

KW – Listing & Sales transaction guidelines / processing of documents

Revised 01/14/25

AGENT RESOURCES – KW FAQ Website – <https://kwdville.info/> <https://kwestbay.info/> - Once at the site click for “FAQ”

Compliance Manager – Bob Winegarner – Reviews all Command file documents. Email: tcbob@kw.com & cell phone: (925) 984-4860.

Contract/Transaction Support – Phil Deutscher – Contract help – Email: phil@phildeutscher.com & cell phone: (925) 451-1971.

LISTING GUIDELINES – Always use up-to-date forms [zipForms & other forms] – Check FAQ Site for “Other Forms – Non CAR forms”

Listing Documents – Allow one hour to complete RLA-Residential Listing Agreement & related forms. Discuss each form & explain why they are completing it. Go over DIA – need full disclosure. Seller needs copy of everything signed [bring 2 copies of all].

Discuss the Listing Process with Seller.

- Discuss lockbox access, phone number MLS listing, other agent’s appointments [don’t always keep their time frames]
- Discuss Broker Tour Open House / General Open House process, brochures, marketing plan [internet, brochures, etc.]
- Discuss Seller should order and pay for comprehensive NHD Report [including tax data and environmental disclosures].
- Discuss obtaining a pest or other inspections to know the situation before receiving an offer [RLA paragraph 2.F.(3) and 7.E.]
- Do a diligent inquiry of the Seller regarding insurance claims in last 5 years, previous reports, or other significant material disclosure issues including any leased or liened items that may convey with the sale. [See Disclosures below – TDS & SPQ.]

zipForms Listing Packet now includes: AD, RLA, MLSA, SA, BCA, PRBS, FHDA & CCPA.

- AD – Agency – Seller & Seller’s Agent.** More than one agent involved, need AAA (same Market Center) or additional Broker (ABA – need Phil)
- RLA – Residential Listing Agreement [Exclusive Right] / Use MT-LA for changes to the RLA.**
- MLSA – Multiple Listing Service Addendum – Paragraph 3.A. – Seller Exclusion from MLS – Broker signs / Agent sends to MLS Board.**
- BCA – Broker Compensation Advisory (Compensation Options – Discuss value of Listing with KW & possible Buyer concessions)**
- Net Sheet / ESP Estimated Seller Proceeds / ECC-S Estimated Compensation Costs for Seller may be used. (Explain how Broker compensation and possible Buyer concessions may affect net proceeds.)**
- PRBS – Possible Representation of More than One Buyer or Seller - Disclosure and Consent / FHDA Fair Housing Discrimination**
- SA – Seller Advisory / CCPA – California Consumer Privacy Act Advisory**
- CLA – Commercial Listings [5+ units, business, building, etc.] refer to Keller Williams Commercial Division.**
- REOL [REO Listing Advisory], PLA [Probate Listing Advisory], TA [Trust Advisory] as needed.
- RCSD-S – Representative Capacity Signature Disclosure – **An entity cannot sign a contract, legally.** [Can use RLA paragraph 21]
- OHNA-SI – Open House Visitor Non-Agency Disclosure [Possible contracting with potential Buyer] BRBC or PSRA**
- BNA – Buyer Non-Agency Agreement – If potential Buyer writes an Offer, but wants no representation.**
- AS – Seller Affidavit – Each Seller [Check box 3.A or B. Don’t use 4 or 5.] Title Officer prepares QS – Qualified Substitute.**
- KLA – Keysafe / Lockbox Addendum [only if there is a Tenant] / SFLS Square Foot - Lot Size**

Seller Disclosures – Make sure disclosures are complete and that includes your AVID as part of the TDS. Once in contract, after sending Seller disclosures to Buyer’s Agent, be sure to get them back by contingency removal date [RPA paragraph 10.A (5)].

