

Volume 43, Issue 5

# *News & Views*

May 2020

## *President's Message*

Hello Everyone,

As I am sure you saw earlier today, Governor Baker is working on a 4 step plan to re-open the states economy. Some folks think it is too soon, and others are prepared to start some type of normal while still practicing social distancing. Each person has to decide what they are comfortable with and act accordingly.

This pandemic has definitely changed how we will conduct business moving forward. Please continue to be proactive in protecting yourself and your clients when in the field and at the office.

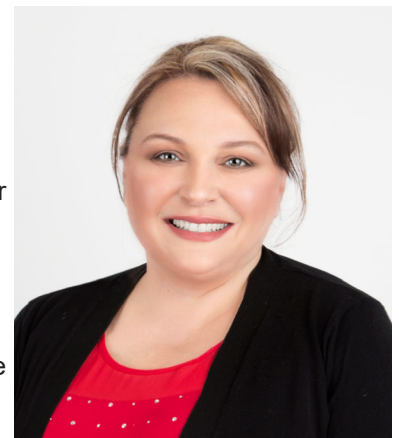
Be kind to others, even if you don't share their point of view on how to proceed out of this pandemic.

Help those who you feel need your help. We are here to support each other and keep our REALTOR family safe, strong, and growing.

Please stay safe and sane in this time of change!

Cheers!

Kendra



Kendra Dickinson  
2020 President

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Your support is great appreciated.**

**FIDELITY BANK**

**TOTAL MORTGAGE**

**REYNOLDS LAW OFFICE**

**LAW OFFICE OF  
DAVID ROCHEFORD**

**RESIDENTIAL MORTGAGE  
SERVICES**

**Justin Davidson, MAR General Counsel**  
**Catherine Taylor, Associate Counsel**  
**Jonathan Schreiber, Staff Attorney**

The ongoing COVID-19 pandemic continues to disrupt real estate transactions and has raised many questions from our members. These are just a few of the many questions we know you have. MAR is here to help you navigate through these uncertain times with the latest information and updates. Please watch for emails from MAR and check [www.MARCOVID19.com](http://www.MARCOVID19.com) for all the latest news. Also let us know what other concerns you have and any problems you are seeing in the marketplace as a result of the pandemic. And most importantly, stay safe.

**Q. Are there any risks associated with virtual showings?**

A. While virtual showings are not new to the real estate world, they certainly have become much more commonplace over the last couple of months. Virtual showings allow for a seller to continue to market their property, while limiting the number of people who physically enter the property. The term “virtual showing” can mean different things to different people, so be sure to always verify that your client (and the other party to the transaction) understand how the virtual showing will occur – will it be still photographs, livestreamed, or recorded?

The following are some best practices to keep in mind when using virtual showings:

Sign an agency disclosure as soon as possible, but before signing a contract to purchase;



Be aware of potential wiretapping violations and introduce all people participating in the virtual showing;

Consider the seller's privacy concerns and use private meeting links, or set permissions to allow only limited audiences;

If working with a buyer, make sure to point out features and flaws that may not be clear through a camera lens (i.e. quality of workmanship, size of the room, other items that may be important to your client);

Verify with the seller how a virtual showing or video tour may be shared;

Any individuals who are physically in the home should follow health and safety guidelines and any additional instructions from the seller regarding protective equipment, sanitization, touching surfaces, etc.;

If a contract is entered into prior to the buyer physically seeing the property, ensure that the contract includes language that the buyer is not relying on any representations made by the seller or any broker involved in the transaction. The MAR Contract to Purchase and Purchase & Sales Agreement contain this language.

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## Notes from the MAR Legal Hotline

**Q. My buyer does not want to take on the responsibility of obtaining a smoke certificate, but the seller says the law now makes it a buyer responsibility – is that true?**

**A.** No, the emergency order signed by the Governor on March 20 does not relieve a seller of their legal responsibility to provide a smoke certificate prior to closing. This order simply allows the buyer and seller to mutually agree to shift the responsibility of obtaining a smoke certificate to the buyer.

