



LSTAR INTRODUCTION TO ORGANIZED REAL ESTATE COURSE HANDBOOK

learning@lstar.ca

CONTENTS

- Accounting
- Education
- MLS® System Remarks
- Friendly Reminders
- Rules & Policies
 - ITSO MLS® Rules
 - LSTAR MLS® Policies
- Breakout Session #1
- Breakout Session #2



FOCUSED ON OUR

VISION

To be the resource of choice for REALTOR® members and their communities.

PURSUING OUR

MISSION

To enhance REALTOR® member professionalism by providing education, tools and advocacy to support them in serving the community.

UPHOLDING OUR

VALUES

- Member-Centric
- Thought-Leader
- Community-Minded
- Professionalism
- Integrity

ACCOUNTING

Monthly Fees

LSTAR charges a monthly assessment fee (dues) per month, and on a quarterly basis remits members OREA & CRES dues. Below is 2022 monthly assessment:


LSTAR ASSESSMENT SCHEDULE			
January \$281.37	February \$161.31	March \$161.31	April 281.37
May \$161.31	June \$161.31	July \$281.37	August \$161.31
September \$161.31	October \$281.37	November \$161.31	December \$161.31
LSTAR remits <u>OREA & CREA</u> dues Quarterly on members' behalf			

Payment Options

- Online through LSTAR's Membership Director via Matrix™
- Debit, Cash, Cheque at LSTAR office located at 342 Commissioners Rd. W.
- Auto Payments

ACCOUNTING

Assessment Breakdown



**LONDON
ST. THOMAS
ASSOCIATION OF
REALTORS®**
Bringing people and properties together

2022 LSTAR ASSESSMENT BREAKDOWN
REFERENCE ONLY

342 Commissioners Road West
London, ON N6J 1Y3

2022 LSTAR ASSESSMENT BREAKDOWN REFERENCE ONLY		PER MONTH LSTAR			PER QUARTER CREA			PER QUARTER OREA			TOTALS
		Month	HST	TOTAL	Qtr	HST	TOTAL	Qrt	HST	TOTAL	
January	plus Q1 - OREA & CREA	\$ 142.75	\$ 18.56	\$ 161.31	\$ 77.50	\$ 10.08	\$ 87.58	\$ 28.75	\$ 3.73	\$ 32.48	\$ 281.37
February	(Cost of Living Adjustment waved 2022)	\$ 142.75	\$ 18.56	\$ 161.31							\$ 161.31
March		\$ 142.75	\$ 18.56	\$ 161.31							\$ 161.31
April	plus Q2 - OREA & CREA	\$ 142.75	\$ 18.56	\$ 161.31	\$ 77.50	\$ 10.08	\$ 87.58	\$ 28.75	\$ 3.73	\$ 32.48	\$ 281.37
May		\$ 142.75	\$ 18.56	\$ 161.31							\$ 161.31
June		\$ 142.75	\$ 18.56	\$ 161.31							\$ 161.31
July	plus Q3 - OREA & CREA	\$ 142.75	\$ 18.56	\$ 161.31	\$ 77.50	\$ 10.08	\$ 87.58	\$ 28.75	\$ 3.73	\$ 32.48	\$ 281.37
August		\$ 142.75	\$ 18.56	\$ 161.31							\$ 161.31
September		\$ 142.75	\$ 18.56	\$ 161.31							\$ 161.31
October	plus Q4 - OREA & CREA	\$ 142.75	\$ 18.56	\$ 161.31	\$ 77.50	\$ 10.08	\$ 87.58	\$ 28.75	\$ 3.73	\$ 32.48	\$ 281.37
November		\$ 142.75	\$ 18.56	\$ 161.31							\$ 161.31
December		\$ 142.75	\$ 18.56	\$ 161.31							\$ 161.31
TOTALS PER YEAR				\$1,935.69			\$350.32			\$129.92	\$ 2,415.93
H.S.T. Registration Number: R105225411											

ACCOUNTING

How To Instructions

- [How to Pay your Invoice](#)
- [How to Print your Invoice / Receipt](#)
- [How to Sign Up for Auto Payments](#)
- [How to Update your Credit Card Information](#)
- [How to Set Up a Team Member or Assistant](#)

ACCOUNTING

Terms of Payment

Net 30 days (last day of each month)

OREA and CREA fees

These are fees the Association collects on behalf of the Ontario Real Estate Association and Canadian Real Estate Association

- Members are required to pay OREA and CREA fees
- These fees will be billed each quarter (January, April, July, October)
- This will be charged to your account along with your monthly assessment fees

Listing Load Fee

Members may request Association staff to enter an MLS® listing at a cost of \$50.00 (+HST).

ACCOUNTING

Suspension Fines

- \$50.00 Suspension Fine will be levied on members account if payment is not received by date stated (10 days after due date).
- MLS® and Supra eKEY® access will be suspended until payment is received.

Termination

- Termination will occur if payment has not been received 10 days after Suspension Fine was issued.
- The Association will advise your Principle Broker of the termination and request the member be officially terminated from RECO.
- Member can be re-instated with the Association within 60 days and the \$1,000 initiation fee will not be applied, all past due fee must be paid in full.
- If member does not return to the Association within the 60 days any past due amount will be put into collections.

EDUCATION COURSE FEES

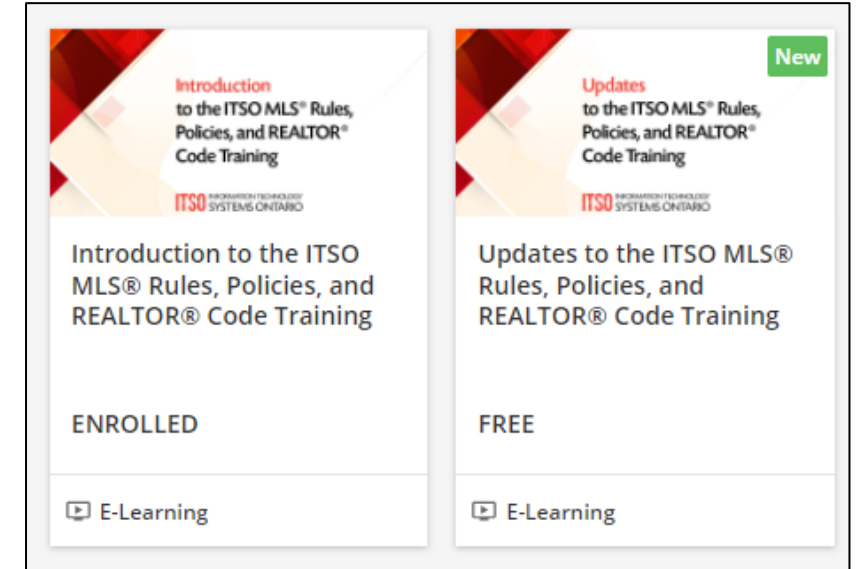
COST	STATUS	COURSE
\$35.00 + HST	LSTAR Member	GeoWarehouse®
\$50.00 + HST	Non-Member	GeoWarehouse®
\$35.00 + HST	LSTAR Member	WEBForms®
<i>NOTE: New members are offered the WEBForms® course complimentary within the first 3 months of joining the board.</i>		
\$50.00 + HST	Non-Member	WEBForms®
\$0 Complimentary at this time	LSTAR Member	Matrix™
\$0 Complimentary at this time	LSTAR Member	Agent Listing Load/BrokerBay®
\$0 Complimentary at this time	LSTAR Member	Advanced Listing Load/BrokerBay®
\$25.00 + HST	No Show Fee Will be charged to any Member and/or Administrative staff who registered for a Value Added option (complimentary class) and fails to attend without giving 24 hours notice to Association staff.	

