

## **PROCEDURES FOR REAL ESTATE BROKERS TO SUCCESSFULLY WORK IN OUR BUILDING**

1. Authorization for a broker to access a unit must come from the owner or their legal representative. Authorization should be in writing (letter, fax, email). Verbal authorization will only be accepted at our discretion, one time, and only if the Concierge on duty is familiar with the owner's voice; in which case written authorization must follow.
2. For security reasons, "open houses" for showings are NOT permitted. All showings must be by appointment with the broker.
3. The hours for showing units are:

Monday – Friday	9:00 AM - 7:30 PM
Saturdays	9:00 AM - 4:00 PM
Sundays	9:00 AM - 3:00 PM

Management's permission is required to show units at any other time.
4. Our lobby is an extension of our resident's home. Management *prefers* that brokers meet their customers prior to their entering the lobby. This avoids creating a "waiting room" environment in our lobby.
5. Brokers MUST escort their customer(s) from the lobby to the unit unless the broker provided the Concierge with the name(s) of the customer(s). When scheduling multiple appointments on the same day, please provide the Concierge with advance notice.
6. Brokers must ensure that they have their own administrative support at the building to successfully accommodate their customers.
7. In further consideration of our residents and their guests, the lobby/sitting area should not be used to conduct business/meetings.
8. Please keep cell phone use in the lobby to a minimum and converse at a low level.
9. The Concierge phone is not intended for use by brokers.
10. The Concierge cannot distribute any information, marketing or other promotional materials regarding units for sale or rent to other residents.
11. Our staff is here to assist you, but please do not make requests of them which if granted, would be contrary to building policies and/or jeopardize their employment or the security of the building.