

Broker Competency

Training

Consultation

Shadowing

Partnership

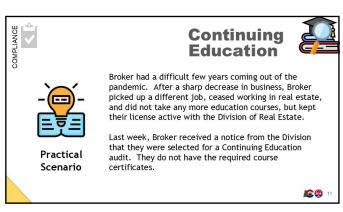
Practice Pointer: On the job training is not the best route. Brokers should not solely rely on learning on the job. Brokers should understand important and difficult concepts before working on a transaction.

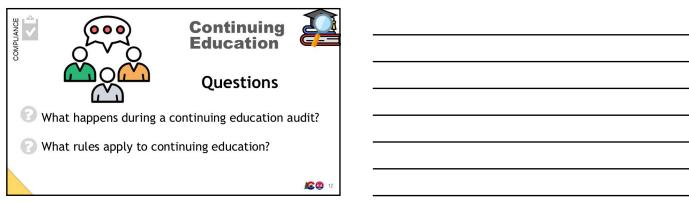
If difficult situations arise during a transaction, do not delay-consult with your managing/employing broker or other professional.

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# Continuing Education



- Audited brokers are selected from a list of all active brokers.
- What is the CE audit process?

  "Hed brokers are select by email to I First notice by email to licensee and their employing broker  $\boldsymbol{\mathsf{at}}$   $\boldsymbol{\mathsf{the}}$ email address on file with the Division.
  - The broker has 2 weeks to provide a response.
    - o Read the email carefully.
    - o The notice sets forth requirements and expectations for the audit process.
  - A reminder email will be delivered a week before the initial deadline set forth in the first email.
  - Second/final notice will be sent by US mail.



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# Continuing Education



Carefully review the notice! It explains what you need to know.

- The license cycle: all courses must have been completed within the license cycle being audited.
- How to submit certificates.
- Options for submission are required in the applicable license cycle (not after audit commences:
- Option 1-Submission of course completion certificates for all required
  - Option 2-Commission-approved 24-hour "Broker Reactivation" course
  - Option 3-Passing score on the Colorado State portion of the licensing exam Option 4-72 total hours of pre-licensure education
- Audit response deadline.
- Effect of broker's failure to comply.



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### Continuing **Education**

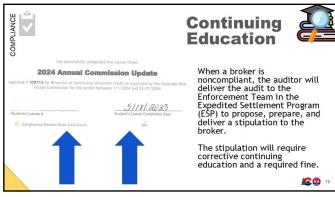


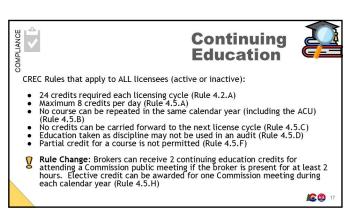
## What is Next?

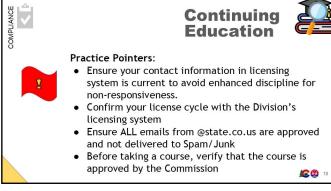
The Division processes submissions in the order received. Please be patient with Division Staff as they process a large amount of audits.

- If the broker is compliant, the broker will receive an Approval Notification via email.
- If the broker is noncompliant, Division staff will explain next steps including referring the investigation to the Enforcement Program.











# Continuing Education



All Certificates must contain the following information:

- Name of the course provider
- Course Title, which must describe the topical content
- Number of continuing education hours/credits
- Course date(s)
- Name of the student
- Authentication by the course provider
- Course approval number as issued by the Division, if applicable

Broker's responsibility to ensure certificates are complete



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Practical

Scenario

## **Transaction**



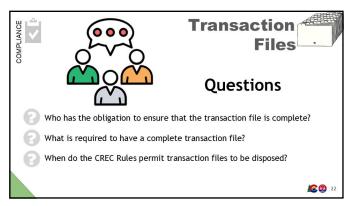
Broker entered into a buyer listing contract in October, 2019 and successfully closed a transaction on January 2, 2020.
On December 5, 2023, the buyer filed a complaint

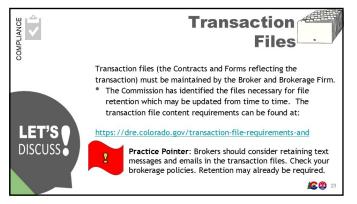
with the Division and the Broker was notified by the Division of the complaint December 25, 2023 (Happy Holidays!).

