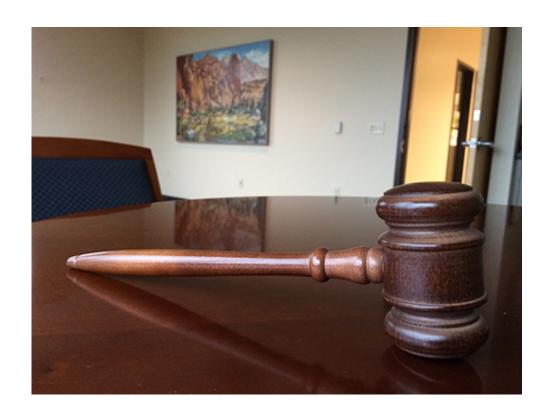# RMLS™ Rules Roundup for January 2020

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 RMLS*web*? 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 January 2020 our team handled 214 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

A new year brings with it a new sequence for MLS numbers. Listings published in 2020 begin with '20######', where listings published in 2019 began with '19######'. While it is not against the RMLS™ rules to refresh a listing, there are a few points to keep in mind. Refreshing a listing should be done at the request of the seller(s). If the seller(s) elects to refresh their listing in the MLS, the old listing should be changed to canceled (CAN) status not withdrawn (WTH). The Data Accuracy Department has received reports where the original listing was changed to withdrawn (WTH) status instead of canceled, and forgotten until the listing expires at some future date. This causes not only confusion for RMLS™ subscribers, it can be confusing to the property owner who may or may not have been the original seller(s) who receive inquiries on the status of their property.

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 formal violations in January

2020.

INFORMAL VIOLATIONS

In January 2020, RMLS™ Data Accuracy staff reviewed 22,529 listings in addition to the 493 notices sent through "Report Issue" button on RMLS*web.* Of the items reviewed, 1,221 violation notices and 1,953 courtesy notices were sent out.

Category	January
Missing Tax ID	471
Incorrect or Missing Information	129
Duplicate Listing	119
Missing Owner Name	94
Personal Promotion	85
Missing School	58
Incorrect Status	50
Year Built Description	46
Is Property a Condo	37
No Showings	22
Missing or Incorrect 1st Photo	18
Duplicate Listing in Different Categories	17
Conditions to Compensation	15
Duplicate Listing in Different Categories	13
Incorrect Property Type	15
Missing Condo Unit Number	8
Inaccurate Lot Size	8
Listing Input in Incorrect MLS area	7

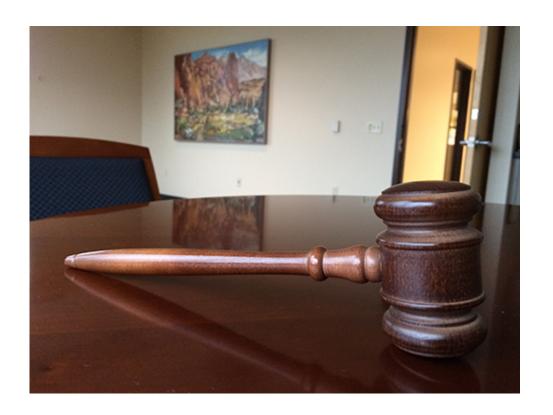|	
Address Issues	7
Partial Bathrooms 5+	4
HUD	2
City Unknown	1
Is Listing a Short Sale	1

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

Category	January
Listing is Set to Expire	1,015
Multiple Owner Names in First Field	405
Listing Still Pending	377
New Listing Input Over 24 Hours	156

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 RMLS*web*, 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 December 2019

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 RMLS*web*? 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 December 2019 our team handled 195 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 winter moves into spring and the volume of new listings starts to increase remember that personal promotion on video and virtual tours are a violation of the RMLS™ Rules and Regulations. Any video or virtual tour that is linked on your listing must be devoid of any identifying personal and brokerage information. This means that the tour(s) themselves cannot have any identifying personal promotion information. If you have a video or virtual tour that is branded with personal promotion, you can post it on your own personal website.

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 three formal violations in December for a total of $1,750.00 in fines.

- 5.1.l — *Unauthorized use of lockbox system*: A buyer's agent did not follow showing instructions.
- 5.1.l — *Unauthorized use of lockbox system*: A buyer's

agent gave a lockbox access code to their buyer.
- ▪ 5.1.l — *Unauthorized use of lockbox system*: A buyer's agent did not follow showing instructions.

