

## Unlicensed Assistants Dos and Don'ts

When utilizing the services of an unlicensed assistant, a broker (or a salesperson) should ensure that the assistant's activities never cross the line into what could be considered licensed activity. Common activities that are acceptable and those to be avoided are as follows:

- **Open Houses:** With the principal's consent, unlicensed assistants may assist licensees at an open house intended for the public by placing signs, greeting the public, or handing out preprinted materials prepared or reviewed by the licensee. **Only a licensee may show or exhibit the property, discuss terms and conditions of a possible sale, or engage in any other conduct which could be considered solicitation with respect to the property.**
- **Comparative Market Analysis:** Unlicensed assistants may *prepare* a comparative market analysis. The comparative market analysis must be approved by and is for use with a client solely by the licensee.
- **Arranging Appointments:** Unlicensed assistants may make or schedule appointments for licensees to meet with a principal or party to the transaction, and as directed by the licensee may arrange for and order reports and services from a third party in connection with a transaction (such as a pest control inspection or a credit check and report).
- **Access to Property:** With the principal's consent, unlicensed assistants may provide access to the property for inspections or repairs. Information about the real property that is needed by the person making the inspection or repair must be provided by the licensee, unless it comes from pre-printed material prepared by the licensee.
- **Preparation of Advertising for Review:** Unlicensed assistants may prepare and design advertising relating to a transaction if the advertising is reviewed and approved by the licensee prior to its publication.
- **Preparation of Documents for Review:** Unlicensed assistants may prepare and complete documents if the final documents will be reviewed or approved by the licensee before being delivered to a principal or party to the transaction.
- **Delivery & Signing Documents:** Unlicensed assistants may deliver or pick up documents related to a transaction (including obtaining signatures) if they do not discuss the content or significance of the documents with a principal or party to the transaction.
- **Document Review:** Unlicensed assistants may review transaction documents for completeness or compliance, if the final determination as to completeness or compliance is made by the licensee.
- **Cold Contacting of Potential Prospects:** Generally cold calls are intended to prospect for new business. While an unlicensed assistant is not prohibited from making such calls, if the person contacted indicates that they are interested in using the services of a broker, or wants more information about what services a broker can provide, that person must be referred to a licensee for further discussion. **At no time may an unlicensed assistant attempt to induce the person being called to use a broker's services.**