

520-1-.07(6e)

In order to provide reasonable guidelines for licensees and their support personnel, but without defining every permitted or prohibited activity, the commission has identified the following tasks that **unlicensed support personnel** under the direct supervision of a licensee affiliated with a broker can perform:

1. answering the phone and forward calls to a licensee
2. submitting data on listings to a multiple listing service
3. checking on status of loan commitments, after a contract has been negotiated
4. assembling documents for closings
5. securing documents that are public information from the courthouse and other sources available to the public
6. having keys made for company listings and installing/removing lock boxes
7. writing ads/promotional materials for the approval of the broker
8. placing ads in magazines, newspapers, and other media as directed by the supervising broker
9. receiving, recording, and depositing earnest money, deposits, advance rents
10. typing contract forms as directed by the licensee and the broker
11. monitoring personnel files and license reports from the commission
12. computing commission checks
13. placing signs on property and removing such signs
14. ordering items of routine repair as directed by a licensee
15. acting as courier for such purposes as delivering documents or picking up keys [the licensee remains responsible for assuring delivery of contracts and closing documents as required by O.C.G.A. Section 43-40-25 (a)(19) & (20)]
16. scheduling appointments for a licensee to show listed property
17. arranging dates and times for inspections
18. arranging dates and times for mortgage application, walk through, closing
19. scheduling an open house
20. accompanying licensee to an open/showing, only for security purposes
21. performing physical maintenance on a property

520-1-.07(6f)

The Commission has identified the following tasks that **unlicensed support personnel** under the direct supervision of a licensee affiliated with a broker cannot perform:

1. making cold calls by telephone or in person or otherwise contacting the public for the purpose of securing prospects for listings, leasing, sales, exchanges, or property management
2. hosting open houses, kiosks, home show booths, or fairs
3. preparing promotional materials or advertisements without the review and approval of licensee and supervising broker
4. showing property
5. answering any questions on title, financing, or closings (other than the time and place)
6. answering any questions regarding a listing except for information on price and amenities expressly authorized in writing by the licensee
7. discussing or explaining a contract, listing, lease, agreement, or other real estate document with anyone outside the firm
8. negotiating or agreeing to any commission, commission split, management fee, or referral fee on behalf of a licensee
9. discussing the attributes or amenities of a property, under any circumstances, with a prospective purchaser or lessee
10. discussing with the owner of real property, the terms and conditions of the real property offered for sale or lease
11. collecting or holding deposit monies, rent, other monies or anything of value received from the owner of real property or from a prospective purchaser or lessee;
12. providing owners of real property or prospective purchasers or lessees with any advice, recommendations or suggestions as to the sale, purchase, exchange, or leasing of real property that is listed, to be listed, or currently available for sale or lease
13. holding himself or herself out in any manner, orally or in writing, as being licensed or affiliated with a particular firm or real estate broker as a licensee