



THE REAL ESTATE BOARD

AND

**THE COMMISSION OF STRATA
CORPORATIONS**



PROTOCOL OF SERVICE

PRELUDE

The following is a service protocol put in place by the Real Estate Board, the Commission of Strata Corporations and its various departments and portfolio areas. It is a response to the on-going COVID-19 virus, specifically preventative measures put in place by the government and by extension the organisation. The Protocol is effective from March 18, 2020 until further advised. It details how specific services are being offered at this time and also provides general guidelines for interacting with the organization.

This document serves two purposes:

1. To ensure that you, our loyal clients, are assured that that we are always accessible and our services remain available during this period and to provide a guide as to how those services can be accessed according to the respective portfolio area.
2. It is also intended to ensure that we exercise strict precautionary measures in the exercise of our roles and functions, for the welfare of you, our clients, and our staff. By following these measures, we aim to play our role in flattening the curve of the spread of the COVID-19 pandemic and ensuring that normality is resumed in the shortest possible time.

Thank you for your kind co-operation and patience during this period, as we work together to ensure that you continue to receive the kind of service you have come to expect from us. We will continue to notify you as soon as we are able to revert of our normal operational protocols.

SERVICE PROTOCOL FOR THE REAL ESTATE BOARD (INSPECTORATE)

Application to Register as a Real Estate Salesman

- Scan and email all supporting documents as stated on the requirement sheet. This is available on our website.
- Upon the documents being perused by an Inspector, the client will be instructed to pay the requisite fees and submit proof of payment via email.
- The original documents should be mailed or placed in the drop box at the office of the Real Estate Board at 24 Trafalgar Road, Kingston 10.
- An Inspector will make contact with the client via telephone to conduct an interview within two business days of receipt of all the documentation required to process their application.

Application to Register as a Real Estate Dealer

- Scan and email all supporting documents as stated on the requirement sheet. This is available on our website.
- Upon the documents being perused by an Inspectorate, the client will be instructed to pay the requisite fees and submit proof of payment via email.
- The original documents should be mailed or placed in the drop box at the office of the Real Estate Board at 24 Trafalgar Road, Kingston 10.
- An Inspector will make contact with the client via telephone to conduct an interview within two business days of receipt of all the documentation required to process their application.

Application to Register as a Real Estate Developer

- Scan and email all supporting documents as stated on the requirement sheet. This is available on our website.
- Upon the documents being perused by an Inspector, the client will be instructed to pay the requisite fees and submit proof of payment via email or otherwise specified by an Inspector.
- The original documents should be mailed or placed in the drop box at the office of the Real Estate Board at 24 Trafalgar Road Kingston 10.
- An Inspector will make contact with the client via telephone within three days of receipt of all documentation required to process their application.
- Upon determination of your application by the Board of Directors, a response will be provided to the applicant within five working days of the receipt of the minutes of the Board meeting. This notification will be first sent via email.

Filing of Complaints

- Scan and email the complaint form and all supporting documents in relation to your complaint. This is available on our website.
- The Board will acknowledge receipt of your complaint within two business days of receipt of documentation.
- The original documents should be mailed or placed in the drop box at the office of the Real Estate Board at 24 Trafalgar Road, Kingston 10.

Discharge of Mortgage

- Scan and email all supporting documents as stated on the requirement sheet inclusive of proof of payment of the prescribed fee.
- The original documents should be mailed or placed in the drop box at the office of the Real Estate Board at 24 Trafalgar Road, Kingston 10.
- An Inspector will make contact with the client via telephone within two business days of receipt of all documentation required to process their application.
- Upon completion of the processing of your application:
 - seven days for express service; or
 - twenty-five days for normal service;The client will be contacted via telephone or email with the protocol to collect the documents.

Consent of Mortgage

- Scan and email all supporting documents as stated on the requirement sheet. This is available on our website.
- Upon the documents being perused by an Inspector, the client will be instructed deliver the original documents. These documents can be mailed or placed in the drop box at the office of the Real Estate Board at 24 Trafalgar Road, Kingston 10;
- An Inspector will make contact with the client via telephone within three business days of receipt of all documentation required to process their application.
- Upon completion of the processing of your application, which has to be approved by the Board of Directors, the client will be contacted via telephone or email as to the protocol to collect the documents.