INFORMAL VIOLATIONS

In December 2019, RMLS™ Data Accuracy staff reviewed 24,823 listings in addition to the 384 notices sent through "Report Issue" button on RMLS*web.* Of the items reviewed, 810 violation notices and 1,459 courtesy notices were sent out.

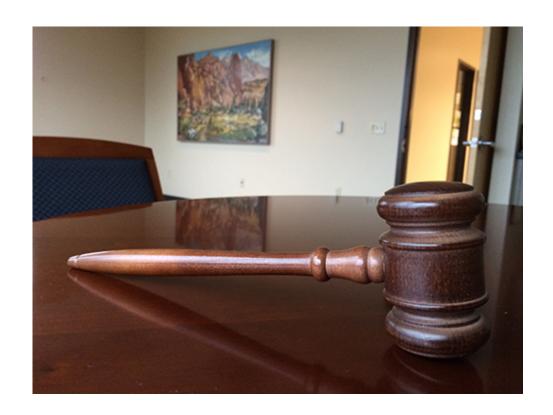| Category	December
Missing Tax ID	316
Personal Promotion	92
Incorrect or Missing Information	86
Missing Owner Name	46
Missing School	43
No Showings	29
Duplicate Listing	26
Year Built Description	25
Conditions to Compensation	24
Missing or Incorrect 1st Photo	18
Duplicate Listing in Different Categories	13
Is Property a Condo	12
Inaccurate Lot Size	5
City Unknown	5
Partial Bathrooms 5+	3
Missing Condo Unit Number	2
Listing Input in Incorrect MLS area	2

Following are the courtesy notifications sent to RMLS™ subscribers in December 2019:

Category	December
Listing is Set to Expire	695
Listing Still Pending	410
Multiple Owner Names in First Field	240
New Listing Input Over 24 Hours	114

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 RMLS*web*, 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 November 2019

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 RMLS*web*? 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 November 2019 our team handled 205 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

This fall we have heard some concerns regarding buyers agents potentially giving out SentriLock codes when they are unable to be present at a showing. As a reminder this is a violation and it is never okay for a buyers agent to give a lockbox code to anyone for any reason. If you are unable to be present with your buyer please arrange for someone else to show the property or reschedule the 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 review any formal violations in November as they did not meet.

INFORMAL VIOLATIONS

In November 2019, RMLS™ Data Accuracy staff reviewed 27,010 listings in addition to the 405 notices sent through "Report Issue" button on RMLS*web.* Of the items reviewed, 1,029 violation notices and 1,774 courtesy notices were sent out.

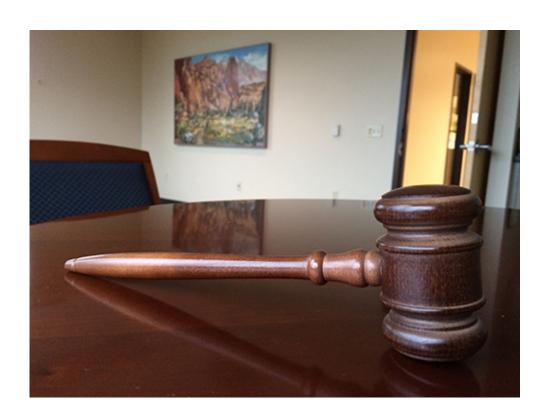| Category	November
Missing Tax ID	416
Personal Promotion	127
Incorrect or Missing Information	82
Year Built Description	77
Duplicate Listing	63
Missing School	57
Missing Owner Name	56
No Showings	35
Missing Condo Unit Number	26
Is Property a Condo	19
Missing or Incorrect 1st Photo	17
Listing Input in Incorrect MLS area	15
Conditions to Compensation	12
Duplicate Listing in Different Categories	9
Inaccurate Lot Size	7
HUD	3
City Unknown	2
Duplicate Listing Different Agent	1
Is Listing a Short Sale	1

Following are the courtesy notifications sent to RMLS™ subscribers in November 2019:

Category	November
Listing is Set to Expire	1,066
Listing Still Pending	336
Multiple Owner Names in First Field	282
New Listing Input Over 24 Hours	90

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 RMLS*web*, 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 October 2019

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 RMLS*web*? 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 October 2019 our team handled 205 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

October saw an increase of accidental status changes on listings. In some cases, the Seller's Agent accidentally changed the status to Bumpable Buyer (BMP) shortly after publishing the listing in RMLS*web*. Each status change results in a history record being created, and when a status change occurs accidentally, this can potentially cause confusion for other subscribers. If you navigate to the status change module in Listing Load by accident and do not wish to change the status of your listing, simply press the "Cancel" button.

