

**Filing an ethics complaint** against a Realtor® is a time-consuming process. With the Citation System, Respondents can elect to avoid the lengthy hearing process when a Realtor® or a member of the public files a complaint against them.

**Here's how the citation system works:**

- A Realtor® or member of the public would file a complaint in the customary manner.
- If the Grievance Committee decides that the Articles cited in the complaint make the case eligible for the Citation System, the Respondent will be notified and given ten (10) days to elect to participate in the Citation System or request an ethics hearing.
- If the Respondent agrees to the Citation System, he/she would pay the standard, pre-set fine associated with that Article.
- Included in this brochure is a list of violations that are eligible for this process. For a full description of ALL Code of Ethics violations, visit NVAR.com.
- Certain complaints may be eligible for anonymous complaint filing. If you are filing a complaint anonymously, make sure to include a picture of the violation in your complaint. Only those allegations indicated with an asterisk (\*) are eligible to be filed anonymously.

# TO FILE A COMPLAINT

Visit [casepro.nvar.com/Ethics](https://casepro.nvar.com/Ethics)



**NORTHERN VIRGINIA**  
Association of REALTORS®

*Takes You Further.®*

8407 Pennell Street  
Fairfax, Virginia 22031

**703.207.3200**  
**NVAR.com**

# CITATION SYSTEM

For Code of Ethics Violations

NVAR's ongoing effort to increase professionalism in the marketplace for our membership, streamline the ethics hearing process and protect the interests of the general public





# BENEFITS OF THE SYSTEM:

**For Respondents**, electing the Citation System avoids an uncomfortable and often time-consuming hearing process. Due process rights are still protected since Respondents may elect NOT to use the Citation System and proceed with a full hearing. Citation System is confidential, just like the hearing process.

**For Complainants**, there may be less time involved, yet justice will still be served, thereby protecting the industry from unethical behavior. However, if the Respondent elects to have a hearing, the Complainant would need to be prepared to attend.

# ANONYMOUS COMPLAINTS:

In response to feedback from our members, NVAR now accepts anonymous complaints to be filed in limited instances. Complaints will still be filed through the online filing system where a complainant can indicate his desire to file the complaint anonymously.

**The allegations eligible for anonymous filing are indicated by an asterisk (\*).**

# QUESTIONS?

703.207.3212  
ProStandards@nvar.com

# CODE OF ETHICS VIOLATIONS

Article 1	\$500	SOP 1-5	Failure to disclose dual representation and obtain written informed consent from both parties
	\$500	SOP 1-16	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	\$500	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
	\$400	SOP 3-4	Failure to disclose existence of a dual or variable rate commission
	\$250	SOP 3-6	Failure to disclose existence of other contracts to cooperating brokers
	\$300	SOP 3-8	Misrepresenting the availability of access to show or inspect a listed property
	\$500	SOP 3-9	Providing access to listed property on terms other than those established by the owner or the listing broker
Article 4	\$300		Failure to disclose Realtor’s® 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
	\$400	SOP 6-1	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
Article 9	\$200		Failure to fill out all necessary forms fully and completely
	\$400		Failure to obtain necessary signatures on forms

# REGIONAL RULES AND REGULATIONS FOR LOCKBOX SYSTEMS

Policy 3	\$500	a.	Use of lockbox to gain unauthorized access to a property
Policy 5	\$450	b.	Attaching PIN to card
	\$450	c.	Sharing PIN with another person
	\$500	d./e.	Lending card or property key to another person
	\$500	f.	Using another Holder’s SentriCard™ for purposes other than administrative in nature
	\$500	g.	Duplicating card or property key
	\$950	o.	Sharing SentriSmart™ Mobile App generated access code with another person

Article 12	\$250		Failure to present a true picture in real estate communications and advertising
	\$150		Failure to disclose professional status in advertising or other real estate communications*
	\$150	SOP 12-1	Failure to provide all terms governing the availability of a “free” product or service in an advertisement or other representation
	\$500	SOP 12-4	Advertisement offering to sell/lease property without the authority of the owner or the listing broker*
	\$150	SOP 12-5	Failure to disclose name of firm in advertisement for listed property or for real estate services*
	\$250	SOP 12-6	Failing 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 when not the listing broker or cooperating broker
	\$150	SOP 12-9	Failure to disclose firm name and state of licensure on Realtor® firm website*
	\$150	SOP 12-13	Representing that the Realtor® has a designation, certification, or other credential they are not entitled to use*
Article 14	\$500		Failure to cooperate in any professional standards proceeding
Article 16	\$400	SOP 16-16	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
	\$200	SOP 16-19	Placement of for sale/lease sign on property without permission of landlord/seller

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. Go to **NVAR.com** for more details.