

Things to Know About the Ethics Citation Program

- ✓ Advances professionalism
- ✓ Provides due process
- ✓ Maintains high REALTOR® reputation
- ✓ Respondents can opt in by paying the fine or appeal
- ✓ Confidential process
- ✓ Effective January 1, 2015



Visit ChicagoREALTOR.com for more information or to file a complaint.
Contact PS@chicagorealtor.com or (312) 803-4900 for additional information.



ETHICS CITATION PROGRAM

Advancing REALTOR® Professionalism

A new program that protects buyers, sellers and REALTORS®



ChicagoREALTOR.com

The Ethics Citation Program allows members of the public and REALTORS® to report unethical conduct and enables C.A.R. to more quickly discipline violations.

How the Ethics Citation Program Works

1. A REALTOR® or member of the public files a complaint against a C.A.R. member.

- The complaint can be anonymous
- The complaint must have documentation/evidence

2. A C.A.R. citation panel meets to review the complaint

3. If the panel determines there is enough evidence, it will fine the REALTOR® based on the Citation Violation Schedule.

4. The REALTOR® can pay the fine or appeal

5. After an appeal, the complaint will proceed to the Code of Ethics hearing process

6. If payment is not received within the time-frame allotted, suspension of membership including MLS access will occur

Citation Violation Schedule

Code of Ethics – Violation Schedule

Article 1	\$1,000	SOP 1-16: Accessing or using or allowing others to access or use a property managed or listed on terms other than those authorized by the owner or seller.
Article 3	\$500	SOP 3-4: Failure to disclose existence of a dual or variable rate commission.
	\$250	SOP 3-6: Failure to disclose existence of accepted offers to any broker seeking cooperation.
	\$1,000	SOP 3-9: Providing access to listed property on terms other than those established by the owner or the listing broker.
Article 4	\$500	Failure to provide written disclosure of REALTORS® interest in property being bought or sold.
Article 5	\$500	Providing professional services without disclosing interest in the property.
Article 6	\$500	Accepting any commission, rebate or profit on expenditures without client's knowledge or consent.
Article 12	\$250	Failure to present a true picture in real estate communication, marketing, and advertising.
	\$250	Failure to disclose status as a real estate professional in advertising, marketing and other real estate communications.
	\$250	SOP 12-2: Failure to disclose potential compensation or benefit received from a third party for services provided free to a client.
	\$500	SOP 12-4: Advertising or offering to sell/lease property without authority of owner or owner's authorized agent.
	\$250	SOP 12-5: Failure to disclose name of real estate firm in advertising in a readily apparent manner.
	\$500	SOP 12-6: Failure to disclose status as both owner/landlord and Realtor® or licensee when advertising property in which REALTOR® has ownership interest
	\$250	SOP 12-7: Claiming to have "sold" a property.
	\$250	SOP 12-9: Failure to disclose on a website the firm's name and state of licensure in a reasonable and readily apparent manner.
	\$250	SOP 12-10: Failure to present a true picture in advertising and representations to the public including internet content posted and the URLs and domain names used
	\$500	SOP 12-12: Registration or use of deceptive URL or domain name.
	\$500	SOP 12-13: Representing that the REALTOR® has a designation, certification or other credential that the REALTOR® is not legitimately entitled to use.
Article 14	\$500	Failure to cooperate in any professional standards proceeding or investigation.
Article 16	\$500	Use terms of an offer to modify listing broker's offer of compensation.
	\$250	SOP 16-19: Placement of for sale/lease sign on property without permission of seller/landlord.

LOCKBOX RULES

C.A.R. Bylaw 8.14	\$1,000	No Member responsible for a real estate listing shall provide any third-party access to the listed real estate without the seller's consent and pursuant to the terms and conditions that the seller may reasonably request.
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