- County DDA – Disclosures & Disclaimers Advisory / SBSA – Statewide Buyer & Seller Advisory / Other local disclosures
- City PAA – for East Bay cities with Sewer Lateral Compliance / SFLS – Square Footage & Lot Size – disclose source
- TDS – RE Transfer Disclosure Statement – *Seller to complete [not agent] – LA AVID required with TDS / BA AVID asap.*
- SPQ – Seller Property Questionnaire or ESD – Exempt Seller Disclosure [If Exempt from TDS/SPQ] / BHIA – Buyer Home Insurance Advisory.
- LPD – Lead-Based Paint Disclosure (pre-1978) / Earthquake Hazards Report (pre-1960) – in EQ Booklet.
- AS – Seller Affidavit – Each Seller [Check box 3.A or B. Don’t use 4 or 5.] Title Officer prepares QS – Qualified Substitute.**
- Other Seller Information / Attachments [existing reports, features, repairs list, permits, etc.] – signed by all parties]
- NHD/Geological Report / NHDS / Environmental / Tax Data Disclosure [3rd Party] / SFLS – Square Footage & Lot Size – disclose source
- BHAA Buyer Homeowner Association Advisory / HOA Documents - HOA documents & most recent 12 months of Minutes.
- Consumer Booklets Links Receipt [EQ, Lead, Environmental Hazards & Energy Ratings booklets] – FAQ Site
- City Addenda [PAA] – Some East Bay Cities require this Addendum to deal with Sewer Lateral Compliance issues – [FAQ Site]
- City Disclosures: WC 2nd-Hand Smoke, Livermore City, Building Permits, City Requirements – FAQ Site.
- FHDS Fire Hardening & Defensible Space [only if in high fire zone - **2.B boxes (1-6) / 3.A. for is or is NOT** subject to local ordinance.
- WFDA Wildfire Disaster Advisory – *Information & Resources for Buyer and more.*
- Agent responsible to call county and city offices to find out what local disclosures are required. [Including possible Fire Inspection.]**
- Rejected Offers – Please see FAQ Site regarding Rejected Offers you receive – Send to special Keller Williams email address.

*Input to MLS within 1 day [or as per MLSA]. Set up Listing Opportunity in Command & upload listing documents **within 1 day**. Upload additional **completed** listing documents as you receive them. **Once ratified offer**, open existing Listing Opportunity, accept Offer & upload sales **documents within 1 day**. Upload additional **completed** sales documents as you receive them.*

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SALES GUIDELINES – Always use up-to-date forms [zipForms & other forms] – Check FAQ Site for “Other Forms Not in zipForms”

Agreement with Buyer & Buyer’s Agent – REQUIRED prior to showing any property.

- BRBC** – Buyer Representation & Broker Compensation Agreement (3 months) / **PSRA** (< 30 days)
- BCA** – Broker Compensation Advisory – Detailed explanation of Seller’s Broker and Buyer’s Broker compensation options.
- BFPI** – Buyer Financial and Personal Information (during initial interview with potential Buyer).
- BIPP** – Buyer Identification of Preferences and Priorities (during initial interview with potential Buyer).
- NET SHEET** / EBC Estimated Buyer Costs / ECC-B Estimated Compensation Costs for Buyer may be used.

Once you have ratified BRBC Agreement, set up Buyer Opportunity in Command, using Buyer Name as the name of the Opportunity.

Writing Offer / Submitting New Sale – zipForms Packet now includes: AD, RPA, BIA, PRBS, FHDA, BHIA, WFA & CCPA.

