

Volume 44, Issue 3

# News & Views

March 2021

## President's Message



Darlene Rossi  
2021 NCMAR President

Pozdrowienia! I hope everyone has been enjoying the longer days and warmer temperatures! And don't forget to turn your clocks ahead on March 14th!

Well, as we spring forward, there are some exciting things to talk about. Did you know that NCMAR has a Strategic Plan? You can go to: [NCMAR.com/OurOrganization/NCMAR Documents](http://NCMAR.com/OurOrganization/NCMARDocuments) and scroll down to the Strategic Plan to see a 2 year plan on what we intend to accomplish as an organization for 2021-2022.

Some of the items are mandated by the National Association and some are local initiatives determined by the strategic plan task force. What's extra exciting about this year is that all of the committees are playing an active role in its implementation. Now is a great time to join a committee and become part of this important work, so if you have an interest please reach out to Kathy Lore or myself. We would love to work with you!

Also exciting is the Real Estate Conference & Expo (RECON) March 23-25 sponsored by Northeast Association of Realtors and featuring nationally-recognized speaker, successful REALTOR®, forward-thinking CEO, and #1 best-selling author, Leigh Brown. The event will be virtual, so very easy to fit in to your schedule. You can register here: <https://www.northeastrealtors.com/recon/> and don't forget our special discount code of NCMAR-10 to save \$10 off the \$69 early bird registration fee.

And, are you fluent in another language? If you are, you just may be able to help another board member who has a client for whom English is a second language. We hope to get names of our board members who are fluent in

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other languages and put them on our website as a resource for our members. Please reach out to Kathy Lore if you fit that description and would be willing to help fellow members. Thank you!

Continuing our highlighting of the friendly faces of NCMAR, this month we are pleased to introduce you to Megan Hillock of MI-BOX and Shauna Roberts of Hometown Bank and who also serves as NCMAR Treasurer. Read their bios to get to know them a little better and to see how they might be able to help you with your next transaction.

Code of Ethics Scavenger Hunt: Last month's winner was Penny Lee of Morin Real Estate! If you want a chance at winning this month's DD card, you have to be pretty quick on the draw.

For this month, the clue is: What does Standard of Practice 1-3 say?

The first person to email me at [darlenerossi@morinrealestate.com](mailto:darlenerossi@morinrealestate.com) will be the winner!

And one bonus tip: I recently found this company for sending cards out to my sphere, [www.cronincards.com](http://www.cronincards.com). They have a nice selection that you can customize and you don't need to buy large quantities. They come nicely packaged and were delivered very quickly! Maybe a little something to send to your clients who may be feeling a little lonely and isolated with all this.

Thank you for being an important part of the NCMAR team. I hope you have a successful March and please don't hesitate to reach out to the Board and/or the Board Office if we can be of any help to you in your efforts.

We have more exciting things to talk about in April, so until that time, Be Kind and Be Real.

*Darlene*

**Justin Davidson, MAR General Counsel**

**Catherine Taylor, Associate Counsel**

**Jonathan Schreiber, Staff Attorney**



*Q. I've seen listings that place limitations on the types of offers that will be presented to the seller. Is this legal?*

A. Yes, listings may include parameters for submitted offers, however, such parameters must be placed by the seller, not the agent or brokerage policy.

The Massachusetts Regulations contained within 254 CMR 3.00 require that a licensee submit all offers to purchase or rent real property to the owner of the property upon receipt of such offers. This obligation is not absolute, however, and may be curtailed through a lawful seller instruction.

A seller may provide instruction to their agent to only show them offers that meet certain criteria, such as a certain price or not containing certain contingencies or other clauses. So long as the instruction provided by the seller is not discriminatory or otherwise unlawful, the agent is bound to obey that instruction.

As a best practice, the Massachusetts Association of REALTORS® recommends memorializing any seller instructions that modify an agent's legal obligations in writing.