In early January, 2024, Broker begins to search for their transaction files but the Broker's brokerage

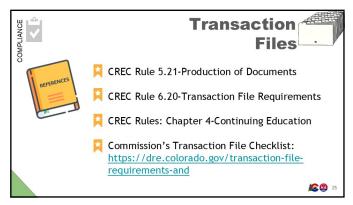
already deleted the transaction file.















#### **Complaint Submission**

- United States mail
  - o In-person
  - o Email
  - o Facsimile
  - $\circ\;$  Submitted online through the Division's website
- Complaints may also be opened by the Division if it receives information that necessitates an investigation.

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- ALL complaints are reviewed for jurisdiction. If a complaint is NOT dismissed, it will be assigned to a Division Investigator.
- The Licensee will be notified that a complaint has been filed. Notice will be provided by email to the address on file with the Division.
- All complaints should be responded to by the Broker, regardless of licensee status.
- The notice will include:
  - A copy of the complaint;
  - o A detailed request for supporting documents and response; and
  - A deadline to respond.







- The Division Investigator will carefully review the complaint, the response, and any documents submitted or collected.
- Next, the Investigator will conduct interviews of the Complainant, the Respondent, and any other relevant witnesses.
- After the investigation is completed, the results will be presented to the Commission.







- The Commission recommendation may approve, adjust, or deny the discipline suggested by the Division.
- Next, typically, the Licensee will receive a initial stipulated agreement reflecting proposed settlement terms.



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- The Respondent may request mediation with the Division regarding discipline. See section 24-4-105(4), C.R.S.
- If a stipulated agreement is not reached between the Licensee and the Division, the matter will be referred to the Colorado Office of the Attorney General for a formal hearing.
- A hearing will take place before an Administrative Law Judge who will issue an Initial Decision with recommended disciplinary action.







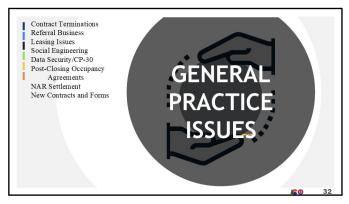
Depending on the complexity of the investigation, the investigator's caseload, witness availability, and the case docket for the Administrative Law Judge, resolution may take ten (10) months or longer to complete.



Note for Respondents: Failure to participate in investigations and/or any Court proceeding is not in your favor.



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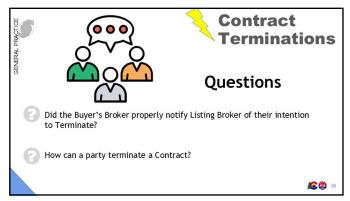
### Contract Terminations

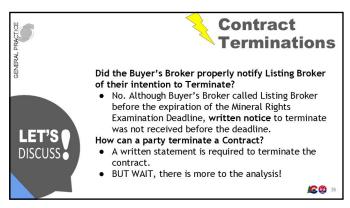
Broker listed a residence on 35 acres in Elbert County and quickly found a buyer. The parties entered into a contract and due diligence commenced.



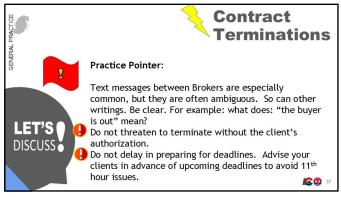
Practical Scenario On the day of the Mineral Rights Examination Deadline, Buyer received unfavorable information and messaged her Broker to terminate. Buyer's Broker immediately called the Listing Broker and left a voice message. The next day, Broker emailed the Notice to Terminate.





