



Broker/Office
Manager &
Secretaries Guide
to Member Management

Revised: June 2007

Published for the Brokers/Managers
of the Akron Area Board of REALTORS®

WHEN A NEW LICENSEE JOINS YOUR FIRM

- ✓ As a REALTOR® broker of AABOR, please inform all new licensees who join your firm of their obligation to also join a Board of REALTORS®.
- ✓ Board of choice allows licensees to choose to belong to a board other than AABOR. Please note: the broker/branch manager of a firm must first be a member of a Board of REALTOR® prior to any licensees with that firm joining.

Brokers should email or fax a copy of the agent's license or real estate exam test results as soon as possible to (330) 434-4641, Attn: Membership Director or email to Sherry.Waples@AABOR.com.

- ✓ A new licensee will be assessed dues from date of licensing.
- ✓ A new licensee has 90 days from the date of licensing to complete the membership process at the Akron Area Board of REALTORS®. If a new licensee is joining a Board other than AABOR, the broker should check with that Board regarding membership requirements. Also the broker must provide a letter of good standing to the Akron Area Board of REALTORS® from the other Board confirming they have joined.
- ✓ There are three requirements to become a member of the Akron Area Board of REALTORS®.
 1. Pay dues and application fee;
 2. Complete and return application.
 3. Attend orientation or complete on-line at www.aabor.com.
- ✓ Once all requirements have been met, the licensee's name will be published in REALTOR'S® INK. Once this process is complete, the licensee will receive his/her welcome packet and map book via regular mail.
- ✓ AABOR will begin contacting the new licensee once we receive notice that he/she has joined your company. He/She will also receive a letter of invitation, a current application, and CRIS information. If licensee does not respond within 90 days, the broker will be notified. **Please take the time at this point to make contact with licensee to ensure that he/she intends to join AABOR. This will avoid jeopardizing the membership status of your firm with the Akron Area Board of REALTORS®.**

PAYMENT OPTIONS

- ✓ Agents have several options for payment:
Visa, MasterCard, money order, cash, personal check, office check or through AABOR website using a credit or debit card.

WHEN A NEW LICENSEE WANTS TO JOIN CRIS

- ✓ If you belong to CRIS, your licensees must also join CRIS by completing the following requirements listed below, or they must sign a waiver form and join another MLS that you are member with.
 1. Complete the Board membership application;
 2. Make a separate check out to CRIS or pay by Visa or MasterCard for the application of \$150;
 3. Include a copy of their license and mail everything to the Akron Area Board of REALTORS®,
 4. Attend the mandatory CRIS Orientation or complete the on-line version at www.aabor.com.
(Failure to take the orientation within 90 days will result in a \$100 fine.)
- ✓ The licensee will have 90 days from the date indicated in their first letter to complete all Board and CRIS requirements.
- ✓ Once CRIS receives all the above-mentioned information the agent will have access to Rapattoni within two business days.
- ✓ The new agent's CRIS dues will then be billed on your next CRIS statement.
- ✓ If you have any questions about the CRIS dues, please call (330) 376-0015, ext. 1.

LICENSES RETURNED

- ✓ Brokers should fax or mail a copy of any correspondence that was sent to the Ohio Division of Real Estate indication that a license has been returned.
- ✓ Brokers may use the AABOR Transfer application for: address changes, transfers, additional phone numbers, or any DBA name changes (see inserts for copy of application),
- ✓ Notifying AABOR that licenses have been returned will keep the AABOR and Akron MLS databases current. This will help the bottom line of brokers since we will not bill you for licensees who are no longer members of your firm.

LICENSE TRANSFERS

- ✓ Please notify the AABOR, as soon as possible, whenever a licensee transfers to another realty company.
- ✓ Often times the broker returning the license does not notify AABOR of anything other than that the license has been returned. As the new broker, please take the time to notify us so that your new agent can continue to be productive and Board and MLS services are not interrupted.
- ✓ In addition per SUPRA Electronic Lockbox Rules & Regulations Section 8, Item 5 & 6; "If a key holder transfers to a different company, the keyholder is responsible for notifying the SUPRA system Administrator (at AABOR) of such action within 48 hours. If a key holder leaves the business or ceases his/her affiliation with the AABOR he/she must notify the association within 48 hours and return the keypad products. The keyholder will then be removed from the system." (The enclosed Transfer/Change form can be used for this purpose)

NOTIFICATION OF DEATH

- ✓ In the event a licensee within your firm passes away, please call or fax notification to AABOR immediately, so that the following steps can be taken:
 1. AABOR and CRIS databases will be changed to indicate that the member has passed away to avoid sending unnecessary mail to the families of deceased members.
 2. The licensee will be listed in our memorial section of REALTORS® INK so that their fellow REALTORS® will know of their passing.

LIFE MEMBERSHIP

- ✓ Any member who has held REALTOR® membership, continues to be licensed, is 70 years old and has been a member for 25 years may be elected for Life Membership by the AABOR Board of Directors.
- ✓ If elected, local dues (currently \$165) will be waived, beginning the fiscal year following election. If you are a past AABOR President and you are elected to Life Membership, your local, state and national dues are waived the year following election.
- ✓ Broker should send a letter of request to AABOR, P.O. Box 1663, Akron, Ohio 44309, which includes your name, company and license number. Once

received, your request will be verified and forwarded to the next Board of Directors meeting for review and approval (if requirements are met.)

