



CASE #3 Bad Blood

Seasoned real estate agent Tahir Trade received a call from Cassie Cho asking him to visit her home to complete a CMA on her property. Happy to assist, Tahir begins the work to prepare her package and starts with a search of the property on his MLS® System. He notices that the home is currently listed with another brokerage and the listing agent, Gary Grind, is a member who he has had negative experiences with in the past. Since the home is listed and the contact was initiated by the seller, Tahir knows that he can present his CMA to Cassie but should not comment on the efforts of their current agent. During his presentation to the seller, she complains about the service she has received from Gary, the fact that he doesn't keep in regular contact, that the feature sheets provided were of low quality and that she feels he is a bully. She then describes how they had arrived at the listing price and explains that she felt pushed into agreeing to the figure. She asks Tahir if he has ever worked with Gary and he is honest that he had previously worked on transactions with him. When Cassie pushes him for further details of their interactions, including asking his thoughts on the original asking price, Tahir is conflicted on whether he should be honest about what he thinks of Gary. He wants to create a transparent relationship with this potential client but is unsure of what and how much to share.

Discussion Guide:

Please consider and discuss the following questions with another in the real estate industry.

- **What should Tahir do in this situation? Should he disclose his past experiences to Cassie Cho?**
- **What possible outcomes would exist if Tahir were to disclose his past experiences with Gary to Cassie Cho?**
- **What legislation/rule/guideline could Tahir have referred to for guidance?**

Once you have reviewed and discussed the case study questions, please click [here](#) for other possible considerations.