

HOW THE ETHICS CITATION PROGRAM WORKS

A REALTOR® or a member of the public would file a complaint using the appropriate form. (Anonymous complaints are allowed.)

If the Grievance Committee determines that there is sufficient evidence provided in the complaint to prove a violation has occurred, they will refer to Citation Panel who shall determine whether the complaint alleges a violation eligible for the CCAOR Ethics Citation Program. If the Citation Panel issues a citation, the respondent will be notified and given twenty (20) days to either accept the citation or request a hearing on the complaint.

If the Respondent agrees to the Citation System, he/she would pay the standard, pre-set fine associated with that Article.

A list of violations that are eligible for this process are included in this brochure.

For the REALTOR® Code of Ethics and Citation Policy, visit CCAOR.com.

BACKGROUND

CCAOR'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, CCAOR has introduced a new Ethics Citation Program.

WHY SHOULD A COMPLAINANT AND RESPONDENT ELECT TO USE THIS SYSTEM?

For Respondents: Electing to pay a citation avoids an uncomfortable and often time-consuming hearing process. Respecting the right for due process, a Respondent may instead elect to request a hearing. The Ethics Citation Program 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.

**QUESTIONS? CONTACT 508-957-4313
OR ETHICS@CCIAOR.COM**

TO FILE A COMPLAINT:

Contact 508.957.4313
or ethics@cciaor.com
or visit cciaor.com
to obtain a copy of the
appropriate complaint forms.



Cape Cod & Islands Association of REALTORS®

ETHICS CITATION PROGRAM



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



MEMBER SERVICES & CONFERENCE CENTER
22 MID TECH DRIVE
WEST YARMOUTH, MA 02673

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



ELIGIBLE CODE OF ETHICS VIOLATIONS

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.

*All offenses include ethics training or appropriate CE class as determined by the Citation Panel.

>> Article 3

***Fines:** \$250 First Offense | \$750 Second Offense

- > Failure to communicate a change in compensation for cooperative services prior to the time that REALTOR® submits an offer to purchase/lease the property **(SOP 3-2)**
- > 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 **(SOP 3-2)**
- > Failing to disclose existence of dual or variable rate commission arrangements **(SOP 3-4)**
- > Failure to disclose to cooperating brokers differential that would result in dual or variable rate commission arrangement if sale/lease results through efforts of seller/landlord **(SOP 3-4)**
- > Failing to disclose existence of accepted offers, including offers with unresolved contingencies, to cooperating brokers **(SOP 3-6)**
- > Misrepresenting the availability of access to show or inspect a listed property **(SOP 3-8)**
- > Providing access to listed property on terms other than those established by the owner or the listing broker **(SOP 3-9)**

>> Article 4

***Fines:** \$500 First Offense | \$1,000 Second Offense

- > Failing to disclose REALTOR®'s ownership or other interest in writing to the purchaser or their representative

>> Article 5

***Fines:** \$500 First Offense | \$1,000 Second Offense

- > Providing professional services without disclosing REALTOR®'s present interest in property

>> Article 6

***Fines:** \$250 First Offense | \$500 Second Offense

- > Accepting any commission, rebate, or profit on expenditures without client's knowledge or consent
- > Failure to disclose to a client or customer REALTOR®'s financial benefits or fees received as a direct result of recommending real estate products or services
- > Failure to disclose 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 **(SOP 6-1)**

>> Article 12

***Fines:** \$250 First Offense | \$750 Second Offense

- > Failing to present a true picture in real estate communications and advertising
- > Failing to disclose status as real estate professional in advertising and other representations
- > Failure to provide all terms governing availability of a "free" product or service in an advertisement or other representation **(SOP 12-1)**
- > Failure to disclose potential to obtain a benefit from third party when REALTOR® represents their services as "free" or without cost **(SOP 12-2)**
- > Failure to exercise care and candor when communicating the terms and conditions of premiums, prizes, merchandise discounts or other inducements to list, sell, purchase, or lease **(SOP 12-3)**
- > Advertising property for sale/lease without authority of owner or listing broker **(SOP 12-4)**
- > Failing to disclose name of firm in advertisement for listed property **(SOP 12-5)**
- > Failing to disclose status as both owner/landlord and REALTOR® or licensee when advertising property in which REALTOR® has ownership interest **(SOP 12-6)**
- > Falsely claiming to have "sold" property **(SOP 12-7)**
- > Failure to take corrective action when it becomes apparent that information on a REALTOR®'s website is no longer current or accurate **(SOP 12-8)**

> Failure to disclose firm name and state of licensure on REALTOR® firm website **(SOP 12-9)**

> Misleading consumers through deceptive framing, manipulating content, deceptively diverting internet traffic, or presenting other's content without attribution or permission **(SOP 12-10)**

> Registering or using of deceptive URL or domain name **(SOP 12-12)**

> Representing that the REALTOR® has a designation, certification, or other credential they are not entitled to use **(SOP 12-13)**

>> Article 16

***Fines:** \$500 First Offense | \$1,000 Second Offense

- > Conditioning submission of a buyer's offer on additional compensation from a listing broker **(SOP 16-16)**
- > Placing for sale/lease sign on property without permission of seller/landlord **(SOP 16-19)**

