

**Washington Association of REALTORS®
Legal Assistance HOTLINE**

1-800-562-6027

legalhotline@warealtor.com

Frequently Asked Questions (FAQs)

What is the HOTLINE?

The Legal Assistance HOTLINE is a service for members of the Washington Association of REALTORS®. It is funded through dues paid by REALTORS® statewide. There are no additional charges for individual members calling the HOTLINE.

The HOTLINE provides legal information, NOT legal representation. It offers answers to real estate questions that have broad applicability. The HOTLINE will not represent any party in a transaction. Your own attorney will continue to be an important part of your business.

Contacting the HOTLINE

How do I use the HOTLINE?

It's simple! Call the toll free number to speak directly with the HOTLINE attorney or e-mail your question. Since this service is only available to Realtor® members, you will be asked to provide your name and your National Realtor® Database System (NRDS) number. This number can be found on your NAR membership card or by contacting your local Association.

How soon can I expect a response?

In many cases, the HOTLINE attorney will be able to answer your question on the spot! Calls received by 5 p.m. on one business day will be returned by 5:00 p.m. on the following business day. A written response will be sent immediately following the returned call. Washington REALTORS® will retain a copy of the correspondence, and another copy will be sent to your designated broker.

What are the hours of the HOTLINE?

To best serve our members, calls can be made to the HOTLINE 24 hours a day, seven days a week. If the attorney is not available at the time of the call, leave a message. Calls will be returned in a timely manner.

Who may use the Legal HOTLINE?

All REALTOR® members have access to the HOTLINE; they simply provide their NRDS number at the time of the call. Local Association Executive Officers may also use the HOTLINE.

What are some topics that the HOTLINE will address?

- Agency
- Commission/Fees
- Community Property
- Disclosure
- Earnest Money
- Escrow
- Fair Housing/Civil Rights
- Foreclosure and Forfeitures
- Interpleader
- Landlord/Tenant
- Lender and Seller Financing
- License Law
- Misrepresentation
- Offer/Acceptance
- Practice of Law
- Purchase and Sale Agreements
- Trust Accounts

Are there topic areas the HOTLINE does not address?

Yes. Callers with questions about the Realtor® Code of Ethics, Arbitration and Professional Standards procedures, MLS rules and regulations and local custom will be advised who to contact for assistance.

The HOTLINE Attorney

The HOTLINE attorney specializes in real estate law, offering the most up-to-date information and answers to your real estate questions. The attorney is focused on the Association and its members, committed to offering them the most current industry information and assistance.

Advantages of using the HOTLINE

- **Risk reduction** – Your liability may be reduced by getting answers to critical questions before problems arise and by documenting a transaction file.
- **Customer satisfaction** – By discussing a problematic transaction with the HOTLINE attorney, a Realtor® will be able to develop strategies to resolve conflicts that arise.
- **Stay up-to-date** – Changes occur often in the real estate industry. The HOTLINE will keep you abreast of the most recent legal developments.
- **Uniformity** – One common source for information about legal issues will contribute to uniform Realtor® practices throughout Washington.
- **Education** – Not only will you get information about legal issues, but the written answer will be a resource that can be shared with your office staff. A statewide education effort for members is supported by the publication of the Friday Facts. In this weekly publication, there is an answer to a question representative of the common legal issues facing REALTORS® in Washington.
- **Trend monitoring** – Washington REALTORS® will monitor the types of questions that come into the HOTLINE which will indicate trends that call for legislative initiatives or other legal actions.

Important Tips for a Successful Call

- ✧ Have your NRDS number ready when you call. It is located on your NAR membership card.
- ✧ Talk to your broker first. He or she may either know the answer to your question, or will be able to help you to clarify your question further.
- ✧ Be prepared to give a detailed description of your question. If the HOTLINE attorney is not available when you call, you can leave a voice mail message. This will facilitate the timely receipt of a written response even if you are not there when the HOTLINE attorney attempts to return your call.
- ✧ It is not recommended that you call on “floor time.” Interruptions make it difficult for the attorney to ask you questions in order to obtain all the facts.

Legal HOTLINE Library

Do your own research 24 hours a day, 7 days a week @ www.warealtor.com.

Review thousands of HOTLINE questions and answers. Search by keyword or by topic. Go to www.warealtor.com, REALTORS® Only section and click on the Legal HOTLINE Library. Your NRDS number is required to log onto the REALTORS® Only section.

For more information about Washington Association of REALTORS® Legal Assistance HOTLINE, or to enroll in *Friday Facts*, contact:

Washington REALTORS®
Member Services Department
P. O. Box 719
Olympia, WA 98507-0719
Or call: 1-800-562-6024
In Olympia, call 360-943-3100

The Legal Assistance HOTLINE is funded from dues paid by members of the Association.