RECO Code of Ethics

Overview of Ethical Obligations

The **RECO Code of Ethics** outlines the professional standards that all registrants in Ontario must follow. It is not just about following the law — it's about acting with **honesty, integrity, fairness, and accountability** in every transaction. These ethical standards form the foundation of public trust in real estate professionals and are enforceable by the Real Estate Council of Ontario.

Duty to Clients vs Duty to the Public

As a real estate professional, you have a **dual responsibility**:

- **To your clients:**
  - Promote and protect their best interests
  - Provide competent, conscientious service
  - Maintain confidentiality
  - Disclose all relevant facts and options
- **To the public (including other agents and consumers):**
  - Treat everyone with fairness, honesty, and integrity
  - Avoid misleading information, misrepresentation, or discriminatory practices
  - Do not engage in conduct unbecoming of a professional

You are expected to **balance these duties** without compromising either.

Avoiding Conflicts of Interest

A conflict of interest arises when your ability to act impartially for a client is compromised by personal or financial interests. Examples include:

- Representing both buyer and seller in the same transaction without written consent
- Referring services where you have an undisclosed financial stake
- Competing with your own client on a property

Key rule: Always disclose the potential conflict in writing **before** continuing with the transaction. Then get written consent from all parties involved.

Disclosure Requirements

You must be transparent in all dealings by disclosing:

- **Material facts:**
  Anything that could reasonably affect a person's decision to buy or sell (e.g., water damage, zoning issues, stigmas if known)
- **Representation relationships:**
  Make it clear **who you represent** in any interaction. Use **Working with a REALTOR®** forms to confirm understanding.
- **Multiple representation:**
  If your brokerage represents both buyer and seller, all parties must be fully informed and provide written consent (Form 320).

Here is the complete RECO Code of Ethics:

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Revision #2
Created 2 June 2025 12:22:48 by Eryn Richardson
Updated 2 June 2025 12:27:46 by Eryn Richardson