



How does it work?

A REALTOR® or member of the public files a complaint by completing a Complaint Form with potential violated Articles cited and attaching a narrative to describe the situation plus any documentation to defend the position.

If the Grievance Committee rules that the Articles cited are eligible for the Citation System, the Respondent will be notified. Once notified, the Respondent has 10 days to agree or not agree to participate in the Citation System. If the Respondent agrees, he/she would pay a pre-set fine associated with that Article/lockbox violation and/or attend mandatory education.

Complaints coming from the other participating Associations (DAAR, PWAR, GPAAR, NVAR, and BRAR) will be treated in the same way as outlined.

Sounds like a traffic ticket process.

The Citation System does operate much like getting a traffic ticket. The alleged offender may accept the ticket or fight the ticket in court. As a Respondent, electing the Citation System avoids an uncomfortable and often times consuming hearing process.

In this process, the Complainant invests less time, justice is still served, and the industry draws attention to unethical behavior.

FOR A COPY OF THE
CURRENT CODE OF ETHICS
GO TO
WWW.FAARMEMBERS.COM,
CLICK ON MEMBER
SERVICES TAB, SELECT
REALTOR® CODE OF ETHICS.
TO FILE A COMPLIANT
CONTACT PAT BREME AT
PBREME@FAARMEMBERS.COM
540.373.7711



Citation System

FOR CODE OF ETHICS VIOLATIONS
AND SENTRILOCK KEYBOX SYSTEM
VIOLATIONS

Revised 9/29/2016



540.373.7711
www.FAARmembers.com
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Fredericksburg Area
Association of REALTORS®

Citation System

STREAMLINING THE COMPLAINT PROCESS

TO INCREASE THE PROFESSIONALISM OF MEMBERS AND PROTECT THE INTERESTS OF THE PUBLIC.

Why does unprofessional behavior go unreported?

REALTORS® don't file Ethics Complaints against other REALTORS® for a variety of reasons:

- Takes too much time
- Don't want to sit through a long hearing with someone who might be involved in a future transaction
- Nothing ever gets accomplished
- The penalties aren't harsh enough
- And a myriad of other excuses

Objective 2.2 of FAAR's Strategic Plan is that *our members are aware of and understand the REALTOR® Code of Ethics and Professional Standards system. The ongoing charge is to*

emphasize professional courtesy, encourage awareness and adherence to the Code and educate the members on the filing process of an ethics complaint, request for arbitration/mediation. With the charge in mind FAAR participates with five other area Associations in the Citation System- Prince William, Dulles Area, Northern Virginia, Greater Piedmont, Blue Ridge Associations of REALTORS®.

Why should a Respondent choose the Citation System?

The best feature of this system is that a member can agree to pay a fine regarding the alleged misbehavior and avoid the hearing process. Of course, the Respondent retains the right to have the full hearing to defend his or her case.

The program only covers certain Articles of the Code- 1, 3, 4, 5, 6, 9, 12, 14, 16. The fines range from \$150 to \$950.

With the Citation System, cases move quickly through the system without necessarily having to go through a lengthy hearing process and justice is still served.

The Citation System is for ethics complaints and infractions of the *Rules and Regulations for the Sentrilock Keybox System for REALTOR® Members*. Arbitration/mediation services are available through the normal processes.

MEMBERS OFTEN COMPLAIN ABOUT THE UNPROFESSIONAL BEHAVIOR OF FELLOW MEMBERS BUT REFUSE TO TAKE ACTION

CODE OF ETHICS VIOLATIONS

Article 1: SOP 1-5	\$500	Failure to disclose dual representation and obtain written informed consent from both parties.
Article 1: SOP 1-16	\$500	Accessing or using or permitting or enabling other to access or use, listed or managed property on terms or conditions other than those authorized by the owner or seller.
Article 3: SOP 3-2	\$500	As a listing broker, attempting to unilaterally modify the offered compensation with respect to a cooperative transaction after a REALTOR® has submitted an offer to purchase or lease that property.
Article 3: SOP 3-4	\$400	Failure to disclose existence of dual or variable rate commission.
Article 3: SOP 3-6	\$250	Failure to disclose existence of other contracts to cooperating brokers.
Article 3: SOP 3-8	\$300	Misrepresenting the availability of access to show or inspect a listed property.
Article 3: SOP 3-9	\$500	Providing access to listed property on terms other than those established by the owner or listing broker.
Article 4: SOP 4-1	\$300	Failure to disclose REALTORS® interest in a property being bought or sold.
Article 5: SOP 5-1	\$300	Providing professional services without disclosing interest in the property.
Article 6: SOP 6-1	\$400	Accepting any commission, rebate or profit on expenditures without client's knowledge or consent.
Article 6: SOP 6-1	\$400	Failure to disclose the REALTOR®'s direct interest in an organization or business entity when recommending to a client or customer that they use the services of that organization or business entity.
Article 9: SOP 9-1	\$200	Failure to fill out all necessary forms fully and completely.
Article 9: SOP 9-2	\$400	Failure to obtain necessary signatures on forms.
Article 12: SOP 12-1	\$250	Failure to present a true picture in real estate communications and advertising.
Article 12: SOP 12-2	\$150	Failure to disclose professional status in advertising or other real estate communications.
Article 12: SOP 12-3	\$150	Failure to provide all terms governing the availability of a "free" product or service in an advertisement or other representation.
Article 12: SOP 12-4	\$500	Advertisement offering to sell/lease property without the authority of the owner or the listing broker.
Article 12: SOP 12-5	\$150	Failure to disclose firm name and state of licensure in advertisement for listed property.
Article 12: SOP 12-6	\$250	Failing to disclose status as both owner/landlord and REALTOR® or licensee when advertising property in which REALTOR has ownership interest.
Article 12: SOP 12-7	\$250	Claiming to have "sold" a property when not the listing broker or cooperating broker.
Article 12: SOP 12-9	\$150	Failure to disclose firm name and state of licensure on REALTOR® firm website.
Article 12: SOP 12-13	\$150	Representing that the REALTOR® has a designation or certification or other credential they are not entitled to use.
Article 14: SOP 14-1	\$500	Failure to cooperate in any professional standards proceeding.
Article 16: SOP 16-16	\$400	Use terms of an offer to modify listing broker's offer of compensation or conditioning submission of an offer on additional compensation from the listing broker.
Article 16: SOP 16-19	\$200	Placement of "for sale" or "for lease" sign on property without permission of seller/landlord.

LOCKBOX VIOLATIONS

Policy 3: SOP 3-1	\$500	Use of lockbox to gain unauthorized access to a property.
Policy 5b: SOP 5b-1	\$450	Attaching PIN to card.
Policy 5c: SOP 5c-1	\$450	Sharing PIN with another person.
Policy 5d/e: SOP 5d/e-1	\$500	Lending card or property key to another person.
Policy 5f: SOP 5f-1	\$500	Using another Holder's Sentrilock Card for purposes other than administrative in nature
Policy 5g: SOP 5g-1	\$500	Duplicating card or property key.
Policy 5h: SOP 5h-1	\$950	Sharing Sentrilock Mobile App generated access code with another person
Policy 10: SOP 10-1	\$500	Using a lockbox to enter a property while not holding a current license.
Policy 17: SOP 17-1	\$450	Publication or distribution of Call Before Showing codes.
Policy 17: SOP 17-2	\$250	Failure to remove a lockbox within 48 hours of settlement