

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.

- * Citation is halved if Respondent elects to complete educational session
- ** Citation owed, and Respondent is required to complete educational session
- (A)** Complaint eligible for anonymous filing

This Citation Schedule summarizes official rules and regulations found in the Code of Ethics and SentiLock Rules. Users should refer to the identified article/standard of practice in the Code of Ethics and/or section of the SentiLock Rules for a full understanding of the conduct subject to citation herein.

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

QUESTIONS?
703.777.2468

TO FILE A COMPLAINT

Call **703.777.2468**

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 our website.
- 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.



21720 Red Rum Dr. #177
Ashburn, VA 20147

CITATION SYSTEM

For Code of Ethics Violations

DAAR'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



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.

In response to feedback from our members, DAAR 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.

Regional Rules and Regulations for Lockbox Systems

Section IV	1st Violation	2nd Violation	3rd Violation	
C	Shall remove Lockbox within 48 hours of settlement	\$500*	\$1,000**	\$3,000**
F	Shall keep Key in Holder’s possession or in a safe place at all times	\$500*	\$1,000**	\$3,000**
G	Shall not allow Holder’s PIN to be attached to Key	\$500*	\$1,000**	\$3,000**
H	Shall not disclose or provide PIN with to any third party	\$500*	\$1,000**	\$3,000**
I/J	Shall not assign, transfer, pledge, duplicate or lend Key to any third party	\$1,000*	\$1,500**	\$2,500**
K	Shall not duplicate, lend, or permit the property key to be used by any third party	\$1,000*	\$1,500**	\$2,500**
L	Shall not allow anyone who has been admitted to the property by Holder to remain in the property after Holder has left the property without consent of the property owner(s)	\$1,000*	\$1,500**	\$2,500**
M	Shall close and lock any windows or doors opened or unlocked by Holder or by anyone admitted by Holder prior to leaving the property	\$1,000*	\$1,500**	\$2,500**
N	Shall ensure that the property key is replaced in Lockbox and Lockbox is properly closed	\$1,000*	\$1,500**	\$2,500**
P	Shall not issue or use CBS Code to access property without written permission of property owner(s)	\$1,000*	\$1,500**	\$2,500**
Q	Shall only issue or distribute One Day Code to licensed agents, brokers, inspectors, contractors or the property owner(s) and with only written permission from the property owner(s)	\$1,000*	\$1,500**	\$2,500**

Article	1st Violation	2nd Violation	3rd Violation	
Article 1				
SOP 1-5	Failure to disclose dual representation and obtain informed consent from both parties	\$500*	\$1,000**	\$3,000**
SOP 1-7	Failure to disclose written affirmation, as soon as practical, that an offer was presented, or that the seller/landlord waived the obligation to have the offer presented, upon written request of a cooperating broker submitting an offer	\$500*	\$1,000**	\$3,000**
SOP 1-12	Failure to advise sellers/landlords of information specified in SOP 1-12 prior to entering into a listing contract	\$500*	\$1,000**	\$3,000**
SOP 1-16	A listing broker accessing or using, or permitting or enabling others to access or use, a property listed or managed on terms other than those authorized by the owner or seller	\$1,000*	\$1,500**	\$2,500**
Article 3				
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	\$500*	\$1,000**	\$3,000**
SOP 3-4	Failure to disclosure existence of a dual or variable rate commission	\$500*	\$1,000**	\$3,000**
SOP 3-6	Failure to disclose existence of accepted offers to cooperating brokers	\$500*	\$1,000**	\$3,000**
SOP 3-8	Misrepresenting the availability of access to show or inspect a listed property	\$500*	\$1,000**	\$3,000**
SOP 3-9	A cooperating broker providing access to listed property on terms other than those established by the owner or the listing broker	\$1,000*	\$1,500**	\$2,500**
Article 4				
	Failure to disclose Realtor®’s interest in a property being bought or sold by the Realtor®	\$500*	\$1,000**	\$3,000**
Article 5				
	Providing professional services without disclosing Realtors®’s present interest in the property	\$500*	\$1,000**	\$3,000**
Article 6				
First Paragraph	Accepting any commission, rebate or profit on expenditures without client’s knowledge or consent	\$500*	\$1,000**	\$3,000**
Second Paragraph	Failure to disclose to a client or customer financial benefits or fees the Realtor® or the Realtor®’s firm received as a direct result of recommending real estate products or services	\$500*	\$1,000**	\$3,000**
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	\$500*	\$1,000**	\$3,000**

Allegations eligible for anonymous filing are indicated with the following notation: (A).

Article	1st Violation	2nd Violation	3rd Violation	
Article 12				
	Failure to present a true picture in real estate communications and advertising	\$500*	\$1,000**	\$3,000**
	Failure to disclose status as a real estate professional in advertising or other real estate communications (A)	\$500*	\$1,000**	\$3,000**
SOP 12-1	Failure to provide all terms governing the availability of a “free” product or service in an advertisement or other representation	\$500*	\$1,000**	\$3,000**
SOP 12-4	Advertisement offering to sell/lease property without the authority of the owner or the listing broker (A)	\$1,000*	\$1,500**	\$2,500**
SOP 12-5	Failure to disclose name of firm in advertisement for listed property or for real estate services (A)	\$500*	\$1,000**	\$3,000**
SOP 12-6	Failing to disclose status as both owner/landlord and Realtor® or licensee when advertising property in which Realtor® has ownership interest (A)	\$500*	\$1,000**	\$3,000**
SOP 12-7	Claiming to have “sold” a property when not the listing broker or cooperating broker	\$1,000*	\$1,500**	\$2,500**
SOP 12-8	Failure to take corrective action when it becomes apparent that information on a Realtors® website is no longer current or accurate	\$500*	\$1,000**	\$3,000**
SOP 12-9	Failure to disclose firm name and state of licensure on Realtor®, Realtor® firm and/or Realtor® firm affiliated non-member licensee websites (A)	\$500*	\$1,000**	\$3,000**
SOP 12-10	Misleading consumers through deceptive framing, manipulating content, deceptively diverting internet traffic, presenting other’s content without attribution or permission, or using misleading images	\$1,000*	\$1,500**	\$2,500**
SOP 12-12	Registering or using of deceptive URL or domain name	\$500*	\$1,000**	\$3,000**
SOP 12-13	Representing that the Realtor® has a designation, certification, or other credential they are not entitled to use (A)	\$500*	\$1,000**	\$3,000**
Article 14				
	Failure to cooperate in any professional standards proceeding	\$1,000*	\$1,500**	\$2,500**
Article 16				
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	\$1,000*	\$1,500**	\$2,500**
SOP 16-19	Placement of for sale sign/lease on property without permission of landlord/seller	\$500*	\$1,000**	\$3,000**