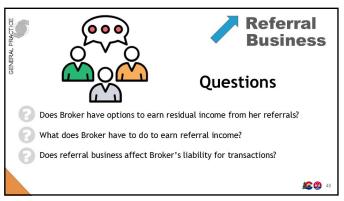


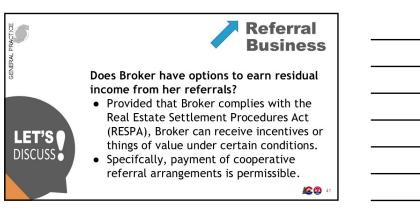


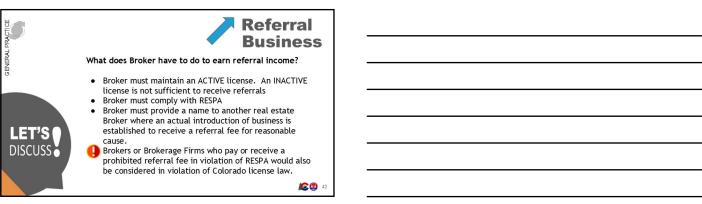


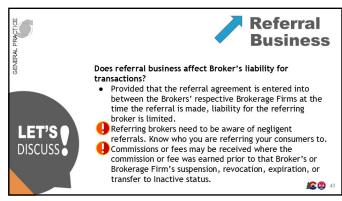


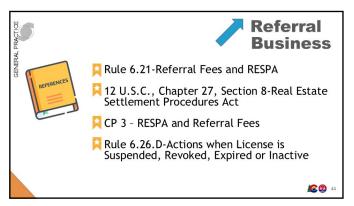








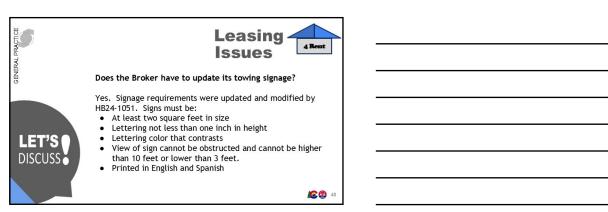


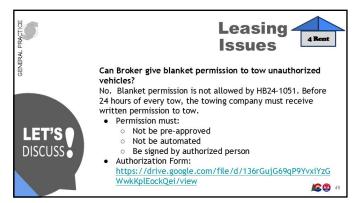


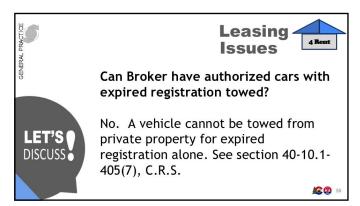


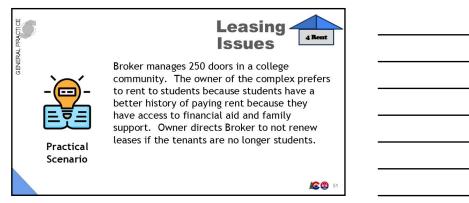


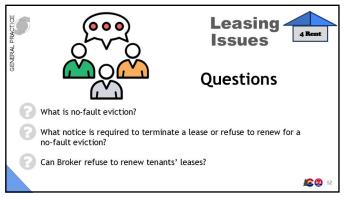


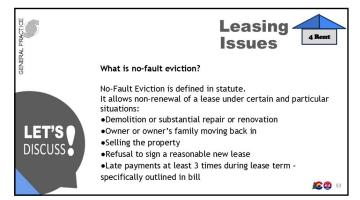




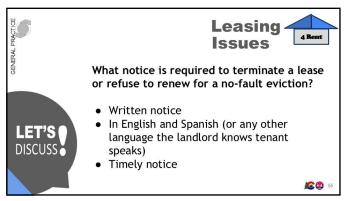






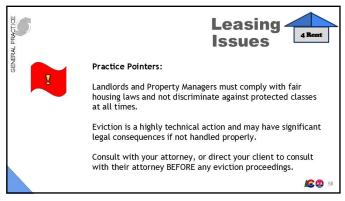


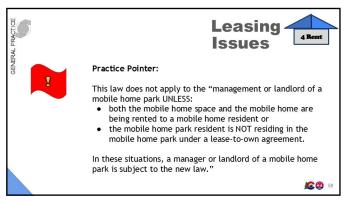




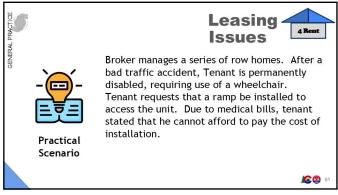


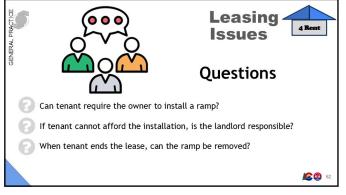




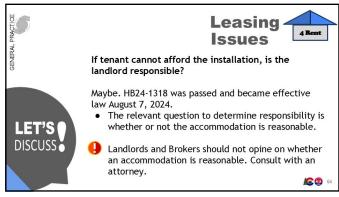




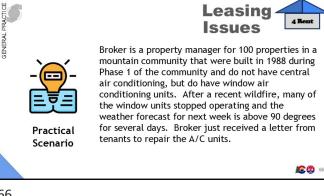


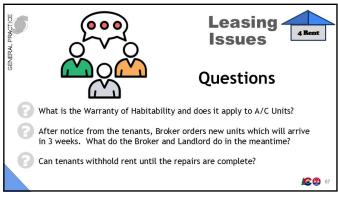


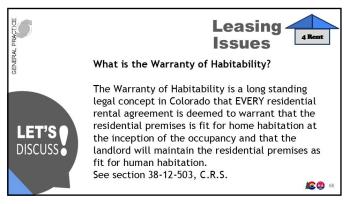


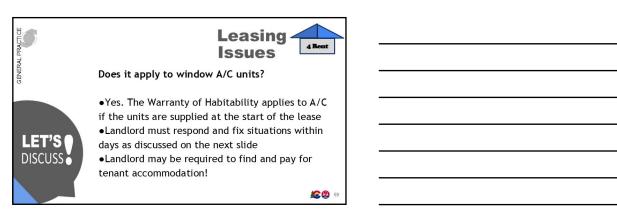






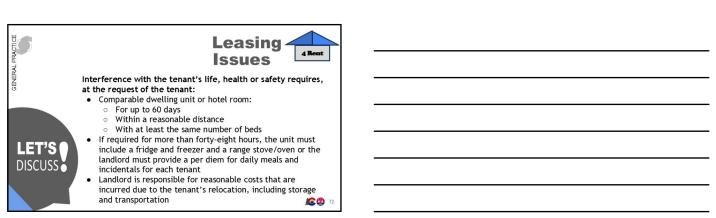




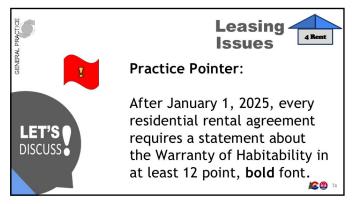


