

Professional Standards Committee

Action Item(s):

1) Motion approved to create a work group of CAR Professional Standards Committee members to develop new training materials for local association Grievance and Professional Standards Committee meetings.

- The general purpose of this is to help Members during periods of limited or no activity. This would be a tool help keep people fresh and have this information more at the front of their mind, just like you would practice playing your instrument in between concerts.

Other Notes

- Statewide Professional Standards Pilot Program under way. Currently 10 participants with 20 more starting this February. Seems like the general purpose of this is to assist Associations with the work involved in the various processes, thought to help smaller Associations the most.
 - June '23 - Jan '24 Stats:
 - 96 calls for ethics cases
 - 18 calls for arbitration cases
 - 43 cases filed for ethics; 6 dismissed, 34 forwarded to hearings, 10 hearings held.
 - 8 cases filed for arbitration
 - 2 Board of Directors review requests
 - Program is funded through the end of 2024, then CAR BOD will decide during 2025 budgeting process whether to extend, make permanent or discontinue; feedback from participating associations will be crucial in this decision making process.
- Statewide Professional Standards Forums: 4 quarterly forums during 2024 will be hosted by CAR Pro Standards Cmtt Leadership.
 - Purpose is to increase the expertise and professionalism of pro standards volunteers. Each forum will be on a different subject, conducted on Zoom and open to all professional standards & grievance committee volunteers. throughout the state. Registration links will be emailed in advance, and while it's not mandatory, it's strongly encouraged.
 - First Forum scheduled for Friday, March 22nd, subject will be a Mock Disciplinary Hearing.
- Attendee Remarks:
 - Many noted experiencing issues with unauthorized people in the room during a Zoom hearing. They would be off to the side out of sight of the camera, but then they would be discovered in one way or another, sometimes something more innocent like a child, sometimes someone involved in the situation that shouldn't be present.
 - **Avoid Fair Housing Violations:** It's believed there are Fair Housing advocates/personnel out and about to conduct "secret shopper" type of stings, looking for Realtors making violating statements, for example, "*this street is good, avoid this neighborhood*".
 - Some Agents have experienced issues with their Buyer Clients touring Open Houses and having the Host Agent ask if they have a signed Buyer-Broker Agmt, if they say no, Listing Agent contacts them directly and then the Buyer has asked the LA if they could get a better deal if they submit an offer directly with them.
 - Transaction Coordinators: Possible issues with licensed TCs that are not with your Brokerage not disclosing Agency when interacting with Clients.
- Professional Standards Webpage: GREAT resource of information. Sign into Car.org and search, "Professional Standards" or visit car.org/en/mlspro/pro-standards-materials