

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

When we notice an uptick in a specific type of violation (perhaps a rule recently changed or market conditions lead to an increase in a certain type of issue), we may also put a notification up on RMLSweb, educating subscribers before one of their listings gets flagged and we need to contact them.

RMLS™ Data Accuracy can be reached via email or by phone at (503) 236-7657 if you have questions about the RMLS™ Rules and Regulations, if you wonder whether a specific listing has inaccurate data, or if you want to chat with us more about the above information.

RMLS™ Rules Roundup for July 2020



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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

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 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

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

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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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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 April 2020



The RMLS™ Rules and Regulations Committee has requested that periodic reports are given to subscribers about the number and

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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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