LSTAR and Fanshawe Corporate Training Solutions Asynchronous (on-demand) Classes LSTAR MEMBERS ONLY		
\$60.00 + HST	LSTAR Member	DIGMKTG1 – Social Media for Business
\$60.00 + HST	LSTAR Member	DIGMKTG2 – Building Your Brand Online
\$60.00 + HST	LSTAR Member	DIGMKTG3 – Digital Marketing Analytics
\$150.00 + HST	LSTAR Member	DIGMKTGSER – Series 3 Courses
\$60.00 + HST	LSTAR Member	PROSTAND1 – Professional Responsibilities & Conduct for REALTORS®
\$60.00 + HST	LSTAR Member	PROSTAND2 – Professional Standards in Marketing and Self-Promotion for REALTORS®
\$60.00 + HST	LSTAR Member	PROSTAND3 – Professional Negotiations, Strategies, and Tactics for REALTORS®
\$150.00 + HST	LSTAR Member	PROSTANSER – Professional Standards for REALTORS® Series
\$60.00 + HST	LSTAR Member	INTRORR – Introduction to Residential Rentals for REALTORS®
\$60.00 + HST	LSTAR Member	BFM1 – Basic Excel Skills
\$60.00 + HST	LSTAR Member	BFM2 – Personal and Business Budgeting
\$60.00 + HST	LSTAR Member	BFM3 – Business Bookkeeping and Tax Preparation
\$150.00 + HST	LSTAR Member	BFMSER – Series 3 Courses

EDUCATION

Introduction to the ITSO MLS® Rules, Policies, and REALTOR® Code Training

- 90-Minute Information Systems of Ontario (ITSO) Introduction to the MLS® Rules, Policies, and REALTOR® Code Course (Asynchronous) should be taken prior to attending LSTAR's Introduction to Organized Real Estate Course.
- Learning Outcomes
To address key MLS® Rules and Policies and provide an overview of the REALTOR® Code articles enforced pursuant to the ITSO Professional Standards Complaints (PSC) Policy.



EDUCATION

LSTAR Introduction to Organized Real Estate

- Mandatory orientation for all LSTAR Members to be taken within three (3) months of registration date.
- Learning Outcomes
Review the structure of organized real estate in Ontario and get acquainted with the laws, rules and regulations that govern real estate in our jurisdiction.

EDUCATION

Matrix™ Class – 2.5 Hours

Learning Outcomes

- Discover the widgets on the main dashboard and how to customize them for personal use.
- Explore tabs in “My Matrix™” and their functionality. Perform a search by using maps and various search criteria. Learn how to customize searches for personal use. Create automatically generated emails for your buyers and learn how to decipher symbols used in portals.
- This class is being offered as Value Added (no cost) to all members.
- To register, please do so by logging into Matrix™ and clicking on the Links tab and scrolling down to "[Member Portal - Profile, Account/Payment, Education Registration](#)” LSTAR is encouraging all members to register for classes online; however, should you run into any difficulty, please send us an email learning@lstar.ca.

EDUCATION

WEBForms® Class – 3 Hours

- This class is being offered as Value Added (no cost) to be taken within three (3) months of registration.
- If the class is not completed within three (3) months of joining the board, there will be a fee of \$35.00 plus HST to take the class in the future.
- Learning Outcomes
Apply and use the tools in the WEBForms® platform to create a template and a clause. Prepare an offer or a listing using the WEBForms® template method and complete an AuthentiSIGN® document.
- To register, please do so by logging into Matrix™ and clicking on the Links tab and scrolling down to "[Member Portal - Profile, Account/Payment, Education Registration](#)" LSTAR is encouraging all members to register for classes online, however should you run into any difficulty, please send us an email learning@lstar.ca.

EDUCATION

AGENT Listing Load / BrokerBay®

- This class is being offered as Value Added (no cost) for all members.
- Learning Outcomes
Create a new residential listing data entry form, and upload it to the MLS®, including photos and document associated with the listing, demonstrating the importance and benefits of uploading to the MLS® yourself and the benefits of the immediate response it receives. During the BrokerBay® part of the session, participants will be introduced to BrokerBay® and learn basic hands-on information on how to use the platform.

EDUCATION

ADVANCED Listing Load / BrokerBay®

- This course is exclusively for brokerage admin staff whose broker-of-record signs off on upgrading their permissions to load and edit their brokerage's listings (as per LSTAR MLS® Policy 3.01(v)). This class is also offered to agents who require these permissions. However, the Broker Authorization Form must be filled out and sent back to LSTAR prior to registration. Signed by Principal Broker.
- This class is being offered as Value Added (no cost) for admin staff specifically.

Learning Outcomes

- Create a new residential listing data entry form, and upload it to the MLS®, including photos and document associated with the listing, demonstrating the importance and benefits of uploading to the MLS® yourself and the benefits of the immediate response it receives. During the BrokerBay® part of the session, participants will be introduced to BrokerBay® and learn basic hands-on information on how to use the platform.
- Engage members in hands on training so they can successfully upload property listings to our MLS® System Matrix™ and review relevant ITSO MLS® Rules and Policies to ensure a high level of data accuracy and compliance.

EDUCATION

GeoWarehouse®

- This class is being offered for a fee of \$35.00 plus HST.
- Learning Outcomes
Attendees will learn about the new GeoWarehouse® which has more interactive functionality, as well as interactive mapping. This course is designed to give Agents a hands on introduction to basic knowledge of site functions and resources.
- To register, please do so by logging into Matrix™ and clicking on the Links tab and scrolling down to "[Member Portal - Profile, Account/Payment, Education Registration](#)" LSTAR is encouraging all members to register for classes online; however, should you run into any difficulty, please send us an email learning@lstar.ca.

ON-DEMAND EDUCATION

LSTAR and Fanshawe Corporate Training Solutions have partnered to offer a series of online learning courses meant to help you gain more leads and better serve your clients.

Each module is two or three hours and it can be taken separately (for \$60 + HST), or purchased as a three-part series (\$150 + HST).

These online self-study modules are designed to be completed at your own pace within 6 months of registration. Personalized learning is a benefit of asynchronous learning.

A co-branded Certificate of Completion will be assigned to you upon finishing each module.

To register, please send an email to learning@lstar.ca containing the name(s) of the course module(s) that you'd like to take.

