

# 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:

<b>Category</b>	<b>September</b>
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](mailto:dataaccuracy@rmls.com) or 503.395.1916.

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## **RMLS Rules Roundup for August 2021**



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## **AUGUST HIGHLIGHTS**

When entering a residential listing, it is important to make sure that the correct property type is listed. There can be some confusion about what the property type should be for a listing. Fortunately, we have a handy document that defines property types that you can bookmark in case you need it.



## 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 August 2021.

## INFORMAL VIOLATIONS & COURTESY NOTICES

In August 2021, the RMLS Data Accuracy staff reviewed 31,260 listings in addition to the 490 notices sent through the "Report Issue" button on RMLSweb. Of the items reviewed, 1,275 violation notices and 2,018 courtesy notices were sent out. In addition, our team handled 416 phone calls.

Category	August
Missing Tax ID	434
Personal Promotion	148
Missing School	124
Incorrect or Missing Information	122
No Showings	65
Missing Owner Name	58
Duplicate Listing	56
Incorrect Status	43
Property Condition	37

Incorrect First Photo	32
Incorrect Property Type	30
Conditions to Compensation	29
Is Property a Condo	27
Listing Input in Incorrect MLS area	17
Partial Bathrooms 5+	14
Missing Condo Unit Number	10
HUD	9
Inaccurate Lot Size	8
Address Issues	8
City Unknown	3
Duplicate Listing in Different Categories	1

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

<b>Category</b>	<b>August</b>
Listing Still Pending	631
Listing is Set to Expire	548
Multiple Owner Names in First Field	360
Listing Status Changed from PEN to SLD > 24 hours	320
New Listing Input Over 24 Hours	90
Listing Still in OMS, Public Records Indicate SLD	69

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# RMLS Rules Roundup for July 2021



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## **JULY HIGHLIGHTS**



When a listing is input into RMLS it is important to remember that personal promotion is not allowed in the public remarks, on the photos, or in the virtual/video tours. Rule 3.25 of the RMLS Rules and Regulations states:

*Listings submitted to RMLS may be used to provide information pertinent to the listed property only and may not be used to provide broker, seller or lessor contact information, or to advertise a Subscriber's services to the public by way of direct or indirect advertising or "branding" of the listing data (through linking or otherwise.)*

This rule is why we don't allow links in the public remarks as well as why video tours must not lead to a site that contains contact information. We do review video tours to ensure that they are unbranded. In addition, we review the site where the video is hosted to make sure that it is also free from personal promotion.

Some personal promotion examples to avoid are using your name, your firm's name, or having an email or phone number on the host site. One example of a hosting site would be YouTube. If the hosting site requires a name to be displayed our recommendation would be to use the property address, a generic phrase like "property for sale," or a description from the public remarks.

## **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 July as there were no cases to review.

## **INFORMAL VIOLATIONS & COURTESY NOTICES**

In July 2021, the RMLS Data Accuracy staff reviewed 32,693 listings in addition to the 435 notices sent through the “Report Issue” button on RMLSweb. Of the items reviewed, 1,284 violation notices and 1,994 courtesy notices were sent out. In addition, our team handled 322 phone calls.

<b>Category</b>	<b>July</b>
Missing Tax ID	418
Personal Promotion	184
Missing School	153
Incorrect or Missing Information	109
No Showings	62
Property Condition	56
Missing Owner Name	42
Duplicate Listing	39
Incorrect Status	39
Is Property a Condo	38
Incorrect First Photo	32
Incorrect Property Type	26
Conditions to Compensation	20
Listing Input in Incorrect MLS area	18
Inaccurate Lot Size	11
Missing Condo Unit Number	10
City Unknown	9

Partial Bathrooms 5+	7
Duplicate Listing in Different Categories	5
HUD	2
Address Issues	2
Missing SQFT by Level	2

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

Category	July
Listing Still Pending	618
Listing is Set to Expire	515
Multiple Owner Names in First Field	397
Listing Status Changed from PEN to SLD > 24 hours	289
Listing Still in OMS, Public Records Indicate SLD	89
New Listing Input Over 24 Hours	86

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## RMLS Rules Roundup for June 2021



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## **JUNE HIGHLIGHTS**

We are seeing a greater number of listings that are being entered and not able to be shown right away. As a reminder, if a listing has been entered into RMLS it must be available for showing unless it meets criteria laid out in rule 3.27 of the RMLS Rules and Regulations:

**Availability for Showing.** *With the exception of Commercial Lease, Auction, and Coming Soon-No Showing listings, all active listings shall be available for showing immediately upon entry into the RMLS system, excluding listings which require all offers to be made contingent on interior inspection. Listings cannot restrict showing until a future date.*

Though there may be valid reasons for your client to restrict showings, such as a renter occupying the property or the property being unsafe, but in cases like this agents should add a statement to the listing remarks that explains that all offers are contingent upon an interior inspection. It may be helpful to provide a brief explanation as to why showings are unavailable. If a home is simply not ready to be shown but you want to let people know it will be available soon then publishing as Coming Soon-No Showing (CSN) would be appropriate. This allows other RMLS subscribers the chance to know about your listing so that they can share it with their clients while still affording your client up to 21 days to finish getting their home ready for showings.

