



SERVICE EXPECTATIONS & STANDARDS OF GOOD PRACTICE for Real Estate Professionals

Real Estate Professionals & Agencies who participate in housing programs on Boston area college campuses, or who are referenced in university literature, agree to abide by the following *Service Expectations & Standards of Good Practice*:

- 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 and not the renter, and as an agent/broker they will coordinate and process the rental application, lease contract, and initial payments with incoming tenants.
- Will abide by all regulations involving fees, which are only to include first month's rent, last month's rent, security deposit, realtor/broker fee and reasonable credit check fee. Application fee is not considered a legal fee. Re-signing fees and dates must be reasonable.
- Client applications presented before a lease must be free of non-refundable fee clauses.
- Provide clients with a lease to review at will prior to collecting payment for the 4 legal fees.
- Agree to support and comply with all state and local housing regulations, including:
 - City of Boston's Rental Registration and Inspection (*CBC 9-1.3, required every 5 years*)
 - Rental Delivery Standards (*CBC 9-1.4; Move-in day finable offenses*) ordinances
 - Boston's zoning code requirement which limits the number of off-campus undergraduate students that share an apartment to four (4).
- 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. Rooms shall not be rented individually unless the property is a legally zoned and licensed boarding house.
- The Agency must maintain a physical commercial zoned office location, where clients/potential clients can go to have questions answered.