements from Builder's plan
2. Measurements taken from Condo Registered size
3. Measurement taken from the City of Edmonton

Members are to measure a property or have a professional company do so. RECA encourages industry members to ensure a person or service that engages in measurement activities has appropriate Errors and Omissions Insurance and measures the property using the RMS Guide.

If a listing is withdrawn due to a violation of this rule, the Member needs to send in the written correction to the MLS® Helpdesk before the listing will be placed on the MLS® System again. This correction can be sent in via email at helpdesk@ereb.com or fax at 780-452-4569 or 1-866-452-4569.

Additional Resources

Thanks to other Brokers and Managers, the following advice is offered for contributing factors to the success of their businesses and reflection of the success of their Associates. We strongly recommend that you adopt these practices in your Brokerage:

- DISCUSS ethical issues with your Associates on a regular basis
- ENCOURGE Associates to ask you questions about proper business practices
- WORK co-operatively with other Brokers
- ALWAYS be accessible not only for your Associates but to other Brokers
- STAY informed on industry updates such as RAE's information pieces based on top calls to our MLS® Helpdesk, IS&P and Member Services Hub
- SHARE informations with your Associates and Office Administration
- ATTEND Broker/Manager general meetings and information sessions
- VOLUNTEER for a committee
- UPHOLD and maintain the REALTOR® Code, Bylaws and Rules & Regulations
- SEEK to resolve disputes Broker to Broker
- ALWAYS maintain a professional manner in every interaction, without exception
- ENSURE accuracy and integrity of data submitted to MLS® Helpdesk.

Your new role comes with increased responsibilities in relation to compliance, liability, Errors and Omissions Insurance, and the Real Estate Insurance Exchange of Alberta ([REIX](#)). Be sure to visit www.reca.ca and review all relevant information.

As advised by REIX, all Brokers and Managers need to understand the implications of Vicarious Liability: the responsibility of one for the acts of another. In real estate, this would be the case when a listing or buyer Broker is an "agent" of the seller or buyer. The client, the Manager and the Broker can be held responsible for the actions of an Associate. You can now be held financially responsible for the actions of real estate professionals on your team.

A precedent setting case in Alberta that demonstrates vicarious liability was action 9901-06123. In this case, Manulife Financial was held financially responsible for the actions of their registered agents, even though they had no knowledge of these actions.

REIX recommends developing a detailed operations manual that specifically outlines the separation between you as a Broker or Manager and your independent contractors. Having the right content in your manual can protect you from Associates who use your name without your knowledge and enter agreements without your approval. If you haven't already done so, contact REIX for assistance in building an operations manual that can protect you from vicarious liability and other increased compliance and liability responsibilities.

Additional Resources

- Alberta Real Estate Association (AREA)
 - Website: albertarealtor.ca
 - Toll Free: 1-800-661-0231
 - In Calgary: 1-403-228-6845
- Canadian Real Estate Association (CREA)
 - Website: www.crea.ca
 - General Inquiries: 613-237-7111
 - Fax: 613-234-2567
 - Toll Free: 1-800-842-2732
 - Email: info@crea.ca
- Real Estate Council of Alberta (RECA)
 - Website: www.reca.ca
 - Bus: 403-228-2954
 - Fax: 403-228-3065
 - Toll Free: 1-888-425-2754
 - Email: info@reca.ca
 - [Information Bulletins](#)
- Real Estate Insurance Exchange (REIX)
 - Website: reix.ca
 - Bus: 403-228-2667
 - Fax: 403-229-3466
 - Toll free: 1-877-462-7349
 - Dave De La Ronde, Claims Manager - ddelaronde@reix.ca
 - Harvey Gamble, Executive Director - hgamble@reix.ca
 - General Information - info@reix.ca
- RAE Tech Helpline
 - For additional technology support, available Monday – Friday, from 7 am – 6 pm and Saturday 7 am – 3 pm. You can also call toll-free 888-573-6165 or contact via [live chat](#).

Thank you for your participation in the Broker/Manager Orientation Program.

The RAE team is here to be a helpful resource when you need it.