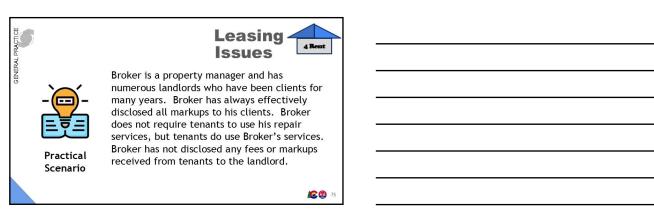








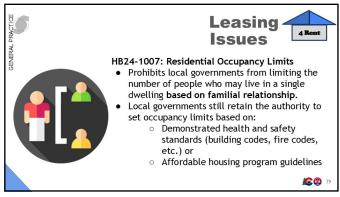




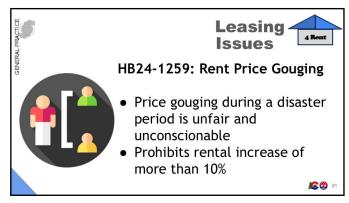


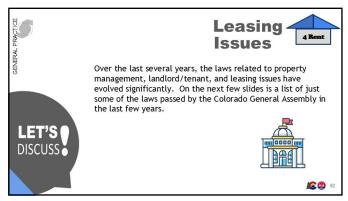






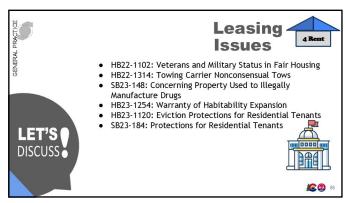






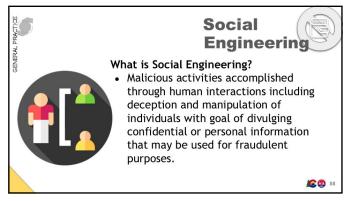


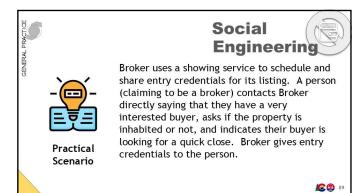


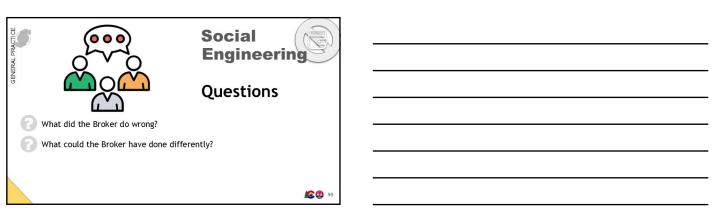














### Social **Engineering**

#### What did the Broker do wrong?

· Broker should not have provided confidential information about the property or access to the property.

#### What could the Broker have done differently?

- · Broker should have utilized the showing
- Broker should have verified license status of caller. **@ 9** 91

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### Social **Engineering**



#### **Practice Pointers:**

- 1. Social Engineering Scams are common.
- 2. Scams can affect buyers, sellers, landlords, tenants, brokers, title companies, and others involved in real estate transactions.
