

The Communicator

The Strafford County Board of REALTORS®

36 Industrial Way, Suite 10, Rochester, NH 03867
Tel: (603) 330-3131 Fax: 1-888-309-0572 Email: sabr@metrocast.net

January 2012

~The mission of The Strafford County Board of REALTORS® is to provide its REALTOR® members access to resources necessary for them to ethically and effectively service consumers; maintain an environment in which members can network with other industry professionals, and provide opportunities for community service. ~

NOTICE

Application for membership with the Strafford County Board of REALTORS® has been received from the following persons:

REALTOR® APPLICATIONS

- ◆ William Ryan Burns, Coldwell Banker Residential Brokerage

AFFILIATE APPLICATIONS

- ◆ Spence & Mathews Insurance, 4 Sullivan Square, Berwick, ME 03901
Tel: 800-595-2565
Brad Scott
Stephanie Waterman
Ian Robertson
- ◆ Wells Fargo Home Mortgage, 160 Washington Street, Rochester, NH 03867
Tel: 603-335-8668
Dan Flynn
Don Albro
Mark Coder
Jeff Amorim

REALTOR® CHANGES

- ◆ John Bartoszak has joined Keller Williams Coastal Realty
- ◆ Judith Potkay has joined The Bean Group
- ◆ New Address for Northern Exposure Dockside Realty
37 Main Street, New Durham, NH 03855
Same Tel #s



INACTIVE AGENTS

As of 1/23/2012

- ◆ Fred Attalla
- ◆ Wayne Belleau
- ◆ Dan Daigle
- ◆ Ray Halloran
- ◆ Shannon Hill
- ◆ Gail Kocsmiersky
- ◆ Janet Taylor Lambert
- ◆ Candy Leclerc
- ◆ Kate Logan
- ◆ Bill Mackie
- ◆ Sarah McDuff
- ◆ Frank Pallela
- ◆ Diane Peters
- ◆ Dan Philbrick
- ◆ Anne Pope
- ◆ Donna Robidas
- ◆ Erwin Tjoa

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REALTOR®

- Applications
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- Inactives

EDUCATION OFFERINGS

MONTHLY MEETING

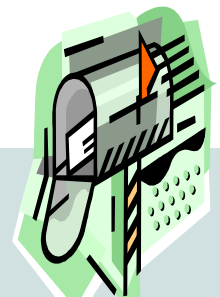
EDUCATION

VOLUNTEER RECOGNITION

F.Y.I

If you have recently moved or relocated, please notify the Board office so that we can make the necessary changes.

Thank You!!



Pathways to Professionalism

While the Code of Ethics and Standards of Practice of the National Association establishes objective, enforceable ethical standards governing the professional conduct of REALTORS[®], it does not address issues of courtesy or etiquette. Based on input from many sources, the Professional Conduct Working Group of the Professional Standards Committee developed the following list of professional courtesies for use by REALTORS[®] on a voluntary basis.

This list is not all-inclusive, and may be supplemented by local custom and practice.

I. Respect for the Public

1. Follow the “Golden Rule” – Do unto others as you would have them do unto you.
2. Respond promptly to inquiries and requests for information.
3. Schedule appointments and showings as far in advance as possible.
4. Call if you are delayed or must cancel an appointment or showing.
5. If a prospective buyer decides not to view an occupied home, promptly explain the situation to the listing broker or the occupant.
6. Communicate with all parties in a timely fashion.
7. When entering a property, ensure that unexpected situations, such as pets, are handled appropriately.
8. Leave your business card if not prohibited by local rules.
9. Never criticize property in the presence of the occupant.
10. Inform occupants that you are leaving after showings.
11. When showing an occupied home, always ring the doorbell or knock – and announce yourself loudly – before entering. Knock and announce yourself loudly before entering any closed room.
12. Present a professional appearance at all times; dress appropriately and drive a clean car.
13. If occupants are home during showings, ask their permission before using the telephone or bathroom.
14. Encourage the clients of other brokers to direct questions to their agent or representative.
15. Communicate clearly; don’t use jargon or slang that may not be readily understood.
16. Be aware of and respect cultural differences.
17. Show courtesy and respect to everyone.
18. Be aware of – and meet – all deadlines.
19. Promise only what you can deliver – and keep your promises.
20. Identify your REALTOR[®] and your professional status in contacts with the public.
21. Do not tell people what you think – tell them what you know.

II. Respect for Property

1. Be responsible for everyone you allow to enter listed property.
2. Never allow buyers to enter listed property unaccompanied.
3. When showing property, keep all members of the group together.
4. Never allow unaccompanied access to property without permission.
5. Enter property only with permission even if you have a lockbox key or combination.
6. When the occupant is absent, leave the property as you found it (lights, heating, cooling, drapes, etc).
If you think something is amiss (e.g. vandalism) contact the listing broker immediately.
7. Be considerate of the seller's property. Do not allow anyone to eat, drink, smoke, dispose of trash, use bathing or sleeping facilities, or bring pets. Leave the house as you found it unless instructed otherwise.
8. Use sidewalks; if weather is bad, take off shoes and boots inside property.

