



## **CITATION PROGRAM**

**Program Outline & Process**  
**Program Guidelines & Citation Schedule**

## Outline of Citation Process

1. Complainant contacts RPCRA. The complaint is logged and processed through normal procedure, which includes the offering of Ombudsman services.
2. The Ombudsman service is rejected, or Ombudsman program fails to resolve Complaint.
3. Complainant wishes to move forward and completes the complaint package.
4. Professional Standards Administrator places complaint on agenda for next meeting of Grievance Committee.
5. Grievance Committee decides whether to move matter forward to Professional Standards for formal hearing and/or Citation Committee (if applicable). Citation Committee is made up 3 members of the Professional Standards Committee, chosen by Chair of Committee and Professional Standards Administrator (subject to challenge by complainant and respondent)
6. An ethics complaint alleged for Articles 3, 4, 5, 6, 12, 14 and/or 16 **is** eligible for the Citation program. Complaint(s) that contain allegations of violation of Articles 1, 2, 7, 8, 9, 10, 13, 13, 15, and/or 17 **is not** and will be forwarded for a formal hearing before the Professional Standards panel.
7. Respondent is notified of Citation and may choose to pay the fine to RPCRA as instructed or reject the Citation and move forward to a formal hearing before the Professional Standards panel per the NAR Guidelines. Failure of the Respondent to respond timely to the Citation is an automatic default as the final decision. There are no exceptions and no postponements.

### The Citation Process

Complaints must be filed within one hundred eighty (180) days after the facts constituting the matter complained of could have been known in the exercise of reasonable diligence or within one hundred eighty (180) days after the conclusion of the transaction or event, whichever is later. Complaint forms may be obtained on the RPCRA website ([RPCRA website link](#)), or by contacting the Professional Standards Administrator.

### Initial Review by Grievance Committee and Citation Panel

- I. When a Grievance Committee receives a written ethics complaint, it will review the complaint consistent with Sections 19 and 20 of the current NAR *Code of Ethics and Arbitration Manual*. [NAR Manual link](#)  
The Grievance Committee may add or delete articles or respondents at this stage in the proceedings.
- II. If the Grievance Committee determines that the complaint should be forwarded for a hearing, the Grievance Committee will first forward the complaint to the Association's Citation Panel to determine if it includes allegations covered by the Citation Schedule, i.e., if it is a "citable offense".
  - A. If the complaint does not include alleged violations included in the Citation Schedule, or it includes some covered by the Citation Schedule and some that are not, the

- complaint shall be referred to the Professional Standards Committee for hearing consistent with the policies and procedures set forth in the *Code of Ethics and Arbitration Manual* for ethics hearings.
- B. If the complaint includes *only* allegations of violations included in the Citation Schedule, the Citation Panel will issue a citation and impose discipline consistent with the Citation Schedule. In the event the members of the Citation Panel determine the conduct described in the complaint is sufficiently egregious to warrant a hearing rather than a citation, the complaint shall be referred to the Professional Standards Committee for hearing consistent with the policies and procedures set forth in the *Code of Ethics and Arbitration Manual* for ethics hearings.
  - C. When an ethics complaint and an arbitration request arising out of the same facts and circumstances are filed at the same time, the arbitration hearing shall be held first, and the citation(s) issued, or ethics hearing held after the conclusion of the arbitration hearing consistent with Professional Standards Policy.

### **Issuance of Citations**

- I. Citations will be sent to respondent(s), with a copy of the citation to the REALTOR<sup>®</sup> principal of respondents' office. If the respondent changes firms before or after the complaint is filed but before the citation is issued, both the former and current REALTOR<sup>®</sup> principal will receive a copy of the citation.
  - A. Along with the citation, a copy of the complaint (and accompanying documentation) will be included with the citation to give the respondent sufficient information to understand the basis of the citation.
- II. The respondent will have twenty (20) days from transmission of the citation to request a full due process hearing on the complaint.
  - A. If the respondent does not reply within ten (10) days of transmission of the citation, a notice shall be transmitted to the respondent reminding the respondent of the deadline for requesting a hearing.
  - B. If the respondent accepts the citation, or if the respondent does not request a hearing within twenty (20) days of transmission of the citation, this shall be deemed to be a final resolution of the complaint, which shall not be appealable or subject to any further review.
  - C. If the respondent accepts the citation, or if the respondent does not request a hearing within twenty (20) days of transmission of the citation, payment must be received by the association no later than five (5) days after the date of acceptance or time period to request a hearing has elapsed.

