

# RMLS Rules Roundup for March 2021



*The RMLS Rules and Regulations Committee has requested that periodic reports are given to subscribers about the number and types of formal rules violations, along with information about informal violations and courtesy notifications by type. Read “If an RMLS Rule is Broken, What Happens?” for a deeper explanation.*

Have you ever spotted something wrong in a property listing on RMLSweb? The Data Accuracy team is responsible for sorting things out whenever an RMLS subscriber contacts us – whether that is via the “Report Issue” button on a listing, through email, or directly by phone.

We track 34 specific issues in Listing Data Checker (LDC), the

software that helps us spot and correct issues proactively. Eight of these are courtesy notifications, but the other 26 are informal violations of the RMLS Rules and Regulations. In addition to our focus on education, we also process formal violations throughout the year.

## **HOT TOPICS**

As the weather warms up and more houses begin to be put on the market it is important to keep in mind the rules regarding lockbox access and showings. Violating the lockbox and showing rules can have serious consequences which may include fines or even suspension from RMLS.

Rule 7.1 reads as follows:

*The appointment for showing of listed property shall be arranged as indicated in the RMLS Listing Data Input Form.*

*a. A Cooperating Broker or Appraiser may use the lockbox access device to enter a listing whose status is Active, Bumpable or Short Sale Pending, only in accordance with the instructions on the RMLS Listing Data Input Form or in accordance with the express instructions of the Listing Broker or Owner.*

*b. A Cooperating Broker or Appraiser may use the lockbox access device to enter a listing whose status is other than Active, Bumpable or Short Sale Pending, only with the express permission of the Listing Broker or Owner.*

*c. A Listing Broker, Cooperating Broker or Appraiser may not use the lockbox access device to enter a listing whose status is Coming Soon-No Showing.*

*d. A property in Coming Soon-No Showing status cannot be shown.*

*e. If the Listing Broker's representative is to accompany a Cooperating Broker on the showing of a listing, that requirement must be included in the RMLS Listing Data Input Form and the Listing Broker must have a representative available to accompany the showing at the convenience of the Owner and customer.*

*f. No Participant or Subscriber may require from a Cooperating Broker a prospective Purchaser's address or telephone number.*

Some tips to keep in mind:

- Always follow the showing instructions and check the status of a listing prior to opening the lockbox, even if you checked before you left the office. It is better to take the extra step than to accidentally enter a pending listing.
- Do not let your buyer have access to the listing before the agreed upon transfer of possession date. The seller is still the owner of the property until that time – your buyer may be excited to see the property, but until the transfer you should make an appointment with the Seller' Agent to view the property. Utilizing the tools available and keeping the rule in mind will help to keep all parties safe and happy.
- Prior to scheduling a showing, it's important to double-check the listing for any special showing accommodation requests or notes from the seller(s) and/or Seller's Agent.

Be safe out there!

## FORMAL VIOLATIONS

The RMLS Rules and Regulations Committee reviews all formal complaints which allege a violation of the RMLS Rules and Regulations. The committee has the power to impose sanctions.

The committee did not review any cases in March 2021.

## INFORMAL VIOLATIONS

In March 2021, the RMLS Data Accuracy staff reviewed 31,851 listings in addition to the 574 notices sent through the "Report Issue" button on RMLSweb. Of the items reviewed, 1,235 violation notices and 1,354 courtesy notices were sent out. In addition our team handled 343 phone calls.

Category	March
Missing Tax ID	424
Incorrect or Missing Information	150
Personal Promotion	119
Missing School	100
No Showings	89
Missing Owner Name	51
Incorrect Status	45
Incorrect First Photo	42
Property Condition	41
Incorrect Property Type	32
Is Property a Condo	25

Duplicate Listing	21
Address Issues	16
Duplicate Listing in Different Categories	14
Inaccurate Lot Size	12
Listing Input in Incorrect MLS area	10
Partial Bathrooms 5+	10
Conditions to Compensation	8
Missing Condo Unit Number	7
HUD	4
City Unknown	2

The following are the courtesy notifications sent to RMLS subscribers in March 2021:

Category	March
Listing is Set to Expire	563
Listing Still Pending	489
Multiple Owner Names in First Field	217
New Listing Input Over 24 Hours	72
Listing Status Changed from PEN to SLD > 24 hours	13

When we notice an uptick in a specific type of violation (perhaps a rule recently changed or market conditions leading to an increase in a certain type of issue), we may also put a notification up on RMLSweb, educating subscribers before one of their listings gets flagged and we need to contact them.

RMLS Data Accuracy can be reached via email or by phone at (503) 236-7657 if you have questions about RMLS Rules and Regulations or the data accuracy of specific listings, or

simply want to chat with us more about the above information.