It is also important to follow the showing instructions. As listing volume increases with the sunny weather, it can be easy to get excited and not double check the instructions before taking a client into a listing.

## **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 one case in June 2021 that resulted in a fine of \$250.00.

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

## **INFORMAL VIOLATIONS & COURTESY NOTICES**

In June 2021, the RMLS Data Accuracy staff reviewed 35,446 listings in addition to the 505 notices sent through the "Report Issue" button on RMLSweb. Of the items reviewed, 1,380 violation notices and 2,065 courtesy notices were sent out. In addition, our team handled 515 phone calls.

<b>Category</b>	<b>June</b>
Missing Tax ID	350
Personal Promotion	183
Missing School	182
Incorrect or Missing Information	143
No Showings	133
Duplicate Listing	69
Missing Owner Name	48
Incorrect Status	41
Incorrect First Photo	40
Property Condition	39
Incorrect Property Type	38
Is Property a Condo	36
Listing Input in Incorrect MLS area	18
Inaccurate Lot Size	14

Conditions to Compensation	13
Address Issues	9
Missing Condo Unit Number	7
Partial Bathrooms 5+	7
Duplicate Listing in Different Categories	6
City Unknown	2
HUD	2

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

Category	June
Listing Still Pending	661
Listing is Set to Expire	558
Multiple Owner Names in First Field	354
Listing Status Changed from PEN to SLD > 24 hours	331
Listing Still in OMS, Public Records Indicate SLD	90
New Listing Input Over 24 Hours	71

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](mailto:dataaccuracy@rmls.com) or 503.395.1916.

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## RMLS Rules Roundup for March

# 2021



*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**

As the weather warms up and more houses begin to be put on the market it is important to keep in mind the rules regarding lockbox access and showings. Violating the lockbox and showing rules can have serious consequences which may include fines or even suspension from RMLS.

Rule 7.1 reads as follows:

*The appointment for showing of listed property shall be arranged as indicated in the RMLS Listing Data Input Form.*

*a. A Cooperating Broker or Appraiser may use the lockbox access device to enter a listing whose status is Active, Bumpable or Short Sale Pending, only in accordance with the instructions on the RMLS Listing Data Input Form or in accordance with the express instructions of the Listing Broker or Owner.*

*b. A Cooperating Broker or Appraiser may use the lockbox access device to enter a listing whose status is other than Active, Bumpable or Short Sale Pending, only with the express permission of the Listing Broker or Owner.*

*c. A Listing Broker, Cooperating Broker or Appraiser may not use the lockbox access device to enter a listing whose status is Coming Soon-No Showing.*

*d. A property in Coming Soon-No Showing status cannot be shown.*

*e. If the Listing Broker's representative is to accompany a Cooperating Broker on the showing of a listing, that requirement must be included in the RMLS Listing Data Input Form and the Listing Broker must have a representative available to accompany the showing at the convenience of the Owner and customer.*

*f. No Participant or Subscriber may require from a Cooperating Broker a prospective Purchaser's address or telephone number.*

Some tips to keep in mind:

- Always follow the showing instructions and check the status of a listing prior to opening the lockbox, even if you checked before you left the office. It is better to take the extra step than to accidentally enter a pending listing.
- Do not let your buyer have access to the listing before the agreed upon transfer of possession date. The seller is still the owner of the property until that time – your buyer may be excited to see the property, but until the transfer you should make an appointment with the Seller' Agent to view the property. Utilizing the tools available and keeping the rule in mind will help to keep all parties safe and happy.
- 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 March 2021.

## **INFORMAL VIOLATIONS**

In March 2021, the RMLS Data Accuracy staff reviewed 31,851 listings in addition to the 574 notices sent through the “Report Issue” button on RMLSweb. Of the items reviewed, 1,235 violation notices and 1,354 courtesy notices were sent out. In addition our team handled 343 phone calls.