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 formal violations in October as they did not meet.

INFORMAL VIOLATIONS

In October 2019, RMLS™ Data Accuracy staff reviewed 17,579 listings in addition to the 406 notices sent through "Report Issue" button on RMLS*web.* Of the items reviewed, 1,098 violation notices and 1,282 courtesy notices were sent out.

Category	October
Missing Tax ID	405
Personal Promotion	106
Incorrect or Missing Information	105
Missing Owner Name	86
Missing Condo Unit Number	84
Missing School	74
Year Built Description	65
No Showings	38
Missing or Incorrect 1st Photo	37
Listing Input in Incorrect MLS area	29
Duplicate Listing	19

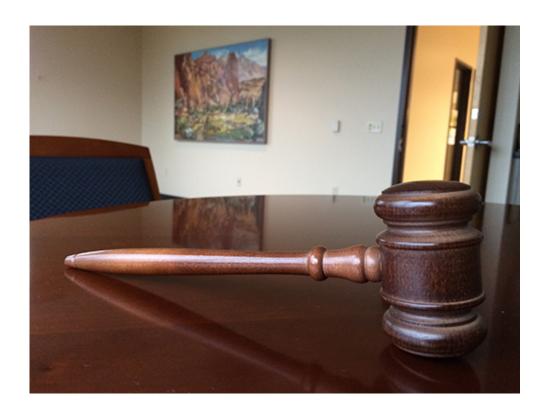|	
Conditions to Compensation	18
Is Property a Condo	15
Inaccurate Lot Size	6
Duplicate Listing in Different Categories	6
City Unknown	3
HUD	2

Following are the courtesy notifications sent to RMLS™ subscribers in October 2019:

Category	October
Listing is Set to Expire	457
Multiple Owner Names in First Field	365
Listing Still Pending	353
New Listing Input Over 24 Hours	107

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 RMLS*web*, 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 September 2019

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 RMLS*web*? 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 September 2019 our team

handled 232 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

Did you know our system sends out courtesy notices? The two main courtesy notices are sent to help remind sellers' agents about their listings that are set to expire within ten days or their listings that have remained in pending (PEN) status for over 90 days. If you receive a courtesy notice about one of your listings, take a look and see if that listing needs to be updated in RMLS*web*. If the information provided is correct, then no action is needed. If you have any questions regarding a courtesy notice simply reply to the email and Data Accuracy will be happy to help answer your questions.

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 two formal violations at the September meeting. The violations were both for misuse of a lockbox and a total of $1,600.00 in fines were levied.

- *5.1L Unauthorized Use of a Lockbox*: An agent entered a listing that was in PEN status.
- *5.1L Unauthorized Use of a Lockbox*: Buyer's agent provided a lockbox code to their buyer.

INFORMAL VIOLATIONS

In September 2019, RMLS™ Data Accuracy staff reviewed 21,445 listings in addition to the 469 notices sent through "Report Issue" button on RMLS*web.* Of the items reviewed, 1,336 violation notices and 2,433 courtesy notices were sent out.

Category	September
Missing Tax ID	464
Personal Promotion	129
Missing School	93
Incorrect or Missing Information	82
Year Built	80
Duplicate Listing	51
Missing Owner Name	28
No Showings	25
Listing Input in Incorrect MLS Area	19
Missing or Incorrect 1st Photo	18
Is Property a Condo	12
Conditions to Compensation	11
Missing Condo Unit Number	11
Inaccurate Lot Size	8
Duplicate Listing in Different Categories	8
Partial Bathrooms Greater than Five	6

City Unknown	5
Duplicate Listing Different Listing Agent	1
Is Listing a Short Sale?	1

Following are the courtesy notifications sent to RMLS™ subscribers in September 2019:

Category	September
Listing Still Pending	401
Multiple Owner Names in First Field	359
Listing is Set to Expire	272
New Listing Input Over 24 Hours	80

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 RMLS*web*, 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 July 2019

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 RMLS*web*? 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 July 2019 our team handled 276 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

Ever wonder what is included in the "Incorrect or Missing Information" category? The types of issues that are reported to us are broad and varied and often change from month to month. Some examples of things that we see are inquiries about agents that were involved in a sale, what type of frontage does the property have, is the neighborhood correct, and price inquiries. We also get a general questions that don't result in a violation and these are not tracked as such.