*Q. What happens to pending transactions and clients when an agent switches brokers?*

A. When an agent decides to move to another brokerage, it is critical to review the Independent Contractor Agreement signed with the current broker to determine what happens to any pending transactions or existing

clients. If using the MAR Agreement of Association as an Independent Contractor (Form #300), paragraphs 10 and 11 dictate how the agent will be compensated for outstanding transactions and what information must remain with the broker.

Additionally, the MAR Agreement explicitly states that the agent is not permitted to take prospects, leads, or listings with them upon termination of the Agreement.

A salesperson should never attempt to induce clients to attempt to terminate exclusive representation agreements with the former brokerage. These agreements are contracts between the broker and the client and, unless otherwise agreed, remain with the broker.

In addition to potentially being a breach of the Independent Contractor Agreement, this would likely also amount to a violation of Article 16 of the REALTOR® Code of Ethics.

Whenever an agent leaves a brokerage, it behooves both the agent and broker to document in writing what clients and transactions are outstanding and the current status of each those transaction. This will provide clarity and help to prevent disputes over what compensation is due when those transactions close.

*Written by: Justin Davidson, General Counsel; Catherine Taylor, Associate Counsel; and Jonathan Schreiber, Legislative & Regulatory Counsel.*

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# BOD Meeting Minutes

March 2021

## Board of Directors: February 24, 2021 Minutes

Members in attendance: Darlene Rossi, President; Nick Pelletier; President elect; Shauna Roberts, Treasurer; Kendra Dickinson, Past President; Jean Rubin, Secretary; Irene Hayes, Director at Large; Steve Kelley, Business Partner Director and Kathy Lore, Executive Officer

Call to Order at 9:30 am

MOTION: It is moved, seconded and carried to approve the January 2021 BOD Minutes.

MOTION: It was moved, seconded and carried to approve the January Membership Report as presented.

MOTION: It was moved, seconded and carried to approve the January Financials subject to review.

The 2021-2022 Strategic Plan was broken down into assignments for each of the committees. The BOD agreed that the Committee Assignments should be given to each committee at their next meeting to review and begin to implement the action items.

The RECON : NEAR Real Estate Conference flier was distributed and discussed. The BOD agreed the flier and information should be distributed to the members.

It was agreed to promote the C2EX program to the members as a beneficial resource for new and longtime members.

The Community Involvement Committee minutes were reviewed.

Next BOD Meeting: March 25th at 10 am

The meeting adjourned at 10:28 am

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## Community Involvement Committee

The committee met on February 22, 2021 10:00am.

In Attendance: Brianna Kelley (chair), Sophia Bell, Alyssa Durkin, Michelle Haggstrom, Sarah Mayer, Darlene Rossi, Tom Ruble, Susan Wright, Katey Adams and Kathy Lore

Call to Order – 10:10 via zoom

The January 25, 2021 minutes were reviewed.

The committee discussed the food insecurity in our area. The committee continued to discuss the possibility of setting up food collection sites at the entrances to some local grocery stores. They also discussed the possibility of setting up a plan for the local real estate and business partner offices to do some additional food collecting. It was also suggested that in addition to food collection, healthy food kits or literacy kits could be put together. Also, it was suggested that items such as diapers could be collected.

Activate Mill Street and Abolitionist Park Involvement will be beginning in the spring.

The Boys and Girls Club had a virtual auction, and at this time, it is hard for them to engage with in person volunteers.

Habitat for Humanity has continued its “tastings” for fundraising. There will be another tasting in March. The next habitat build will be in Athol.