1. The case will be deemed to be closed upon receipt of payment, and notice will be provided to the complainant that a citation has been issued and paid.
  2. Failure to pay the citation amount within five (5) days after the date of acceptance or after the time period to request a hearing has expired will result in the automatic suspension of membership until the citation has been paid.
- D. If the respondent requests a hearing within the time specified, the complaint shall be referred for hearing. The complainant who initially filed the complaint shall be given the option to proceed as the complainant for the purposes of the hearing and will be afforded all due process rights provided for in the *Code of Ethics and Arbitration Manual*. Should the complainant be a member of the public who refuses or is unable to participate in the hearing, or should the complainant be a REALTOR® member who refuses or is unable to participate in the hearing, the provisions of Section 21(f)(3) in the NAR *Code of Ethics and Arbitration Manual* shall apply. [Click here](#)

### **Limitations**

- I. Any REALTOR® is limited in the number and type of citations that he/she may receive, according to the following rules:
  - A. No more than two (2) citations will be issued to a member within a consecutive twelve (12) month period, starting on the date the first complaint was filed, at the same association.
  - B. No more than three (3) citations will be issued to a member within a consecutive thirty-six (36) month period, starting on the date the first complaint was filed, at the same association.
  - C. No additional citations are permitted where the cumulative fine for the citations issued would be more than \$5,000 (not to exceed \$5,000) in any three (3) year period at the same association.
  - D. Associations may, at their discretion, adopt an escalating fine schedule for repeat citations. If an escalating fine schedule is used, the citation panel may only consider the past citations for the particular conduct alleged in the complaint.
- II. The fact that a respondent has previously been issued a citation for any violation – whether or not it was paid – shall not be admissible in any ethics or arbitration hearing, including a hearing to consider a complaint where the respondent rejected a citation and requested a hearing. A hearing panel may consider citations previously issued to the respondent for the purpose of determining appropriate discipline as provided in Subsection IV below.
- III. Citations will not be considered in any publication of violations should such rules be adopted by the association.

- IV. Where a hearing panel finds a violation of the Code of Ethics after a hearing, it may consider past citations in determining an appropriate sanction, **only if the citation was issued for the same violation at issue in the hearing**. By way of example, if a citation issued for failure to disclose a dual or variable rate commission under Standard of Practice 3-4, that citation could not be considered if a hearing panel later found a violation of Article 3 on some other grounds. Hearing panels will not be informed of past citations for other violations.
- V. Association staff will track the number of citations issued, the number of citations paid, and the violations for which citations were issued. This information may be provided in the aggregate to the Board of Directors, but will not include details about the complaints, nor identify the complainants or respondents.
- VI. The allegations, discussions and decisions made in the citation process are confidential and shall not be reported or published by the board, any member of a tribunal, or any party under any circumstances except those established in Limitations, Section V of this policy and the *Code of Ethics and Arbitration Manual* of the National Association as from time to time amended.

### Citation Schedule of Fines

	<b>Applicable Article and Standard of Practice</b>	<b>Fine</b>	<b>Ethics Training available in lieu of or in addition to fine?</b>
<b>Article 1</b>			
Failure to fully disclose and obtain consent from both parties when representing both the seller/landlord and buyer/tenant in the same transaction	Article 1, supported by Standard of Practice 1-5		<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.</b>
Failure to submit offers and counteroffers objectively and as quickly as possible	Article 1, supported by Standard of Practice 1-6		<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.</b>
Failure on the part of a listing broker to provide, as soon as practical, written affirmation that an offer was presented or written notification that the seller/landlord has waived the obligation to have the offer presented, upon written request of a cooperating broker submitting an offer.	Article 1, supported by Standard of Practice 1-7		<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.</b>
Failure to advise sellers/landlords of information specified in Standard of Practice 1-12 prior to entering into a listing contract	Article 1, supported by Standard of Practice 1-12		<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.</b>
Failure to advise buyers/tenants of information specified in Standard of Practice 1-13 prior to entering into a buyer/tenant agreement	Article 1, supported by Standard of Practice 1-13		<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.</b>
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 1, supported by Standard of Practice 1-16		<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.</b>

<b>Article 3</b>			
Failure to communicate a change in compensation for cooperative services prior to the time that REALTOR® submits an offer to purchase/lease the property	Article 3, supported by Standard of Practice 3-2	<b>\$300</b>	<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.</b>
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	Article 3, supported by Standard of Practice 3-2	<b>\$300</b>	<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.</b>
Failing to disclose existence of dual or variable rate commission arrangements	Article 3, supported by Standard of Practice 3-4	<b>\$300</b>	<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.</b>
Failure to disclose to cooperating brokers differential that would result in dual or variable rate commission arrangement if sale/lease results through efforts of seller/landlord	Article 3, supported by Standard of Practice 3-4	<b>\$300</b>	<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.</b>
Failing to disclose existence of accepted offers, including offers with unresolved contingencies, to cooperating brokers	Article 3, supported by Standard of Practice 3-6	<b>\$300</b>	<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.</b>
Misrepresenting the availability of access to show or inspect a listed property	Article 3, supported by Standard of Practice 3-8	<b>\$300</b>	<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.</b>
Providing access to listed property on terms other than those established by the owner or the listing broker	Article 3, supported by Standard of Practice 3-9	<b>\$300</b>	<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the</b>

