

Updated Dec. 12, 2014

Helpful Answers to Today's Questions

My Listings experienced some intermittent availability this week, and we have been made aware of challenges using the system. All of our teams are working diligently to correct the experience.

What is a point of sale ordinance?

A point of sale ordinance is generally a buyer protection program generated by a city, county or state. This may or may not be required for your sale. Some of our neighboring counties of Alameda, Contra Costa, Oakland and San Francisco may require point of sale ordinances. If your property does not have a point of sale ordinance, choose No from the drop down menu.

I'm a Broker. How come I can't see all the listings for my agents?

It is possible to view the listings for all of your agents by assisting each one in our new My Listings application by clicking the Assist button and entering the agent's license number. In the new My Listings your default view of listings in your dashboard is your own listings only. In the past we received many complaints from brokers that their view of their own listings was confused by listings from their agents. Further, the broker had a difficult time finding and managing their own listings. With that in mind, we created the new My Listings to accommodate viewing and editing only listings for the user logged in to the system. In the future, we are planning to give brokers the ability to view all their agents' listings in the Broker Center.

How do I ensure my listing is included in Broker Tours?

A listing can be added to a broker tour until Noon the day before the tour date. For example, if your tour is on a Wed. morning, you have until Noon on Tues. to submit your listing for tour. If during the week of Dec. 8 you experience difficulty with Broker Tours, call Customer Support for assistance.