Dormancy Application

- Scan and email all supporting documents, including proof of payment in support of your dormancy application.
- An officer of the Board will confirm receipt of documentation via email

within two business days of receipt of all supporting documents.

- The original documents should be placed in the mail or drop box at the office of the Real Estate Board at 24 Trafalgar Road, Kingston 10;
- Upon determination of your application by the Board of Directors, a response will be provided to the applicant within five working days of the date of receipt of the Board meeting minutes. This response will be first sent via email.

Waiver/Cancellation Request

- Scan and email all supporting documents in relation to your request.
- An officer of the Board will confirm receipt of documentation via email within two business days of receipt of all supporting documents.
- The original documents should be mailed or placed in the drop box at the office of the Real Estate Board at 24 Trafalgar Road, Kingston 10.
- Upon determination of your application by the Board of Directors, a response will be provided to the applicant within five working days of the date of receipt of the Board meeting minutes. This response will be first sent via email.

Request for Attachment

- Scan and email all supporting documents including proof of payment in relation to your request for attachment application.
- An officer of the Board will confirm receipt of documentation via email within two business days of receipt of all supporting documents.
- The original documents should be mailed or placed in the drop box at the office of the Real Estate Board at 24 Trafalgar Road, Kingston 10.
- Upon determination of your application by the Board of Directors, a response will be provided to the applicant within five working days of the date of receipt of the Board meeting minutes. This response will be first sent via email.

Report on Period of Attachment

- Scan and email all supporting documents as stated on the requirement sheet. This is available on our website.
- The original documents should be mailed or placed in the drop box at the office of the Real Estate Board at 24 Trafalgar Road, Kingston 10;
- An Inspector will make contact with the client via telephone to within two business days of receipt of all documentation to process their application;
- Upon determination of your application by the Board of Directors, a response will be provided to the applicant within five working days of the date of receipt of the Board meeting minutes. This response will be first

sent via email.

Renewal of Registration as Developer Letters

- Scan and email request and proof of payment of renewal fees as a Developer;
- An Inspector will make contact with the client via telephone or email within two business days of receipt of all documentation to process their application;
- Letter will be prepared and emailed to the client within five working days of receipt of request.

Letter of Good Standing for Real Estate Dealer/Salesman/Developers

- Scan and email request and submit proof of payment electronically.
- The Board will acknowledge receipt of your request via email or telephone call within two business days of your request being submitted.
- Letter will be prepared and emailed to the client within five working days of receipt of request.

SERVICE PROTOCOL FOR THE COMMISSION OF STRATA CORPORATIONS (INSPECTORATE)

APPLICATIONS

Application for First/New Registration

- Download a copy of the application form '**Form 07**' from the Commission's website by inputting '**csc.gov.jm/Forms.aspx**' into your web browser.
- Determine the registration fee for your strata corporation from the attached schedule at the end of this section. The registration fee is based on the number of strata lots.
- Submit the completed application form and your cheque (or proof of payment) to the Commission of Strata Corporations by mail or at the drop box located at our offices at 24 Trafalgar Road, Kingston 10.
- A confirmation email will be sent to the e-mail address provided on the application form within 2-3 business days of receipt of the application.

Application for Annual Registration (Filing Annual Returns)

- Download a copy of the application form '**Form 08**', from the Commission's website by inputting '**csc.gov.jm/Forms.aspx**' into your web browser.
- Compile the relevant records of the strata corporation (forms 13A-13C, audited financials, Minutes, list of executive members) for the period ending March 2020 and enclose your payment by cheque (or proof of payment).
- Complete the downloaded Form 08 and attach the supporting document compiled.
- Submit the completed filing and Annual Filing Fee, or proof of payment of this fee, by mail or at the drop box located at our offices at 24 Trafalgar Road, Kingston 10 to the attention of the '**Audit Inspector**'
- A confirmation email will be sent to the email address provided on the application form within three (3) business days of receipt of the application.

Application to Search the Register of Strata Corporations

- Download a copy of the application form entitled '**Request for**

Information Register of Strata Corporations' from the Commission's website by inputting 'csc.gov.jm/Forms.aspx' into your web browser. The form is on page 2.