We encourage everyone to use the "Report Issue" button that can be found at the bottom of listings in RMLS*web* to let us know if you think there is an issue with the listing you are viewing.

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 receive any formal violations to review for the July or August meetings.

INFORMAL VIOLATIONS

In July 2019, RMLS™ Data Accuracy staff reviewed 22,466 listings in addition to the 462 notices sent through "Report Issue" button on RMLS*web.* Of the items reviewed, 1,315 violation notices and 1,813 courtesy notices were sent out.

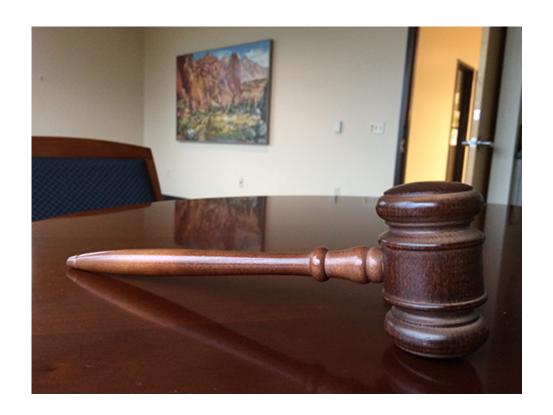| Category	July
Missing Tax ID	481
Personal Promotion	150
Incorrect or Missing Information	114
Missing School	108
Year Built	107
No Showings	76
Duplicate Listing	71
Missing Owner Name	66
Listing has Incorrect Status	39
Conditions to Compensation	31
Is Property a Condo	30
Missing or Incorrect 1st Photo	24
Listing has Incorrect Property Type	22
Inaccurate Lot Size	15
Partial Bathrooms Greater Than Five	13
Listing Input in Incorrect MLS Area	10
Missing Condo Unit Number	9
City Unknown	6
HUD	2
Duplicate Listing in Different Categories	2

Following are the courtesy notifications sent to RMLS™ subscribers in July 2019:

Category	July
Multiple Owner Names in First Field	848
Listing is Set to Expire	447
Listing Still Pending	351
New Listing Input Over 24 Hours	167

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 RMLS*web*, 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 June 2019

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 RMLS*web*? 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 2019 our team handled 293 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

We have recently been receiving many inquiries about listings in Bumpable Buyer (BMP) status. As a reminder, the RMLS™ Rules and Regulations define BMP as:

3.16 a. "Accepted Offer with Bumpable Buyer□. Accepted offers with bumpable buyers shall be only those listings with an accepted offer which provides:
1) that the buyer's purchase is contingent upon the sale of the buyer's property within a limited time;
2) the buyer's property is in a category which can be listed in RMLS™; and
3) that if the seller receives another acceptable offer, the first buyer has a specified period to remove the contingency. A property may not remain in "active" status if an offer has been accepted with the foregoing terms. "Accepted offer with bumpable buyer" sales will remain as searchable listings in "BMP" status in the RMLS™ System until the buyer is no longer bumpable and the appropriate status change is reported.

New property searches in RMLS*web* automatically default to include BMP in the status field. When searching on internet sites, BMP listings may appear as "Contingent," so it is important to explain to your buyers and sellers what this status means and how it may appear on internet sites.

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 four formal violations at their June meeting. Two were for Unauthorized Use of a Lockbox, another was for Marketing of a Listing Prior to MLS Publication, and the last one was for Marketing of a Coming Soon-No Showing Listing. A total of $1,100.00 in fines were levied by the committee.

- *5.1L Unauthorized Use of a Lockbox*: Buyer's agent provided a lockbox code to a 3rd party.
- *5.1L Unauthorized Use of a Lockbox*: Buyer's agent provided a lockbox code to a 3rd party.
- *5.1S Marketing of Listing Prior to RMLS Publication*: A listing was marketed for a week prior to publication in RMLS*web.*
- 5.1U *Marketing of Coming Soon-No Showing Listing*: A CSN listing was sent to an internet site viewable by the general public.

