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From: GCBR Office [amy.lowdermilk@gcbr.org]
Sent: Wednesday, May 1, 2019 7:00 AM
To: Amy Lowdermilk
Subject: May 2019 Newsletter

GCBR Newsletter

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Upcoming Meetings/ Events:

5/3 GCBR Office Closed for Housing Opportunity Certification Day

5/6 GCBR Office Closed in the morning for a CEC

10 - 11:30 am Western Conveyance with Liz Georg

5/27 GCBR Office Closed for Memorial Day

GCBR Board of Directors Meeting

Wednesday, May 1, 2019 @ 9:00 a.m. at the GCBR office.

Ombudsman Program:
What it is and how to use it

What is GCBR's Ombuds Program?

- The Ombuds Program in its simplest definition is informal telephone mediation.
- In some cases it can address and solve minor complaints from the public.
- It can also solve inter-REALTOR® conflicts before they become serious problems.
- Like a mediation, an ombudsman helps parties find solutions, but does not impose solutions.

Click here to access a Fact Sheet on the program.

How do I use the program?

- Read about the program here and/or call Amy Lowdermilk at the GCBR

office.

- Complete and return the Request for Ombudsman Service Form.
- A trained ombudsman will be assigned to your case and contact you and the respondent by telephone.
- If the ombudsman can help the parties resolve the conflict, that is the end of it.
- If the ombudsman cannot help bring about a resolution they will direct the complainant to contact GCBR for information on more formal resolution processes.

NOTE: The ombudsman process is CONFIDENTIAL.

GAD Report

Earl Eisenhart

April 24, 2019

- MR Plans Capitol Hill Visits
- MD General Assembly Legislative Summary
- County Fiscal Year 2020 Budget

Read the full report here.

REALTOR® Safety

Social Media & Cyber Safety

In this session, safety expert Andrew Wooten, provides social media and cybersafety safety tips. Learn how today's criminals are using your social media information for illegal activities, and discover how you could be tracked through geotags.

View the webinar through NAR's Learning Library. Once you register, you can view and download the archived webinar and slides.

2019 Fall Continuing Education Schedule

All May classes have been cancelled.

The Fall schedule is coming soon.

National Association of REALTORS®

NAR Attends White House Opportunity Zone Event; New Rules Out

AR's 2019 Commercial Liaison, Bob Turner from Memphis, TN, represented NAR at a White House event on the Qualified Opportunity Zone ("QOZ") program on Wednesday, April 17. The QOZ program was created in the 2017 Tax Cuts and Jobs Act to revitalize under-served communities by providing tax incentives for certain investments into them, to promote development and create jobs. In connection with the event, the Treasury department released the much-anticipated second round of proposed rules for the program, which provide more specific detail on how investors can participate in the program and receive the full tax benefits it offers

Read the full article here.

Maryland REALTORS®

Registration for the **Women's Conference** is open!
Click here to register.

Start earning your **GRI! GRI 100** starts May 7th in Annapolis. Complete your needed coursework by June 20, 2019 and achieve your GRI Designation!
Click here to register.

The Maryland REALTORS® Legal Hotline is a **member benefit**. For members, free authoritative legal information is provided. Questions on all aspects of real estate law are answered including license law, agency, code of ethics, contracts, deposits, disclosures, ethics, fair housing, landlord tenant law, and procuring cause. An appropriate written response may be provided to the caller and the identified broker or office manager.

Call 1-800-888-1272

- Open: Monday, Wednesday, and Friday

- Hours of operation: 10:00 a.m. - 12 Noon & 2:00 p.m. - 4:00 p.m.

OR Submit your Legal Hotline question via the Web-Question Form. Simply fill out the form and submit it. MR makes every effort to respond within 2 business days.

For more info about this member benefit visit: http://www.mdrealtor.org/Legal/Legal-Hotline/Maryland-REALTORS-Legal-Hotline.

Bright MLS

NOTE: These tips work for all vacation rentals, not just beach rentals.

Case Studies Interpretation of the Code of Ethics

Case #12-11: Advertisements by Individuals Other Than the Listing Broker

(Adopted as Case #19-14 May, 1988. Transferred to Article 12 November, 1994. Revised November, 1995, November, 1996 and May, 2017.)

REALTOR® A purchased a banner ad on the website of his local newspaper.

In the body of the ad were pictures of several homes and their addresses. At the top of the ad was the following: “We’ve sold these — we can sell yours, too.”

The following week three complaints were received from other Association Members alleging that REALTOR® A’s banner ad was in violation of Article 12. Each of the complaints noted that REALTOR® A had participated in the transaction as the successful cooperating broker who had located the eventual purchasers, but the complaints also claimed that REALTOR® A’s claim to have “sold” these properties was false and misleading since none of the properties had been listed with him and, in one instance, the sale had yet to close.

Since all the complaints involved the same advertisement, they were consolidated to be heard at the same hearing before a Hearing Panel of the Professional Standards Committee.

At the hearing, REALTOR® A defended his actions on the basis that although the properties had been listed with other brokers, he had been the “selling” or “cooperating” broker and was entitled to advertise his role in the transactions.

The Hearing Panel agreed with REALTOR® A’s reasoning in their decision, pointing out that Article 12 as interpreted by Standard of Practice 12-7, provides that cooperating brokers (selling brokers) may claim to have “sold” the property and that such claims may be made by either the listing broker or the cooperating broker or by both of them upon acceptance of a purchase offer by the seller. The panel also noted that REALTOR® A could have shown that he had “participated in” or had “cooperated in” these transactions and also met his ethical obligations.

The panel’s decision also indicated that during the existence of any listing, the cooperating broker’s rights to advertise and market flow from the listing broker. However, claims of this nature were not advertisements of the properties but rather were advertisements of the broker’s services. The only limitation on the ability of a cooperating broker to claim or to represent that a property had been “sold” was that the listing broker’s consent would be required before a “sold”

sign could physically be placed on the seller's property prior to closing.

YPN

A Communications Plan Helps Agents Deliver Value to Clients

By Chirag Shah

Communication is not only the lifeline in any relationship: It's what separates the average from the exceptional real estate salesperson. A simple way to help create fans and happy clients is having a written communications plan. Read the full article explaining the six steps to creating a written communications plan here.

Membership Update

New REALTOR® Members:

New Affiliate Members:

Drops:

Transfers:

Changes:

Andrew Orr, offlakeandrew@gmail.com

HOA Contact and Subdivision Dock Reference List

Remember – the **HOA Contact and Subdivision Dock Reference List** is kept current and available to you on the GCBR website – member side at www.gcbr.org. If you obtain new contact information for any of the HOA properties, please email Amy the updated information so the list can be kept current.

The Board of Directors is pleased to inform you of a new member benefit that can save you up to $270 a year!

SmartCharts Pro delivers accurate, timely market data in easy-to-understand charts and reports. Show clients and prospects exactly what's happening with pricing, sales, time on market and other points of interest that will help them make smarter decisions.

********M**embers please go to** www.getsmartcharts.com/pricing **and select the pink box to sign up at no cost.**

When you sign up you will need your broker's MRIS broker code. You can obtain this from your broker or the GCBR office.

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