

## Office Policy: Contacting Associations

Lenson Realty Elite & New Floresta Realty

### Policy Statement

Under no circumstances should real estate agents contact condominium, homeowner, or cooperative associations on behalf of a customer. All communication with associations must be made directly by the customer.

This policy applies universally - regardless of the property type, ownership status, or transaction complexity.

### Scope of the Policy

This policy applies to:

- Condominiums (Condos)
- Homeowners Associations (HOAs)
- Cooperatives (Co-ops)

### There Are No Exceptions

It does not matter:

- If the customer is an out-of-state buyer
- If the customer is a first-time homebuyer or seasoned investor
- If the property is a foreclosure, short sale, estate sale, or REO

Only the customer may contact the association.

### Why This Matters

- Many associations have strict communication policies and will not provide information to agents.
- Customers are required to request documents, application forms, fee schedules, and rules directly.
- Having the customer contact the association ensures they receive the most accurate, up-to-date information.
- It protects both the agent and the brokerage from miscommunication or liability.

### Agent Responsibility

As the agent, your responsibility is to:

- Advise your customer of this policy at the beginning of the transaction.
- Provide the correct association contact information to the customer, if known.
- Encourage your customer to take notes or request information in writing from the association.

### Summary

YES: Customers call associations.

NO: Agents do not call associations.

No exceptions.

If you have questions about this policy or need clarification, contact the Broker or call the Help Line at (561) 441-9298.