- 3. Brokers should be on the lookout for basic cues that might indicate fraud.



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### Broker was contacted by the owner of a 35 acre parcel of land with a small cabin in unincorporated Pueblo County.

Social

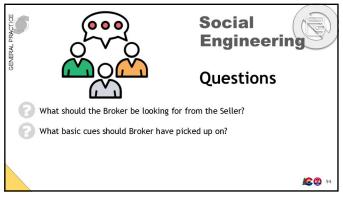
**Engineering** 

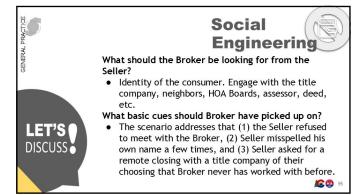
Seller has one brief telephone call with Broker and all communications thereafter are by email because Seller travels a lot for work. Broker researches ownership records in county records and the owner name matches the name of who they spoke to on the telephone.

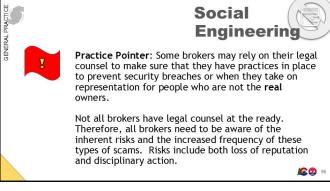
Practical Scenario

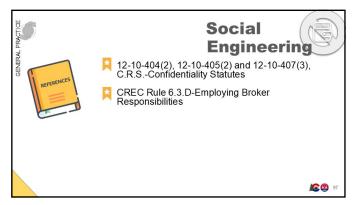
As the transaction progresses, (1) Seller refuses to meet with the Broker, (2) Seller misspells his own name a few times in emails, and (3) Seller asks for a remote closing with a title company of their choosing that Broker never has worked with before.

