

LEGAL HOTLINE

AN OREGON REALTORS® MEMBER SERVICE

The Oregon Association of REALTORS® is very pleased to provide a member service that has far reaching benefits to you and the public you serve. The Oregon REALTORS® Legal Hotline is designed to answer your legal questions about many of the diversified areas of today's real estate industry. This service is brought to you not only as a supplemental member benefit, but also as a method of improving the professionalism of REALTORS® and the Oregon real estate industry.

Q How does the Legal Hotline benefit me and the public?

A The Legal Hotline benefits Association members and the real estate industry in the following ways:

- Access to legal information helps prevent REALTORS® from making mistakes. REALTORS® become more professional and, consequently, the image of REALTORS® in Oregon is enhanced proportionately as is the value of the services REALTORS® provide to their clients and customers.
- Major issues affecting REALTORS® in Oregon can be identified, providing early warning to the Association, allowing time to properly address issues through legislation, education and information dissemination.
- The Legal Hotline's easy access encourages REALTORS® to ask questions that may not normally be considered "serious enough" to contact a private attorney. Consequently these questions go unasked, creating the potential for problems. Possible legal entanglements and lawsuits may be avoided.

Only \$125/year
Mon. – Fri., 9am – 12pm
Available by phone or email

As a Principal Broker, I have found the Legal Hotline to be one of the most important services OAR provides – it is invaluable. I have received prompt answers on many things, such as: complex land-use issues, Real Estate law interpretations, and a layman's explanation of my rights/responsibilities under complex legal points.

Larry Frank
Medford
RE/MAX Ideal Brokers Inc.

I have used the Legal Hotline for over 8 years and have always found the answers detailed and timely. I highly recommend this service for other REALTORS®!

Dolf Peterson
Corvallis
Keller Williams Realty Mid- Willamette

Since day one, the service has beyond exceeded our expectations – In every instance, our responses were prompt, the advice was extremely concise and reassuring, and the attorneys were supportive listeners and brilliant problem solvers. This is a service we will never do without and worth the cost many times over.

Devri Doty
McMinnville
Windermere Pacific Crest Realty



OREGON
ASSOCIATION
OF REALTORS®

Q What is the Legal Hotline?

A The Legal Hotline is designed for Association members to have **direct toll-free access to a qualified attorney who can provide information on real estate law and related matters.** The attorney will not be acting as your advocate. The program is intended to help prevent legal problems, thereby benefiting the Association’s members and, through them, the public they serve.

Q How do I get access to the Legal Hotline?

A You must first receive your personal authorization identification number by completing and submitting the Legal Hotline Application and Memorandum of Understanding. Forms are available at www.oregonrealtors.org/legal. Hotline access is open to all REALTOR® members. **The cost of membership is \$125 per year.**

Q What happens when the Legal Hotline answers my call?

A You will be asked for your name and authorization identification number. Once your access to the Legal Hotline has been verified, you will be transferred to an attorney.

Q Will the attorney answer my question right away?

A If your question falls within the Sample of Approved Topics listed, the attorney will attempt to give you an immediate answer. If additional research is required or the attorney is unavailable, you will be called back within 24 hours.

Q May I ask more than one question?

A Certainly! It may take several questions for the attorney to get the entire “picture” of your question. If you have more than one subject, however, please make another call. The intent of the Legal Hotline is to provide a complete answer to you, while at the same time keep the line open for others to access the service.

Q I heard that Oregon REALTORS® will be keeping statistics on all calls made and questions asked. Why?

A The Association tracks the local board location and topic of call made to the Legal Hotline. This information helps identify “hot” issues and concerns that should be addressed through education, legislation or in Association publications.

Q What are the hours of the Legal Hotline?

A **9:00 a.m. to 12:00 noon, Monday through Friday** (except holidays and during Oregon REALTORS® and NAR meetings). Please be patient if the toll-free line is busy.

Q Can I use e-mail to access the Hotline?

