

### **Mandatory Rules for the Brokers. (Need to Follow Strictly)**

- 1) Realtors / Brokers are advised to sharing their personal leads contacts and follow ups and list them on CRM
- 2) Realtors / Brokers are advised to list their exclusive or direct properties on CRM as we have seen practice that more than one agent has claimed for same listing.
- 3) Realtors / Brokers are advised to sign official agent to agent (A to A) form before dealing with external brokers from another real estate company.
- 4) Realtors / Brokers are strictly PROHIBITED AND NOT ALLOWED to use any kind or form of intoxicants or drugs for example cigarettes, cigars, guttka, mawa, pan, vape or betel nuts (supari or chaliya) on Floor, this act will be counted as punishable offense, penalize with AED 100 per offense per warning which will be deducted from commission or salary or advance salary, or financial assistance provided by company. After three official warnings by Admin Manager Ms Quzaima via email and verbal communication.
- 5) Realtors / Brokers humbly requested DO NOT EAT ANY THING on floor except tea or coffee you are requested to clean after usage. We spotted a few cockroaches roaming around please use designated eating area within office premises.
- 6) Realtors / Brokers are strictly NOT ALLOWED to take commissions externally direct from clients or other agents.
- 7) Realtors / Brokers are strictly prohibited and might face legal action to receive any prior officially notified transactions or banking in their personal accounts
- 8) Realtors / Brokers are ALLOWED and ENCOURAGED to have legal top ups with consent of owners of respective properties but they MUST inform LUX Realty in official email stating the consent of owner. MUST inform Lux Realty before initiating top up transactions.
- 9) Realtors / Brokers are NOT ALLOWED to take top ups WITHOUT legal consent of owners.
- 10) Realtors / Brokers update each and every listing exclusive, direct or provided by company in officially provide REX CRM.

11) Realtors / Brokers are bounded and agreed on commissions only remuneration structure thus entitle for company official phones and should return phones at reception before leaving office premises .

12) Realtors / Brokers will be awarded with additional perks such as take away Laptop, Car, and Phone solely based on their monthly and weekly performance.

13) Realtors / Brokers who are currently serving company on advance salary or monthly fixed remuneration package are required to payback, adjust and return their already taken advance financial assistance or monthly salary on their first achieved commissions.

14) Realtors / Brokers require to have discussion with management to adjust their remaining repayments

15) Realtors / Brokers who agreed on commission only job structure thus are advised to bear their own expenses for example for viewing of their clients or any additional expenses.

16) Realtors / Brokers may request chuffer services from company based on their performance or potential clients who already conducted business with organization or with agent personally and we might require prove of transaction.

17) Realtors / Brokers are advised to share complete details on potential or current clients they are working on excel sheet which will be shared with you and keep it as weekly performance report which will be shared with Admin Manager Ms Quzeama on weekly bases.

18) Realtors / Brokers are advised to pre-book their late sitting after 7pm.

19) Realtors / Brokers are advised to acknowledge receipt of any received lead.

20) Realtors / Brokers are advised to send outcome of received lead and also send outcome to dialing call center agent interacted with client.

21) Realtors / Brokers are advised to check in and check out while in office and update.

Signed

Name

Dated

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