

# Showing Assist Rules and Guidelines

## A quick reference guide

At Showing Assist, since every user is a licensed agent, we want to ensure the best possible experience for our users and their clients. We put together this quick reference guide to help. There are two classifications of users, Hiring Agents and Showing Agents.



Hiring Agent

Hiring Agent needs assistance showing a property, hiring another agent to show the property on their behalf.

### Rules

1. Set expectations for the showing experience with your clients by letting them know you have hired another agent to show the property on your behalf.
2. Tell your clients the Showing Agent may be contacting them to confirm showing times. This may happen when the seller is suggesting a showing time other than the original requested time.
3. Most importantly let your clients know the showing agent is only there to show the property. The showing agent can answer basic questions about the property such as asking price, number of bedrooms, etc. However, they may not share any opinions about how to structure an offer for the property, the surrounding area, or the real estate market in general. Have your clients refer any such questions back to you directly after the showing.
4. Each Showing Assist showing is limited to 30 minutes so remind your clients the importance of being on time. If you are using Showing Assist to give an inspector or technician access to a property let them know the maximum showing time is again, 30 minutes.



Showing Agent

Showing Agents are those users who show properties on the behalf of the hiring agent.

### Rules

1. As the Showing Agent you must first set up the appointment at the requested time per your local MLS practices. If for some reason the original requested time cannot be scheduled, you may need to reach out to the client directly to verify any new showing times.
2. Meet the client, inspector or technician at the property at the scheduled time. Be sure to verify their identity using the app before granting access. It is important to be on time, professional and presentable for the showing.
3. While showing a property you may not share any opinions about the property, neighborhood or real estate market in general. Those opinions should be left up to their agent.
4. You may answer basic questions about the property. Those answers must be material facts such as number of bedrooms, asking price, etc. If the client asks you about structuring an offer, refer them back to their agent.
5. Make sure to limit the showing to only 30 minutes. Remind the client or technician of the time limit as the end of the showing approaches.
6. You are not allowed to solicit the client at any time, and you will protect and promote the hiring agent's agency agreements.
7. Write a note to the hiring agent recapping the showing experience in the app. This step is required in order to be paid for the showing.