

**CP-21 Commission Position On Office Policy Manuals  
Revised and Adopted 4-1-2003**

12-61-Part 8 C.R.S. and Commission Rules E-29, E-30, E-31 and E-32 set out a broker's supervising responsibilities. (See Rules E-29, E-30, E-31 and Rule E-32 in chapter 2 of this manual.) In order to help brokers comply with the rules it is suggested that a policy manual contain procedures for at least the following

- 1) typical real estate transactions
  - a) review of contracts
  - b) handling of earnest money deposits, including the release thereof
  - c) back-up contracts
  - d) closings
- 2) non-qualifying assumptions and owner financing
- 3) guaranteed buyouts
- 4) investor purchases
- 5) indentifying brokerages relationships offered to public (required by 12-61-808 C.R.S.)
- 6) procedures for designation of brokers who are to work with a seller, landlord, buyer or tenant, individually or in teams (required by Rule E-38) (Does not apply to brokerage firms that consist of only one licensed natural person.)
- 7) Identify and provide adequate means and procedures for the maintenance and protection of confidential information (required by Rule E-39)
- 8) licensee's purchase and sale of property
- 9) monitoring of license renewals and transfers
- 10) delegation of authority
- 11) property management
- 12) property listing procedures, including release of listings
- 13) training
  - a) dissemination of information
  - b) staff meetings
- 14) use of personal assistants
- 15) fair housing/affirmative action marketing

Brokers are encouraged to add other policies as appropriate to their practice.

In the event that one or several of these suggested topics (e.g.. guaranteed buyouts) are not applicable in a particular office, they should be addressed by stating that the office does not participate in that activity.

The Commission does not become involved in matters relating to independent contractor agreements, and disputes over earned commissions. Office policies in these areas do not fall within the purview of Commission rules.

*(See additional discussion of office policy manuals in Chapter 18)*