Course Code	Course Name
BFM1	Business Finance Management for REALTORS® - Basic Excel Skills
BFM2	Business Finance Management for REALTORS® - Personal and Business Budgeting
BFM3	Business Finance Management for REALTORS® - Business Bookkeeping and Tax Preparation
BFMSER	Business Finance Management for REALTORS® Series
DIGMKTG1	Digital Marketing for REALTORS® - Social Media for Business
DIGMKTG2	Business Finance Management for REALTORS® - Personal and Business Budgeting
DIGMKTG3	Digital Marketing for REALTORS® - Digital Marketing Analytics
DIGMKTGSER	Digital Marketing for REALTORS® Series
INTRORR	Introduction to Residential Rentals for REALTORS®
PROSTAND1	Professional Responsibilities & Conduct for REALTORS®
PROSTAND2	Professional Standards in Marketing and Self-Promotion for REALTORS®
PROSTAND3	Professional Negotiations, Strategies, and Tactics for REALTORS®
PROSTANSER	Professional Standards for REALTORS® Series

ON-DEMAND EDUCATION

MODULE 1

Social Media for Business - 2 Hours

Likes and followers look great on your social media accounts. But they mean nothing if your social media does not provide what you are trying to achieve (i.e. buying, selling, or acquiring new clients). In this course, you will learn the tactics marketers and other REALTORS® use to get real results from their social media, along with organic and paid ads strategies that are engineered to bring you quality leads.

Learning Outcomes

- The real-world tactics used by marketers to collect leads.
- The type of content they have to post to gain clients, not followers.



Each module is two hours and can be taken separately (for \$60 + HST)

OR

Purchase as a three-part series for a discounted \$150 +HST

ON-DEMAND EDUCATION

MODULE 2

Building Your Brand Online - 2 Hours

In the digital world, your online presence is the first impression you will leave on a potential client, and you have just a few moments to convince them to reach out to you. What does your online presence say about you? This course will break down best practices for representing your brand online, along with the channels that you can effectively use to impress your ideal lead.

Learning Outcomes

- The elements of creating an online presence that will build trust in potential clients.
- How to set up different online channels to represent your brand accurately.



Each module is two hours and can be taken separately (for \$60 + HST)

OR

Purchase as a three-part series for a discounted \$150 +HST

ON-DEMAND EDUCATION

MODULE 3

Digital Marketing Analytics- 2 Hours

After collecting data from your marketing efforts, are you utilizing it to optimize your marketing strategy, or is it just completely ignored? In this course, you will learn how to implement, track, and evaluate the different types of data that you will collect, along with the tools that are made to help REALTORS® with lead generation and customer relationship management (CRM).

Learning Outcomes

- How to gain insights from the data they collect.
- The different tools used by REALTORS® to manage and nurture their leads.



Each module is two hours and can be taken separately (for \$60 + HST)

OR

Purchase as a three-part series for a discounted \$150 +HST

ON-DEMAND EDUCATION

Professional Responsibilities & Conduct for REALTORS®

This course introduces you to the existing professional standards in the real estate sector and explains how the sector is regulated in Canada. In addition, this course examines the compliance issues most frequently seen by professional standards and discipline committees, as well as the courts, referring to key pieces of legislation, codes of ethics, rules, and policies.



Each module is three
hours and can
be taken separately
(for \$60 + HST)

OR

Purchase as a three-part
series for a discounted \$150
+HST

ON-DEMAND EDUCATION

Professional Standards in Marketing and Self-Promotion for REALTORS®

This course analyzes the current marketing practices in the real estate industry - including the rise of misleading and false advertising. By taking this course and learning about the rules and regulations that govern real estate advertising, you'll know what practices to adopt and what tactics to avoid, thus building a more reputable brand, generating more leads, and offering more value to your clients.



Each module is three hours and can be taken separately (for \$60 + HST)

OR

Purchase as a three-part series for a discounted \$150 +HST

ON-DEMAND EDUCATION

Professional Negotiations, Strategies, and Tactics for REALTORS®

This course examines different types of negotiation formats and methods, providing you with a full spectrum of tips, tools, and techniques for interacting with your clients, fellow REALTORS®, and the public. In addition, the course analyzes how the law and the rules and regulations governing the real estate industry can impact negotiations. By taking this course, you'll learn how to be a better negotiator, thus achieving the results you and your clients are seeking.



Each module is three hours and can be taken separately (for \$60 + HST)

OR

Purchase as a three-part series for a discounted \$150 +HST

ON-DEMAND EDUCATION

Introduction to Residential Rentals for REALTORS®

This course aims to provide you with useful information about residential rentals. The course explores the legal relationships between landlords and tenants, as well as the relevant legislation - including the Residential Tenancies Act. You will learn about the rights, procedures, and remedies available to all parties involved in disputes, including those brought before the Landlord and Tenant Board.



INTRODUCTION TO RESIDENTIAL
RENTALS FOR REALTORS®

Module is three
hours
(for \$60 + HST)

ON-DEMAND EDUCATION

Business Finance Management for REALTORS® - Basic Excel Skills

This course introduces you to Basic Excel Skills, enabling you to develop, change and apply formulas to cells in an Excel worksheet. You will also learn how to apply formulas to data sets to calculate real estate income and expenses.



Each module is two hours and can be taken separately (for \$60 + HST)

OR

Purchase as a three-part series for a discounted \$150 +HST

ON-DEMAND EDUCATION

Business Finance Management for REALTORS® - Personal and Business Budgeting

This course will provide you with the tools and instruction to support the development of a personal and business budget. You will learn key financial terms, further develop your Microsoft Excel skills, analyze spending habits, and create a zero balanced budget template for your personal or business use.



Each module is two
hours and can
be taken separately
(for \$60 + HST)

OR

Purchase as a three-part
series for a discounted \$150
+HST

ON-DEMAND EDUCATION

Business Finance Management for REALTORS® - Business Bookkeeping and Tax Preparation

This course will help REALTORS® to ensure that they are organized and prepared for year-end tax filing. You will develop a record-keeping system that helps you analyze and track your Real Estate income and expenses, including HST, on a monthly, quarterly, and annual basis.



Each module is two hours and can be taken separately (for \$60 + HST)

OR

Purchase as a three-part series for a discounted \$150 +HST

EDUCATION POLICIES

LSTAR Mandatory New Member Training

2.01 (LSTAR General Policies)

- All new members must complete all courses that comprise LSTAR's new member training, in the following order:
- 90-Minute Information Systems of Ontario (ITSO) Introduction to the MLS® Rules, Policies, and REALTOR® Code Course (Asynchronous)
- 3-Hour LSTAR Introduction to Organized Real Estate Course (In-Person)

2.02 (LSTAR General Policies)

All new members must attend either the first or second Introduction to Organized Real Estate Course following their admittance into the Association (at no charge) and have already completed the ITSO Introduction to the MLS® Rules, Policies, and REALTOR® Code Course

EDUCATION POLICIES

LSTAR Mandatory New Member Training

2.03 (LSTAR General Policies)

All new members will receive written notification of the instructions for completing each course. The failure of the new member to complete all the courses by either the first or second LSTAR Introduction to Organized Real Estate Course offered (monthly) by the Association following their admittance will result in the following:

- a) a fine of \$100.00 for non-attendance at the third course;
- b) a fine of \$200.00 for non-attendance at the fourth course;
- c) referral to the Professional Standards Committee for non-attendance at the fifth course.