Next Meeting: March, 15, 2021 at 10:00am

The meeting adjourned at 10:31am

## NCMAR Leadership

### President

Darlene Rossi  
Morin Real Estate

### President Elect

Nicolas Pelletier  
Keller Williams Realty North Central

### Treasurer

Shauna Roberts  
Hometown Bank

### Secretary

Jean Rubin  
Hometown REALTORS

### Director

Irene Hayes  
Exit New Options Real Estate

### Business Partner Director

Steven Kelley  
Total Mortgage

### Past President

Kendra Dickinson  
Keller Williams Realty North Central

## Thank You For Your Support

### Premier Sponsor

Total Mortgage

### Gold Sponsor

Fidelity Bank

### Silver Sponsors

Law Office of David Rocheford

Reynolds Law Office

RMS Mortgage

Rawson and Sons Insurance Agency

IC Credit Union

Rollstone Bank & Trust



## Leadership Spotlight

March 2021

### Meet Your Board Member—Shauna Roberts

#### 2021 NCMAR Treasurer and Finance Committee Chair



Shauna Roberts

It is my passion for assisting people that has kept me in the mortgage industry for over 20 years. Whether it is buying or building the home of their dreams, or refinancing to take advantage of a more desirable interest rate. Whatever the case may be, I take pride in assisting them through the entire process and making it as simple as possible.

I was born and raised in Groton and moved to Townsend after marrying my husband, Dana. We have one daughter who is currently attending the University of New Haven.

When I am not working, I love being outdoors skiing, kayaking, hiking, walking the beach. Basically, anything that gets you outdoors having fun and enjoying life. I even recently took up golf, which I swore I would never do.

“Choose a job you love, and you will never have to work a day in your life.” – Mark Twain.



Shauna is a Mortgage Loan Originator at bank Hometown. She can be reached at 508-499-1889 [sroberts@bankhometown.com](mailto:sroberts@bankhometown.com)



### 2021 Committee Chairs

#### Executive Committee

Darlene Rossi

#### Finance Committee

Shauna Roberts

#### Government Affairs

Michelle Haggstrom

#### Member Services/Event Planning

Jean Rubin

#### Community Involvement

Brianna Kelley

#### Grievance

Gayle Sabol

#### Professional Standards

Gary Bourque

#### Scholarship

Pamela Bakaysa Conway

#### Awards & Recognition

Kendra Dickinson

#### Top Producer

Laura Shiffrin/Gail Lent

#### MAR Directors

Darlene Rossi

Kendra Dickinson

#### Alternates

Susan Wright

Nicholas Pelletier

#### MLS PIN Directors

Rick Healey

Paula Savard

## Lunch and Learn

with Catherine Taylor,  
MAR Associate Counsel

**March 17, 2021 Noon to 1 pm  
via Zoom**

The Lunch and Learn will cover the 5 Most Common Legal Topics on the Legal Hotline and how to best deal with the issues. Plus a Q & A time for your questions.

Learn from an expert!

### Meet Your Business Partner—Meghan Hillock

#### MI-BOX Moving and Mobile Storage



MI-BOX of Central & Western MA is a locally owned portable storage unit company. We deliver portable storage where you want it when you need it.

MI-BOX is a member of the North Central Massachusetts Association of Realtors, The Greater Gardner Chamber of Commerce, and the Franklin County Chamber of Commerce,

MING, and the HIRE Group. We were proud to donate boxes this year to the Gardner Lions Pop Warner Football Club and the Westfield Starfires.



We are happy to service Central and Western MA with a portable storage unit option that is convenient and safe. Our patented level lift system keeps our customers contents from shifting during transit, leaves no damage to the property and is completely touchless. There are no call centers, and our customer service is superior. We deliver galvanized steel metal boxes in three sizes that will surely fit our customer's needs. Working with residential or commercial customers we promise excellent customer service and we will take the stress out of moving and storing.

Moving can be a very stressful time for your clients and their families. I love helping people by delivering a MI-BOX. When you do business with us you are supporting a

locally owned business. I lead a team of local professionals that will always make sure your experience with us is worth sharing.

When I am not working, I enjoy camping, water skiing, and riding my scooter. My four daughters and two sons keep me fantastically busy. I love to travel with my children and allow them to experience different cultures.

I am proud to be part of NCMAR and partner with REALTORS to provide clients the best experience.

