

As some you may have noticed by now, I have been hard at work implementing some much needed improvements to the rental department. Please check your copleyrealstate email for more information on the following changes now in effect.

Office email

– now everyone has an @copleyrealstate.com email... listings that come through email will be forwarded to this address, as well as certain leads... cutting down on use of the office computer and saving a large amount of paper, this allows agents to have access these listings on their own computer from home.

Boston Apartments Database

- Though I have yet to import the Landlord list and there still may be some listings that need to be entered, the Database is up and fully functional. I am putting together training manual and will do an instructional presentation once every one is here. For now, just follow the quick setup guide that I have attached with instructions on logging in and finding the properties.

New management listing books

- All Faxes and some emails which may not be automatically forwarded will be in these new red and black books. I've made it much easier to find what you are looking for by organizing them by area, along with a separate books for Luxury High Rises, Co-Brokes, and Short-term/furnished...

Bonus Program

- As always, the goal here is to make it easier for everyone to make more money. Those who work harder than others and are doing everything we expect from them should be rewarded for their efforts.

New Client Sheet

- As part of a future marketing analysis project, questionnaire is designed to keep track of where the leads are coming from.

Company Policies

- In order to reinstate the Bonus Program, I had to make clear certain company policies...which you will find in the following handouts.

listing fee policy office hours key policy

By addressing these issues now and putting them into immediate effect, there will be no confusion when new agents come in, as these will become part of the training manual I am creating.

As always, I am open to any questions or suggestions you may have for future improvement. And if you ever need help, just ask the rental manager.