Buyers and their REALTORS® have raised concerns about the costs that may be affiliated with bringing a home into compliance. The financial concern may be alleviated by negotiating a credit or a holdback for the buyer to apply towards the costs, if any, of replacing the smoke and carbon monoxide detectors. The parties may also agree to use a third-party company for an unofficial inspection to determine what upgrades, if any, are required by Mass. General Laws Chapter 148, Sections 26F and 26F½ and to have the seller make any upgrades based on that inspection.

**Q. Can my seller restrict access to the house to only adults?**

**A.** While there may be legitimate concerns with allowing children into a property for a showing, restricting showings to only adults likely runs afoul of Fair Housing law as children are a protected class in Massachusetts. A seller seeking to limit access to their property must do so in a way that is not discriminatory or would have a discriminatory impact. A seller's concerns may be alleviated by proposing alternative showing methods, such as virtual showings, or by temporarily withdrawing the property from the MLS.

### 2020 Committee Chairs

#### Executive Committee

Kendra Dickinson

#### Finance Committee

Shauna Roberts

#### Government Affairs

Brian Cormier

#### Member Services/Event Planning

Kendra Dickinson/Darlene Rossi

#### Community Involvement

Brianna Kelley

#### Grievance

Gayle Sabol

#### Professional Standards

Gary Bourque

#### Scholarship

Pamela Bakaysa Conway

#### Awards & Recognition

Susan Wright

#### Top Producer

Laura Shifrin

Gail Lent

#### MAR Directors

Kendra Dickinson

Susan Wright

#### Alternates

Yasmin Loft

Darlene Rossi

#### MLS PIN Directors

Rick Healey

Paula Savard

## Coronavirus Updates and Resources From MAR

**available at [marcovid19.com](https://marcovid19.com)**

Business/Transactions

Forms/Extensions

Business Tips

Licensing/Education

Employment

NAR Guidance

### Welcome New Members from April!!

#### REALTOR Members

<u>Name</u>	<u>Office</u>
Catalino Mateo	Central Mass Real Estate
Raegan Scerra	Central Mass Real Estate
Danielle Shepard	Coldwell Banker Residential Brokerage

#### Association Transfers

<u>Name</u>	<u>Transferred From</u>
James Capua	Northeast Association of REALTORS

#### Business Partners

<u>Name</u>	<u>Office</u>
David Gross	IC Credit Union

#### Resignations

<u>Name</u>	<u>Office</u>
Diane Adams	Adams Construction and Realty

#### Office to Office Transfer

<u>Name</u>	<u>From</u>	<u>To</u>
Christine Lorenzen-Rufiange	Exit New Options	Lamacchia Realty

#### NCMAR Leadership

##### President

Kendra Dickinson  
Keller Williams Realty North Central

##### President Elect

Darlene Rossi  
Morin Real Estate

##### Treasurer

Shauna Roberts  
Hometown Bank

##### Secretary

Nicolas Pelletier  
Keller Williams Realty North Central

##### Director

Laura Shifrin  
Townsend Center Realty

##### Business Partner Director

Steven Kelley  
Total Mortgage

##### Past President

Susan Wright  
EXIT New Options Real Estate

#### April Membership Numbers

NEW REALTOR Members: 4

RESIGNATIONS: 1

OFFICE TRANSFERS: 1

NEW BUSINESS PARTNERS: 1

REALTORS as of 4/30 - 473

BUSINESS PARTNERS as of 4/30 - 89

#### March Membership Numbers

NEW REALTOR Members: 9

RESIGNATIONS: 34

OFFICE TRANSFERS: 1

NEW BUSINESS PARTNERS: 0

REALTORS as of 3/31 - 469

BUSINESS PARTNERS as of 3/30 - 89

## MLS PIN Training

MLS PIN offers free, hands-on training classes for our customers to learn the different levels of the Pinergy system. These classes have been suspended until the COVID 19 order is over.

Registration is required to reserve your seat in each class. We recommend doing so in advance as seating is limited. All classes are free of charge for MLS PIN customers.

On line Classes are AVAILABLE.