- Submit the completed application form and your cheque (or proof of payment) in the sum of two thousand dollars (\$2,000.00) payable to the Commission of Strata Corporations by mail or at the drop box located at our offices at 24 Trafalgar Road, Kingston 10.
- A confirmation email will be sent to the address provided on the application form within 2-3 business days of receipt of the application.

Application for Waiver from Filing Annual Returns

- Download a copy of the application form '**Form 11**' from the Commission's website by inputting 'csc.gov.jm/Forms.aspx' into your web browser.
- Submit the completed application form, along with certified copies of all the titles in your strata plan by mail or at the drop box located at our offices at 24 Trafalgar Road, Kingston 10.
- A confirmation email will be sent to the e-mail address provided on the application form within 2-3 business days of receipt of the application.

Application for a Status Certificate

- Download a copy of the application form entitled '**Request Form – Strata Corporation Status Certificate**' from the Commission's website by inputting 'csc.gov.jm/Forms.aspx' into your web browser. The form is on page 2.
- Submit the completed application form and your cheque (or proof of payment) in the sum of one thousand, five hundred dollars (\$1,500.00) payable to the Commission of Strata Corporations by mail or at the drop box located at our offices at 24 Trafalgar Road, Kingston 10.
- A confirmation email will be sent to the e-mail address provided on the application form within 2-3 business days of receipt of the application.

Application for a Certificate of Power of Sale

- Download a copy of the application form '**Form 09**', from the Commission's website by inputting 'csc.gov.jm/Forms.aspx' into your web browser.
- Compile the relevant documents in support of the application.

- Complete the Form 09 and enclose your cheque (or proof of payment) in the sum of \$5,000.00 per application.
- Submit the completed application and fee by mail or at the drop box located at our offices at 24 Trafalgar Road, Kingston 10 to the attention of the '**CSC Senior Inspector**'
- A confirmation email will be sent to the address provided on the application form within three (3) business days of receipt of the application.

OTHER SERVICES

General Complaints (except applications for Dispute Resolution & Order) & Requests for Guidance

- Complaints/Requests may be submitted to the Commission by email to info@reb.gov.jm.
- If you have filed a complaint/request for guidance and are in receipt of a request for further documentation; those originals may be sent by mail or placed in the drop box located at our offices at 24 Trafalgar Road, Kingston 10.
- A confirmation email will be sent to the e-mail address provided on the application form within three (3) business days of receipt of the application.

Appeals – Strata Appeals Tribunal

- Appeals to the Strata Appeals Tribunal will continue to be accepted in accordance with the filing procedures set out in the Gazette Procedures Manual of the Tribunal. This is available on our website.
- Appellants and Respondents are asked to contact the Commission by email at info@reb.gov.jm in order to schedule an appointment to file submissions for the attention of the Tribunal.

REGISTRATION FEES

| Strata Lots | Fees |
|-------------|---------------|
| 2 - 5 | \$ 1,000.00 |
| 6 - 10 | \$ 3,000.00 |
| 11 - 15 | \$ 5,000.00 |
| 16 - 20 | \$ 8,000.00 |
| 21 - 25 | \$ 10,000.00 |
| 26 - 30 | \$ 13,000.00 |
| 31 - 35 | \$ 15,000.00 |
| 36 - 40 | \$ 18,000.00 |
| 41 - 45 | \$ 20,000.00 |
| 46 - 50 | \$ 23,000.00 |
| 51 - 60 | \$ 25,000.00 |
| 61 - 70 | \$ 30,000.00 |
| 71 - 80 | \$ 35,000.00 |
| 81 - 90 | \$ 40,000.00 |
| 91 - 100 | \$ 45,000.00 |
| 101 - 120 | \$ 50,000.00 |
| 121 - 140 | \$ 60,000.00 |
| 141 - 160 | \$ 70,000.00 |
| 161 - 180 | \$ 80,000.00 |
| 181 - 200 | \$ 90,000.00 |
| 201 - 250 | \$ 100,000.00 |
| Over 250 | \$ 125,000.00 |

PAYMENT INFORMATION

Please be advised that we will not accept cash or personal cheques as payment at this time. This applies to all payments being sent through the mail or hand-delivered to our office.

We strongly encourage that payments to the Board or the Commission be made through any of our online or remote payment methods.

