



WELCOME TO THE BOARD

SERVICE | KNOWLEDGE | ADVOCACY | COMMUNICATION

GET STARTED

STEP 1: UNDERSTAND YOUR RESOURCES

- The **Realtor Store**® (Membership & Education Center) provides deals on real estate equipment
- The **Supra Keybox System** makes your listings available to thousands of agents and homebuyers
- **FREE CE Courses** at the SLBR® Campus allow you to easily get credits for your license renewal
- The UAR's **Legal Hotline** (available **MWF** at **801-676-5200**) can answer your legal questions
- The **REALTOR**® brand (provided by the NAR) sets you apart in the real estate industry

STEP 2: GET TO WORK

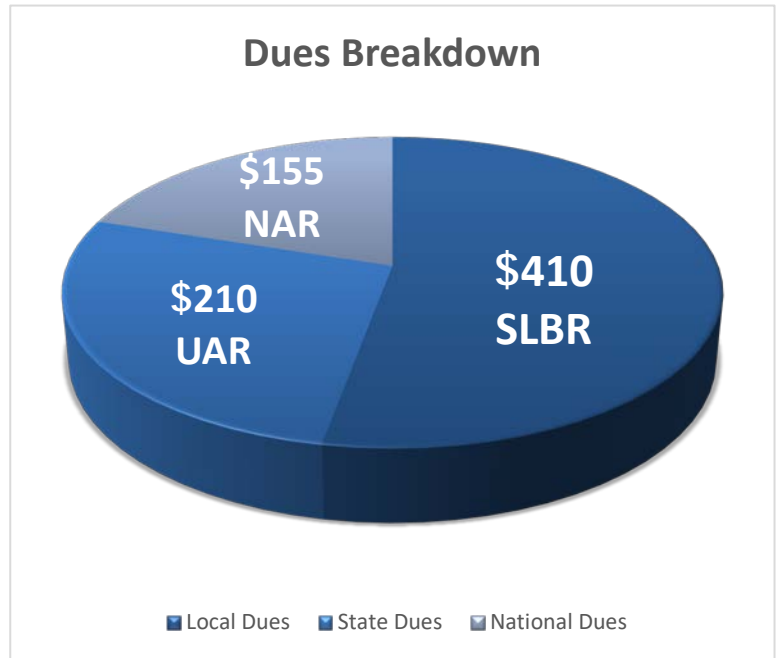
- Take required classes
- Get a Supra Key
- Be Aware of Important Dates
- Get Involved

MEMBERSHIP

Director Kris Woodside | 801.542.8861 | Kris@slrealtors.com

Mark Your Calendar...

- We bill dues every May/June
- Your payment is due by July 31st
- \$775 Total Yearly Dues for Realtor® Members



Membership FAQ

- Q: When do I pay the annual membership dues?**
A: You will be billed for the annual dues by June 1st and are required to submit payment by July 31st. You may pay dues online after June 1st at www.slrealtors.com, over the phone (801-542-8840), or in person at the SLBR Membership & Education Center front desk.
- Q: Are the annual dues prorated if I join mid billing cycle?**
A: Dues are prorated monthly from July to June, annually. Contact the Membership Department at 801-542-8861 for exact prorated amounts.
- Q: Is the Supra Key included in my dues?**
A: Your Salt Lake Board of Realtors® dues cover the cost for the Supra eKEY. The Supra ActiveKEYs require an additional \$50 deposit and a \$3/month lease. For more information, call 801-542-8840.
- Q: How do I inactivate, renew, or move my real estate license?**
A: Your license is controlled by the Utah Division of Real Estate. Please visit their website www.realestate.utah.gov or call the Utah Division of Real Estate at 801-530-6757.
- Q: How do I set up my account with UtahRealEstate.com?**
A: We are a separate company from UtahRealEstate.com (the MLS), but you can contact UtahRealEstate.com at 801-676-5400.
- Q: If I inactivate my membership am I required to pay dues when I return?**
A: If you inactivate you license, you have the option to put your Board membership on 'inactive status.' This status requires a yearly fee of \$75 and can be renewed for up to three years. When you reactivate, your dues will be prorated according to where we are in the billing cycle. You will not have to repay the \$350 New Member Entry Fee if all conditions are met. For more details, please talk to a staff member at 801-542-8840.
- Q: If I inactivate my membership do I get a refund?** **A:** Local (SLBR) dues are not refundable. In some circumstances you may be eligible for a partial refund of your state and national dues, depending on the time of year you inactive.

