

# RMLS™ Rules Roundup for April 2020



*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 a 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 a RMLS™ subscriber contacts us—whether that is via the “Report Issue” button on a listing, by email, or contacting us directly by phone. In April 2020, our team handled 450 phone calls.

We tracked 32 specific issues in Listing Data Checker (LDC), the software that helps us spot and correct issues proactively. Six of these are courtesy notifications, but the other 24 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**

Please remember to check state and local policies regarding showings, since several new policies, rules and regulations, and business best practices have been rolled out in recent weeks.

Please also check the listing for special accommodation requests or notes from the home seller or seller's agent prior to scheduling a showing.

## **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 meet in April 2020 as there were no cases to review.

## **INFORMAL VIOLATIONS**

In April 2020, RMLS™ Data Accuracy staff reviewed 26,993 listings in addition to the 347 notices sent through “Report Issue” button on RMLSweb. Of the items reviewed, 1,337 violation notices and 1,875 courtesy notices were sent out.

<b>Category</b>	<b>April</b>
Missing Tax ID	407
Personal Promotion	337
Property Condition	177
Incorrect or Missing Information	102
Missing School	57
Duplicate Listing	50
Incorrect Property Type	37
No Showings	21
Missing or Incorrect 1st Photo	21
Is Property a Condo	14
Address Issues	13
Incorrect Status	9
Partial Bathrooms 5+	8
Conditions to Compensation	7
Listing Input in Incorrect MLS area	5
Inaccurate Lot Size	5
Duplicate Listing in Different Categories	4
City Unknown	4
HUD	3
Missing Condo Unit Number	1

The following are the courtesy notifications sent to RMLS™ subscribers in April 2020:

<b>Category</b>	<b>April</b>
Listing is Set to Expire	943
Multiple Owner Names in First Field	469
Listing Still Pending	377
New Listing Input Over 24 Hours	84
Listing Status Change over 24 Hours	2

When we notice an uptick in a specific type of violation (perhaps a rule recently changed or market conditions lead 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 the RMLS™ Rules and Regulations, if you wonder whether a specific listing has inaccurate data, or if you want to chat with us more about the above information.