Any appeals to the above-noted policy should be sent to the attention of the Professional Standards Committee and will only be entertained after payment of fine(s). Should the appeal be granted, the Committee will have the authority to return all or any portion of the paid fine(s).

EDUCATION POLICIES

Admin Training

Data Access - Unlicensed Assistant / Administrative Staff

3.01 (LSTAR MLS® Policies)

A member, who is the Principal Broker, may appoint an Unlicensed Assistant/Administration staff as an Authorized User, and the Association may extend MLS® data access to the Unlicensed Assistant/ Administrative Staff subject to the following additional requirements:

- v) Unlicensed Assistant /Administrative Staff must complete Advanced Listing Load course prior to being set up with the appropriate level of access. If unable to attend virtually or in class training sessions offered through LSTAR, the Assistant's cost will be \$75 + HST per hour charge and it will be at the expense of the Assistant. If an Unlicensed Assistant/ Administrative Staff is terminated and returns to LSTAR after six months, they must retake the Listing Load/Amendment training course.

EDUCATION POLICIES

Brokerload Training

3.03 (LSTAR MLS® Policies)

Brokerload may be done by any licensed Member of the Association and/or secretarial staff of active member offices once they have taken the course offered by the Association, with the Principal Broker's approval.

3.04 (LSTAR MLS® Policies)

There will be a Brokerload access code assigned upon completion of the course.

EDUCATION POLICIES

No Show Policy

Training – Failure to Attend Fee

3.06 (LSTAR MLS® Policies)

The Association will charge a \$25.00 + HST No Show Fee to any Member and/or administrative staff who registers for a Value Added

option (complimentary) and fails to attend without giving a 24-hour notice to Association staff to cancel their registration. This No Show Fee will be issued for all Value Added classes at any Association sanctioned venue.

EDUCATION POLICIES

Board and Association Operational Responsibilities

2.1.16 (CREA By-Laws and Rules)

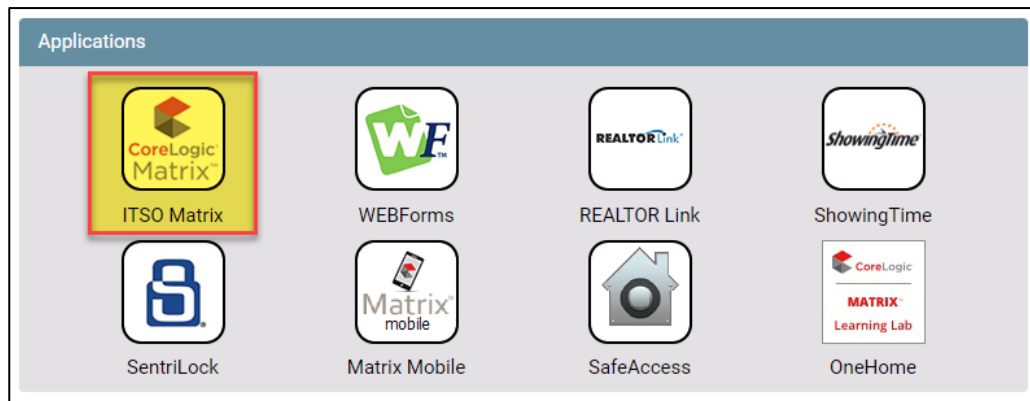
A Board/Association must provide education sessions to new REALTOR® member and to their directors that meet the requirements set out in the Core Standards Policy.

EDUCATION

How to Register for Classes

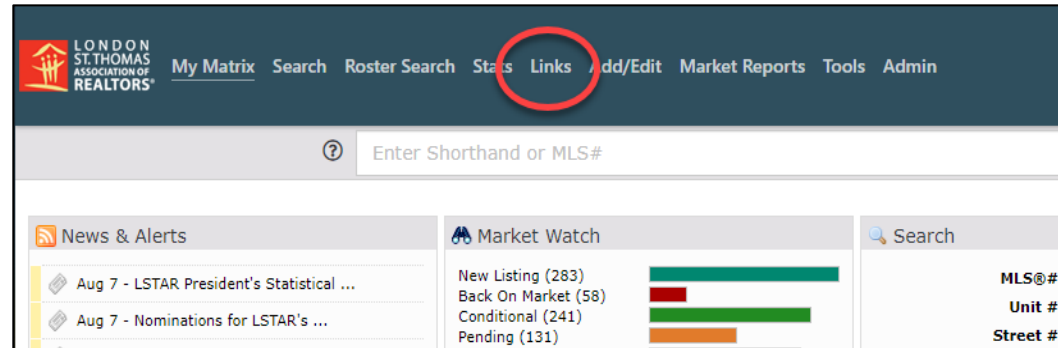
To register for LSTAR's tech classes, please do so by logging into Matrix™ and clicking on the Links tab and scrolling down to “**Member Portal - Profile, Account/Payment, Education Registration**”. LSTAR is encouraging all members to register for classes online; however, should you run into any difficulty, please send us an email to learning@lstar.ca.

Log into Matrix™ and Select ITSO Matrix™ icon

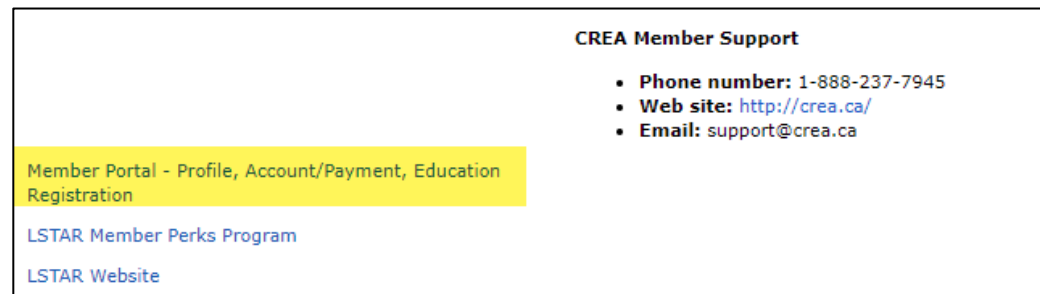


EDUCATION

Select Links

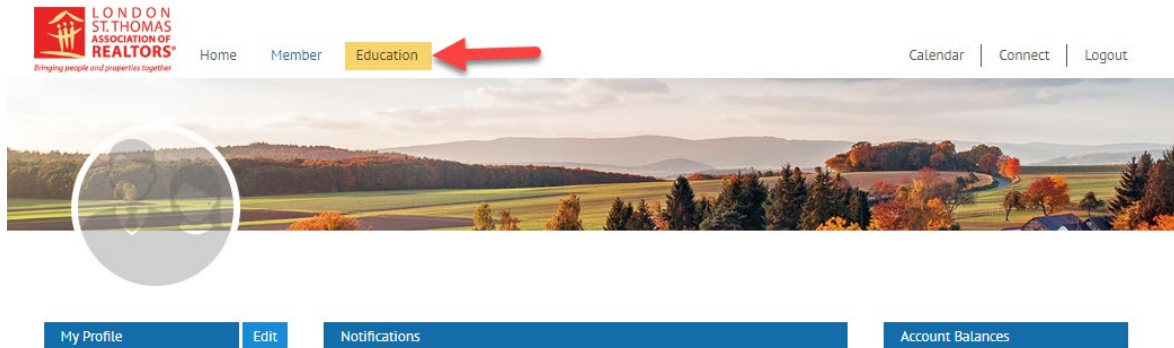


Scroll to bottom of page – Select “Member Portal – Profile, Account/Payment, Education Registration”



