

RMLS Rules Roundup for September 2021



The Rules Roundup provides a monthly accounting of RMLS rules violations and courtesy notifications. Our Data Accuracy team manages all reports of property listing errors, tracking 34 specific issues outlined in the RMLS Rules and Regulations, and is responsible for addressing subscriber questions and concerns regarding listing accuracy whether those are submitted via the “Report Issue” button on a listing, through email, or by phone. When there are increases in specific violation types, we often place notifications on RMLSweb in order to alert subscribers so that they can avoid violations.

SEPTEMBER HIGHLIGHTS

Every month we send more courtesy notices than we do violation

notices by a fairly wide margin. The top two most sent notices every month are reminders to let our subscribers know that their listing is going to expire soon and that their listing is still in pending (PEN) status.

We understand that life can be hectic, and we want to make sure that you are aware of what is happening with your listings. Year-to-date we have sent 10,054 notices, split nearly evenly between the two categories. In contrast, the top two violation notices, Missing Tax ID, and Incorrect or Missing Information, have combined for 5,045 total year-to-date.

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 reviewed 2 cases in September 2021.

The committee reviewed one case in June 2021 that resulted in fines totaling \$2,700.00.

- 5.1.l – *Unauthorized use of lockbox system*: A Buyer's Agent gave keys to a listing to the buyer prior to closing and then left them there.
- 5.1.q – *Availability for Showing*: A Seller's Agent did not make a listing available for showing.

INFORMAL VIOLATIONS & COURTESY NOTICES

In September 2021, the RMLS Data Accuracy staff reviewed 28,796 listings in addition to the 449 notices sent through the "Report Issue" button on RMLSweb. Of the items reviewed, 1,220 violation notices and 1,577 courtesy notices were sent out. In addition, our team handled 416 phone calls.

Category	September
Missing Tax ID	370
Incorrect or Missing Information	141
Missing School	132
Personal Promotion	131
Missing Owner Name	61
Incorrect Status	56
No Showings	55
Duplicate Listing	55
Is Property a Condo	43
Property Condition	35
Incorrect First Photo	32
Incorrect Property Type	31
Listing Input in Incorrect MLS area	21
Inaccurate Lot Size	17
Missing Condo Unit Number	16
Partial Bathrooms 5+	12
Conditions to Compensation	9
HUD	1
City Unknown	1
Missing SQFT by Level	1

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

Category	September
Listing is Set to Expire	649
Listing Still Pending	451
Multiple Owner Names in First Field	290
Listing Status Changed from PEN to SLD > 24 hours	104
New Listing Input Over 24 Hours	51
Listing Still in OMS, Public Records Indicate SLD	32

Questions about RMLS Rules and Regulations or the accuracy of specific listings can be directed to the RMLS Data Accuracy department at dataaccuracy@rmls.com or 503.395.1916.