INFORMAL VIOLATIONS

In June 2019, RMLS™ Data Accuracy staff reviewed 22,959 listings in addition to the 503 notices sent through "Report Issue" button on RMLS*web.* Of the items reviewed, 1,220 violation notices and 2,158 courtesy notices were sent out.

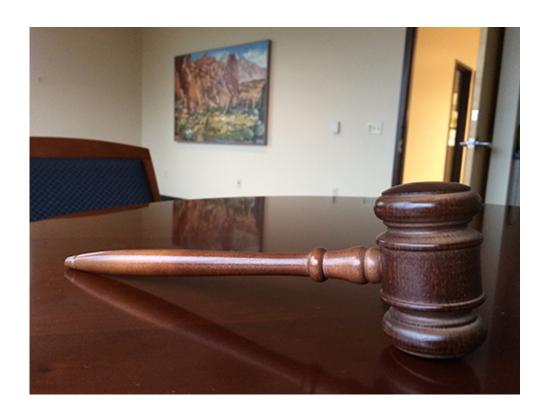| Category	June
Missing Tax ID	458
Personal Promotion	133
Duplicate Listing	94
Incorrect or Missing Information	86
Missing School	86
Missing Owner Name	48
Year Built	70
No Showings	69
Is Property a Condo	30
Missing First Photo	19
HUD	18
Inaccurate Lot Size	18
Conditions to Compensation	16
Listing Input in Incorrect MLS Area	12
Partial Bathrooms Greater Than Five	11
Duplicate Listing in Different Category	5
City Unknown	4
Address Issues	1

Following are the courtesy notifications sent to RMLS™ subscribers in June 2019:

Category	June
Multiple Owner Names in First Field	1,007
Listing is Set to Expire	548
New Listing Input Over 24 Hours	232
Listing Still Pending	366
Listing Status Change Over 24 Hours	5

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 May 2019

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 RMLS*web*? 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 2019 our team handled 293 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

Over the past few years unauthorized use of a lockbox has been a frequently seen formal violation. As a reminder—the potential penalties for this violation can include fines and possible suspension or expulsion from RMLS™. It is important to remember that you should not enter listings that are not active nor without following the showing instructions. You should also not generate codes and give them out to anyone if you are acting as a buyers' agent. The sellers' agent may generate a one day code, typically for use by someone doing work on behalf of their seller and always with the seller's

permission.

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.

In May 2019, four formal rules violation were filed. These will be reviewed at the June 2019 Rules Committee meeting. The committee reviewed three formal violations at their May meeting. Two were for unauthorized use of a lockbox and the third was for not changing a listing to PEN status for over 144 hours. A total of $1,700.00 in fines were levied by the committee.

- *5.1L Unauthorized Use of a Lockbox*: Buyer's agent entered a property that was in PEN status.
- *5.1L Unauthorized Use of a Lockbox*: Buyer's agent was provided an access code by another agent who was not present in order to enter a property.
- *5.1C Listing PEN Status Change greater than 144 hours*: A listing with an accepted offer was not changed to PEN for more than 144 hours.

INFORMAL VIOLATIONS

In May 2019, RMLS™ Data Accuracy staff reviewed 28,829 listings in addition to the 606 notices sent through "Report Issue" button on RMLS*web.* Of the items reviewed, 1,419 violation notices and 2,337 courtesy notices were sent out.

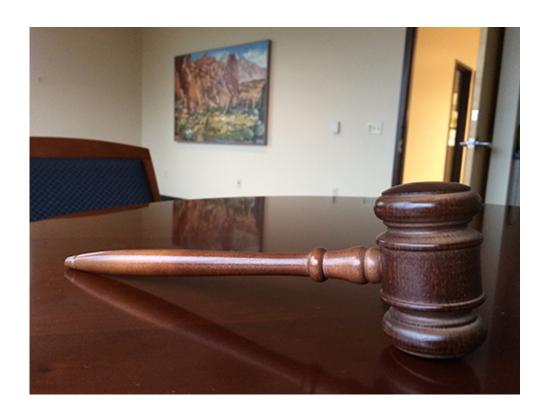| Category	May
Missing Tax ID	432
Incorrect or Missing Information	134
Missing School	131
Year Built	119
Missing Owner Name	107
Personal Promotion	102
Address Issues	93
Duplicate Listing	80
No Showings	66
Is Property a Condo	37
Missing First Photo	29
HUD	18
Inaccurate Lot Size	15
Listing Input in Incorrect MLS Area	15
Conditions to Compensation	13
Partial Bathrooms Greater than 5	8
Duplicate Listing in Different Category	7
City Unknown	

