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*Georgia REALTORS® partners with the Local Boards and REALTOR® Firms to provide quality, affordable continuing education courses.*



**I'm New – What Should I Do  
(What New Agents Need to Know)  
#72686**

**Sponsored by:**

**Georgia Association of REALTORS®, GREC School #271**

**Visit the Georgia REALTORS® website to learn about membership benefits, continuing education opportunities, networking events, and more!**



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## STUDENT NOTICE

The Georgia Association of REALTORS®, Inc. is approved by the Georgia Real Estate Commission (GREC) to offer continuing education, sales postlicense, and broker prelicense courses. The GREC school code number is 271 with a renewal date of December 31, 2023.

The Georgia Real Estate Commission has approved this course for three (3) hours of continuing education credit. GAR school policy defines an instructional hour as 50 minutes.

To receive continuing education (CE) credit for this in-classroom course, the student must:

- ✓ be on time
- ✓ sign in with the course facilitator before the course begins
- ✓ be present in the course during all instruction periods
- ✓ complete the online evaluation – link will be emailed to you within a business day after the course.
- ✓ not have taken this course for continuing education credit within the past 366 days.

There is no make-up session for this course.

Cell phones and other electronic devices can be distracting. Use of communication methods such as text messaging, E-mailing, web surfing, etc. is prohibited while class is in session if it poses a distraction to other attendees and shall be grounds for dismissal. Taking pictures of PowerPoint slides requires the permission of the instructor.

Entrance qualifications and standards of completion will not be based on race, color, sex, religion, national origin, familial status, handicap, sexual orientation, or gender identity.

No recruiting for employment opportunities for any real estate brokerage firm is allowed during this course or on the premises while this course is in session. Any effort to recruit by anyone should be promptly reported to the Director of Professional Development; Georgia Association of REALTORS®; 770-451-1831; 6065 Barfield Road; Sandy Springs, GA 30328; or to the Georgia Real Estate Commission; 404-656-3916; International Tower; 229 Peachtree Street, NW; Suite 1000; Atlanta, GA 30303-1605.



# I'm New, What Should I Do?

*What Newer Agents Need To Know*

**Instructor - Nick Propps**



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Upon completion of this course, through the use of lecture and case studies, the student will be able to demonstrate knowledge of the covered material by identifying correct procedures to minimize common mistakes often made by new agents and comply with license law, the Code of Ethics, and professional standards. Agents will also be provided with resources to provide better service to clients and customers.

Today's class includes helpful strategies for new agents to be better agents. We will discuss some of the most common issues & violations agents make and how you can avoid them.

Our discussions will include resources available to you as an agent including websites, NAR, GAR, Local Boards and marketing materials available to you as a REALTOR®.

If there is anything else you would like to see us discuss as we go, let me know and I will try and fit it in.

Always check with your broker about anything we review today to confirm their policies and how they may impact what we review. Also stay informed of updates with GREC, GAR and NAR.

**DISCLAIMER** This class material is for informational purposes only. It is not intended to make you an expert in any of the subject matters covered.

**Article 2 of the Code of Ethics of the National Association of REALTORS® states:** “REALTORS® shall avoid exaggeration, misrepresentation, or concealment of pertinent facts relating to the property or transaction. REALTORS® shall not, however, be obligated to discover latent defects in the property, to advise on matters outside the scope of their real estate license, or to disclose facts which are confidential under the scope of agency or non-agency relationships as defined by state law.”

**Standard of Practice 2-1 further states:** “REALTORS® shall only be obligated to discover and disclose adverse factors reasonably apparent to someone with expertise in those areas required by their real estate licensing authority. Article 2 does not impose upon the REALTORS® the obligation of expertise in other professional or technical disciplines.”

Proper Use and Formatting of REALTOR® The term REALTOR® and REALTORS® is a registered term. Whenever typing it, you must use all capital letters and superscript the “®” symbol.

It is pronounced as a two syllable word - ‘Real-Tor’ **NOT** Real-A-Tor.

## **About The Instructor - Background & Experience**

### **How Much CE Do You Need?**

1. Post License
2. Typical Cycle CE Requirements
3. Checking & Keeping Up With Hours
4. Online vs. In-Person Classes

### **REALTORS vs. Non-REALTORS**

1. Ethics
2. Contracts and Resources Available To REALTORS® vs. Non-REALTORS®
3. Legal Helpline
4. Marketing Materials & Items

### **Agent Professionalism**

1. Showing Houses, Lockboxes, Keys, Safety
2. Being Careful When You Enter A Home
3. Agent Safety Video
4. Showing Instructions In MLS
5. Leaving A Home As Desired By Seller
6. Being Prompt With Other Agents
7. Don't Be Negative About Other Agents
8. Pre-Qualifying Buyers
9. Don't Chat It Up With Other's Clients
10. Respect Agent/Client Relationship
11. Don't Steal Photos From Others
12. Pocket Listings
13. MLS Input Rules
14. MLS Under Contract Rules
15. Respect The Broker/Agent Relationship

