

A Handy Condensed Reference to the Code of Ethics

Duties to Clients & Customers

Article 1

Protect and promote your client's interests, but be honest with all parties.

Article 2

Avoid Exaggeration, misrepresentation, and concealment of pertinent facts, do not reveal facts that are confidential under the scope of your agency relationship.

Article 3

Cooperate with other real estate professionals to advance client's best interests.

Article 4

When buying or selling, make your position in the transaction or interest known.

Article 5

Disclose present or contemplated interest in any property to all parties.

Article 6

Avoid side deals without client's informed consent.

Article 7

Accept compensation from only one party, except with full disclosure and informed consent.

Article 8

Keep the funds of clients and customers in escrow.

Article 9

Assure, whenever possible, that transactional details are in writing.

Duties to the Public

Article 10

Provide equal service to all clients and customers.

Article 11

Be knowledgeable and competent in the fields of practice in which your ordinarily engage. Obtain assistance or disclose lack of experience if necessary.

Article 12

Present a true picture in your advertising and other public representations.

Article 13

Do not engage in unauthorized practice of law.

Article 14

Be a willing participant in Code enforcement procedures.

Duties of REALTORS®

Article 15

Ensure that your comments about other real estate professionals are truthful, and not misleading.

Article 16

Respect the agency relationship and other exclusive relationships recognized by law that other REALTORS® have with their clients.

Article 17

Arbitrate contractual and specific non-contractual disputes with other REALTORS® and with your clients.

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FAIR HOUSING LANGUAGE-some words are never OK. Some should always be OK, but many are dependent upon how they are used or where you're at!

NOT OK

2 children allowed
 able bodied
 adult community
 adult living
 African
 agile
 bachelor
 bachelor pad
 black
 board approval required
 Catholic
 Chinese
 temple
 empty nesters
 exclusive
 executive
 healthy only
 integrated
 Irish
 Jewish
 mature couple
 mosque
 mother-in-law apartment
 near church
 newlyweds
 near synagogue
 no alcoholics
 no blind
 no children
 no drinkers
 no mentally ill
 no seasonal workers
 no smokers
 no unemployed
 older person
 Puerto Rican
 quiet tenants
 responsible
 single woman
 singles only
 white only

CAUTION

active
 close to
 female only
 fisherman's retreat
 gay
 handyman's dream
 lesbian
 male only
 mature
 near country club
 prestigious
 private
 retired
 senior citizen
 senior housing
 sophisticated
 view of
 walking distance to

OK

1,400 sq ft.
 3 bedrooms
 credit check required
 family room
 fixer-upper
 great for family
 must be employed
 near bus line
 near golf course
 near mall
 no drinking
 no drug users
 no drugs
 no smoking
 nursery
 Public Schools
 play area
 Pleasant Hills Sub.
 private entrance
 quality construction
 secluded
 security provided
 senior discount
 tranquil setting
 verifiable income
 desirable neighborhood

1. Talk about the PROPERTY, not about who lives there or who you think should live there.
2. Outlaw BEHAVIOR, not PEOPLE.
3. Use pictures and illustrations that are INCLUSIVE.