

RMLS™ Rules Roundup for November 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 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

One of the top three violations that we see consistently is Personal Promotion in the public remarks, photos, or video tours. The first two are easy to spot and easy to fix. Video tours, on the other hand, can be tricky. Whether you are making the video yourself or not, it is important to ensure that the video tour does not contain your branding. An unbranded version of the video is what you are going to want to link to in your RMLS™ listing.

You also need to make sure that the page where the video is hosted does not have any information that could be considered branding, such as your name, your firm's name or logo or contact information. If you have any questions prior to adding a video tour to your listing, please reach out to the Data Accuracy team and we will be happy to help.

TIP: 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 November 2020.

INFORMAL VIOLATIONS

In November 2020, the RMLS™ Data Accuracy staff reviewed 22,671 listings in addition to the 332 notices sent through the “Report Issue” button on RMLSweb. Of the items reviewed, 963 violation notices and 1,681 courtesy notices were sent out. In addition our team handled 384 phone calls.

Category	November
Missing Tax ID	274
Personal Promotion	93
Incorrect or Missing Information	90
Property Condition	70
Missing School	59
Incorrect Status	54
Missing Owner Name	44
Duplicate Listing	40
Incorrect First Photo	33
No Showings	31
Incorrect Property Type	26
Is Property a Condo	21
Duplicate Listing in Different Categories	13
Listing Input in Incorrect MLS area	12

Conditions to Compensation	11
Inaccurate Lot Size	11
Partial Bathrooms 5+	8
City Unknown	5
Address Issues	4
HUD	3
Missing SQFT by Level	1

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

Category	November
Listing is Set to Expire	828
Listing Still Pending	549
Multiple Owner Names in First Field	186
Listing Status Changed from PEN to SLD > 24 hours	60
New Listing Input Over 24 Hours	57
Listing Status Change > 24 hours	1

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.

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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

The Data Accuracy Department receives many calls every day from our subscribers asking for rules clarifications. This is great – we enjoy hearing from you and answering your questions. Lately we have been hearing that the information is being gathered so that it can be disseminated to other people in their office. This is perfectly fine but, as an alternative, we do offer training that can come to you, virtually. Our training department can arrange for a group training through a virtual class on a topic that your office might need more in depth instruction on, including RMLS™ Rules and Regulations. This approach can help standardize information and solutions across your organization.

TIP: 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

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The committee did not review any cases in October 2020.

INFORMAL VIOLATIONS

In October 2020, the RMLS™ Data Accuracy staff reviewed 30,144 listings in addition to the 446 notices sent through the “Report Issue” button on RMLSweb. Of the items reviewed, 1,282 violation notices and 2,194 courtesy notices were sent out. In addition our team handled 493 phone calls.

Category	October
Missing Tax ID	278
Incorrect or Missing Information	129
Personal Promotion	95
Missing School	80
Property Condition	56
Missing Owner Name	47
Incorrect Status	47
No Showings	43
Duplicate Listing	36
Incorrect Property Type	34
Incorrect First Photo	31
Is Property a Condo	29
Conditions to Compensation	15
Duplicate Listing in Different Categories	13
Address Issues	11
Partial Bathrooms 5+	10
Listing Input in Incorrect MLS area	8
Inaccurate Lot Size	6

HUD	6
City Unknown	4
Missing Condo Unit Number	1
Remarks indicate Short Sale not marked	1

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

Category	September
Listing is Set to Expire	875
Listing Still Pending	652
Listing Status Changed from PEN to SLD > 24 hours	271
Multiple Owner Names in First Field	248
New Listing Input Over 24 Hours	117
Listing Still in On Market Status, Public Records Show Sold	31

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.

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We tracked 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

It is important to make sure your listing receives timely status change updates. This is vital to providing accurate property content in the MLS for all RMLS™ subscribers. Since July we have seen a rise in the number of listings that remain in Pending (PEN) status for more than 90 days. Between July and August of this year there was nearly a 60% increase in the number of listings remaining in Pending (PEN) status for more than 90 days and between August to September there was an almost 30% increase.

Courtesy email notifications are sent out to Seller's Agents to remind them to check the status of their listing. If you receive one from us please double check your listing's status and respond to the email to let us know the correct status so we can update our records.

TIP: 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

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The committee reviewed one case in September 2020 that resulted in \$1000 in fines.

- 5.1.1 – *Unauthorized use of lockbox system*: A Buyer's Agent shared a lockbox code with someone.

