



How does it work?

A REALTOR® or member of the public files a complaint in the customary manner 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 /lock box 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 SUPRA KEYBOX SYSTEM VIOLATIONS

Revised 3/31/11



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Fredericksburg Area
Association of REALTORS®

FAAR

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 of FAAR's Strategic Plan is that *professionalism is the foundation of the REALTOR® business philosophy*. 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 joined five other area Associations to launch 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 \$500.

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 SUPRA 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 DO ANYTHING ABOUT IT.

CODE OF ETHICS VIOLATIONS

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

LOCKBOX VIOLATIONS

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