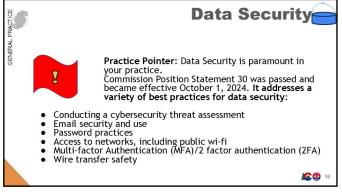


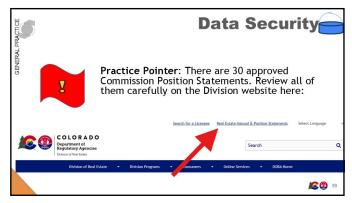


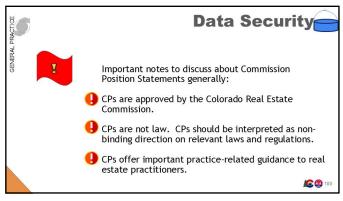




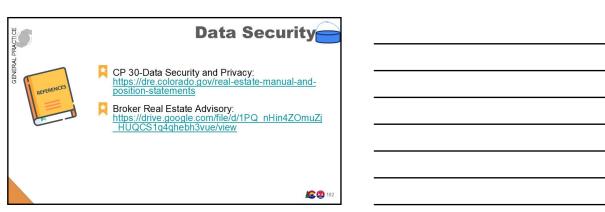


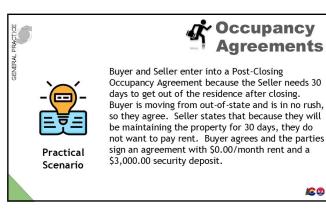


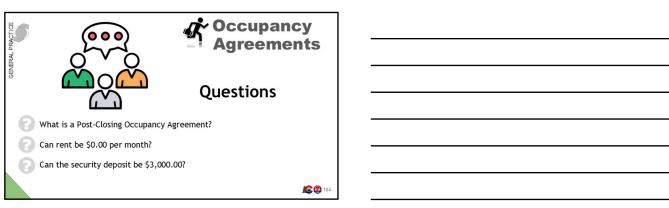




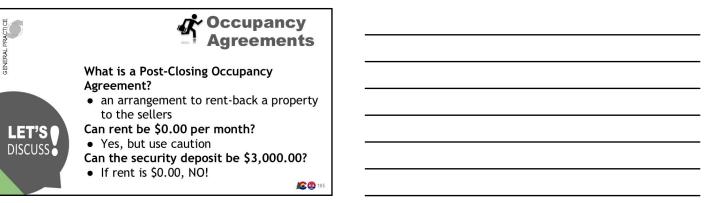


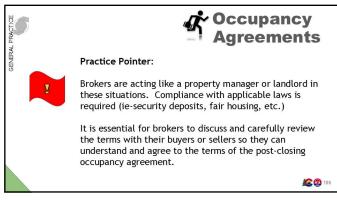




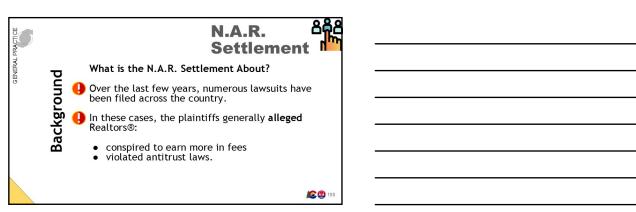


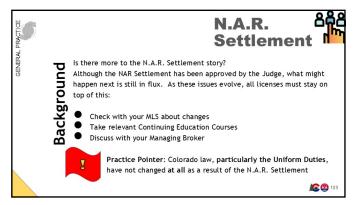
**(2)** 103

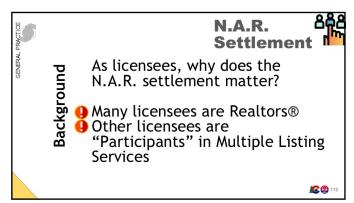


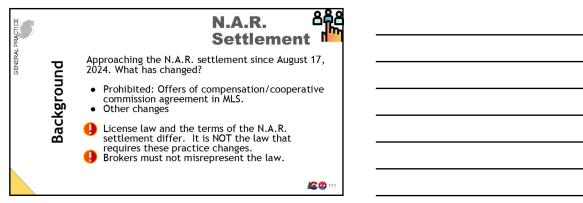


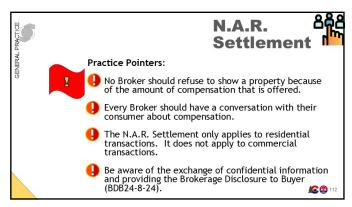


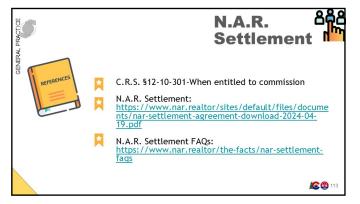




















In August, 2024, 11 documents were updated by the Commission.

The Division provides redline and clean versions of the changed forms each year. These are provided for Brokers to review BEFORE and DURING the time that forms are effective. These redlined documents remain available until approximately October each year.

CREC-Approved Contracts & Forms Webpage:

https://dre.colorado.gov/real-estate-broker-contracts-and-forms



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## **Brokerage Disclosure To Buyer**

- The first section of this document is unchanged.