			Citation date.
<b>Article 4</b>			
Failing to disclose REALTOR®'s ownership or other interest in writing to the purchaser or their representative.	Article 4 (second sentence)	\$300	Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.
<b>Article 5</b>			
Providing professional services without disclosing REALTOR®'s present interest in property.	Article 5 (limited to present interest, not contemplated)	\$300	Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.
<b>Article 6</b>			
Accepting any commission, rebate, or profit on expenditures without client's knowledge or consent	Article 6 (first paragraph)	\$300	Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.
Failure to disclose to a client or customer REALTOR®'s financial benefits or fees received as a direct result of recommending real estate products or services	Article 6 (second paragraph)	\$300	Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.
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 6, supported by Standard of Practice 6-1	\$300	Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.
<b>Article 12</b>			
Failing to present a true picture in real estate communications and advertising	Article 12	\$300	Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.

Failing to disclose status as real estate professional in advertising and other representations	Article 12	<b>\$300</b>	<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.</b>
Failure to provide all terms governing availability of a “free” product or service in an advertisement or other representation	Article 12, supported by Standard of Practice 12-1	<b>\$300</b>	<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.</b>
Failure to disclose potential to obtain a benefit from third party when REALTOR® represents their services as “free” or without cost	Article 12, supported by Standard of Practice 12-2	<b>\$300</b>	<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.</b>
Failure to exercise care and candor when communicating the terms and conditions of premiums, prizes, merchandise discounts or other inducements to list, sell, purchase, or lease	Article 12, supported by Standard of Practice 12-3	<b>\$300</b>	<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.</b>
Advertising property for sale/lease without authority of owner or listing broker	Article 12, supported by Standard of Practice 12-4	<b>\$300</b>	<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.</b>
Failing to disclose name of firm in advertisement for listed property	Article 12, supported by Standard of Practice 12-5	<b>\$300</b>	<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.</b>
Failing to disclose status as both owner/landlord and REALTOR® or licensee when advertising property in which REALTOR® has ownership interest	Article 12, supported by Standard of Practice 12-6	<b>\$300</b>	<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.</b>

Falsely claiming to have “sold” property	Article 12, supported by Standard of Practice 12-7	<b>\$300</b>	<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.</b>
Failure to take corrective action when it becomes apparent that information on a REALTOR®’s website is no longer current or accurate	Article 12, supported by second sentence of Standard of Practice 12-8	<b>\$300</b>	<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.</b>
Failure to disclose firm name and state of licensure on REALTOR® firm website	Article 12, supported by Standard of Practice 12-9	<b>\$300</b>	<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.</b>
Misleading consumers through deceptive framing, manipulating content, deceptively diverting internet traffic, presenting other’s content without attribution or permission, or using misleading images.	Article 12, supported by Standard of Practice 12-10	<b>\$300</b>	<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.</b>
Registering or using of deceptive URL or domain name	Article 12, supported by Standard of Practice 12-12	<b>\$300</b>	<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.</b>
Representing that the REALTOR® has a designation, certification, or other credential they are not entitled to use	Article 12, supported by Standard of Practice 12-13	<b>\$300</b>	<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.</b>
<b>Article 14</b>			
Failing to cooperate in a professional standard proceeding or investigation in circumstances when cooperation has been demanded by the association and association has advised REALTOR® failure to cooperate could result in an allegation of a violation of Article 14	Article 14	<b>\$300</b>	<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.</b>

<b>Article 16</b>			
Conditioning submission of a buyer's offer on additional compensation from a listing broker	Article 16, supported by Standard of Practice 16-16	<b>\$300</b>	<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.</b>
Placing for sale/lease sign on property without permission of seller/landlord	Article 16, supported by Standard of Practice 16-19	<b>\$300</b>	<b>Completion of NAR Online Quadrennial Ethics or other course as defined by the Association within 60 days of the Citation date.</b>

**Second Offense:** Fine of \$600 to be paid within 60 days of Citation date.  
**Third offense:** Fine of \$900 to be paid within 60 days of Citation date.  
**Third ethics offense**  
**Within 5 years:** May be subject to suspension of membership.

**NOTE:** Associations may adopt all or some of the above citations. No additional citations may be added. Fines for each citable offense, as well as any possible training requirements, must be established in advance and should be followed consistently.

Associations, at their discretion, may adopt an escalating fine schedule for repeat citations and may also impose a training requirement in addition to or as an alternative to payment of a fine for any of the citable offenses adopted. If an escalating fine schedule is adopted, it may only be used in circumstances where citations are issued by the same association.

The amount of fine for any citation is at the option of the association, but aggregated fines levied against any member may not exceed \$5,000 in any three (3) year period. (Amended 9/15)