



TRAINING TIP OF THE WEEK

HONOR SHOWING INSTRUCTIONS

In the REALTOR® Code of Ethics, Standard of Practice 1-16 reads:

REALTORS® shall not access or use, or permit or enable others to access or use, listed or managed property on terms or conditions other than those authorized by the owner or seller.

In Standard of Practice 3-9 we read:

REALTORS® shall not provide access to listed property on terms other than those established by the owner or the listing broker.

Almost identical standards... why? I don't think this was by mistake. I believe this was intentional by the National Association of REALTORS® because of the standards' sheer importance. The biggest trust a seller puts into the real estate world – not just their own agent, but ALL agents – is access to their personal property. That is why REALTORS® should take great care NOT to breach this trust.

Many ethics hearings have been held due to violations of Standards of Practice 1-16 and 3-9. It was for reasons as simple as:

1. accessing the property without permission (no appointment scheduled)
2. sharing access with a client (either by electronic key, or given the garage code)
3. accessing an area of the home that was restricted in the showing instructions

How can Cache Valley REALTORS® avoid violations of Standards of Practice 1-16 and 3-9? Easy...

CAREFULLY READ SHOWING INSTRUCTIONS.

The MLS (utahrealestate.com) is the perfect forum for identifying instructions. These instructions could be anything from entering a specific door or not allowing access to a specific room in the home. Right now, sellers are making huge concessions to show their homes during a pandemic and may require certain practices within their home as part of the showing instructions. For example, wear masks, gloves and/or booties.

HONOR THE INSTRUCTIONS GIVEN.

Be willing to follow the instructions, even if they don't make sense to you.

Instructions, when not followed, often anger sellers to the point where they phone the local Association inquiring about filing a formal complaint. In addition to the Code of Ethics, all REALTORS® with an issued Supra key signed an agreement which explicitly states access to lockboxes (and subsequently, homes) is forbidden without permission from the owner or listing agent. Violation is grounds for loss of Supra privileges.

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