- The first section of this document is NOT an agreement, it is ONLY a disclosure and must be provided to the consumer before the Broker solicits confidential information.



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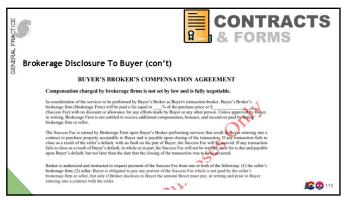




## Brokerage Disclosure To Buyer

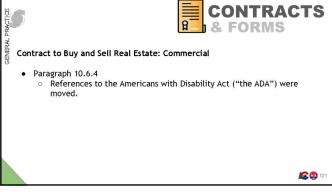
- The second section of this document (shown on the next slide) has been added and can create an agreement between the parties regarding compensation (NOTE: The Buyer's Listing Contract does so as well)
- Brokers need to be reminded that CREC Rule 7.1 requires that if the Commission has approved a form, Brokers are required to use that form.







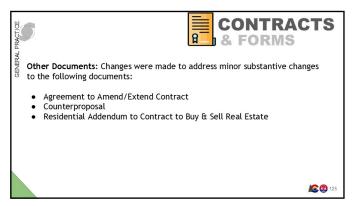




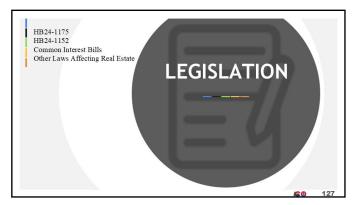






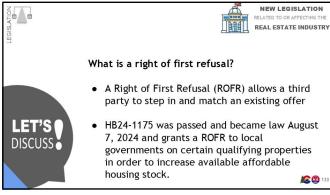




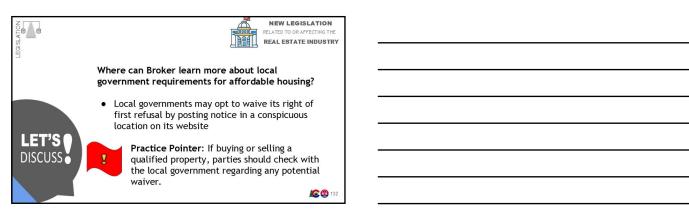


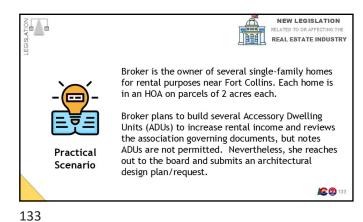












RELATED TO OR AFFECTING THE REAL ESTATE INDUSTRY

Questions

Can the board deny Broker's request to build several ADUs?

Must the Broker provide additional off-street parking to address additional residents?

Can the HOA board deny Broker's request to build several ADUs?

