

# Working With A REALTOR

## The Agency Relationship

In real estate, there are different possible forms of agency relationship:

### 1. Seller's Agent

- When a real estate brokerage is a "seller's agent," it must do what is best for the seller of a property.
- A written contract, called a listing agreement, establishes seller agency. It also explains services the brokerage will provide, establishes a fee arrangement for the REALTOR's services and specifies what obligations a seller may have.
- A seller's agent must tell the seller anything known about a buyer. For instance, if a seller's agent knows a buyer is willing to offer more for a property, that information must be shared with the seller.
- Confidences a seller shares with a seller's agent must be kept confidential from potential buyers and others.
- Although confidential information about the seller cannot be discussed, a buyer working with a seller's agent can expect fair and honest service from the seller's agent and disclosure of pertinent information about the property.

### 2. Buyer's Agent

- A real estate brokerage acting as a "buyer's agent" must do what is best for the buyer.
- A written contract, called a buyer agency agreement, establishes buyer agency. It also explains services the brokerage will provide, establishes a fee arrangement for the REALTOR's services and specifies what obligations a buyer may have.
- Typically, buyers will be obliged to work exclusively with that brokerage for a period of time.
- Confidences a buyer shares with the buyer's agent must be kept confidential.
- Although confidential information about the buyer cannot be disclosed, a seller working with a buyer's agent can expect to be treated fairly and honestly.

### 3. Dual Agent

- Occasionally a real estate brokerage will be the agent of both the buyer and the seller. The buyer and seller must consent to this arrangement in their listing and buyer agency agreements. Under this "dual agency" arrangement, the brokerage must do what is best for both the buyer and the seller.
- Since the brokerage's loyalty is divided between the buyer and the seller who have conflicting interests, it is absolutely essential that a dual agency relationship be established in a written agency agreement. This agreement specifically describes the rights and duties of everyone involved and any limitations to those rights and duties.

### 4. Customer Service

- A real estate brokerage may provide service to buyers and sellers without creating buyer or seller agency. This is called "customer service."
- Under this arrangement, the brokerage can provide many valuable services in a fair and honest manner. This relationship can be set out in a buyer or seller customer service agreement.

## Who's working for you?

It is important that you understand who the REALTOR is working for. For example, both the seller and the buyer may have their own agent which means they each have a REALTOR who is working for them.

Or, some buyers choose to contact the seller's agent directly. Under this arrangement the REALTOR is working for the seller, and must do what is best for the seller, but may provide many valuable services to the buyer.

A REALTOR working with a buyer may even be a "sub-agent" of the seller. Under sub-agency, both the listing agent and the co-operating agent must do what is best for the seller even though the sub-agent may provide many valuable services to the buyer.

If the seller and the buyer have the same agent, this is dual agency and the REALTOR is working for both the seller and the buyer.

## Code of Ethics

REALTORS believe it is important that the people they work with understand their agency relationship. That's why agency disclosure is included in a self-imposed Code of Ethics which is administered by the Real Estate Council of Ontario. The Code requires REALTORS to disclose in writing the nature of the services they are providing, and encourages REALTORS to obtain written acknowledgement of that disclosure. The Code also requires REALTORS to enter into a written agency agreement with any sellers or buyers they are representing.

## Acknowledgement by

(Names)

I/we have read and understand the Working with a REALTOR - The Agency Relationship brochure:

### Buyers

As buyer(s), I/we understand that

(Name of Brokerage)

Is (initial one)

\_\_\_\_\_ My Agent (Buyer's Agent), to be documented in a separate written agency representation agreement as required by the Real Estate Council of Ontario, and I understand the agent also represents sellers and may be required to act as a dual agent.

\_\_\_\_\_ Not representing my interests, to be documented in a separate written customer service agreement, but will act in a fair, ethical and professional manner.

Signature

Date

### Sellers

As seller(s) I/we understand that:

(Name of Brokerage)

Is (initial one)

\_\_\_\_\_ My Agent (Seller's Agent), to be documented in a separate written agency representation agreement as required by the Real Estate Council of Ontario, and I understand the agent also represents buyers and may be required to act as a dual agent.

\_\_\_\_\_ Not representing my interests but will act in a fair, ethical and professional manner.

Signature

Date

This form is for information only and is not a contract.



\*REALTOR is a trademark of REALTOR® Canada Inc., a company owned equally by the Canadian Real Estate Association and the National Association of REALTORS® and refers to registered real estate practitioners who are members of the Canadian Real Estate Association.

01/06  
WEBForms™ Jan/2006