Go to [https://www.mlspin.com/training\\_library.aspx](https://www.mlspin.com/training_library.aspx)

Training Resources Include

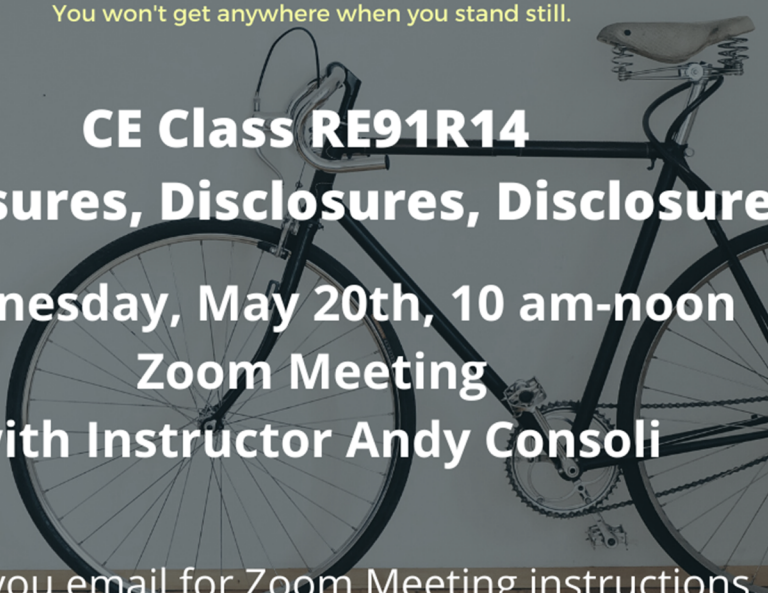
- ◆ Recorded Webinars
- ◆ In-Depth Training Medium and Short Training Video Series
- ◆ Instructional Flyers and Guides



DON'T BE DISCOURAGED

# KEEP MOVING FORWARD

You won't get anywhere when you stand still.



**CE Class RE91R14**  
**Disclosures, Disclosures, Disclosures**  
**Wednesday, May 20th, 10 am-noon**  
**Zoom Meeting**  
**with Instructor Andy Consoli**

Check you email for Zoom Meeting instructions.

### CE Classes

#### Available Online

All live in person CE classes have been canceled. We are offering live webinar classes instead and will share details with our members when scheduled. Look for Zoom meeting invitations for the classes.

If your license is expiring in the next few months, we suggest you take advantage of your free online continuing education REALTOR® benefit. This will ensure that any class cancellations will not interfere with your license renewal requirements.

Classes are available at  
<https://learninglibrary.com/mar>

### Signing up and activating your Zoom account

#### Joining an existing account

If you are being invited to an existing account, you will receive an email from Zoom ([no-reply@zoom.us](mailto:no-reply@zoom.us)). Once you receive this email, click **Activate Your Zoom Account**.

#### Creating your own account

To sign up for your own free account, visit [zoom.us/signup](https://zoom.us/signup) and enter your email address. You will receive an email from Zoom ([no-reply@zoom.us](mailto:no-reply@zoom.us)). In this email, click **Activate Account**.

#### Signing in to your Zoom account on the web

You can login to your Zoom account on the web at any time, at [zoom.us/signin](https://zoom.us/signin). Once you're logged in, use the panel on the left side to navigate the Zoom web portal. You can update your profile, schedule a meeting, edit your settings, and more.