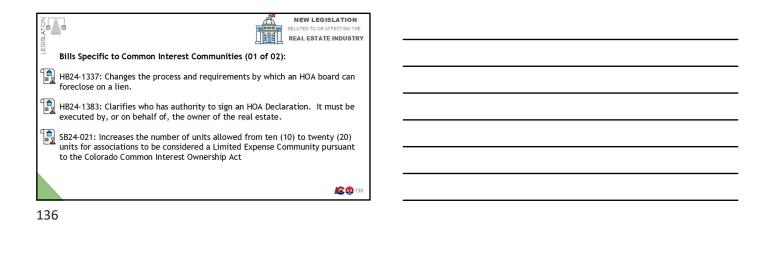
No. HB24-1152 allows single ADU-use as an accessory to a single-unit detached dwelling in a "subject jurisdiction".

In Common Interest Communities, no provision of a Declaration, Bylaw, or Rule may restrict the creation of an ADU as an accessory use to any single-unit detached dwelling.

Must the Broker provide additional off-street parking?

That depends. If there is an existing driveway/garage/parking, additional parking is not required.

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Bills Specific to Common Interest Communities (02 of 02):

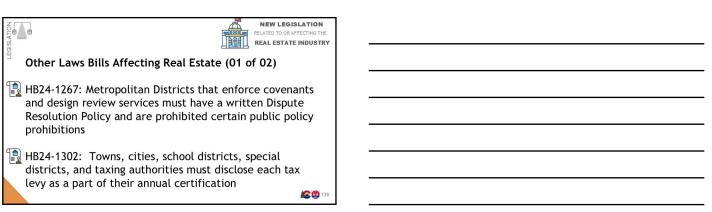
### HB24-1233: HOA Boards must update their Collection Policy regarding collection on delinquent accounts owned by a unit owner.

### SB24-064: The bill directs the Judicial Department to gather and make public information pertaining to residential eviction data.

### SB24-134: Common Interest Communities may no longer enforce any covenant or restriction that would prohibit a unit owner from operating a home-based business.

### SB24-145: Covenants, Rules or Restrictions which are discriminatory on the basis of race, color, religion, national origin, sex, familial status, disability, or other personal characteristics have long been unenforceable and now can be changed more easily by Boards or Unit Owners.

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## 2025 Colorado Real Estate Manual

The 2025 Colorado Real Estate Manual consists of information pertaining to the Division's licensing programs, applicable statutes, rules, position statements, landmark case law, and important real estate subject areas.

The manual is a beneficial resource for new licensees and seasoned real estate Brokers, mortgage loan originators, appraisers, and other real estate  $% \left( 1\right) =\left( 1\right) \left( 1$ professionals and comes with an eBook download benefit to search the manual digitally.

The 2025 CREC Manual may be purchased from Lexis/Nexis at:

https://store.lexisnexis.com/



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## Division of Real Estate Website

- Updated Contracts and Forms Licensee Advisories

- Licensee Advisories
  Consumer Advisories
  E-License: License Upgrades and Renewals
  Licensee & Public Disciplinary Action Look-Up
  Licensee and Common Interest Community Online Complaint Filing
  Education Pages
  BiMonthly Notifications and Quarterly Newsletters
- Abridged 2025 Real Estate Manual Division Rules
- Position Statements
- Colorado Open Records Act (CORA) Requests HOA Information & Resource Center program page and Frequently Asked
- Link to Division's YouTube Channel With Even More Information



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Colorado Foreclosure Protection Act Guidance:

https://dre.colorado.gov/division-notifications/understanding-thecolorado-foreclosure-protection-act

Tenant and Owner Assistance from the Department of Local Affairs: https://doh.colorado.gov/im-a-resident

Active Military for Foreclosures - Servicemembers Civil Relief Act 877-827-3702

> Colorado Foreclosure Hotline 1-877-601-HOPE

**Colorado Housing Connects** www.coloradohousingconnects.org 1-844-926-6632