A You may **e-mail a question** at any time. Access information will be provided in your authorization letter. Please include your authorization ID number on the e-mail subject line. The hotline Attorneys will make every effort to answer your email by the end of business on the day received (weekends and holidays excluded). Depending on volume and attorney availability it may take up to 24 hours to respond.

Q What topics can be covered in my questions?

A The Sample of Approved Topics list is included in this brochure. As real estate transactions and our profession evolve, new areas may be added.

Q Are there any specific topics the Legal Hotline will not handle?

A There may be several but, specifically, questions concerning commission disputes between members and questions concerning the REALTOR® Code of Ethics will not be handled by the Legal Hotline. The caller will be directed to contact his or her Member Board/Association. Questions regarding proposed or pending legislation or administrative rules will be referred to the Association’s Government Affairs staff. Legal questions of a personal nature and review of documents are outside the scope of the Legal Hotline. Also, some questions may require extensive research or may fall outside the scope of Approved Topics. In these cases, the callers may be advised to contact outside counsel.

Q Can I use the Legal Hotline attorney as my own attorney?

A The Association’s Errors and Omissions Insurance prevents such a relationship. Legal Hotline attorneys are employees of the Association. No call handled through the Legal Hotline results in an attorney-client relationship. The Legal Hotline is strictly a source of legal information and no such attorney client relationship is intended or implied.

Q Can the Legal Hotline recommend a specific attorney to me?

A If you are looking for an attorney to represent you, please call the Oregon State Bar at 800/452-7636 for a referral. That service will be able to refer you to a real estate attorney in your geographic area.

CAUTION: Information received via the Legal Hotline is not to be used to counsel other licensees or the public. It is intended to keep you informed and to obtain answers to your questions.

No attorney/client relationship is intended or desired between you and the Legal Hotline. The Legal Hotline is not intended to be a substitute for individual legal counsel.

DO’S & DON’TS

- DO** write your question down before calling the Legal Hotline. This will help you to understand what you are asking and why. This will save valuable time for the attorney and for you.
- DO** call your local Board/Association with questions about the REALTOR® Code of Ethics or disputes between you and other REALTORS®.
- DO** expect the Hotline attorney to be knowledgeable about real estate-related legal issues but please don’t expect complicated legal advice. They will provide effective and efficient answers to your questions regarding the Approved Topics during your phone or e-mail inquiry. Research time for complicated issues is limited.
- DO** contact outside counsel if the Hotline attorney recommends that step.
- DO** keep questions to one subject per call. If you have more than one issue to discuss, please make another call to the Legal Hotline. This allows the Legal Hotline to be more accessible to everyone.
- DON’T** ask Legal Hotline attorneys for advice about personal legal questions; for example, your divorce, your bankruptcy, or your will.

APPROVED TOPICS

- | | | |
|---------------------|-------------------------|---------------------------|
| Acceptance | Escrow | Mitigation |
| Addendum | Eviction | Mobile Homes |
| Advertising | Execution of Documents | Negotiation |
| Agency | Fair Housing | Occupancy |
| Amendment | Financing | Offer |
| Bankruptcy | Fixtures | Ownership |
| Broker/Salesperson | Foreclosure/Short-sales | Parties |
| Buyer | Forms | Performance of |
| Closings | Incentives | Contracts |
| Commissions | Independent Contractor | Personal Property |
| Contingencies | Inspections | Presentation of Offers |
| Contracts | Joint Tenancy | Remedies |
| Counteroffers | Landlord-Tenant | Representation |
| Credit | Land Use | Revocation |
| Default | Lease | Specific Performance |
| Description | Liability | Tenants in Common |
| Disclosure | License Law | Termination |
| Disclosure of Terms | Listing | Title/Estates in Property |
| Discrimination | Material/Adverse | Trust Accounts |
| Earnest Money | Factors | |
| Encumbrances | Misrepresentation | |

To join, contact OAR: 800.252.9115