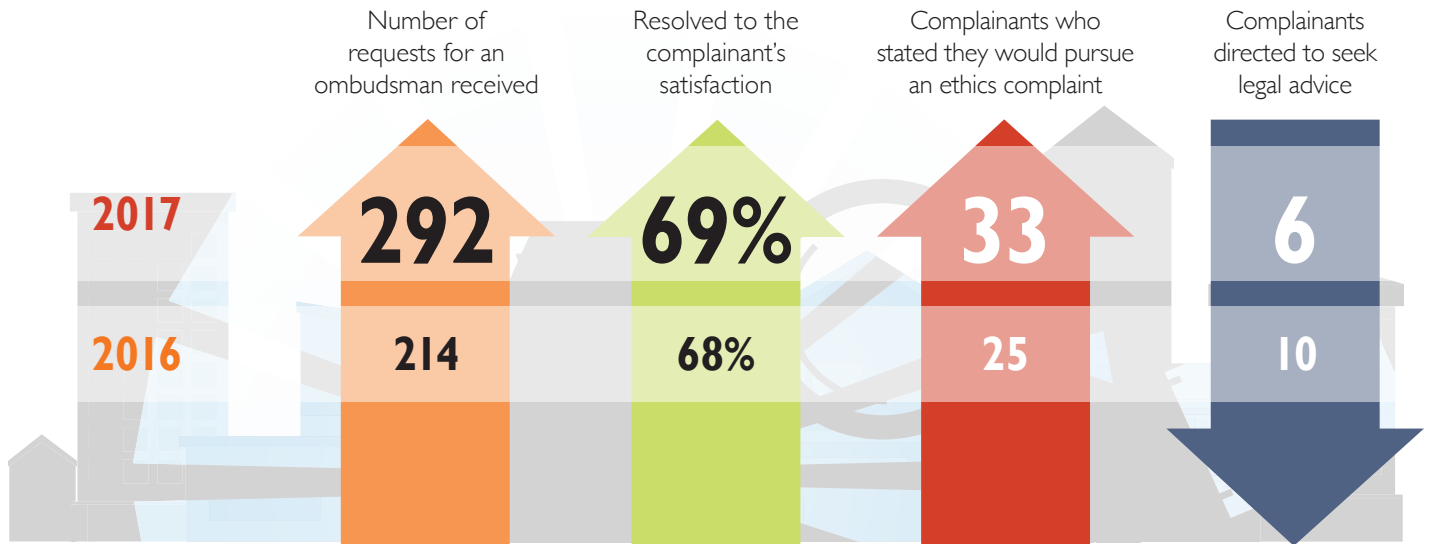


OMBUDSMEN FIND SUCCESS IN SETTLING DISPUTES

The Illinois REALTORS® Ombudsman Program works to resolve disputes between consumers and REALTORS® and between association members. 2017 was the busiest year yet.



TOP ISSUES ADDRESSED BY AN OMBUDSMAN



2016

- Business ethics
- Lack of communication
- Code of Ethics
- Property management/leasing
- Earnest money
- Advertising

2017

- Code of Ethics
- Business ethics
- Contracts
- Lack of communication
- Property management/leasing
- Earnest money



THE OMBUDSMEN TEAM

(front row, left to right): Ginger Westin, Judie McConville, Mabel Guzmán, Karen Stailey-Lander, Kimberly Noyes and Bob Floss. (middle row, left to right) Glenn Swick, Judy Doyle, Kay Wirth, Chris Read, Nancy Koch, Joan Sandrik, Georgia Pierini and Debra Hymen. (back row, left to right): Linda Pilmer, Christopher Tenggren, Wayne Paprocki and Rick Hunt.

NOT PICTURED:

Fred Dasso, Matt Difanis, David Levin, Tammy Mitchell Hines, Eleanor Nastepniak, Richard Neal, Patricia Palzet-Taylor, Terry Umecker, Sandy Workman and Leesa Zick.

PHOTO BY MATT DIFANIS