INFORMAL VIOLATIONS

In September 2020, the RMLS™ Data Accuracy staff reviewed 30,834 listings in addition to the 461 notices sent through the "Report Issue" button on RMLSweb. Of the items reviewed, 1,160 violation notices and 2,187 courtesy notices were sent out. In addition our team handled 308 phone calls.

Missing Tax ID	267
Personal Promotion	145
Incorrect or Missing Information	142
Property Condition	108
Missing School	95
No Showings	66
Missing Owner Name	59
Incorrect Status	46
Property Condition	66
Duplicate Listing	41
Is Property a Condo	24

Incorrect Property Type	23
Incorrect First Photo	17
Conditions to Compensation	15
Duplicate Listing in Different Categories	15
Listing Input in Incorrect MLS area	8
Inaccurate Lot Size	8
Missing Condo Unit Number	6
Partial Bathrooms 5+	5
Address Issues	5
City Unknown	5
HUD	5

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

Category	September
Listing is Set to Expire	984
Listing Still Pending	585
Multiple Owner Names in First Field	432
New Listing Input Over 24 Hours	108
Listing Still in On Market Status, Public Records Show Sold	22
Listing Status Changed from PEN to SLD > 24 hours	11
Listing Status Change over 24 Hours	1

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.

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RMLS™ Rules Roundup for August 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.

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 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

Property Condition (previously known as Year Built Description) saw a spike in violations last month. As a reminder, the Property Condition needs to be changed to “New” on a new construction property before it is updated to sold (SLD) status. Making sure that the Property Condition is up to date throughout the construction and selling process will help to ensure that the listing data is accurate. Further, it will make the post close process as smooth as it can be.

TIP: 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 meet in August 2020 as there were no cases to review.

INFORMAL VIOLATIONS

In August 2020, RMLS™ Data Accuracy staff reviewed 31,594 listings in addition to the 476 notices sent through “Report Issue” button on RMLSweb. Of the items reviewed, 1,241 violation notices and 2,196 courtesy notices were sent out. In addition our team handled 419 phone calls.

Category	August
Missing Tax ID	390
Incorrect or Missing Information	159
Personal Promotion	131
Missing School	77
Missing Owner Name	71
No Showings	70
Property Condition	66
Duplicate Listing	44
Incorrect Status	44
Incorrect First Photo	44
Conditions to Compensation	26
Is Property a Condo	26
Incorrect Property Type	24

Listing Input in Incorrect MLS area	15
Duplicate Listing in Different Categories	14
Inaccurate Lot Size	12
Partial Bathrooms 5+	9
Address Issues	6
City Unknown	5
Missing Condo Unit Number	3
HUD	3
Remarks Incorrectly Indicate Short Sale	1
Missing SQFT by Level	1

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

Category	August
Listing is Set to Expire	983
Multiple Owner Names in First Field	585
Listing Still Pending	496
New Listing Input Over 24 Hours	127
Listing Status Change over 24 Hours	5

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inaccurate data, or if you want to chat with us more about the above information.

RMLS™ Rules Roundup for July 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.

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 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

We have been looking at ways to help improve the database of listings and one thing that we noticed is that there are quite a few listings that were not updated from pending (PEN) status to sold (SLD) status within the required time frame. As a reminder, all status changes must be made within 24 hours, excepting weekends and postal holidays, of the actual change in status. We are working on a mechanism to send out courtesy reminders to people who have gone beyond this time frame.

This month we want to continue to remind everyone that 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

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The committee did not meet in July 2020 as there were no cases to review.

INFORMAL VIOLATIONS

In July 2020, RMLS™ Data Accuracy staff reviewed 34,253 listings in addition to the 493 notices sent through “Report Issue” button on RMLSweb. Of the items reviewed, 1,375 violation notices and 1,940 courtesy notices were sent out. In addition our team handled 457 phone calls.

Category	July
Missing Tax ID	474
Incorrect or Missing Information	157
Personal Promotion	116
Missing School	100
Missing Owner Name	82
Duplicate Listing	67
No Showings	60
Incorrect First Photo	50
Incorrect Status	44
Conditions to Compensation	41
Is Property a Condo	39
Incorrect Property Type	28
Missing Condo Unit Number	24

Listing Input in Incorrect MLS area	20
Inaccurate Lot Size	18
Partial Bathrooms 5+	15
Address Issues	14
Duplicate Listing in Different Categories	11
Property Condition	9
City Unknown	4
HUD	2

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

Category	July
Listing is Set to Expire	795
Multiple Owner Names in First Field	677
Listing Still Pending	286
New Listing Input Over 24 Hours	129
Listing Status Change over 24 Hours	17

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.

