

Filing an ethics complaint against a REALTOR® is a time-consuming process. With the Citation System, respondents can elect to avoid the lengthy hearing process when a REALTOR® or a member of the public files a complaint against them.

TO FILE A COMPLAINT:

Contact Professional Services at **703.207.3212** or **ldickemann@nvar.com** to obtain a copy of the appropriate complaint forms.

CITATION SYSTEM FOR CODE OF ETHICS VIOLATIONS

HOW THE CITATION SYSTEM WORKS

- ▶ A REALTOR® or member of the public would file a complaint in the customary manner.
- ▶ If the Grievance Committee decides that the Articles cited in the complaint make the case eligible for the Citation System, the respondent will be notified and given ten (10) days to elect to participate in the Citation System or request an ethics hearing.
- ▶ If the respondent agrees to the Citation System, he/she would pay the standard, pre-set fine associated with that Article.
- ▶ Included in this brochure is a list of violations that are eligible for this process. For a full description of ALL Code of Ethics violations, visit **NVAR.com**.



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NVAR's ongoing effort to increase professionalism in the marketplace for our membership, streamline the ethics hearing process and protect the interests of the general public.





BACKGROUND

NVAR's Professional Standards and Grievance Committee is charged with upholding the highest principles of the Association and ensuring that members adhere to the REALTOR® Code of Ethics. Over the years, members have sought ways to avoid time-consuming ethics complaint filings and hearings. In response, NVAR introduced a new Citation System effective January 1, 2011.

WHY SHOULD A RESPONDENT ELECT TO USE THIS SYSTEM?

- ▶ **For Respondents**, electing the Citation System avoids an uncomfortable and often time-consuming hearing process while still respecting their due process rights since they may elect NOT to use the Citation System and proceed with a full hearing. The Citation System is as confidential as the hearing process.
- ▶ **For Complainants**, there may be less time involved, yet justice will still be served, thereby protecting the industry from unethical behavior. However, if the Respondent elects to have a hearing, the Complainant would need to be prepared to attend.

CODE OF ETHICS VIOLATIONS

Article 1:	\$500	Failure to disclose dual representation and obtain written informed consent from both parties.	Article 12:	\$250	Failure to present a true picture in real estate communications and advertising.
Article 3:	\$400	Failure to disclose existence of a dual or variable rate commission.		\$150	Failure to disclose professional status in advertising or other real estate communications.
	\$250	Failure to disclose existence of other contracts to cooperating brokers.		\$500	Advertisement offering to sell/lease property without the authority of the owner or the listing broker.
Article 4:	\$300	Failure to disclose Realtor's® interest in a property being bought or sold.		\$150	Failure to disclose name of firm in advertisement for listed property.
Article 5:	\$300	Providing professional services without disclosing interest in the property.		\$250	Claiming to have "sold" a property when not the listing broker or cooperating broker.
Article 6:	\$400	Accepting any commission, rebate or profit on expenditures without client's knowledge or consent.	Article 14:	\$500	Failure to cooperate in any professional standards proceeding.
Article 9:	\$200	Failure to fill out all necessary forms fully and completely.	Article 16:	\$400	Use terms of an offer to modify listing broker's offer of compensation.
	\$400	Failure to obtain necessary signatures on forms.		\$200	Placement of "for sale" or "for lease" sign on property without permission of seller/landlord.

LOCKBOX RULES & REGULATIONS

Policy 3:	\$500	Use of lockbox to gain unauthorized access to a property.	Policy 10:	\$500	Using lockbox to enter a property while not holding a current license.
Policy 5:	\$450	Attaching PIN to card.	Policy 17:	\$450	Publication or distribution of Call Before Showing codes.
	\$450	Sharing PIN with another person.		\$250	Failure to remove lockbox within 48 hours of settlement.
	\$500	Lending card or property key to another person.			
	\$500	Duplicating card or property key.			

Please note that the Citation System is limited to these violations only. Other Code of Ethics violations and arbitration/mediation services follow the regular complaint process. Go to **NVAR.com** for more details.