EDUCATION

Main portal page will open – Select “Education”



Upcoming Course page will open
Select the course you want to register for

Upcoming Courses

From: 11/2/2022 To: 01/1/2023 Agenda View 1 Items in cart Search Courses

18 items found

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Course Types:

- ☒ Select All
- ☒ Introduction to BrokerBay®
- ☒ Education
- ☒ GeoWarehouse®
- ☒ ITSO MLS® Courses
- ☒ Listing Load/BrokerBay®
- ☒ WEBForms®
- ☒ Matrix™
- ☒ Intro to Organized Real Estate

ONLINE WEBForms®
November 2 @ 9:30 AM-12:30PM
Seats Remaining: 16
Description: This comprehensive guide through WEBForms® will demonstrate how REALTORS® can create their own transactions, customize their own clauses, create custom templates, and send those transactions to print, email or various e-signature programs.
Category: WEBForms®

ONLINE Matrix™
November 9 @ 9:30 AM-12:00PM
Seats Remaining: 19
Description: Attendees are introduced to the fundamentals and functions of Matrix™ (LSTAR's MLS® System). This course includes instructions on how to create auto emails for buyers, preparing CMAs, conducting searches and market reports. This class is introductory, and a good foundation for all of the other LSTAR lab/online classes.
Category: Matrix™

IN-PERSON Introduction to Organized Real Estate
November 10 @ 12:30PM-3:30 PM
Seats Remaining: 5
Description: This mandatory course introduces new members to the structures, rules, regulations and laws that govern real estate in our jurisdiction and what you can expect from your participation in organized real estate. You'll learn about the distinct roles and responsibilities of the Canadian Real Estate Association (CREA), Ontario Real Estate Association (OREA) and the London and St. Thomas Association of REALTORS®. You'll review and discuss common compliance issues and the possible outcomes of LSTAR and MLS® rule and policy breaches and violations of the REALTOR® Code. New members will have the opportunity to learn from one of LSTAR's Directors and ask questions about everything and anything real estate.
Category: Intro to Organized Real Estate

EDUCATION

Select – Register

Item Code: MATX110922

Details

Web Description
Attendees are introduced to the fundamentals and functions of Matrix™ (LSTAR's MLS® System). This course includes instructions on how to create auto emails for buyers, preparing CMAs, conducting searches and market reports. This class is introductory, and a good foundation for all of the other LSTAR lab/online classes.

Cost .00
Course Date 2022-11-09
Time 9:30 AM-12:00PM
Last day for discount 2022-11-09
Available 19 out of 20
Description ONLINE Matrix™
Location On-line Course
Room Online
Address ,
Delivery Method ONLINE

Register

Close

NOTE
Classes that are complimentary “value added”, payment is not required.



Please note that one or more courses has been removed due to availability.

Select - Checkout

To register for the courses in your cart, click "Checkout".
To remove a course, check the box under Remove and click "Update Cart."
To search for more courses, click "Continue Shopping"

Checkout

Update Cart

Continue Shopping

Description	Start Date	Start Time	End Time	Total	Remove
ONLINE Matrix	11/09/22	9:30AM	12:00PM	0.00	<input type="checkbox"/>

EDUCATION

You will have the option to select your payment method for classes that have a fee associated:

- Credit Card
- Card on File
- Charge to Account

Select – Your method of payment

Select – Next when completed

LONDON ST. THOMAS ASSOCIATION OF REALTORS®
Bringing people and properties together

Home Member Education

Calendar Connect Logout

My Courses Checkout

Select Courses Payment Info Review Complete

Select your payment method

Credit Card

Credit Card
Card On File
Charge to account

First Name *
Last Name *

First Name is required
Last Name is required

Card Number * (no spaces or hyphens)

Security Code *
Expiration Month *
Expiration Year *

Type *
☒ Personal ☐ Corporate

Email (confirmation and receipt will be emailed to you)

Billing Info


Street Address *
City *
Province *
Postal Code *

123 Smith Street
London
ON
N6H 3V6

Next Cancel

EDUCATION

Review all information, Select - Register

Home Member Education Calendar Connect Logout

My Courses Checkout

Select Courses

Payment Info

Review

Complete

Description	Start Date	Start Time	End Time	Total
ONLINE Matrix	11/09/22	9:30AM	12:00PM	0.00

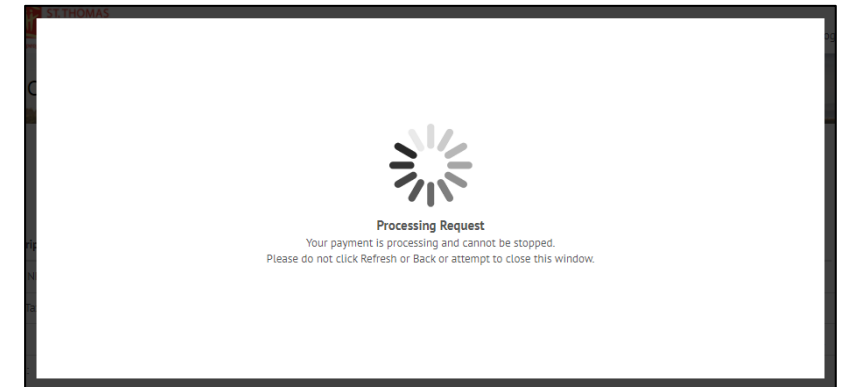
Member

Email Info

Register

Cancel

Processing Request window will open,
please wait this can take a few moments.



EDUCATION

My Course Checkout confirmation screen will open

You will receive an automatic email sent to your inbox with the class information

Confirm – Your request was successful

Confirm – Class information – Time, Date,
and Zoom Link (for Online Classes)

Download – Save to Calendar

Confirm – Email was received to your inbox

The screenshot shows the 'My Courses Checkout' page with a progress bar indicating four steps: Select Courses, Payment info, Review, and Complete. The 'Payment Results' section displays a success message: 'Your request was successful.' Below this, transaction details are listed: Transaction Number (8590324827), Authorization Number, Date (12/08/21), Member Number, and Member Name. A section for 'Payment Charged to account' includes fields for Name, Address, City, State Zip, and Email. At the bottom, a table lists the course details:

Description	Location	Start Date	Start Time	End Time	Total
ONLINE WEBForms®	On-line Course	12/15/21	9:00AM	12:00PM	50.00

Below the table, the HST Tax is listed as 6.50, and the Total is 56.50. A 'Save to Calendar' button is visible next to the course row. The page also includes a 'Print' button at the bottom left.