EDUCATION

Director Ashley Mordwinow | 801.542.8853 | Ashley@slrealtors.com

Keep in mind – these classes are **mandatory** and have a **deadline!** Completion of Code of Ethics is required to receive your Supra Key.

YOUR REQUIRED COURSES:

| DEADLINE | REQUIRED COURSE | LIVE COURSES | HOW TO REGISTER |
|--|--|--|--|
| Within 60 DAYS of joining the Board and once every two (2) years after that | CODE OF ETHICS (3 CORE, depending on provider) | *One guaranteed per month (2 nd Thursday), with some additions. www.slrealtors.com | Live course: Contact SLBR Staff (801-542-8840) or register through the calendar on www.slrealtors.com Online: See options below |
| Within 60 DAYS of joining the Board | SLBR ORIENTATION: REALTOR ESSENTIALS (4 CORE) | *One per month (3 rd Thursday) www.slrealtors.com | Contact SLBR Staff (801-542-8840) <i>*This course must be taken LIVE*</i> |
| Within 2 YEARS of getting licensed with the Utah Division of Real Estate | NEW AGENT COURSE (12 CORE) | *This is a 2-day course. You must attend both full days to receive credit. www.slrealtors.com | Contact SLBR Staff (801-542-8840) <i>*SLBR offers a LIVE course only, but you can take it online through other providers.*</i> |

ONLINE OPTIONS FOR CODE OF ETHICS

- You can take the Code of Ethics for free at www.realtor.org. It will not give you any CE credits for your license, but it will allow you to get your Supra key.
- You can also take it for \$30 at www.slrealtorseducation.com. The course is called “How to Be an Ethical and Involved Realtor.” It is worth 3 CORE credits towards your license.

SLREALTORS.COM Login Information

- Default Email** (the email you provided on your SLBR Membership Form)
 - Your **default password** will be your **Last Name** (first letter capitalized). *Once you have logged in, you will have the option to change your password.*

Education FAQ

- Q: How many Continuing Education (CE) credit hours do I need to renew my license?**
A: You need 18 CE Hours, at least 9 of which must be CORE credit hours, every two years as your license expires.
- Q: How many Continuing Education credit hours do I already have?**
A: You can view your banked credit hours through your RELMS account on the Utah Division of Real Estate’s website www.realestate.utah.gov. Click on the Real Estate Tab, then “Login to RELMS” in the Online Services box.
- Q: Who banks my Continuing Education (CE) credit hours and how long does it take?**
A: The instructor of the CE course is responsible for banking students’ CE hours within 10 business days. If you are approaching your license renewal date, it is recommended that you take all classes by the 15th of the month of your renewal, to allow adequate time for your credits to be banked. Should a problem arise, contact SLBR staff or the instructor directly.

GET A KEY

For assistance with keys, call us at 801.542.8840 | Supra Support also Available at **877-699-6787**

BEFORE you can get a key...

- **Code of Ethics** is a prerequisite course which must be taken **PRIOR** to obtaining the Supra Key

CHOOSE FROM TWO KEY TYPES



ActiveKEY \$50 Deposit
\$3/mo Lease

OR



eKEY App FREE

BLUETOOTH BOXES FOR PURCHASE:



You can purchase **Bluetooth Key Boxes** for \$120/ea.

