

Maryland REALTORS® believe in the National Association of REALTORS® (NAR) Code of Ethics. Complying with the Code is a core requirement to be a REALTOR®.

Beyond ethics, an important aspect of being professional is learning the business practices or “courtesies” that are essential to a smooth transaction and to building good relationships with clients and with fellow REALTORS®. This is particularly important as new REALTORS® enter the profession.

Maryland REALTORS® has compiled basic good practice and common sense guidelines to help new and veteran REALTORS® in their dealings with each other and the public. These guidelines are voluntary, not a part of the mandatory Code of Ethics. Following them is an excellent way to build a reputation for professional behavior that will enhance your standing and relationships with colleagues and clients.

For these and more resources visit mdrealtor.org.





- Always follow the “Golden Rule”—Do unto others as you would have them do unto you.
- Respond promptly to inquiries and requests for information.
- Schedule appointments and showings as far in advance as possible.
- Call if you are delayed or must cancel an appointment or showing.
- If a prospective buyer decides not to view an occupied home, promptly explain the situation to the listing broker or seller.
- When showing a property, read and follow listing instructions.
- If sellers are home during showings, ask their permission before using the amenities.
- Identify your REALTOR® and your professional status in contacts with the public.
- Encourage clients of other brokerages to direct questions to their agent or representatives.
- Do not tell people what you think—tell them what you know.
- Listing agents provide showing instructions.



- Be responsible for everyone you allow to enter listed property.
- Never allow buyers to enter listed property unaccompanied.
- Enter property only with permission, even if you have a lockbox key or combination.
- When the seller is absent, leave the property as you found it (lights, heating, cooling, drapes, etc.). If you think something is amiss (e.g. vandalism), contact the listing broker immediately.
- Use sidewalks; if weather is bad, take off shoes and boots inside property.
- Respect sellers instructions about photographing or videographing their properties’ interiors or exteriors.
- Be mindful while showing property. You may be under surveillance.

While the NAR Code of Ethics establishes objective, enforceable ethical standards governing the professional conduct of REALTORS®, it does not address issues of courtesy or etiquette. We have developed this list of professional courtesies based on comments from REALTORS®. This list is not all-inclusive, and may be supplemented by local custom and practice.



- Identify your REALTOR® and professional status in all contacts with other REALTORS® and licensees.
- Respond to other agents’ calls, faxes, and emails promptly and courteously.
- Be aware that large electronic files with attachments or lengthy faxes may be a burden on recipients.
- Notify the listing broker if there appears to be inaccurate information on the listing.
- Share important information in showing instructions about a property, including the presence of pets, security systems, and whether sellers will be present during the showing.
- Avoid the inappropriate use of endearments or other denigrating language.
- Do not prospect at other REALTORS®’ open houses or similar events.
- Return keys promptly.
- Carefully replace keys in the lockbox after showings.
- To be successful in the business, show courtesy and trust, mutual respect is essential.
- Real estate is a reputation business. What you do today may affect your reputation—and business—for years to come.



Excerpted from NAR Pathways to Professionalism.