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Real estate professionals and agencies: what to expect

Northeastern University - Off Campus Student Services

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WHAT STUDENTS SHOULD EXPECT

The following are *Good Practice Standards* that you should expect when working with Real Estate Professionals & Agencies. The Real Estate Professionals, who participate in the housing programs on Boston Area College campuses and/or are referenced in university literature, have been informed of the following *Standards*:

- The Agency's broker and all its agents must maintain an up-to-date license issued by the Massachusetts Board of Registration of Real Estate Brokers & Salespersons. Additionally, they must meet and abide by the statutory and regulatory requirements of the Massachusetts Board of Registration of Real Estate Brokers & Salespersons
- Abide by all standards and guidelines related to providing *Rental Brokerage Fee Disclosure* forms; clients will be provided, in writing, a description of the services the broker will offer in finding an apartment and detail the fee for such services, including when it is due.
- The real estate agent/agency will be forthcoming with clients that they represent the property owner, not clients.
- Agree to support and comply with all state and local housing regulations, including the City of Boston's Rental re-inspection (*CBC 9-1.3, full code inspection requested within 45 days*) and Rental Standards (*CBC 9-1.4; Move-in day finable offenses*) ordinances; and Boston's zoning code requirement which limits the number of off-campus undergraduate students that share an apartment to four.
- The Agency and all its agents must be in good standing with the Better Business Bureau.
- The Agency and all its agents agree to show clients actual available properties that are listed with them. .
- The Agency must maintain a physical commercial zoned office location, where clients/potential clients can go to have questions answered.

Disclaimer: The Boston Area Off-Campus Housing & Student Life Coalition has informed Real Estate Professionals/Agents of these standards, but does not investigate or endorse that the professionals/agents are in compliance.