

Did You Have a Bad Real Estate Experience? Here's What You Can Do

When people know you're a real estate agent, they want to talk real estate, and occasionally the conversation turns to bad experiences they have had with the various professionals involved in real estate transactions.

I'm not an expert on where to complain about other professionals, but I thought you'd like to know where to turn when your bad experience was with a real estate agent.

Most real estate agents are Realtors—that is, members of the National Association of Realtors. As Realtors, we are diligent about being perceived as honorable professionals abiding by our Realtor Code of Ethics—Google it to learn its provisions—and we count on buyers and sellers as well as fellow Realtors to report wrong-doing of any kind to the appropriate authorities. In

this column, I will help you know where to go.

First, determine whether your agent has a managing broker to whom he/she reports. If his/her business card says "broker associate" he has a "broker" above him who shares responsibility for his or her actions. In that case, the first place to go would be to his or her managing broker. Because brokers share responsibility for the misdeeds of their broker associates they really do

want to know of any such misdeeds and can be counted on to take disciplinary action of their own against a broker associate who has done you wrong. If you are still in the transaction, the broker can also remove that broker associate from your transaction and assign another broker associate—or serve you him/herself. If, however, the agent you're com-

plaining about is the broker, you still have one and possibly two paths open to you. If your complaint involves a violation of licensing law, you should complain to the Division of Real Estate. You can file a complaint online. The URL is too long to include here—just Google "Colorado Division of Real Estate Complaints" to find the form that you can fill out and submit online..

If your complaint is of an ethical nature, determine whether the agent is a Realtor (a member of a Realtor association). You can determine that online at www.ColoradoRealtors.com or call the Denver Metro Assn. of Realtors at 303-756-0553 and ask them to help you. If the agent is a Realtor, the same person can tell you how to file an ethics complaint.

If the agent is not a Realtor, he can't be accused of violating the Realtor Code of Ethics, but you can still file a complaint with Metrolist, which has a procedure for handling complaints against non-Realtors who are mem-

bers of the MLS. Call 303-850-9576.

If your agent's actions caused you a monetary loss, remember that he/she has, by law, errors & omissions insurance. Ask to file a claim.

If this column does not provide you with the information you need, call or email me. (My contact info is below.)

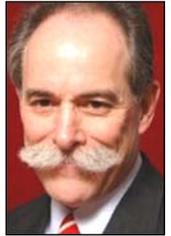
Late Attorney Oliver Frasca Honored at Overflow Event

Some of us from Golden Real Estate were among the 1,000 or so friends and admirers of noted real estate attorney Oliver Frasca who filled the ballrooms at the Omni Interlocken Hotel in Broomfield last Sunday. We were treated to a slideshow of photographs and testimonials not only by Oliver's colleagues and best friend, but also by his daughter, Monica. It was a suitable event honoring an amazing man.

REAL ESTATE TODAY



By JIM SMITH, Realtor®



Big Price Reduction on Conifer Home on 10-Acre Horse Property



Originally \$679,000, Now \$635,000
www.ConiferHome.info

This home at 28847 Richmond Hill Rd. features a beautiful open floor plan with lots of natural light and vaulted ceilings, new carpet, an attached 3-car oversized heated garage, hardwood floors, new Jotul wood-burning fireplace with elk etched custom finishes, half-acre backyard fully fenced for dogs, plus a 30'x40' barn with 4 removable stalls—a mechanic's dream! Main floor bedroom for guests. Great for entertaining with the open kitchen and walk out to back deck. All appliances included with front loading washer/dryer. Zone-controlled dual furnace & water heaters, dual closets in master suite on its own private level with deck. The walkout basement has two bedrooms or mother-in-law area, an upstairs floating loft overlooking the family room, tons of storage, zoned agricultural, easy access to Highway 285, flat accessible driveway, close to fire station, only \$169 per finished sq ft. This home has pride of ownership and been meticulously cared for. Call Carrie Lovingier, 303-907-1278.

This Week's Featured New Listings

Coming Soon: Solar-Powered Green Mountain Split-Level

This beautifully remodeled solar-powered home at 12549 W. Warren Avenue in the popular Green Mountain Village neighborhood features a spacious open floor plan. The kitchen includes hardwood floors, slab granite countertops, high-end stainless steel appliances (Bosch, Advantium, etc.), new cabinets with heavy duty pull-out drawers, under-cabinet LED lighting and two islands! Cuddle up by the wood burning fireplace in the family room or enjoy the large peaceful landscaped yard complete with sprinkler system, covered patio and storage shed. Take quick possession of this move-in ready home close to C-470, Red Rocks, historic Morrison, St.



Anthony's Hospital, open space, parks, trails and light rail! Listed by broker associate Kristi Brunel, showings start Nov. 7th at 5:00 PM. A video tour is in production. Call Kristi at 303-525-2520 for more information.



Serving the West Metro Area

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