<b>Category</b>	<b>March</b>
Missing Tax ID	424
Incorrect or Missing Information	150
Personal Promotion	119
Missing School	100
No Showings	89
Missing Owner Name	51
Incorrect Status	45
Incorrect First Photo	42
Property Condition	41
Incorrect Property Type	32
Is Property a Condo	25
Duplicate Listing	21
Address Issues	16
Duplicate Listing in Different Categories	14

Inaccurate Lot Size	12
Listing Input in Incorrect MLS area	10
Partial Bathrooms 5+	10
Conditions to Compensation	8
Missing Condo Unit Number	7
HUD	4
City Unknown	2

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

Category	March
Listing is Set to Expire	563
Listing Still Pending	489
Multiple Owner Names in First Field	217
New Listing Input Over 24 Hours	72
Listing Status Changed from PEN to SLD > 24 hours	13

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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# RMLS Rules Roundup for February 2021



*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**

Spring time offers the chance to take great photos of your listings. As the season approaches, it's important to remember that photographs aren't just a terrific option to market homes – they're required! Per RMLS Rules and Regulations section 3.8:

*At the time of publication, listings submitted to RMLS are required to have one (1) photograph of the exterior building view, except for bare land, which must have a photograph of the land. If the seller does not wish to have a photograph published, a Photograph Omission Form or equivalent document signed by the seller is required and must be submitted to RMLS within 24 hours of listing publication.*

Another item that Buyer's Agents should keep in mind is that you can request confirmation that your offer was presented. RMLS Rules and Regulations section 8.3 says:

*Where the Cooperating Broker is not present during the presentation of the offer, the Cooperating Broker can request in writing, and the Listing Broker must provide, as soon as practical, written affirmation stating that the offer has been submitted to the seller, or written notification that the*

*seller has waived the obligation to have the offer presented.*

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 February 2021.

## **INFORMAL VIOLATIONS**

In February 2021, the RMLS Data Accuracy staff reviewed 23,447 listings in addition to the 444 notices sent through the "Report Issue" button on RMLSweb. Of the items reviewed, 1,161 violation notices and 1,243 courtesy notices were sent out. In addition our team handled 303 phone calls.

<b>Category</b>	<b>February</b>
Missing Tax ID	447
Incorrect or Missing Information	140
Personal Promotion	115
Missing School	78

No Showings	68
Missing Owner Name	40
Incorrect Status	38
Incorrect Property Type	38
Property Condition	37
Conditions to Compensation	31
Duplicate Listing	22
Incorrect First Photo	17
Listing Input in Incorrect MLS area	15
Address Issues	13
Inaccurate Lot Size	10
Duplicate Listing in Different Categories	5
HUD	5
Partial Bathrooms 5+	2
City Unknown	1
Missing Condo Unit Number	1
Not a Short Sale	1

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

Category	February
Listing is Set to Expire	539
Listing Still Pending	405
Multiple Owner Names in First Field	212
New Listing Input Over 24 Hours	72
Listing Status Changed from PEN to SLD > 24 hours	12

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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## **RMLS Rules Roundup for December 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**

A new year has begun and this means new listing numbers and often the 'refreshing' of listings in order to get a new listing number. If you represent sellers, please let them know that if they 'refresh,' they could receive solicitation phone calls from other REALTORS® aiming to represent their property. Conversely, if you are planning to solicit business from sellers who have had a listing cancel or expire, please double-check that the property has not been relisted before contacting them. Solicitation of a listing that is 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) statuses) can

result in a fine of up to \$2,500.00.

*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 December 2020.

## **INFORMAL VIOLATIONS**

In December 2020, the RMLS Data Accuracy staff reviewed 20,117 listings in addition to the 415 notices sent through the "Report Issue" button on RMLSweb. Of the items reviewed, 896 violation notices and 2,341 courtesy notices were sent out. In addition our team handled 282 phone calls.

<b>Category</b>	<b>December</b>
Missing Tax ID	295
Personal Promotion	126
Incorrect or Missing Information	99
Property Condition	66

Missing School	57
Incorrect Status	46
No Showings	41
Incorrect First Photo	33
Missing Owner Name	27
Duplicate Listing	16
Incorrect Property Type	15
Duplicate Listing in Different Categories	12
Is Property a Condo	11
Conditions to Compensation	8
Missing Condo Unit Number	7
Listing Input in Incorrect MLS area	6
Inaccurate Lot Size	4
Partial Bathrooms 5+	4
City Unknown	4
Address Issues	2
HUD	2
No Photograph Omit Form	1

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

Category	December
Listing is Set to Expire	1624
Listing Still Pending	561
Multiple Owner Names in First Field	109
New Listing Input Over 24 Hours	32
Listing Status Changed from PEN to SLD > 24 hours	11
Listing Status Change > 24 hours	3

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 November 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 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.

<b>Category</b>	<b>November</b>
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.

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## **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**

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 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.

<b>Category</b>	<b>October</b>
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:

<b>Category</b>	<b>September</b>
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.

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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**RMLS™ Rules Roundup for**

# September 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, by email, or contacting us directly by phone.

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**

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 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.

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.