EDUCATION

You will now see the classes you have registered for now appear under “My Schedule” on the Main Portal Page.

The screenshot displays the member portal for the LONDON ST. THOMAS ASSOCIATION OF REALTORS®. The header includes the logo and navigation links: Home, Member, Education, Calendar, Connect, and Logout. The main content area is divided into several sections:

- My Profile:** Displays the user's name (London and St. Thomas ASN of REALTORS), LSTAR Member #, License Number, Member Class, Address (123 Smith Street, London, ON N6H 3V6), Main phone ((519) 641-1600), Mobile phone ((519) 641-1400), and Email.
- Notifications:** Shows a message: "No news is good news! Check back often for important notifications."
- Account Balances:** Shows a balance of \$0.00 with a "Pay Now" button.
- Committees:** Shows "No current committees to display".
- Upcoming Courses:** Lists two courses:
 - ONLINE Matrix:** Dec 14 @ 9:00 AM - 12:00 PM. Description: Attendees will be introduced to the fundamentals and functions of Matrix. This course will include instruction on how to create auto emails for your buyers, preparing CMA's, conducting searches and market reports. This class is geared towards New Members and is a PRE-REQUISITE for all of the other LSTAR lab/online classes. Register button.
 - ONLINE GeoWarehouse:** Dec 15 @ 1:00 PM - 4:00 PM. Description: The New GeoWarehouse has more interactive functionality, as well as interactive mapping. This course is designed to give REALTORS a hands on introduction to basic knowledge of site functions and resources. PRE-REQUISITE Matrix Class. Register button.
- My Schedule:** Highlighted with a red box, showing a course titled "ONLINE WEBForms®" scheduled for 12/15/21 from 9:00 AM to 12:00 PM.

MLS® SYSTEM

There are five different remarks sections that you can add information for a listing on the MLS® System, they include:

- [Public Remarks](#) Pg. 39
- [REALTOR® Remarks](#) Pg. 44
- [Showing Remarks](#) Pg. 45
- [Offer Remarks](#) Pg. 46
- [Buyer Agency Compensation Remarks](#) Pg. 48

Since LSTAR frequently encounters errors regarding the types of information appearing in remarks, here's a reference guide on what kind of information should appear where.

Pages 52-54

MLS® SYSTEM REMARKS

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PUBLIC Remarks

1. Display only comments which provide pertinent information concerning the property. (e.g., descriptions of the property, information about renovations, etc).

COMPLIANT



Welcome home. This family home is located in a sought after area of the City, near shopping and major highways. Bright and airy 4 bedrooms, 2 baths, large finish rec room with gourmet kitchen. Large lot will be sure to add additional entertaining space.

NON - COMPLIANT



Welcome home. This family home is located in a sought after area of the City, near shopping and major highways. Bright and airy 4 bedrooms, 2 baths, large finish rec room with gourmet kitchen. Large lot will be sure to add additional entertaining space. **Buyer to verify room measurements.**

A Listing shall not be accepted by the Association as an MLS® Listing if any of the Content includes disclaimers of responsibility by the Listing Brokerage for the accuracy or completeness of the information on the MLS® Listing, or any requirement for Members or Co-operating Brokerages or Buyers to verify the information.

MLS® SYSTEM REMARKS

Back to MLS® Menu

PUBLIC Remarks

2. May include a comment to "see my website for further information" without specifying the nature of such additional information.

COMPLIANT



Terrific starter home. 2 beds, 2 baths in quiet neighbourhood with large kitchen and living room space. Perfect size yard to kick back and relax without too much maintenance. See my website for further information.

NON - COMPLIANT



Terrific starter home. 2 beds, 2 baths in quiet neighbourhood with large kitchen and living room space. Perfect size yard to kick back and relax without too much maintenance. Call listing agent and view my website at www.abc123 Realty.ca to see further listings.

PUBLIC Remarks

3. If the ownership of a property is not continuous leading up to the waterfront (e.g., there is a travelled road or pathway between the house and the water), that fact must be disclosed in the public remarks section of a listing if the property is marked as waterfront.
4. Must not include URLs, Advertising of Private Trades, directions to call the Listing Broker or Salesperson, or descriptions of what can be found on the Listing Broker or Salesperson's website.

COMPLIANT



Home away from home. Check out this vacation property made for entertaining. Plenty of room for family or guests, large outdoor deck, bright and roomy kitchen.

NON - COMPLIANT



*Home away from home. Check out this property made for entertaining. Plenty of room for family or guests, large outdoor deck, bright and roomy kitchen. **Check out my website for private listings or call my cell for details.***

MLS® SYSTEM REMARKS

[Back to MLS® Menu](#)

PUBLIC Remarks

5. Offer comments may be included in the public remarks section provided that the comments are consistent with what is in the Offer instructions section.

COMPLIANT



Quality built home with many upgrades on a large treed lot. Generous bedrooms, open concept kitchen, gas fireplace, oversized patio. Seller is accepting offers no later than 7:00 p.m. on August 11th, 2021. Offers to be registered by 5:00 p.m. same day.

NON - COMPLIANT



*Quality built home with many upgrades on a large treed lot. Generous bedrooms, open concept kitchen, gas fireplace, oversized patio. Seller is accepting offers no later than 7:00 p.m. on August 11th, 2021. Offers to be registered by 5:00 p.m. same day. **To submit your offer, email ABC123@gmail.com***

MLS® SYSTEM REMARKS

[Back to MLS® Menu](#)

PUBLIC Remarks

- 6. May state if an Offer has been accepted but the deposit has not been received.**

COMPLIANT



Stately home in the South end of the City. 5 bedrooms, 3 full baths, large kitchen with giant island, chef's dream. 3 car garage with large lot. Sold and waiting for deposit.

- 7. The public remarks must disclose if any Images include virtual staging.**

COMPLIANT



Great family home, with plenty of room in a quiet neighbourhood. 4 bedrooms, 2 baths and large kitchen and family room. Basement is fully finished. 2 car garage for those chilly winter months, family room and basement are virtual staging images.

MLS® SYSTEM REMARKS

[Back to MLS® Menu](#)

REALTOR® Remarks

1. **Intended to display only comments which provide pertinent information that could impact Co-operating Brokerages (e.g., where the Seller has reserved the right to sell the property himself/herself, pets in the house, etc.).**

COMPLIANT



Please attach schedule B & Form 801. Minimum of 24 hour irrevocable. See attached list for upgrades. Agent related to Seller. Cat in home, do not let outside, take off shoes and turn out lights.

NON - COMPLIANT



Not intended to repeat the Public Remarks in this remarks section.

