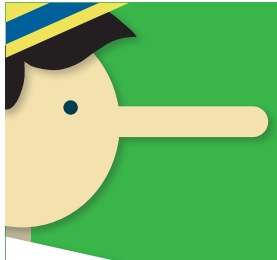


TOP 3 ETHICS VIOLATIONS

2019 MOST COMMON CCAR VIOLATIONS

Don't be a (*NEGATIVE*) statistic. Learn the Code of Ethics.



DUTIES TO CLIENTS | CUSTOMERS

REALTORS® pledge to protect and promote the interests of their clients and treat all parties honestly. When serving a buyer, seller, landlord, tenant or other party in a non-agency capacity, REALTORS® remain obligated to treat all parties honestly*

ARTICLE

01



DUTIES TO THE PUBLIC

REALTORS® must be honest and truthful in their real estate communications and present a true picture in their advertising, marketing and other representations.*

ARTICLE

12



DUTIES TO CLIENTS | CUSTOMERS

REALTORS® shall not engage in any practice/take any action inconsistent with exclusive representation or brokerage relationship agreements that other REALTORS® have with clients.*

ARTICLE

16

STATEWIDE STATISTICS

Statewide, REALTOR® Boards and Associations reported 270 member ethics violations in 2019. Following are the top 5 violations:

2019 VIOLATIONS

270

ARTICLE 1	TREAT ALL PARTIES HONESTLY	53
ARTICLE 12	TRUTHFULNESS IN ADVERTISING	51
ARTICLE 16	AGENCY RELATIONSHIPS	34
ARTICLE 11	WORK WITHIN EXPERTISE ONLY	33
ARTICLE 9	DOCUMENT COPY/SIGNATURE OBLIGATIONS	23

*These descriptions are paraphrased for the sake of brevity and should not be interpreted as official guidelines established in the NAR Code of Ethics. Please refer to the NAR Code of Ethics for a detailed explanation of each article and standard of practice.



HONESTY | INTEGRITY | ACCOUNTABILITY

SEPTEMBER 2020 · CONTRA COSTA ASSOCIATION OF REALTORS® PROFESSIONAL STANDARDS AWARENESS MONTH