Reach out to me at [megan@getmibox.com](mailto:megan@getmibox.com)



Meghan Hillock

Virtual  
**RECON**  
REAL ESTATE CONFERENCE & EXPO

March 23-25, 2021

With Special Guest  
**Leigh Brown**

Members of the North Central  
Massachusetts Association of REALTORS®  
can enjoy a \$10 discount with the code:

**NCMAR-10**

NORTHEAST  
ASSOCIATION OF  
REALTORS®



## Welcome New Members!!

### REALTOR Members

<u>Name</u>	<u>Office</u>
Jamie Blood	Mass Ave. Real Estate Brokerage
Jake Boucher	U S Realty Consultants LLC
Mark Curley	Keller Williams Realty North Central
Cory DelleChiaie	EXIT New Options Real Estate
Nicolette Giambrocco	Lamacchia Realty
Sean MacDonald	Keller Williams Realty North Central
Sarah Marrero	RE/MAX Property Promotions
Kelly O'Neil	Keller Williams Realty North Central
Lisa Salem	Karen Carnivale Real Estate
Philip Salerni	Keller Williams Realty North Central
Danielle Sargent	Dimacale and Gracie Real Estate
Yamilka Torres Capellan	Lamacchia Realty
Michelle Tracy	Straight Real Estate Solutions

### Association Transfers

<u>Name</u>	<u>Transferred From</u>	<u>Office</u>
Suzanne MacKenzie	RACM	Laer Realty Partners
Catherine McClure	NEAR	The LUX Group
Dawn Roy	RACM	Lamacchia Realty
Christiana Santiago	NEAR	Straight Real Estate
Kaitlin Scutari	RAPV	Hometown REALTORS

### Business Partners

<u>Name</u>	<u>Office</u>
Carolyn Jenkins	Independent Appraisals, LLC

## January Membership Numbers

NEW MEMBERS: 13  
 REINSTATEMENTS 0  
 SECONDARY BROKER - 0  
 RESIGNATIONS: 3  
 DECEASED: 2  
 RETIRED: 1  
 ASSOCIATION TRANSFERS : 5  
 NEW BUSINESS PARTNERS: 1

AS OF 1/31/2021  
 REALTORS: 544  
 BUSINESS PARTNERS: 73  
 TOTAL MEMBERSHIP: 617

AS OF 1/31/2020  
 REALTORS: 487  
 BUSINESS PARTNERS: 87  
 TOTAL MEMBERSHIP: 574



## NEW MEMBER ORIENTATION

REALTOR and Instructor Niles Busler via Zoom

- What is the REALTOR Code of Ethics ?
- How does the Code help me in my business?
- Why the Code so important to know?
- Can I be cited for a violation of the Code by the public?
- Is the Code of Ethics and all its articles relevant to today?
- Have questions of your own.? The class is interactive so ask the instructor anything.

Get the answers to these questions and many more at this mandatory training.



Thursday  
 March 18, 2021  
 9am to 12:30 pm  
 via Zoom

Register by emailing Katey  
 at [membership@ncmar.com](mailto:membership@ncmar.com)

## 2021 Continuing Education – Conducted via Zoom

3/10/2021	10:00am	Landlord/Tenant Part 2 (RE99R16)	Taught by Andy Consoli
3/16/2021	10:00am	Protect the Protected in Real Estate (RE111RC20)	Taught by Isabelle Perkins <b>NEW!</b>
3/22/2021	10:00am	FHA Loans (RE75R12)	Taught by Gary Bourque
4/7/2021	10:00am	Short Sales (RE78R13)	Taught by Attorney Nik Thalheimer
4/14/2021	10:00am	Condos, Coops, Timeshares (RE12R07)	Taught by Attorney Craig Reynolds
5/12/2021	10:00am	Title V (RE22RC13)	Taught by Andy Consoli
5/19/2021	10:00am	Contract Law (RE05RC12)	Taught by Attorney Craig Reynolds
6/9/2021	10:00am	Wetlands Protection Act (RE23RC12)	Taught by Andy Consoli
6/16/2021	10:00am	Understanding Title/Concerns (RE44R05)	Taught by Attorney Nik Thalheimer
7/13/2021	10:00am	Real Estate Professional Ethics (RE33RC11)	Taught by Paula Savard
8/11/2021	10:00am	Environmental Issues (RE63RC10)	Taught by Andy Consoli
9/8/2021	10:00am	MA RE License Law/Regulations (RE08RC12)	Taught by Andy Consoli
9/22/2021	10:00am	Purchase and Sales Agreement (RE89R14)	Taught by Attorney Craig Reynolds
10/6/2021	10:00am	M.G.L. c. 93A (RE04RC12)	Taught by Attorney Nik Thalheimer
10/13/2021	10:00am	Architecture (RE14R07)	Taught by Andy Consoli
11/10/2021	10:00am	Residential New Construction (RE46R05)	Taught by Andy Consoli
11/17/2021	10:00am	Residential Appraisal Process (RE26R20)	Taught by Gary Bourque <b>NEW!</b>
12/7/2021	10:00am	Real Estate Professional Ethics (RE33RC11)T	Taught by Paula Savard
12/15/2021	10:00am	Closing and Settlement (RE07R19)	Taught by Attorney Craig Reynolds