2. **The existence of a Special Agreement that modifies the Association's form of Listing Agreement must be identified in the REALTOR® remarks section.**
3. **Seller contact information may appear in the REALTOR® remarks section.**
4. **If the Seller has reserved the right to sell the property himself/herself that fact must be included in the REALTOR® remarks.**

MLS® SYSTEM REMARKS

[Back to MLS® Menu](#)

SHOWING Remarks

1. Intended to display all conditions and information related to Showing the property.

COMPLIANT



- Several tenants occupy the buildings. Respect their privacy and DO NOT approach the Tenants or employees.
- lease follow all COVID-19 Public Health Guidelines. Masks are Mandatory.
- Lockbox located on backdoor, do not let the cat out.

NON - COMPLIANT



Lockbox located on front door.

"All offers to be submitted to LA via email November 13th".

2. Any restrictions on when a property can be shown must be disclosed in the showing remarks section.

COMPLIANT



Property can only be viewed during weekdays from 10:00 a.m. – 3:00 p.m. as per the tenants request.

OFFER Remarks

1. Intended to display all comments related to the registration of Offers

COMPLIANT



- Anytime, 24 hours irrevocable required
- Register offers via ShowingTime®
- Register offers via BrokerBay: email to abc123@yahoo.ca

NON - COMPLIANT



The Offer Remarks become non-compliant if they include any information that does not pertain to the Offer Instructions, such as commission, description of property etc

2. Where the registration of Offers is being delayed that fact must be indicated in the Offer remarks along with the date and time that Offers will be registered.

COMPLIANT



Offers will be presented at 6:00 p.m. on September the 11th, 2021. All offers to be registered by 4:00 p.m. the same day. No pre-emptive or bully offers.

OFFER Remarks

- 3. If a Seller has indicated they will review pre-emptive Offers, then that fact must be noted in the Offer remarks section.**

COMPLIANT



Offers will be reviewed on October 12/21 at 7:00 p.m. As per the Seller's direction, they reserve the right to accept pre-emptive offers.

- 4. The existence of a Special Offer Condition must be disclosed in the Offer remarks section.**

"Special Offer Condition" means any arrangement or stipulation between the Listing Brokerage and the Seller relating to the conditions of an Offer which should be considered by a Co-operating Brokerage when preparing an Offer or agreement to Trade. In the case of multiple representation, a Special Offer Condition exists if there is any arrangement between the Listing Brokerage and the Buyer Client or Customer of said Listing Brokerage relating to conditions of an Offer which should be considered by a Co-operating Brokerage when preparing an Offer or agreement to Trade.

MLS® SYSTEM REMARKS

[Back to MLS® Menu](#)

BUYER AGENCY COMPENSATION Remarks

1. Intended to display all comments that relate to payment of the cooperating compensation.

COMPLIANT



X % + HST X% reduction in co-op commission if listing agent shows your buyer in a private viewing.

NON - COMPLIANT



Co-op commission of X %, Offers due by 5:00 p.m. on September 20/21. Lockbox located on front door.

2. If the sale price of the property includes taxes the buyer agency compensation remarks must state if the cooperating compensation will be calculated from the net sale price after all taxes are deducted.

COMPLIANT



X % + HST- Commission not payable on HST portion or upgrades.

BUYER AGENCY COMPENSATION Remarks

3. The existence of a Special Agreement that could affect the cooperating compensation must be disclosed in the buyer agency compensation remarks section.

"Special Agreement" means: i. any modification to the Association's form of Listing Agreement, and/or ii. any arrangement or agreement between the Listing Brokerage and the Seller relating to the compensation offered to a Co-operating Brokerage other than the compensation as published by the Association, provided such arrangement or agreement does not render the listing ineligible to be an MLS® Listing, and includes any circumstances under which the compensation offered to a Co-operating Brokerage will be paid or not paid, or that may affect a Member's or Co-operating Brokerage's ability to complete the Trade or earn the compensation offered.

COMPLIANT



- *X %. Special Agreement – Commission*
- *All offers must include Form 801. Deposit of \$X due at signing with balance of X% upon signing the new build form. Seller/LB have special agreement.*

FRIENDLY REMINDERS

Matrix™

It is absolutely essential that you read all Matrix™ pop-ups and e-bulletins received. This is LSTAR's way of communicating upcoming events, classes, system updates, issues, policy changes, etc.

All this impacts the way you do business and the more information you have the more successful you will be.

- If you have not signed up for your Supra eKEY® this can be done today, by emailing mls@lstar.ca.
- Have you provided the Membership Department with a original copy of the RWAM Beneficiary Designation form? If not please mail to LSTAR or send by Board courier.

Have you set up your BrokerBay® account and GeoWarehouse® profile?

- LSTAR does not setup these profiles for members due to the fact that the member is responsible to accept the user agreements for each platform for the initial setup.

RULES & POLICIES

Links below will take to you Rules & Policies

- [ITSO MLS® Rules](#)
- [LSTAR MLS® Policies](#)

BREAKOUT SESSION #1

Scenario

You have a client who has listed their property with you, and your original listing strategy was to delay offers until Sunday May 15, 2022, at 4:00 p.m.

Form 244 has been signed as “No Conveyance of Offers”. Even though you explained to your clients what NO CONVEYANCE means, that you cannot discuss with them any offers that come in pre-emptively, they agree and initial the No Conveyance part of the form. A couple of days later, your clients decide that they do want to review any and all offers that come in.

Great, now what do you need to do? Discuss with your team. Refer to the MLS® Rules, and pay particular attention to 2.21.

123 SESAME Street
Property Member Full
Anycity , Ontario NOM 1M0

Member Full
Incomplete / Residential
Confidential for REALTORs Only
MLS# 40257262
List Price: \$500,000

Timiskaming/Matachewan/Matachewan
2 Bldg/House/Detached
Beds (AG+BO): 0 (0+0)
Baths (H+H): 0 (0+0)
SF Fin Total: 2,000
AG Fin SF Range: 1901 to 2000
AG Fin SF: 2,000/Owner
Common Interest: Freehold/None
Tax Amt/Yr: \$5,666.00/2022

Seller: Doreen Pipe

Remarks/Directions
Public: Rarely does a period Ontario Cottage of this calibre come to the market. Newly renovated with a high quality of materials and attention to detail. Lefty ceilings, original woodwork, beautifully refinished pine floors, warm natural light and views of the garden from every room. Both upper and main floor bedrooms have ensuite bathroom. Elegant formal living room with french doors and gas fireplace. A kitchen to make your heart sing with marble counters, huge island, high end appliances, and custom solid wood cabinets. This bright room flows into the family/dining room with access to a large deck. Doing laundry is a breeze in the spacious, main floor laundry room. Lots of room for coats, pantry storage, and access to deck and attached garage. Around the corner is a glorious screened in porch for those humid summer days and nights. Exceptional lot with professional landscaping. Located a short walk to library, walking trails, downtown shops and restaurants.

REALTOR®: New roof in 2012, owned water heater installed in 2012. A couple of negotiable items - rating lawn mower and snow blower.

