

The Lifecycle of a Reported Issue (Part 1)

Without accurate data it would be very difficult to perform real estate transactions with any confidence. RMLS has a number of tools to identify inaccuracies in the data but our subscribers are the most important by far. Subscribers are experts in their fields and in their neighborhoods and communities. RMLS relies on them to spot data issues that a machine would surely miss.

Here's how the process of reporting an issue with listing data works.

Step 1: Reporting

It all begins with alerting RMLS to the issue. There are a few ways to report an issue, including emailing dataaccuracy@rmls.com or calling us at 503.395.1916, but the easiest is the 'Report Issue' button that is on the bottom right of each listing in RMLSweb, or by going to RMLSweb and choosing 'Help' from the navigation menu. Under the 'Help' sub-section, choose 'Questions/Comments/Feedback' and select 'Data Accuracy/Rules and Regulations' for the message subject.



When you find an issue in a listing the first step is to press the 'Report Issue' button. A new screen will open. On this screen you can enter a detailed account of the issue in the 'Note Text' section – please be as descriptive as possible.

Thanks for taking the time to report a potential violation. Please click on the drop down arrow to select the type of violation you want to report. Then provide us with a brief note as to why you are reporting this violation.

Listing #:	██████████	Property Address:	██████████
Listing Agent:	██████████	Listing Office:	██████████
Violation Type:	Agent Reported Violation ▾		
Note Text:	Characters Remaining: 4000 of 4000		
<div style="border: 1px solid black; height: 100px;"></div>			
<input type="button" value="Submit"/>			

Once finished, press the 'Submit' button and the issue will be routed to our Data Accuracy team for review and resolution. You will receive a popup notification confirming the submission.

Thank you!
Violation # ██████████ been applied to listing # ██████████
This potential violation will be reviewed by our staff and we will work with the Seller's Agent to get any issues corrected.
To help ensure your anonymity, we will not include you in future messaging. Accuracy of the data is important to us so your input is appreciated.

In Part 2 of this series, we'll discuss how issues are reviewed and processed.