

**Standard Operating Procedures - The following information is provided under subdivision 4 of Section 442-h of the real property law.**

**Our Standard Operating Procedures are distributed to all of our agents. Agents must follow the Standard Operating Procedures, including the outline for maintaining records.**

**Our office has the objective of providing services equally for all buyers and sellers of real estate and its related services. As such, we follow the State and Federal Fair Housing Laws. Our guidelines outline the services and steps to better serve the community and safely institute our homebuyer process. (i) At our first substantive meeting or introduction, our team will ask for some form of identification. The identification will not be distributed throughout our firm, but maintained by the salesperson and broker in charge. This provides the owner of the property with the security of knowing who is entering their premises. (ii) We do not require blanket exclusive broker agreements for all homebuyers. There may be unique situations when an exclusive buyer agreement is necessary. This may occur when our team member is investing significant time with the prospective homebuyer. We may request an exclusive broker agreement for a specific area and a minimum of six months. (iii) The mortgage pre-approval process is a benefit to homebuyers. It provides the buyer with a range of properties that they can afford and adds efficiency to a real estate transaction. It adds efficiency by eliminating properties that are out of the financial reach of the buyer. For prospective homebuyers, we now require that they have a mortgage pre-approval and/or proof of funds before they communicate with our team. Almost all home sellers have greater confidence when they are aware that the prospect can conclude the financial terms of the transaction. We do suggest that they obtain a mortgage pre-approval and demonstrate reasonable proof of funds before they are introduced to available properties.**

**Last updated: May 23, 2022**