

ETHICS CITATION PROGRAM

Suburban West Realtors Association has established a Citation Program with fines that apply to specific potential violations of the [Code of Ethics](#). A brief summary of the citation program appears below.

When an ethics complaint is received by the Association, the Grievance Committee will review the information presented in the complaint and determine if the complaint meets the criteria set by NAR for a hearing. If the Grievance Committee determines that there is a potential violation of the Code of Ethics, and the Articles cited by the Complainant are found in the Citation Schedule below, the Grievance Committee will instruct staff to issue a citation to the Respondent.

Once a citation is issued, it will be sent to the Respondent and a copy sent to the Respondent's broker. The Respondent will have fifteen (15) days to provide notice that the respondent will accept the citation and pay the fine or request a full hearing on the matter.

If the Complaint reviewed by the Grievance Committee alleges a combination of citable and non-citable offenses it is not eligible for the citation program. In that case, the Grievance Committee will instruct staff to process the complaint in the regular fashion.

When filing any complaint, and particularly one for citation, it is the Complainant's responsibility to provide the evidence that supports the claim. The Citation Schedule was designed to address self-evident complaints. That means that the complaint must stand on its own merits without the need for interaction between the parties or a hearing panel to be proven. For more information or to file a complaint [click here](#) or contact [Paula Tansey](#) at 610-560-4800.

Citation Schedule

The following potential violations of the Code of Ethics are subject to the Ethics Citation Program:

Article 1:

- Accessing or using, or allowing others to access or use, property managed or listed on terms other than those authorized by the owner or seller (1-16)

Article 3:

- As a listing broker, attempting to unilaterally modify the offered compensation with respect to a cooperative transaction after an offer to purchase or lease that property has been submitted (3-2).
- Failure to disclose the existence of dual or variable rate commission (3-4)
- Failure to disclose the existence of accepted offers to cooperating brokers (3-6)
- Providing access to listed property on terms other than those established by the owner or the listing broker (3-9)

Article 4:

- Failure to disclose interest in property being bought or sold (Article 4)

Article 5:

- Providing professional service without disclosing interest in property (Article 5)

Article 6:

- Accepting any commission, rebate or profit on expenditures without client's knowledge or consent (Article 6)

Article 12:

- Failure to present a true picture in real estate communications and advertising (Article 12)
- Failure to disclose professional status in advertising and other representations (Article 12)
- Failure to provide all terms governing availability of 'free' product or service in an advertisement or other representation. (12-1)
- Advertisement offering to sell/lease property without authority of owner or listing broker (12-4)
- Failure to disclose name of firm in advertisement for listed property (12-5)
- Failure to disclose status as both owner/landlord and REALTOR® or licensee when advertising property in which REALTOR® has ownership interest (12-6)
- Falsely claiming to have "sold" property (12-7)
- Failure to disclose firm name and state of licensure on REALTOR firm website (12-9)
- Registration or use of deceptive URL or domain name (12-12)
- Representing that the Realtor® has a designation, certification or other credential that the Realtor® is not entitled to use. (12-13)

Article 14:

- Failure to cooperate in any professional standards proceeding or investigation (Article 14)

Article 16:

- Using the terms of an offer to purchase or lease to modify listing broker's offer of compensation (16-16)
- Placement of for sale/lease sign on property without permission of seller/landlord (16-19)