- AD** – Agency – Seller & Seller’s Agent. If more than one agent involved, need AAA Additional Agent Addendum or ABA “Broker.”
- RPA** [17-page] / **RIPA** – Residential-income property / **NCPA** New Construction Purchase / **BCA** (from BRBC package)
- BIA** Buyer Investigation Advisory / **BHIA** Buyer Homeowner Insurance Advisory / **WFA** Wire Fraud Advisory
- PRBS** Possible Representation of Multiple Buyers or Seller – Possible Dual Agency if in same Market Center.
- FHDA** – Fair Housing & Discrimination / **CCPA** California Consumer Privacy Act / **SFLS** Square Footage & Lot Size Advisory
- BMI-SP** – Buyer Material Issues – Specific Property (Use to document any material issues Buyer has about the subject property)
- MCA** – Market Conditions Advisory / **NCOA** – Non-Contingent Offer Advisory – if any contingencies are removed with Offer.
- SMCO / SCO / BCO** – In sequence [Acceptance Confirmation] / **ADM** – Addendum(s) – In sequence. / **AEA** needs confirmation.
- Pre-Approval Letter [Adjust to offer price & have lender state verification of funds.] / **VOF** [401-K Statement, Savings, etc.]
- RCSD** – Representative Capacity Signature Disclosure [or RPA page 17] / **AOAA** – Assignment of Agreement Addendum [17 days]
- SPBB** – Seller Payment to Buyer’s Broker if Buyer requests by checking box in RPA 3.G. (3).
- EMD** – Buyer takes directly to title. KW Policy is to never take possession of a client’s check for any reason. [Broker Trust Log]
- SSA** – Short Sale Addendum / **SSIA** – Short Sale Information Advisory / **REO** Advisory, **PA** Probate Advisory, **TA** Trust Advisory
- FSBO** – Check with Contract Support Manager. Need **SNA** [Seller Non-Agency Agreement] / **CA 06.24** [Commission Agreement]
- BNA** – Buyer Non-Agency Agreement – *If potential Buyer writes an Offer, but wants no representation.*
- COP** – Contingent on Sale of Buyer’s Property / **SPRP** – Contingent on Seller Purchase of Replacement Property.
- SIP** – Rent-back **29 days or less** / **RLAS** – Rent-back **30 days or more.**
- Seller’s Disclosures Complete? Initialed & signed? Have Buyer sign & send back by Contingency Removal Date RPA 10.A (5).**
- County DDA** – Disclosures & Disclaimers Advisory / **SBSA** – Statewide Buyer & Seller Advisory / Other local disclosures
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Agent responsible to call county and city offices to find out what local disclosures are required. [Including possible Fire Inspection.]

Buyer Investigations / Additional Sale Documents - Buyers should get own inspections [use BIE]. Discuss inspections and possible further inspections [use BIW], and negotiate repairs between Seller & Buyer before contingencies are removed. Check FAQ Site.

- Pest Inspection(s) & Certification/Clearance [Seller & Buyer to sign off on top pages of each Buyer-generated report].
- BIE** – Buyer Investigation Elections / **BIW** – Buyer Inspection Waiver [Para 4 - inspections received / Buyer initials for no more]
- Inspections: Home / Roof / Chimney / Sewer / Pool & Spa / Drainage / Soils / Other / Seller may provide Pest or other inspections.
- RR / RRRR** – Request for Repair [**Obtain agreement first, and then remove contingency. Confirm any credits with Addendum.**]
- CR-B** – Contingency Removal(s) **Always do a CR with “all” contingencies removed** by contingency removal date or **ETA**
- RFR** – Receipt for Reports – *List prior & current inspections, preliminary title report, CCRs, & HOA documents / ROD.*
- Preliminary Title Report / Tax Roll / Title Report Item Explanations [Blue links in E-Pre] Seller & Buyer to sign top pages.
- CCRs / HOA Documents & most recent 12 Mo. Minutes [Buyer to sign cover page of each HOA section & each Month’s Minutes.]
- Other – **ETA** Extension of Time / **NBP** Notice to Perform [minimum 2 day] / Invoices/Receipts for work completed.
- VP** [Verification of Property Condition] / Home Warranty Confirmation / Waiver / Communication Log / PVR for client pictures
- Rejected Offers – Send to special Keller Williams email address / Other Broker Forms – clear with Phil Deutscher. [Use NSF form]

Once you have a ratified offer, change Buyer Opportunity in Command. Accept Offer & upload sales documents within 1 day. Upload additional completed sales documents as you receive them.