### **Top Ten Ways Agents Get Sued**

1. Failing To Disclose Defects
2. Breach of Duty

3. Representing Clients In Unfamiliar Territory
4. Giving Legal Advice
5. Misleading Clients
6. Breach of Contract
7. Failing To Keep Client Information Protected
8. Failing To Suggest Inspections
9. Negligence
10. Bodily Injury

### **Buyer Representation vs. Seller Representation**

1. Pro's and Con's of Each
2. Buyer Agency Agreements - Are They Required
3. Procuring Cause - What Is It

### **Common Questions New Agents Have**

1. Do I have to disclose property defects?
2. Do I have to disclose a stigma issue?
3. How To Ensure My Advertising Complies
4. Lead Paint / What about lead paint disclosures for homes with unknown build dates?
5. Does a listing agent have to provide evidence of presenting my offer?
6. How much time should you give a party to respond to an offer?  
How much due diligence is normal?
7. How much deposit should be offered?
8. Can I write special stipulations?
9. How do back up offers work? What forms should you use?
10. Repair Requests - How Do They Often Work/Unfold
11. Do contracts get automatically extended when a Right to Request Repairs is sent?
12. Pro's and Con's of Repairs vs. Buyer Credits
13. Should I be at the home inspection? Am I required to be there?
14. How do appraisals work?

15. How to reduce misunderstandings about fixtures and what conveys
16. How do short sales and REO's work?
17. What survives closing? How to address this?
18. How to stay aware of GREC, GAR/NAR, MLS rules, updates
19. What commission claim do I have if a party defaults?
20. How do I file a complaint against another agent? How might I resolve an issue first?

### **Grievances & Common Complaints Against Agents**

1. Improper Showings - No Notice, Keys To Non-Agents
2. Claim the Agent didn't protect Buyer/Seller enough
3. The Dual Agency Dance
4. How To Work With Both Buyer & Seller
5. How To Protect Yourself In Transactions
6. If A Complaint Is Filed Against You
7. Case Studies

### **Information To Help You With Your Listings**

1. Tax Assessor
2. CRS Tax Tool
3. E-Signatures
4. Contracts & Amendments & Exhibits
5. How To Track Your Listing Success Online

### **Things New Agents Can Get Involved With**

1. Boards, Committees, State, Local, Conventions
2. NAR/GAR Calls For Action

### **Review & Student Discussion**

**Thank you for having me with you today! Please turn in your class reviews. You can email me with any additional questions.**



## **I'm New, What Should I Do?**

*What Newer Agents Need To Know*

### **Instructor - Nick Propps**

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Cell: 912.225.1950



Thank you for joining me today.

Feel free to contact me with any questions or comments on the information we covered today, email is preferred.

## **KNOWLEDGE REVIEW - PART 1**

You should check with your Broker to confirm your Brokerage office policies as they may relate to topics you learn in this course?

True / False

How many hours of Post License CE are required for new agents?

20 / 25 / 30

How many CE hours do you need each license cycle (after post license hours are completed)?

20 / 36 / 50

Of the CE hours required, GREC requires 3 hours to be on what topic?

Law / Buyer Representation / MLS Rules

Some college classes may count towards CE hours in some situations?

True / False

Where do you go to check your current CE hours and confirm how many are required?

GREC / GAR / NAR / Other

Do REALTORS get access to different contracts vs. Non-REALTORS in our MLS?

True / False

Do Non-Realtors have to abide by the Code of Ethics?

True / False

Can REALTORS share or provide contracts to Non-REALTORS or others?

Yes / No

Are agents allowed to call the free GAR Legal Hotline directly?

Yes / No

When is it permissible to contact a seller of a listed property?  
Never / 30 Days Before Expiration / Anytime to discuss other property

What is the suggested best course of action if you feel an agent has treated you unfairly?  
Call the agent and threaten to sue / Call the agent's Broker / Speak with your Broker and ask how to address the situation

Should your Brokerage signage be included in your MLS photos?  
Yes / No

What is/are the new NAR time frame/s to input new listings into MLS?  
12 Hours / 24 Hours / 48 Hours / Other

## **KNOWLEDGE REVIEW - PART 2**

In Georgia, can you represent a buyer as a client without having a written buyer agreement?

Yes / No

Is a Buyer Agency Agreement required if you work with a buyer as a customer on the purchase of a property?

Yes / No

Does an agent have to disclose a property defect if a seller asks them not to do so?

Yes / No

Do you have to disclose if a death or murder occurred in a property?

Yes / No

Should you attach a Lead Paint Exhibit if a property shows on the tax record as being built in 1979 but you suspect it was built prior to that date?

Yes / No

Does a seller/agent have to respond to my repair request during the due diligence period?

Yes / No

If you feel another agent has treated you unfairly, you should contact the other agents Broker?

True / False

Do you have to put a sign on new listings?

Yes / No

When is it acceptable not to have your brokerage listed in your marketing?  
On Facebook / On Website / On Business Card / Never

Is the Tax Assessor website the most up-to-date reference website to use when analyzing sales and comps?

Yes / No

There is free agent marketing information available on which of these sites?

GAR / NAR / Both