



TRAINING TIP OF THE WEEK

NOTICE: SHOWING INCIDENT

Dear Realtors[®],

An incident has come to the attention of the Association that I would like to discuss for this weeks training tip. Here's a summary of the incident:

Seller lists their home with one of our Realtors[®] and leaves town. They preferred not to be home with the initial rush of showings that generally occur with a new listing. As expected, many showings were scheduled with lots of agents and buyers viewing the property. Upon arriving home, they discovered "religious material" had been placed in one of the rooms in their house.

We currently have angry and offended (justifiably so) home sellers who have made a complaint to the Association of Realtors[®]. In addition, they have since pulled their home from the market, waiting until after they move before re-listing the house for sale. This incident was not only upsetting to the sellers themselves, but to the listing agent who is now working to restore confidence in our area professionals.

The Preamble of the Realtor[®] Code of Ethics states that Realtors[®] strive to "eliminate practices which may damage the public or which might discredit or bring dishonor to the real estate profession." Let me first mention that although we know which Realtors[®] scheduled showings during that time, we do not know if this was the action of the agent OR their buyers. However, it is important to remember a few of your responsibilities and obligations to clients and customers:

1. You commit to leave the property the way you found it. Nothing should be taken, and agents should ensure that nothing is left behind.
2. You will not allow unaccompanied access to the home, or any room therein. Agents should take great care to follow their clients to each room to ensure incidents of theft, damage or other do not occur.

We have a great association with Realtors[®] who I know strive to be professional in all that they do. I hope this incident will serve as a reminder of our obligations to look out for the interests of clients, customer and the public.

Sincerely,

Emily Merkle
Association Executive

This is a Publication of the Cache Valley Association of REALTORS[®]

TIPS OFFERED BY THE CACHE VALLEY ASSOCIATION OF REALTORS[®] ARE INTENDED FOR BROKER AND AGENT TRAINING. IN THE EVENT ADDITIONAL LEGAL ADVICE IS NEEDED, WE ENCOURAGE MEMBERS TO CONTACT THE UAR LEGAL HOTLINE AT (801) 676-5211 MONDAY, WEDNESDAY AND FRIDAY BETWEEN THE HOURS OF 8:30 AM AND 4:00 PM.