- ✓ If you have any questions, please call the Board office at (330) 434-6677.

REALTOR EMERITUS

Any person who has held membership in the National Association as a REALTORS®, REALTORS -ASSOCIATE®, or a combination of both, for a cumulative period of 40 years in one or more Associations of REALTORS® is eligible for REALTOR® Emeritus status. There is a form available at www.realtor.org that must be submitted to the Akron Area Board of REALTORS® to get the process started.

Upon approval by the Board of Directors of the NATIONAL ASSOCIATION OF REALTORS®, no further payment of dues is necessary to the National Association by the Member Association of which the REALTOR® Emeritus is a member.

Once members reach the 50-year mark, the Ohio and Akron association dues are also waived. Candidates must notify the Akron Area Board of REALTORS® at (330) 434-6677.

EDUCATION

- ✓ Within one year following licensing, the Ohio Division of Real Estate & Professional Licensing requires that new licensees complete the course entitled, "Ten Hour Post-Licensing Course." Most of the colleges and universities that offer the pre-licensing courses also offer the post-licensing courses. Some Boards of REALTORS® also offer this course. AABOR no longer offers this course.
- ✓ Following completion of the post-licensing course, licensees are to send a copy of the certificate and a special form (COM 3689 found on their website at www.com.state.oh.us/real/realform.htm#re to the Ohio Division of Real Estate.

NAR ETHICS

The National Association of REALTORS requires all new members to attend a course on the Code of Ethics. Since one of Ohio's required CE courses is on the Canons of Ethics, new licensees should simply take an approved Ethics CE course that covers both.

AABOR WEBSITE

The AABOR website, www.AABOR.com, has many resources at your fingertips. To access certain areas of the AABOR website, please register at the top of the page. The Dues Proration Schedule can be found in this section as well as the date and times for the orientation classes.

E-COMMERCE

Members can view their personal records, pay dues and register for classes and events online. To access, simply log onto www.AABOR.com and click on the Pay On-line button located on the left-hand side of the page. To log in to this section, your User ID is your license number and your password is your home zip code.

AGENT CHECKLIST

- ❖ Fax copy of license or successful test results to AABOR (330) 434-4641.
- ❖ Complete & Return Application
- ❖ Pay the board dues and application fees according to proration schedule or invoice from AABOR.
- ❖ Pay the CRIS Application Fee of \$150
- ❖ Attend mandatory CRIS and AABOR Orientation classes (or complete the one-line versions)

If you have any questions feel free to call the Board office at (330) 434-6677, Monday – Friday 8:00 a.m. – 5:30 p.m.

SUPRA Electronic Key Box System

KEYPADS

New members who join AABOR and purchase a SUPRA keypad with 90 days of their join date will receive a \$30 reimbursement of their issuance fee. All current AABOR or CRIS Members who wish to participate in the system will have to pay the one-time issuance fee in addition to the service fee that is prorated semi-annually.

Keypads are leased through SUPRA Products. Members will be billed semi-annually from Supra in April and October.

To participate in the program, stop by the AABOR office Monday – Friday between the hours of 8:00 a.m. and 5:00 p.m. Please allow at least 15 minutes to complete the paperwork, learn about the system, and obtain your Supra Key. The fees can be paid with cash, check, VISA, MasterCard, American Express or Discover.

There is a rule against sharing keypads, therefore members are encouraged to purchase their pads as soon as possible.

KEYBOXES

Used electronic key boxes can be available for purchase at the AABOR office at a cost of \$25 plus tax. Members should call ahead at (330) 434-6677 to find out if we have any in stock. Key boxes can also be purchased with cash, check, VISA, or MasterCard.

AABOR does not require members to use the electronic keyboxes.

LEAVING THE SUPRA SYSTEM

If an agent decides to no longer use their Super Key of Key Boxes, they must inform the AABOR Key Box Administrator. The keypad must be returned to our office. If they purchased key boxes, they may sell them to another member provided they currently have a keypad. Transfer forms are available at the Board office when key boxes are sold to other agents. Until these forms are signed and returned to AABOR, the agent is responsible for any transactions through the use of the particular key box.

SUPRA ELECTRONIC KEY BOX SYSTEM TIPS

Using Key Boxes Properly – When putting keys in the keys in the key boxes, please make sure to follow these instructions. Failure to operate the boxes correctly may cause your boxes to jam.

1. Limit the number of keys placed in the box to three (3).
2. Do not put tags or rubber bands on the keys that are places in the box because the tags catch on the springs and the rubber band will stick inside the box and then the keyholder cannot drop down.
3. When placing the keyholder back in the container, make sure the keys and keychain are tucked inside.
4. Do not turn the keyholder upside down to return the keys. This causes the keys and the keychain to fall out of the keyholder, making it more likely to jam.

Unjamming Key Boxes

1. Obtain a thin, plastic card like a library card or laminated business card or even a very thin putty knife
2. Take the box off the property.
3. Hold the box upside down. If you cannot wiggle the bottom of the box back and forth, it is indeed jammed.
4. Place the plastic card or putty knife into the crack between the keyholder and the box.
5. Push the card or putty knife into the box. When you feel the key chain, push the card or knife until you feel the chain move.
6. When the chain falls into place, you are able to wiggle the bottom of the box back and forth. Turn the box right side up and open the box using your Supra key.