**Note: Classes are from 10:00am to noon, with the exception of the Real Estate Professional Ethics classes, which are 10:00am-12:30pm. Three NEW classes never offered before on the schedule for 2021!!**

### Need to know how many CE classes that you have attended at the NCMAR Real Estate School #1164?

Log on to [www.ncmar.com](http://www.ncmar.com)

Click on the Member Login button on the right top of the web page.

Login in credentials are your NRDS# and password is your last name (Case sensitive).

Click on the blue link that says View Education Records.

Your CE's will be listed there. This list will not include classes that you took at other schools.

### Do you have suggestions for CE Classes or Lunch and Learn Topics?

Please email [kathylore@ncmar.com](mailto:kathylore@ncmar.com) with suggestions.

We are preparing the 2021 calendar for next years events and want your input.

Lunch and Learn's are one hour classes on any topic pertaining to real estate, personal growth, marketing, tax preparation, etc.

CE Classes are from a list of classes provided by the Board of Real Estate Brokers and Salespersons and can be found on [mass.gov](http://mass.gov).

## LANDLORD/TENANT PART 2 (RE99R16)

CONTINUING EDUCATION CLASS



Part 2 is geared to assisting licensees assist landlords.

Topics to be covered:

I. Leases

II. Deposits

III. Terminating Tenancies, Eviction and Summary Process

IV. Wrongful acts of landlord

V. Vacation rentals - two types

VI. Consumer Protection Statute

Wednesday, March 10, 2021 10 am to Noon via Zoom

### CALENDAR

Tuesday, March 2nd  
Member Services Committee  
9:30 to 10:30 am via Zoom

Tuesday, March 9th  
Past Presidents Meeting  
11 am via Zoom

Wednesday, March 10th  
CE Class on Landlord/Tenants  
10 to noon  
Taught by Andy Consoli

Thursday, March 11th  
Finance Committee Meeting  
9:30 am via Zoom

Monday, March 15th  
Community Involvement Committee  
10 am via Zoom

Tuesday, March 16th  
Protect the Protected  
10 am to noon  
Taught by Isabelle Perkins

Wednesday, March 17th  
St. Patricks Day Lunch and Learn  
Noon to 1 pm via Zoom

Thursday, March 18, 2021  
New Member Orientation  
to 12:30 via Zoom

Tuesday-Thursday, March 23-25th  
RECON -Real Estate Conference  
9-11 each day

Thursday, March 25th  
Board of Directors Meeting  
9:30 am to 10:30 am via Zoom

## Protect the Protected in Real Estate (RE111RC20)

TAUGHT BY ISABELLE PERKINS

This class will help REALTORS better understand the impact of human behavior when interacting with other people, as to prevent them from unintentionally discriminating against a protected class.

Though we may not realize it, our reactions, assumptions, and unconscious thought processes can lead us into treating people differently. To help prevent discrimination agents must be fully familiar with the protected classes, but also understand the impact of implicit bias and disparate impact on their behavior and activities. Only then can they provide equal service, equal treatment, and equal access to all.



Tuesday, March 16, 2021 10 am to Noon via Zoom