



The ACAIIQ **Mission**

The primary role of the Association is to ensure the protection of the public by the enforcement of rules of professional ethics and the professional inspection of its members, and in particular by seeing to it that its members pursue their activities in accordance with the Act and the regulations.



Association des courtiers
et agents immobiliers du Québec

Professional
inspection

It's all about **trust!**



Professional **Inspection**

Working in accordance with accepted trade practices instills confidence in real estate brokers and agents, and trust in the members of public who use their services. Professional inspection exists to protect this trust.

Its purpose is to supervise the professional activities of ACAIQ members, in particular by auditing their records, accounts, books and registers, in order to help real estate brokers and agents comply with the *Real Estate Brokerage Act* and its regulations.

The Professional Inspection **Committee**

The *Professional Inspection Committee* is responsible for setting priorities in this area. The Committee is made up of at least three members appointed by the ACAIQ Board of Director for a one-year renewable term. Committee members never personally conduct professional inspections.

Inspectors

Specially trained for the purpose, professional inspectors are members of the Association's permanent staff. They have experience in real estate brokerage but are not authorized to practice the profession. They are knowledgeable individuals who act as a resource for real estate brokers and agents in the management of their business.



Notice of Inspection

Normally, Association members receive a Notice of inspection at least seven days prior to the inspector's visit. However, in exceptional cases, the Professional Inspection Department may agree to reschedule the visit.

Scope of Inspection

Several inspection protocols have been developed by the Professional Inspection Department to adapt to different real estate brokerage markets (residential, commercial, rental, etc.). In certain cases, the inspection may focus on specific areas, such as accounting procedures for amounts received in trust.

Inspection **Report**

Following a professional inspection, a report is submitted to the broker and to each of the real estate agents concerned. Recommendations are made to improve certain aspects or to draw attention to certain risk areas such as the importance of verifying the information on the Detailed Description Sheet.

Inspection **Follow-up**

In addition to filing an Inspection Report, other action may be taken following an inspector's visit, including education and awareness-building sessions for the broker and agents. In case of a violation that could endanger the protection of the public, the inspector may refer the case to the Office of the Syndic of the ACAIQ or submit it to the Inspection Committee, which in turn may ask the Syndic to investigate.

Advertising and Internet Monitoring

The Professional Inspection Department is also responsible for overseeing websites that pertain to real estate brokerage to ensure, among other things, that any advertising is legal and straightforward. It is therefore a good idea for brokers and agents to have any advertising (Internet, newspapers, business cards, etc.) validated by the Inspection Department.

In addition, the Professional Inspection Department's Internet Monitoring Service helps uncover cases of illegal practice of the profession; these are immediately brought to the attention of the ACAIQ Illegal Practice Department, which then takes action to stop it.

Be **Confident**

The inspection of a real estate brokerage office provides a perfect opportunity for brokers and agents to receive information that will enhance their professional competence. Being well informed helps you be confident and provide outstanding service.

Preserving the **Public's** Trust

Professional inspection of Québec real estate brokers and agents is one of the main mechanisms the ACAIQ uses to protect the public. It provides effective oversight of the practice of real estate brokerage and helps maintain a high level of professionalism in

Association members, thereby preserving the public's trust.