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RMLS™ Rules Roundup for June 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 June 2020, our team

handled 498 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 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

Photographs are an important aspect of listing content in the MLS. All listings submitted to RMLS™ are required to have one photograph of the exterior building view, or land if a bare land listing. If multiple photos are submitted the first one must always be an exterior building view. In the case of new construction a floor plan or exterior elevation may be submitted until the building is completed at which point a photo of the exterior building view should be submitted.

The one exception is when your seller(s) have requested that no photos be published with their listing. In this case a signed Photograph Omission Form or equivalent document must be submitted to RMLSweb (*Back Office -> Submit Excluded Listing -> Select Category=Photo Omission*) within 24 hours of publishing the listing.

Photographs may not contain any added text or graphics, or any alterations that misrepresent the property. Any photograph that contains virtual staging must be disclosed using the “Virtually Staged” watermark. Residential new construction listings that use a photograph of a similar home must disclose

it on the photograph with the “Sample Image” watermark.

This month we want to continue to remind everyone that 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 meet in June 2020 as there were no cases to review.

INFORMAL VIOLATIONS

In June 2020, RMLS™ Data Accuracy staff reviewed 34,077 listings in addition to the 540 notices sent through “Report Issue” button on RMLSweb. Of the items reviewed, 1,367 violation notices and 1,580 courtesy notices were sent out.

Category	June
Missing Tax ID	499
Personal Promotion	225
Incorrect or Missing Information	15

Missing Owner Name	81
Missing School	79
Duplicate Listing	62
Incorrect Status	48
No Showings	43
Incorrect First Photo	41
Is Property a Condo	29
Incorrect Property Type	20
Inaccurate Lot Size	16
Partial Bathrooms 5+	14
Listing Input in Incorrect MLS area	12
Conditions to Compensation	11
Address Issues	9
Duplicate Listing in Different Categories	6
HUD	4
Missing Condo Unit Number	4
City Unknown	3
Property Condition	2

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

Category	June
Multiple Owner Names in First Field	633
Listing is Set to Expire	520
Listing Still Pending	303
New Listing Input Over 24 Hours	115
Listing Status Change over 24 Hours	9

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RMLS™ Rules Roundup for May 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 May 2020, our team handled 546 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 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

At the beginning of May, a new rule called Clear Cooperation 8.0 was introduced. This rule simply means that if a listing is to be marketed in any way to the public, it must be input into the MLS within 24 hours, excluding weekends and postal holidays. If your client wishes to hold their listing out of the MLS, then the property is only able to be marketed to your firm.

As a reminder, public marketing includes, but is not limited

to, flyers displayed in windows, yard signs, digital marketing on public facing websites, brokerage website displays (including IDX and VOW), digital communications marketing (email blasts), multi-brokerage listing sharing networks, and applications available to the general public.

This month, we also want to continue reminding everyone to 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

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The committee did not meet in May 2020 as there were no cases to review.

INFORMAL VIOLATIONS

In May 2020, RMLS™ Data Accuracy staff reviewed 30,954 listings in addition to the 475 notices sent through "Report Issue" button on RMLSweb. Of the items reviewed, 1,290 violation notices and 1,900 courtesy notices were sent out.

Category	May
Missing Tax ID	476

Personal Promotion	223
Incorrect or Missing Information	130
Missing Owner Name	87
Missing School	72
HUD	49
Duplicate Listing	46
Incorrect Status	32
Conditions to Compensation	24
No Showings	24
Is Property a Condo	21
Incorrect Property Type	21
Listing Input in Incorrect MLS area	13
Partial Bathrooms 5+	9
Inaccurate Lot Size	8
Duplicate Listing in Different Categories	8
Property Condition	7
City Unknown	5
Missing Condo Unit Number	5
Address Issues	3
Missing SQFT by Level	1
Fannie Mae/Homepath	1

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

Category	May
Listing is Set to Expire	915
Multiple Owner Names in First Field	491
Listing Still Pending	423

New Listing Input Over 24 Hours	63
Listing Status Change over 24 Hours	8

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RMLS™ Rules Roundup for April 2020



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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

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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.

Category	April
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:

Category	April
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

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RMLS™ Rules Roundup for March 2020



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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 March 2020 our team handled 326 phone calls.

