

NEW YORK STATE STANDARD OPERATING PROCEDURE

Pursuant to 19 NYCRR Part 175.7

William Luxe LLC d/b/a William Luxe New York, a licensed real estate brokerage in the State of New York, maintains the following standard operating procedures:

1. Agency Disclosure

At the first substantive contact with a prospective buyer, seller, landlord, or tenant, an agent of the firm will provide the New York State Disclosure Form regarding agency relationships, as required by Real Property Law Section 443. The form will be reviewed with the prospective client and a signed acknowledgment of receipt will be obtained.

2. Fair Housing Compliance

The firm and all of its licensed associates are committed to full compliance with all federal, state, and local fair housing laws, including the Fair Housing Act, the New York State Human Rights Law, and the New York City Human Rights Law. No agent or employee may discriminate in the sale, rental, or financing of housing based on any protected class.

3. Handling of Deposits and Escrow Funds

All deposits received in connection with a real estate transaction will be held in a separate escrow account maintained by the brokerage or by the attorney designated in the contract of sale. Deposits will be handled in strict compliance with Real Property Law Section 175.1 and all other applicable regulations. The broker will provide a receipt for all funds received.

4. Record Keeping

The firm will maintain records of all transactions, including contracts, closing statements, correspondence, and related documents, for a period of not less than three (3) years, as required by 19 NYCRR 175.23. Records will be made available for inspection by the Department of State upon request.

5. Advertising

All advertising by the firm and its agents will include the name of the brokerage firm as licensed with the Department of State. No misleading or deceptive advertising will be used. All advertising will comply with 19 NYCRR 175.25 and all applicable fair housing advertising guidelines.

6. Dual Agency

In the event that a dual agency situation arises, the firm will obtain the informed written consent of all parties before proceeding. The agent will explain the implications of dual agency, including the limitations on fiduciary duties, and will ensure that all parties understand the nature of the representation before consenting.

7. Commission and Compensation

All commission rates and compensation structures are fully negotiable and are established by agreement between the firm and its clients. There is no standard or required commission rate. The terms of compensation will be set forth in a written listing agreement or buyer agency agreement.

8. Supervision

The principal broker is responsible for the supervision of all licensed associates and for ensuring compliance with all applicable laws, rules, and regulations governing real estate licensees in New York State.

9. Continuing Education

All licensed associates will maintain current continuing education credits as required by the New York Department of State for license renewal.

10. Complaints

Any complaints regarding the conduct of the firm or its agents should be directed to the principal broker. Complaints may also be filed with the New York State Department of State, Division of Licensing Services, at (518) 474-4429 or via the Department's website at www.dos.ny.gov.

PRINCIPAL BROKER ACKNOWLEDGMENT

I, the undersigned, as principal broker of William Luxe LLC d/b/a William Luxe New York, hereby certify that the foregoing Standard Operating Procedures are in effect and will be maintained in compliance with 19 NYCRR Part 175.7 and all applicable laws and regulations governing real estate licensees in the State of New York.

Principal Broker Name (Print): _____

Principal Broker Signature: _____

Date: _____

License Number: _____

NOTARY ACKNOWLEDGMENT

State of New York

County of _____

On the _____ day of _____, 20____, before me, the undersigned, personally appeared _____, personally known to me or proved to me on the basis of satisfactory evidence to be the individual(s) whose name(s) is (are) subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their capacity(ies), and that by his/her/their signature(s) on the instrument, the individual(s), or the person upon behalf of which the individual(s) acted, executed the instrument.

Notary Public Signature: _____

Print Name: _____

Commission Expires: _____

[NOTARY SEAL]