Key FAQ

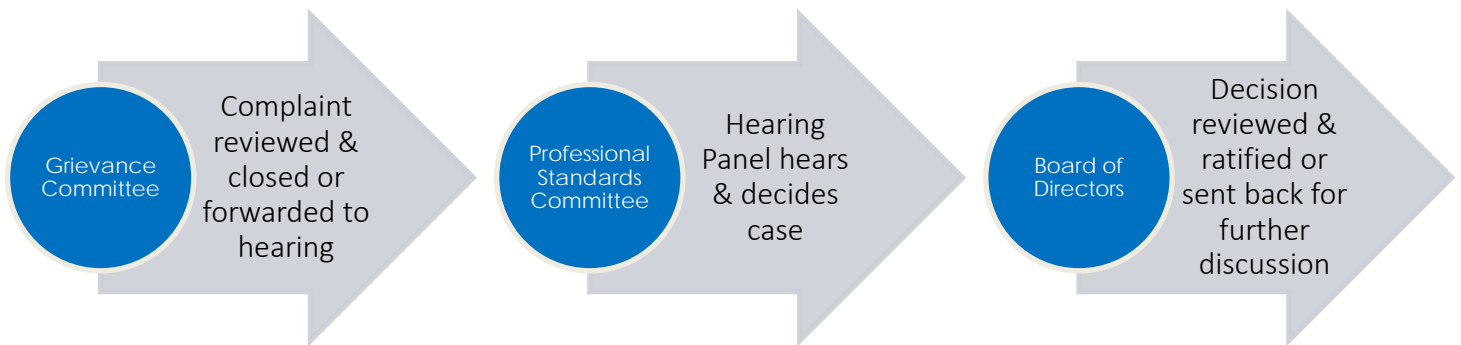
- Q. Which education requirements need to be completed to obtain a Supra key?**
A. You must complete the Code of Ethics course and be registered for SLBR Orientation: Realtor Essentials.
- Q. Can I send another person to pick up my Supra key for me?**
A. No. Each agent is required to obtain their own Supra key. Keys must remain in the keyholder's possession at all times, per the Key Lease Agreement and the NAR Code of Ethics.
- Q. Where will my key work?**
A. Every REALTOR® association in Utah, excluding Park City, Washington County, and Iron County. There is an option of a key cooperation with these Associations. Contact their key service departments to find out more.
- Q. How do I update my key?**
A. Each type of key updates itself wirelessly. (**Note:** The ActiveKEY cannot update if the battery is dead.) The ActiveKEY must be connected to a power source in order to update for 24 hours. The eKEY will update when you open the app, if you are connected to WiFi or have reliable service. To avoid complications, update the app before going to remote areas where cellular service can be unreliable.
- Q. My ActiveKEY shows it is expired. What does this mean?**
A. The key needs a manual update code. For this code, call the Board at 801-542-8840 or Supra's Agent Support at 877-699-6787.
- Q. What hours of the day can I use my key?**
A. 6:00AM-10:00PM (Unless listing agents have programmed their keybox for alternate times.)
- Q. What is the cost of a replacement key?**
A. A Lost or damaged ActiveKEY results in a \$249.00 fine. If the ActiveKEY is found undamaged within 90 days, it can be returned for a full refund of the fine.

PROFESSIONAL STANDARDS

Director Holly Robbins | 801.542.8856 | Holly@slrealtors.com | Office Hours M-F 8:30am-5pm

Best Practices Include...

- Understanding the Code of Ethics
- Always keeping the client's best interest first
- Communicating with other Realtors® effectively before true conflicts arise



