

Dubai Real Estate Company - Policies & Procedures

Commission Structure

Standard commission rate is 3% for residential properties and 4% for commercial properties. Luxury properties (>10M AED) have a 2% commission rate.

Client Communication

All client communications must be responded to within 4 hours during business hours. Weekend responses within 12 hours.

Property Showings

Agents must accompany all property showings. Virtual tours are acceptable for international clients.

Documentation

All transactions require complete documentation including ID verification, proof of funds, and legal compliance checks.

Marketing Guidelines

All property marketing materials must be approved by the marketing department before publication.

Data Protection

Client information must be handled according to UAE data protection laws. No sharing of client data without consent.

Conflict Resolution

Any conflicts between agents or with clients must be escalated to the management team immediately.

Professional Standards

Agents must maintain professional appearance and conduct at all times. Business attire required for client meetings.