# LEARN AND LUNCH

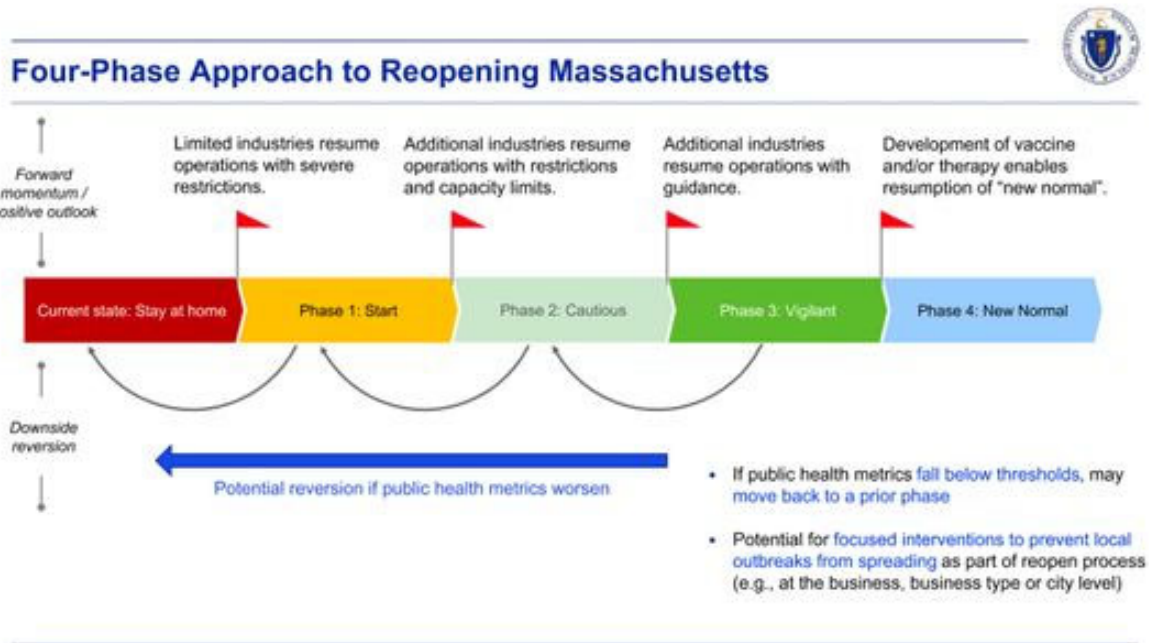
**Instructor - Kimberly Allard**  
**Speaking on Social Media, Advertising**  
**and License Law Common Errors and**  
**Best Practices**

**Wednesday, May 27, 2020**  
**10 am to 12:00 pm**  
**via Zoom Meeting**

Check your email for Zoom meeting instructions.

## Gov. Baker Announces Approach to Reopening MA

On May 11, Governor Baker announced a four-phase approach to reopening Massachusetts. Because real estate is currently considered an essential industry, the reopening plan is unlikely to have a significant direct impact on the field. However, we are engaged with key decision makers, especially on the issue of short-term rentals, [which are currently limited by emergency orders](#). The Governor's plan is still very high level and we expect additional guidance in the coming days, especially as we near May 18, the date he previously set as a goal to beginning reopening. Official materials from the Governor's office are below:



Mandatory Safety Standards for Workplaces	
<p><b>NOTE: These safety standards are applicable to all sectors and industries. There will be sector-specific safety protocols and recommended best practices which provide further details and limited exceptions.</b></p>	
<b>Safety Standards</b>	
<b>Social Distancing</b>	<ul style="list-style-type: none"> <li>• All persons, including employees, customers, and vendors should remain at least six feet apart to the greatest extent possible, both inside and outside workplaces</li> <li>• Establish protocols to ensure that employees can practice adequate social distancing</li> <li>• Provide signage for safe social distancing</li> <li>• Require face coverings or masks for all employees</li> </ul>
<b>Hygiene Protocols</b>	<ul style="list-style-type: none"> <li>• Provide hand washing capabilities throughout the workplace</li> <li>• Ensure frequent hand washing by employees and adequate supplies to do so</li> <li>• Provide regular sanitization of high touch areas, such as workstations, equipment, screens, doorknobs, restrooms throughout work site</li> </ul>
<b>Staffing and Operations</b>	<ul style="list-style-type: none"> <li>• Provide training for employees regarding the social distancing and hygiene protocols</li> <li>• Employees who are displaying COVID19-like symptoms do not report to work</li> <li>• Establish a plan for employees getting ill from Covid-19 at work, and a return-to-work plan</li> </ul>
<b>Cleaning and Disinfecting</b>	<ul style="list-style-type: none"> <li>• Establish and maintain cleaning protocols specific to the business</li> <li>• When an active employee is diagnosed with COVID19, cleaning and disinfecting must be performed</li> <li>• Disinfection of all common surfaces must take place at intervals appropriate to said workplace</li> </ul>

## Putting Members First With the Right Tools, Right Now

In light of the challenges presented by COVID-19, and its impact on the real estate industry, NAR is taking steps to support members through these uncertain times. The Right Tools, Right Now initiative, which was activated once before in 2009, makes new and existing NAR products and services available for FREE or at significant discounts – right now – and is available to REALTORS® and REALTOR® Associations.

