



## GRAR Pathways to Professionalism Pledge

**Note:** While the Code of Ethics and Standards of Practice of the National Association of REALTORS® establishes objective, enforceable ethical standards governing the professional conduct of REALTORS®, it does not address issues of courtesy or etiquette. The following is a list of professional courtesies by which REALTORS® are encouraged to emulate. This list is not all-inclusive and may be supplemented by local practices/customs and/or company policies.

These professional courtesies are intended to be used by GRAR REALTORS® on a voluntary basis, and cannot exclusively form the basis for a professional standards complaint.

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By signing this Pledge, I promise to:

### I. Respect the Public

1. Follow the "Golden Rule" - Do unto others as you would have them do unto you.
2. Promise only what you can deliver – and keep your promises.
3. Respond promptly to inquiries, requests for information, and deadlines.
4. Schedule appointments and showings as far in advance as possible, and respect showing instructions.
5. Call if you are delayed or must cancel an appointment or showing.
6. If a prospective buyer decides not to view an occupied home, promptly explain the situation to the listing broker or the occupant.
7. When entering a property ensure that unexpected situations, such as pets, are handled appropriately.
8. Leave your business card with contact information only.
9. Never criticize property in the presence of the occupant.
10. When showing an occupied home, always ring the doorbell or knock—and announce yourself loudly before entering. Knock and announce yourself loudly before entering any closed room.
11. Present a professional appearance at all times - dress appropriately.
12. If occupants are home during showings, ask their permission before using the bathroom, and inform them when you are exiting the property.
13. Encourage the clients of other brokers to direct questions to their agent or representative.
14. Communicate clearly in a timely fashion.
15. Identify your REALTOR® and your professional status in contacts with the public.
16. Do not tell people what you think—tell them what you know. Be willing to say that you don't know the answer to a question, but that you will consult a trusted resource.

### II. Respect the Property

1. Be responsible for people and property during showings.
2. Never allow unaccompanied access to property without permission.
3. Enter property only with permission even if you have a lockbox key or combination.
4. When the occupant is absent, leave the property as you found it (lights, heating, cooling, drapes, security, etc.) If you think something is amiss (e.g. vandalism), contact the listing broker immediately.

5. Be considerate of the seller's property. Do not allow anyone to eat, drink, smoke, dispose of trash, or bring pets. Leave the house as you found it unless instructed otherwise.
6. Use sidewalks; if weather is bad, take off shoes and boots inside property.

**III. Respect My Peers**

1. Identify your REALTOR® and professional status in all contacts with other REALTORS®.
2. Respond to other agents' messages promptly and courteously.
3. Notify the listing agent or broker if there appears to be inaccurate information on the listing.
4. Share important information about a property, including the presence of pets, security systems, and whether sellers will be present during the showing.
5. Show courtesy, trust, and respect to other real estate professionals.
6. Do not prospect at other REALTORS®' open houses or similar events.
7. Return keys promptly.
8. Carefully replace keys in the lockbox after showings.
9. Real estate is a reputation business, and mutual respect is essential. What you do today may affect your reputation—and business—for years to come.

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Signature of Subscribing REALTOR®

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Date

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Signature of Supervising Broker

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Date