We track 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

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FORMAL VIOLATIONS

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The committee reviewed 1 case in March 2020 that resulted in \$100.00 in fines.

- 5.1.1 – *Unauthorized use of lockbox system*: A buyer's agent did not follow showing instructions.

INFORMAL VIOLATIONS

In March 2020, RMLS™ Data Accuracy staff reviewed 34,158

listings in addition to the 483 notices sent through “Report Issue” button on RMLSweb. Of the items reviewed, 1,041 violation notices and 1,601 courtesy notices were sent out.

Category	March
Missing Tax ID	394
Personal Promotion	320
Incorrect or Missing Information	126
Missing School	61
Missing Owner Name	60
No Showings	59
Incorrect Status	45
Missing or Incorrect 1st Photo	44
Duplicate Listing	34
Address Issues	29
Incorrect Property Type	25
HUD	24
Is Property a Condo	23
Conditions to Compensation	12
Inaccurate Lot Size	12
Listing Input in Incorrect MLS area	11
Partial Bathrooms 5+	9
City Unknown	6
Duplicate Listing in Different Categories	4
Missing Condo Unit Number	4
Address Issues	8
Inaccurate Lot Size	7
HUD	5
Property Condition	2

Following are the courtesy notifications sent to RMLS™ subscribers in March 2020:

Category	March
Multiple Owner Names in First Field	560
Listing is Set to Expire	465
Listing Still Pending	270
New Listing Input Over 24 Hours	72
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 ever 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.

**RMLS™ Rules Roundup for
February 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 February 2020 our team handled 263 phone calls.

We track 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

As the weather gets warmer and business begins to heat up it is a good time to remind everyone that it is not okay to solicit listings that are under contract. Section 5.1.v of the Rules and Regulations states:

For solicitation of a listing under contract (i.e.: Active (ACT), Bumpable Buyer (BMP), Short Sale Pending (SSP), Pending (PEN), Pending Lease Option (POP), Withdrawn (WTH), or Coming Soon-No Showing (CSN)), a fine of up to Two Thousand Five Hundred Dollars (\$2,500), in an amount to be determined by the RMLS™ Rules and Regulations Committee.

So please, if you see a listing has cancelled or expired recently, check to make sure that it is has not been relisted by the Seller's Agent. This will save everyone some frustration and allow you to focus on profitable activities.

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 6 cases in February 2020 that resulted in \$7,750 in fines.

- 5.1.1 – *Unauthorized use of lockbox system*: A buyer’s agent did not follow showing instructions.
- 5.1.1 – *Unauthorized use of lockbox system*: A buyer’s agent entered a listing that was in pending (PEN) status.
- 5.1.1 – *Unauthorized use of lockbox system*: A buyer’s agent gave a lockbox code to their buyer without being present.
- 5.1.1 – *Unauthorized use of lockbox system*: A buyer’s agent did not follow showing instructions.
- 5.1.1 – *Unauthorized use of lockbox system*: A buyer’s agent gave a lockbox code to their buyer without being present.
- 5.1.s – *Marketing of a Listing Prior to RMLS™ Publication*: A Seller’s Agent was found to be marketing a listing prior to publishing it as active (ACT) in the MLS.

INFORMAL VIOLATIONS

In February 2020, RMLS™ Data Accuracy staff reviewed 20,938 listings in addition to the 426 notices sent through “Report Issue” button on RMLSweb. Of the items reviewed, 1,041 violation notices and 1,601 courtesy notices were sent out.

Category	February
Missing Tax ID	383
Incorrect or Missing Information	113
Personal Promotion	109
Missing Owner Name	86
Missing School	73
Duplicate Listing	55

Incorrect Status	44
No Showings	38
Missing or Incorrect 1st Photo	27
Incorrect Property Type	24
Is Property a Condo	21
Duplicate Listing in Different Categories	13
Conditions to Compensation	12
Missing Condo Unit Number	10
Address Issues	8
Inaccurate Lot Size	7
HUD	5
Year Built Description	4
Listing Input in Incorrect MLS area	4
City Unknown	3
Partial Bathrooms 5+	1
Is Listing a Short Sale	1

Following are the courtesy notifications sent to RMLS™ subscribers in February 2020:

Category	February
Listing is Set to Expire	760
Multiple Owner Names in First Field	387
Listing Still Pending	308
New Listing Input Over 24 Hours	146

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notification up on RMLS*web*, educating subscribers before one of their listings gets flagged and we need to contact them.

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