Following are the courtesy notifications sent to RMLS™ subscribers in May 2019:

Category	May
Multiple Owner Names in 1st Field	1,062
Listing is Set to Expire	773
New Listing Input Over 24 Hours	209
Listing Still Pending	292
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 lead to an increase in a certain type of issue) we may also put a notification up on RMLS*web*, 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 April 2019

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 RMLS*web*? 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 2019 our team handled 275 phone calls.

We track 30 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

In April we received several inquiries regarding recent marketing of Coming Soon-No Showing (CSN) listings. In December of 2018 a change was made to Rule 3.28 to clarify what types of marketing are allowed on CSN listings. A Broker may share CSN listings with their clients, current customers, and other active RMLS™ subscribers. They may *not* share them publicly.

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.

In April 2019, two formal rules violation were filed for a total of three [one was received in late March 2019] that were referred to the Rules Committee during their May 2019 meeting.

INFORMAL VIOLATIONS

In April 2019, RMLS™ Data Accuracy staff reviewed 21,778 listings in addition to the 622 notices sent through Report Issue button on RMLS*web.* Of the items reviewed, 1,474 violation notices and 1,943 courtesy notices were sent out.

Category	April
Missing Tax ID	584
Incorrect or Missing Information	172
Personal Promotion	120
Missing Owner Name	106
Missing School	91
Duplicate Listing	86
Year Built	79
No Showings	50
Is Property a Condo	43
Conditions to Compensation	37
Incorrect First Photo	27

HUD	27
Duplicate Listing in Different Category	17
Listing Input in Incorrect MLS Area	13
Partial Bathrooms Greater Than 5	9
Inaccurate Lot Size	5
City Unknown	4
Missing Condo Unit Number	4

Following are the courtesy notifications sent to RMLS™ subscribers in April 2019:

Category	April
Multiple Owner Names in 1st Field	1,019
Listing is Set to Expire	501
Listing Still Pending	255
New Listing Input Over 24 Hours	167
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 lead to an increase in a certain type of issue) we may also put a notification up on RMLS*web*, 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 March 2019

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 RMLS*web*? 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 2019 our team

handled 293 phone calls.

We track 30 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

RMLS™ started sending out courtesy notices spring 2018 when Data Accuracy staff began using LDC. These notices are not violations, but rather courtesy notices informing subscribers to something regarding their listing. One of the newest courtesy notices is one that lets the seller's agent know that their listing is set to expire within 10 days. We know that life can be busy and that reminders are helpful. In March 2019, 1,014 courtesy notices were sent out.

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.

In March 2019, one formal rules violation was filed, with a total of , with a grand total of $500 fine levied. Following is a list of the specific violation:

- *5.1L Unauthorized Use of a Lockbox*: Buyer's agent provided buyers a one day code to access a listing, allowing the buyers and home inspector access to property without permission or representation. Seller notified Seller's Agent that the buyers and home inspector were inside the listing without their agent present.

INFORMAL VIOLATIONS

In March 2019, RMLS™ Data Accuracy staff reviewed 20,254 listings in addition to the 548 notices sent through Report Issue button on RMLS*web.* Of the items reviewed, 1,428 violation notices and 2,524 courtesy notices were sent out.

Category	March
Missing Tax ID	621
Personal Promotion	140
Incorrect or Missing Information	116
Missing Owner Name	108
Missing School	103
Year Built	80
Duplicate Listing	70
No Showings	41
Is Property a Condo	37
Incorrect 1st Photo	19
Duplicate Listing in Different Category	17
Conditions to Compensation	16
Missing Condo Unit Number	16
Listing Input in Incorrect MLS Area	15

Partial Bathrooms Greater Than 5	11
Inaccurate Lot Size	8
City Unknown	6
HUD	3
Is Listing a Short Sale?	1

Following are the courtesy notifications sent to RMLS™ subscribers in March 2019:

Category	March
Multiple Owner Names in 1st Field	1,054
Listing is Set to Expire	1,014
New Listing Input Over 24 Hours	247
Listing Still Pending	207
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 RMLS*web*, 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.