The program includes products, resources and services from all areas of the Association, including:

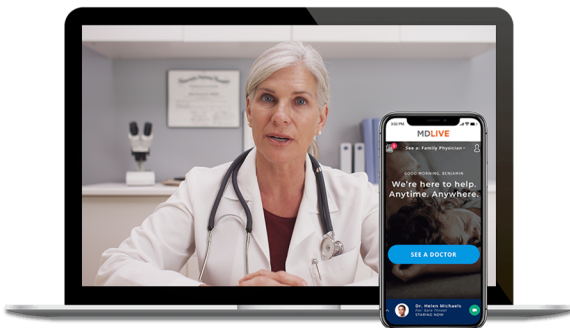
- \* Webinars to help you manage your finances;
- \* Education courses to expand your skills;
- \* Timely market reports to inform your business and clients;
- \* And Digital tools for transactions and marketing.



Check out all NAR has to offer—RIGHT TOOLS, RIGHT NOW . Visit [nar.realtor/right-tools-right-now](https://nar.realtor/right-tools-right-now)

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## Extended: Members TeleHealth Coverage for Realtors®



Extended: Members now have until **May 31** to enroll for 2 months of NAR-funded Members TeleHealth. Upon the conclusion of the free period, members will be able to continue their coverage for just \$7/month (a 50% savings), so they can continue to rely on effective virtual healthcare and protect themselves and their loved ones.

As an additional benefit, the prior activation fee is also waived.

Learn more here at

<https://www.realtorsinsurancemarketplace.com/telehealth-offer/>



**NAR'S OFFICIAL SUPPLIER OF  
REALTOR®-LOGO BRANDED  
PROMOTIONAL PRODUCTS.**

Realtor logo branded products available at cost from the REALTOR Team store to show your REALTOR pride during COVID 19

Check out the items you may need at

<https://www.narteamstore.realtor/COVID19>





## Announcing:

### The Rocheford Law Office 2020 Supplemental Scholarship Fund

This year has been incredibly difficult for school children, their parents and teachers and especially high school seniors.

Each year NCMAR gives the Willard Ide Shattuck Memorial Scholarship to a deserving high school graduate or current college student that is a relative of a NCMAR member.

Because the need is greater than in years past, David Rocheford has offered to fund a second scholarship for 2020 using the same criteria as the Willard Ide Shattuck Memorial Scholarship.

The scholarship recipient will be chosen by judges from outside the NCMAR Association - members of the community, educators, non profit association staff and community leaders.

Thank you David for your generosity in this trying time. Our scholarship recipients are going to appreciate all the help they will receive.



## CALENDAR

### ZOOM MEETINGS scheduled so far FOR MAY

Monday, May 18th 10 to 11 am  
Scholarship Committee Zoom Meeting

Wednesday, May 20th 10 to noon  
CE Class on Disclosures  
Zoom Meeting

Wednesday, May 27th 10 to noon  
Lunch and Learn with Kim Allard  
Zoom Meeting

## COMMITMENT TO EXCELLENCE (C2EX)

Be an advocate for the future of our industry. Be committed to excellence.

REALTORS® defined professionalism in this industry more than 100 years ago when they created the Code of Ethics. The award-winning C2EX program takes professionalism to the next level by enabling NAR members to assess their expertise in 10 (11 for brokers) elements of professionalism ranging from customer service to use of technology.

It's not a designation or a course. It's not a requirement, but a benefit available to all NAR members at no additional cost. To get started, log in to [www.C2EX.realtor](http://www.C2EX.realtor) and take the self-assessment that measures your proficiency in each of the elements of professionalism, known as the C2EX Competencies.

Based on your results, the platform will generate customized learning paths, recommend experiences, and provide tools and resources to increase your knowledge and enhance your skillsets.

**Start your journey to excellence today at <https://www.c2ex.realtor>**



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