

Tasks Support Personnel CANNOT Perform:

The Commission has identified the following tasks that support personnel shall not perform: [Reference Rule 520-1-.07\(6\)\(f\)](#)

- 1) Make cold calls by telephone, in person, or through any media as defined in Rule 520-1-.09 (1) (b) or otherwise contact the public for the purpose of securing prospects for listings, leasing, sales, exchanges, or property management of real estate;
- 2) Host open houses, kiosks, home show booths, or fairs;
- 3) Prepare promotional materials or advertisements without the review and approval of an affiliated licensee and firm;
- 4) Show real estate;
- 5) Answer any questions on title, financing, or closings (other than the time and place);
- 6) Answer any questions regarding a listing except for information on price and amenities expressly authorized in writing by the licensee;
- 7) Discuss or explain a contract, listing, lease, agreement, or other real estate document with anyone outside the firm;
- 8) Negotiate or agree to any commission, commission split, management fee, or referral fee on behalf of a licensee;
- 9) Discuss the attributes or amenities of real estate, under any circumstances, with a prospective purchaser or lessee;
- 10) Discuss with the owner of real estate, the terms and conditions of the real estate offered for sale or lease;
- 11) Collect or hold deposit monies, rent, other monies or anything of value received from the owner of real estate or from a prospective purchaser or lessee; or
- 12) Provide owners of real estate or prospective purchasers or lessees with any advice, recommendations or suggestions as to the sale, purchase, exchange, or leasing of real estate that is listed, to be listed, or currently available for sale or lease.

Unlicensed support personnel or inactive licensed support personnel shall not hold themselves out in any manner, orally or in writing, as being actively licensed or affiliated with a particular firm or real estate broker as a licensee.