Directions to Property: South on Main St, turn West on Sesame St.
Cross St: Main St

Common Elements

Exterior			
Exterior Feet:	Deck(s), Patio(s)		
Construct. Material:	Brick	Foundation:	Poured Concrete
Single's Refused:	2012	Roof:	Prop Attached
Year/Desc/Source:	1977/Owner/Owner	Prop Age:	Detached
Property Access:	Municipal Road	Ed Age/Fee:	31-50 Years
Other Structures:	Fence - Full, Shed	Ed Age/Fee:	Wintertized
Pool Features:	None		
Garage & Parking:	Attached Garage/Private Drive Double Wide/Asphalt Driveway		
Parking Spaces:	4	Driveway Spaces:	2.0
Services:	Cable, Cell Service, Electricity, Garage/Bentley Collection, High Speed Internet, Natural Gas, Recycling Pickup, Street Lights, Telephone		
Water Source:	Municipal	Water Treat:	Sewer
Lot Size Area/Units:	7	Acres Range:	Acres Rpt:
Lot Front (Ft):	40.00	Lot Depth (Ft):	100.00
Location:	Urban	Lot Irregularities:	Land Use Fee:
Area Influences:	Beach, Highway Access, Landscaped, Place of Worship, Playground Nearby, Public Transit, Quiet Area, Trails		
Topography:	None	Fronting On:	South
Restrictions:	None	Exposure:	North
School District:	Kawartha Pine Ridge District School Board		

Interior

Interior Feet:	Ceiling Fans, Central Vacuum, Water Heater Owned		
Security Feet:	Carbon Monoxide Detector(s), Smoke Detector(s)		
Basement:	Full Basement	Basement Fin:	Fully Finished
Laundry Feet:	Main Level		
Cooling:	Central Air		
Heating:	Forced Air, Gas		
Under Contract:	None	Contract Cost/Mo:	
Leads to Own:	None		
Inclusions:	Central Vac, Dishwasher, Dryer, Garage Door Opener, Hot Water Tank Owned, Refrigerator, Stove, Washer		
Add Inclusions:	TV BRACKET IN PRIMARY BEDROOM		
Exclusions:	TV BRACKET IN LIVING ROOM ALL FLAT SCREEN TV'S		
Electric Age:	1977	Pumbing Age:	1977
Furnace Age:	2012	Tank Age:	2012
		UPF:	

Property Information

Common Elem Fee: No
Legal Desc: PT LOT 18 PLAN 82 AS IN R384898, S/T R384898
Zoning: R-1
Assess Val/Year: \$275,000/2022
PTN: 331420140
ROLL: 3110303000700
Possession/Date: 60 - 90 Days

Local Improvements Fee:
Survey: None/
Hold Over Days: Owner
Occupant Type: Owner
Deposit: 10,000

Marketing

Showing Requirements: Showing System, Lockbox
Showing: Please book all showings through Showing System. No showings after 7 due to small children in the home. Please make sure all lights are turned off before locking up and leaving.
Showing Remarks: Supra
Lockbox Type: Supra
Sign on Prop: Yes
Possession: 60 - 90 Days

Brokerage Information

List Date: 05/08/2022
Expiration Date: 08/31/2022
Int Bearing Bkg Trust Account: No
Financing: SPB
Buyer Agency Compensation Remarks: 2% (a 25% fee will be withheld from the CB Special Agreement. Yes if the listing agent introduces the buyer to the property)
Assignment of Listing: HST Applicable to Sale Included
Offer Remarks: Form 244 signed. No conveyance of offers until 4pm on May 15, 2022. Please email offers to agent@timemorehouse.com. 1 hour for revision. Please allow 12 hrs irrevocable.
Original List Price: 800-123-7777
List Brokerage: Mimmie Mouse Realty Inc
List Salesperson: Supra One
Email: agent@timemorehouse.com
Source Board: LSTAR
Prepared By: Brokerage Staff
Reviewed By: Brokerage Staff

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BREAKOUT SESSION #1

Form 244

OREA Ontario Real Estate Association
Seller's Direction re: Property/Offers
Form 244
for use in the Province of Ontario

RE: LISTING AGREEMENT FOR: 123 Secame St. Anycity ON N0N 1M0
PROPERTY ADDRESS:
BETWEEN:
SELLER: Dwayne Pipe
AND
LISTING BROKERAGE: Minnie Mouse Realty Inc.
MLS* NUMBER(S): 40055555 **L/BR ID. #**
INTERBOARD MLS* NUMBER: **BOARD:**
LISTING COMMENCEMENT DATE: May 8, 2022
THE SELLER ACKNOWLEDGES THAT THIS DIRECTION CANNOT BE CHANGED OR AMENDED OTHER THAN BY A NEW WRITTEN DIRECTION.
The Seller hereby directs the following:

☒ **NO CONVEYANCE OF ANY WRITTEN SIGNED OFFERS** prior to 4:00 on the 15th day of May, 2022.
(Seller's Initials) (conveyance includes but is not limited to presentation, communication, transmission, entertainment or notification of)

☒ **OTHER DIRECTIONS:** Allow 12 hours irrevocable
(Seller's Initials)

☐ **OTHER DIRECTIONS:**
(Seller's Initials)

The Seller acknowledges that the Listing Brokerage has professional obligations to other brokerages and the Listing Brokerage will be complying with rules and regulations with respect to showing of properties and the conveyance of written offers.
The Listing Brokerage agrees to immediately notify the Real Estate Board(s) of this Seller's Direction in accordance with the MLS* Rules and Regulations, provided that this is an MLS* listing.
The Seller and the Listing Brokerage agree that the said Listing Agreement shall remain in full force and effect.
THIS IS NOT A CANCELLATION OF THE LISTING AGREEMENT.
For the purposes of this Direction, "Seller" includes vendor, landlord and lessor, "Buyers" include purchaser, tenant and lessee and Real Estate Board(s) includes Real Estate Association(s).
SIGNED, SEALED AND DELIVERED I have hereunto set my hand and seal:

(Seller) Dwayne Pipe (Seal) May 6, 2022 (Date)
(Seller) (Seal) (Date)
Minnie Mouse Realty Inc
(Name of Listing Brokerage)
Susie Que May 6, 2022 Susie Que
(Authorized to bind the Listing Brokerage) (Date) (Name of Person Signing)

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Form 244 Revised 2019 Page 1 of 1

BREAKOUT SESSION #2

Scenario

You've booked a showing for a cottage property in Port Stanley for some clients who live in Toronto.

Their appointment time was 1:00pm, but you must have got your signals crossed and they've arrived at 11:00am.

You are still 45 minutes from the property, but you check ShowingTime and can see the property is empty and there are no other showings, what should you do?

We'll send you to a breakout room and please discuss what the showing agent should do in this scenario.

Refer to ITSO MLS® Rules 3.01, 3.02, 3.03, 12.05 and LSTAR's MLS® Policies 11.01 and 11.04 (regarding the Terms of Use for our lockbox and access cards).