

# STANDARDS OF CONDUCT REALTORS® DO

## SHOWINGS

- **RETURN** appointment calls promptly.
- **FOLLOW** instructions when showing listings/making appointments.
- **ARRIVE** on time.
- **LEAVE** your business card.
- **TURN** off all lights that were not on upon arrival.
- **CALL** sellers or seller's agent to inform if you are delayed or appointment cancelled.
- **CLOSE** drapes/blinds, which are closed upon arrival.
- **LOCK** all doors before leaving.
- **CHECK** all doors, even if you didn't open them.
- **REFRAIN** from smoking in the property.
- **USE** sidewalks.
- **QUALIFY** buyer before showing.
- **NOTIFY** the listing broker if there appears to be inaccurate information on the listing.
- **REPORT** suspicious odors, broken locks, windows, etc. to listing office.
- **BECOME** familiar with property before showing.
- **WAIT** outside if another agent is showing property when you arrive.
- **LEAVE** thermostat at setting upon arrival.

## OFFERS TO PURCHASE AND CONTRACTS

- **USE** most current version of contract and complete all fields.
- **INCLUDE** license numbers on contract.
- **PRESENT** all offers in order before accepting any.
- **REMEMBER**...listing agent presents offer.
- **INVITE** selling agent to be present when presenting offer.
- **PREPARE** qualifying information for listing agent.
- **ALLOW** privacy for listing agent and seller to discuss terms of offer.
- **ENCOURAGE** sellers to put counter or reject offers in writing.
- **PRESENT** all offers (in the order received).
- **SPECIFY** in writing what stays with the property.
- **FILL** out all forms pertaining to contract and provide enough copies for everyone.
- **HAVE** changes to offer initialed and dated by all parties.
- **LEAVE** copy of contract and other forms with buyers and sellers when their signatures or initials are obtained.
- **PROVIDE** copy of final contract to all parties after all signatures are obtained.
- **VERIFY** that buyer applied for loan.
- **KEEP** track of time for loan commitment. Extend loan commitment date before time runs out or contract is void.
- **NOTIFY** listing agent in writing when loan is approved.
- **KEEP TRACK** of all due dates you, inspections and appraisals.

## COURTESY

- **REMEMBER** the REALTORS® Code of Ethics and "Do unto others as you would have them do unto you."
- **IDENTIFY** yourself immediately when calling another office or setting up showing appointments.
- **DIVULGE** all pertinent information to selling agent.
- **GIVE** explicit directions by street name and number.
- **FILL** out listing form with every detail which is ascertainable...you owe it to your clients.
- **HAVE** access to property with key and any necessary instructions for showing.
- **RETURN** keys to listing office promptly if borrowed.
- **RETURN** all keys to lockbox.
- **CONTACT** cooperating agent or broker to negotiate if there is a conflict on procuring cause or selling commission.
- **RESPOND** promptly to inquiries.
- **MAKE** calls to other REALTORS® during normal business hours if possible.
- **LEAVE** clear message so agent can return your call with required information.
- **RESPECT** other agents' "family time" in mornings and evenings.
- **GET** involved in local board activities and become familiar with fellow REALTORS® and Affiliate Members.



PROVIDED BY THE MIAMI ASSOCIATION OF REALTORS®

700 S. ROYAL POINCIANA BLVD. • SUITE 400 • MIAMI, FL 33166 • 305-468-7000 • 305-468-7070 FAX  
WWW.MIAMIRE.COM

# STANDARDS OF CONDUCT REALTORS® DO NOT

## SHOWINGS

- **DO NOT SHOW** without an appointment.
- **DO NOT CONTACT** seller directly unless authorized.
- **DO NOT LEAVE** trash on property.
- **DO NOT SMOKE** or allow smoking on property.
- **DO NOT ALLOW** children to wander.
- **DO NOT FAIL** to cancel, or call, if late or unable to show.
- **DO NOT DISCUSS** price, etc., in front of seller.
- **DO NOT CRITICIZE** property in the presence of the occupant.
- **DO NOT TALK** to seller about potential contract terms while showing.
- **DO NOT REARRANGE** furniture and leave it that way.
- **DO NOT LEAVE** doors unlocked, windows open, etc.
- **DO NOT FORGET** to leave business card.
- **DO NOT FORGET** to set thermostat at arrival setting.

## OFFERS TO PURCHASE AND CONTRACTS

- **DO NOT HOLD** offer to purchase...to present at your convenience.
- **DO NOT HOLD** offer to purchase...waiting for another offer.
- **DO NOT ALTER** contract yourself.
- **DO NOT INFORM** another agent that property is “under contract” until signatures of all parties have been obtained.
- **DO NOT DIVULGE** contents of offer to purchase to another agent prior to closing unless instructed by seller.
- **DO NOT PURSUE ASKING** for the amount when agent calls with an offer.

## COURTESY

- **DO NOT PROVIDE** property information to co-broker’s client that is branded.
- **DO NOT DISPARAGE** publicly another agent or firm’s business practices by word or deed. Please ... no comments about, or opinion of, another’s listing or transaction.
- **DO NOT INTRUDE** when another agent is showing.
- **DO NOT CALL** to say you have an offer to purchase unless you have it in writing.
- **DO NOT NEGLECT** to call seller to make appointment for another agent if showing is through listing agent.
- **DO NOT COMMUNICATE** any conflict between brokers and agents to buyers or sellers.
- **DO NOT OFFER** a property at any price or terms not outlined in writing by seller.
- **DO NOT ALLOW** lock box key out of your possession.
- **DO NOT SOLICIT** a future listing on a currently listed property (no matter how well you know the parties; including personal friends or relatives).
- **DO NOT COMMUNICATE** with the co-broker’s client.
- **DO NOT ADVERTISE** other agents listings without permission.

## ILLEGAL ACTS

- **PLACING** signs on rights of way.
- **SIGNS** without company name.
- **FALSE** advertising.

## COMPLAINTS CAN BE FILED

- **FOR** unlicensed activity – go to [www.state.fl.us/dbpr](http://www.state.fl.us/dbpr) site or call toll free 866-532-1440.
- **AGAINST** a licensed individual – go to [www.myflorida.com](http://www.myflorida.com) site.
- **AGAINST** a mortgage broker – call 800-848-3792
- **AN ETHICS** complaint against a REALTOR® - go to the Association Website: [www.miamire.com](http://www.miamire.com), “Association” tab and send complaint to member’s association.

**ALWAYS HAVE YOUR LICENSE AVAILABLE TO SHOW. IT IS A FELONY TO PRACTICE REAL ESTATE WITHOUT A LICENSE**



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