III. Respect for Peers

1. Identify your REALTOR[®] and professional status in all contacts with other REALTORS[®].
2. Respond to other agents' calls, faxes, and e-mails promptly and courteously.
3. Be aware that large electronic files with attachments or lengthy faxes may be a burden on recipients.
4. Notify the listing broker if there appears to be inaccurate information on the listing.
5. Share important information about a property, including the presence of pets; security systems; and whether sellers will be present during the showing.
6. Show courtesy, trust and respect to other real estate professionals.
7. Avoid the inappropriate use of endearments or other denigrating language.
8. Do not prospect at other REALTORS[®]' open houses or similar events.
9. Return keys promptly.
10. Carefully replace keys in the lockbox after showings.
11. To be successful in the business, mutual respect is essential.
12. Real estate is a reputation business. What you do today may affect your reputation –
and business – for years to come.

EDUCATION CLASSES 2012

Education/Programs:

This committee meets monthly and is made up of at least 8 REALTOR® and Affiliate Members. They provide ongoing educational opportunities to our members. Their goal is to motivate the membership toward increased and continuing education, to plan programs for the year, focusing primarily on the monthly membership meetings, keeping in mind that the purpose of the meetings is to broaden REALTORS®' participation and knowledge. The President appoints the chairperson with acceptance by the Board of Directors. The Education Chair is a voting member of the Board of Directors.

Members of the
Education
Committee are:

Marty Patrizi, Chair
Bobbie Goodrich
Dorothy Harris
Amy Morrill
Darlene Penta
Sandy Roper
Pamela Ziadeh
Carol Zink-Mailloux
Mark Zoeller

****All classes are at the Board Office 9 AM to Noon unless otherwise noted.****
Registration and Continental Breakfast starts at 8:30 AM

The New Hampshire Real Estate Commission requires twelve (12) hours of approved continuing education for license renewals.

REALTORS® require a 2-½ hour class on the Code of Ethics every four (4) years. The current quadrennial cycle ends December 31, 2012.

January 26th

FREE CLASS! Reverse Mortgages

With Linda Rousseau of Merrimack Mortgage

No Continental breakfast

3 NH & 3 ME elective hours

February 6th - NH Core

With Kathy Roosa

3 NH core hours

March 14th - It's Legal but is it Ethical?

With Charline Mason

3 NH elective hours

This class counts as a Code of Ethics class!!

**Fee: SCBR Members \$25 Prepaid (\$0 at the door); \$40 Other Realtors;
\$50 all others**

Code of Ethics (COE) is required by 12/31/2012. If you have taken a COE class, please email a copy of the certification to the Board office. You can always take the [COE class online](http://www.realtor.org/MemPolWeb.nsf/pages/quadrenniaethicstrainingcourse?OpenDocument) for free (no credit hours though!) at

<http://www.realtor.org/MemPolWeb.nsf/pages/quadrenniaethicstrainingcourse?OpenDocument>

Go to www.nhar.org for Statewide educational offer-

ONLINE PAYMENT WITH PAY PAL! GO TO

<http://www.scbr.org/calendar-home/education-classes>

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2012 SCHOLARSHIP PROGRAM



WHO: *Any High School Senior who is a
Strafford County resident and intend
to continue his/ her education in
the Fall of 2012.*

WHAT: *Two \$1,000 (One Thousand Dollar) Scholarships.*

WHERE: *Applications are available at your High School Guidance
Counselor's Office.*

WHY: *The Strafford County Board of REALTORS® would like to
thank the community within which we work and live by helping
our next generation of citizens get a head start toward the world
of work!*

WHEN: *Applications must be postmarked no later than
THURSDAY, April 14, 2012 and mailed
to the address above by your Guidance Counselor.*

NOTE: The funds for the 2012 scholarships were raised and provided by the Affiliates of the Strafford County Board.

Be sure to thank an Affiliate for their support!



February Membership Meeting

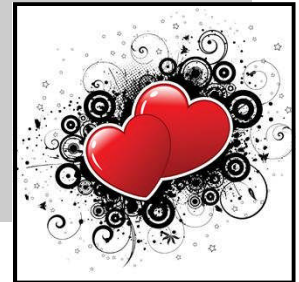
Thursday, February 16th
11:30 am
Board Office in Rochester
Cost \$10

✓ **Energy Efficient Loans**

✓ **203k Mortgages**

✓ **Induction of New Members!**

The Community Service Committee will be selling/auctioning desserts including Diana's Famous Apple Pies to benefit CHNACES, a children's alternative and non-court empowering solution



Menu: TBD

*The price includes 9% NH Sales tax, Cleanup, & laundry

Email scbr@metrocast.net or call 330-3131 by

February 9th at noon to reserve a seat.