Please include your **CCP number and serial number when making a payment** at any Scotiabank branch. The **CCP numbers are as follows**: salesman: 601 8020 768 279 452, Dealer: 601 8020 768 279 445, Developer: 601 8020 768 279 437 and Strata: 601 8020 768 279 428. **The serial number is the same as the practitioners' licence/registration number**, and an abbreviated category for salesmen, dealers, developers and PSPs, e.g.: SL123, DL123, DV123, PSP1234

Using your local (Jamaican) Scotiabank or NCB online account, add us as a Bill Payee:

- Via NCB Online Bill Payment using: Category – Other; Payee - Real Estate Board RENK; Customer Code – your eight-digit licence number e.g. SL000123)
- Via Scotia Online Bill Payment using: Payee - Real Estate Board for REB / Payee – Real Estate BD/CSC for CSC and Account Number – your seven-digit licence and registration number for PSP. Please note this should be alphanumeric. Please add zeros to arrive at the correct digit amount (e.g. DL00123, PSP1234)
- Via Scotia Third Party Transfer Account Name: The Real Estate BD, Account number 26115 (REB) and 803147 (CSC) Please add

zeros to arrive at the correct digit amount), Branch is New Kingston, Type of account Current/Business.

- If you are using another local bank, please provide the following information: Bank of Nova Scotia (BNS), Account Name: The Real Estate Board, Account numbers: 26115(REB) & 803147 (CSC), New Kingston Branch (50575).

WIRE TRANSFER

If you are not using any of those options kindly see the following wire transfer information for your reference:

Send to (Intermediary):

Bank of America

Address: 701 Brickell Avenue, Miami, FL, 33131

SWIFT CODE: BOFAUS3M

FEDWIRE ABA: 026009593

For onward transmission to:

The Real Estate Board/CSC Scotiabank Centre Kingston, Jamaica

SWIFT CODE: NOSCJMKN

Beneficiary: The Real Estate Board/CSC

Address: 8 Dominica Drive, Kingston, Jamaica

Beneficiary Transit Number: 50575

Beneficiary Account Number: 803147

GENERAL GUIDELINES AND INFORMATION

- Please call our customer service numbers at **876-391-9937** or **876-312-8971** or email us at **info@reb.gov.jm** to make arrangements to speak with or make contact with a specific officer. During this time of 'contact-less' service, we are limiting face-to-face contact with clients unless absolutely necessary. You have our assurance that calls will, in most cases, be answered within business hours unless our officers are on another call, and emails will be responded to within 24-hours.
- We have also prepared a list of responsible officers for certain key service areas. This may be accessed from the homepage of our website at www.reb.gov.jm.
- The contact information above should also be used for general queries relating to any matter relating to the organization. You may also contact us if you feel your matter is not being addressed or not addressed to your satisfaction.
- If you are not feeling well and are exhibiting any of the symptoms commonly associated with COVID-19, i.e. coughing, fever and difficulty breathing, we ask that you stay at home. Please follow the government's protocols in such cases. This can be found on the Ministry of Health's website.
- Please take the necessary safety measures if you must visit our office for any reason, i.e. using the hand sanitizer upon entry and observing the recommended 1 metre (3 feet) of social distance between yourself and anyone else.
- Please be assured that all internal operations not listed herein are also covered by this Protocol and will be given the same

care and attention as those detailed prior. This includes the Timeshare Registry, Legal Services, Accounting, Human Resources, Registry/Information Technology and Marketing/Public Relations.

- For all matters relating to the Real Estate Training Institute you may call us at 876-350-6761 or email us at info@reb.gov.jm.
- A dropbox has been established at the entrance/security post of our offices at 24 Trafalgar Road. Please use it to drop off all correspondences. Please do not, however, leave any cash in the dropbox. Please be assured that correspondences left therein will be handled and processed in a timely manner.
- Whereas we may be unable to provide a physical licence at this time or clients may be unable to collect their licence, professionals are encouraged to direct their client or perspective clients to our website to verify their licensing status. If your name does not appear or your designation has not been updated, and you believe that this is in error, please ensure that you have submitted all the required documentation, including proof of payment and employment letters. If you have done so to the best of your knowledge, please contact us immediately using the contact information at the top of the previous page.