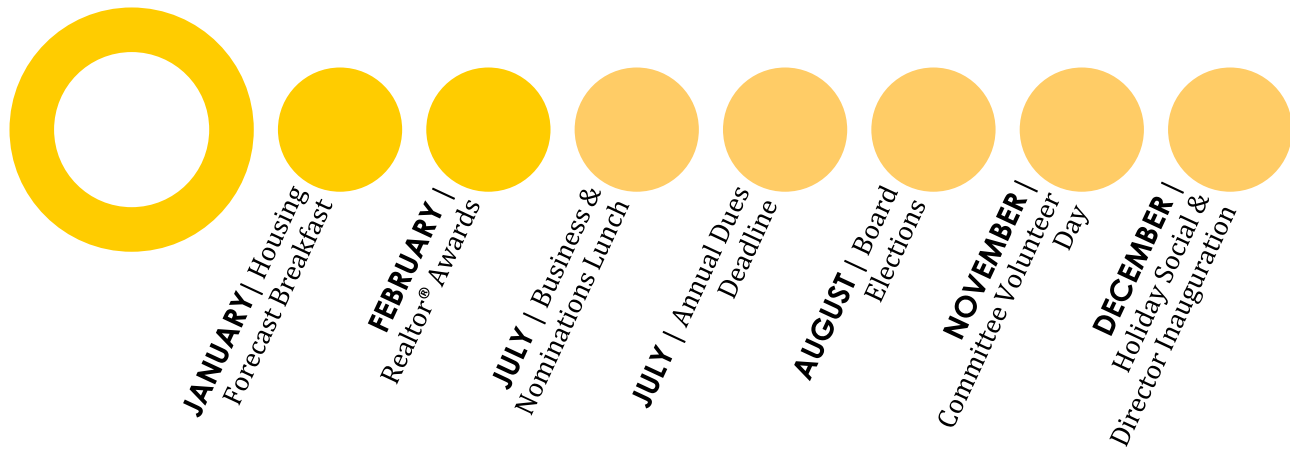
Professional Standards Department FAQ

- Q. What if my complaint relates to a potential violation of Utah law?**
A. You should file a complaint with the Utah Division of Real Estate at www.realesate.utah.gov or 801.530.6747. You can still file with the SLBR as well, if there is a potential ethics issue.
- Q. Can members of the public recuperate funds through filing an ethics complaint?**
A. No. Monetary amounts cannot be awarded to members of the public by the SLBR through arbitration.
- Q. Must I attend a hearing if I file an ethics complaint or request to arbitrate?**
A. Yes. Both parties would be required to attend the hearing scheduled by the Professional Standards Committee. This affords committee members the opportunity to clarify the facts of the case and ask for additional information regarding the complaint.
- Q. What if I win arbitration, and the other party refuses to pay?**
A. If you win the arbitration and the losing party refuses to pay, you may seek to enforce the arbitration through any legal means necessary. In most cases, courts will uphold the decision of the Arbitration Panel.
- Q. What do I do if an ethics complaint is filed against me?**
A. You will be notified by the SLBR if a complaint filed against you has been passed on to an ethics hearing by the Grievance Committee. At that point, you will be provided with the opportunity to provide your side of the story as well as any evidence to back up your claim. The burden of proof in an ethics hearing is upon the complainant, (the party who filed the complaint).

IMPORTANT DATES

For Event Registrations Please Visit www.slrealtors.com | or Call 801.542.8840

Meet potential business partners, improve your own practices by learning from the best, or simply come have a great time! Our events are the best you will find amongst any Realtor® Association anywhere! Our calendar is packed with events and opportunities every month, but here is a glimpse of some of our most popular events.



GET INVOLVED

| PROGRAM | STAFF CONTACT | COST | DESCRIPTION OF OPPORTUNITY |
|----------------------------|--|-------------------------|--|
| REAL ESTATE PROPERTY TOURS | Megan Johnson Member Services | Included with your dues | Come and join us at any of our four property tours held in the Salt Lake Valley. For more details on the tour rules and information, please visit http://slrealtors.com/salt-lake-tours/ or contact Megan. |
| EDUCATION COURSES | Ashley Mordwinow Education Director | Included with your dues | The Salt Lake Board offers a full schedule of CE courses, most of which are free! The Education Committee sees to the quality and relevance of these courses. Come and learn from associating with and hearing the questions of other Realtor® members. |
| SLBR EVENTS | Allison Call Special Projects Coordinator | Varies by Event | <p>Charitable Endeavors: New Yearly Charity Events & Donation Drives</p> <p>Business Endeavors: Education Conference September Top Golf Event April RPAC Events: Multiple Events Per Year Young Professionals Network (YPN) Monthly Women’s Council of REALTORS® Monthly</p> |
| COMMITTEE SERVICE | Marcus Jessop Gov’t Affairs/RPAC Kelley Anderson Education/YPN Holly Robbins Professional Standards Emily Norris Affiliates Allison Call Charity/Commercial | Included with your dues | <p>Yearly Committees Affiliates Advisory Board Realtors® Commercial Alliance Education Government Affairs/RPAC Grievance/Professional Standards SLBR Charities Young Professionals Network(YPN)</p> <p><i>*Enrollment for these committees begins in November of each year.</i></p> |

GET CONNECTED

Realtor® Associations

SALT LAKE BOARD OF REALTORS®

230 West Towne Ridge Parkway Ste. 200 | Sandy, Utah 84070 | **801.542.8840** | www.slrealtors.com
Local Gov't Advocacy | Supra Keys | Higher Educational Standards | Networking Events | Professional Standards

UTAH ASSOCIATION OF REALTORS®

230 West Towne Ridge Parkway Ste. 500 | Sandy, Utah 84070 | **801.676.5200** | www.utahrealtors.com
State Gov't Advocacy | Legal Hotline **801.676.5211** | Realtor Forms | Annual Convention | Designations

NATIONAL ASSOCIATION OF REALTORS®

430 N. Michigan Ave. | Chicago, IL 60611 | **800.874.6500** | www.realtor.org
National Advocacy | National Publications | Realtor Programs & Benefits | Code of Ethics & Designations

Multiple Listing Service (MLS)

UTAHREALESTATE.COM

230 West Towne Ridge Parkway Ste. 400 | Sandy, Utah 84070 | **801.676.5400** | www.UtahRealEstate.com
Top 5 MLS in the Nation | Realtor Database Search | Active Property Listings | Comparables | Forms | Reports

State of Utah Licensing Authority (Government Agency)

UTAH DIVISION OF REAL ESTATE

160 East 300 South 2nd Floor | Salt Lake City, UT 84114 | **801.530.6747** | www.realestate.utah.gov
State Licensure | CE Required & Tracked | State Law Regulated by Investigators | Online Q&A Legal Chat

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