

# RMLS by the Numbers 2020

Here we go again! RMLS celebrates another year working hard for thousands of subscribers across Oregon and Southwest Washington by presenting an annual collection of numbers. These numbers show just how much RMLS has supported real estate activity over the course of 2020. We hope you enjoyed journeying along with us.

Compare the numbers below with the same from prior years and see how we've grown!

## **RMLSweb**

Number of times subscribers logged in to RMLSweb: 1,920,055

Photos uploaded to listings: 1,939,599

Number of new prospect profiles created: 75,157

All residential properties listed for sale: 71,940

All residential properties sold: 61,350

Median sold price of homes listed: \$397,000

Total dollar volume of homes sold: \$27,089,173,000

Reports viewed: 11,929,621

## **RMLS Subscribers**

RMLS subscribers as of December 2020: 14,894

New RMLS subscribers (compared to December 2019): +370

Increase in subscribers, above: +2.5%

Subscribers who attended training: 9,326 via 892 individual classes

Number of calls to the RMLS Help Desk: 19,846 calls

Number of Bug Reports: 8,821

Number of Help Desk chats: 5642

Number of incidents reported using the “Report Issue” button:  
5387

CE hours distributed by RMLS™ at no cost to subscribers: 664

### **Social Media**

RMLS followers on Facebook (as of December 31): 5,832

RMLS followers on Twitter (as of December 31): 2,826

RMLS regularly compiles plenty of other numbers as well! In addition to publishing *Market Action* each month, we have statistical summaries available on RMLSweb with information dating back several years.

We love numbers here at RMLS, and hope you find this data as fun and interesting as we do.

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# **RMLS™ Rules Roundup for March 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 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

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**

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 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.

<b>Category</b>	<b>March</b>
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:

<b>Category</b>	<b>March</b>
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.

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**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:

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

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 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 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 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.

- 5.1.1 – *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 access code to their buyer.
- 5.1.1 – *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 RMLSweb. Of the items reviewed, 810 violation notices and 1,459 courtesy notices were sent out.

<b>Category</b>	<b>December</b>
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 RMLSweb, educating subscribers before one of their listings gets flagged and we need to contact them.

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more about the above information.

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## **RMLS™ by the Numbers 2019**

Here we go again! RMLS™ celebrates another year working hard for thousands of subscribers across Oregon and Southwest Washington by presenting an annual collection of numbers. These numbers show just how much RMLS™ has supported real estate activity over the course of 2019. We hope you enjoyed journeying along with us.

Compare the numbers below with the same from prior years and see how we've grown!

### **RMLSweb**

Number of times subscribers logged in to RMLSweb: 1,723,212

Photos uploaded to listings: 2,033,235

Number of new prospect profiles created: 66,667

All residential properties listed for sale: 77,296

All residential properties sold: 57,475

Median sold price of homes listed: \$365,000

Total dollar volume of homes sold: \$23,224,875,000

Reports viewed: 8,148,542

### **RMLS™ Subscribers**

RMLS™ subscribers as of December 2019: 14,524

New RMLS™ subscribers (compared to December 2018): 35

Increase in subscribers, above: +0.24

Subscribers who attended training: 3,331  
Number of calls to the RMLS™ Help Desk: 24,382  
Number of Help Desk chats: 5,595  
Number of incidents reported using the “Report Issue” button:  
5,715  
CE hours distributed by RMLS™ at no cost to subscribers: 1,742  
Total attendance at RMLS™ training events: 3,652

### **Social Media**

RMLS™ followers on Facebook (December 31st): 4,361  
RMLS™ followers on Twitter (December 31st): 2,940

RMLS™ regularly compiles plenty of other numbers as well! In addition to publishing *Market Action* each month, we have statistical summaries available on RMLSweb with information dating back several years.

We love numbers here at RMLS™, and hope you find this data as fun and interesting as we do.

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# **RMLS™ Rules Roundup for November 2019**





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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 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 SentiLock 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 RMLSweb. Of the items reviewed, 1,029 violation notices and 1,774 courtesy notices were sent out.

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

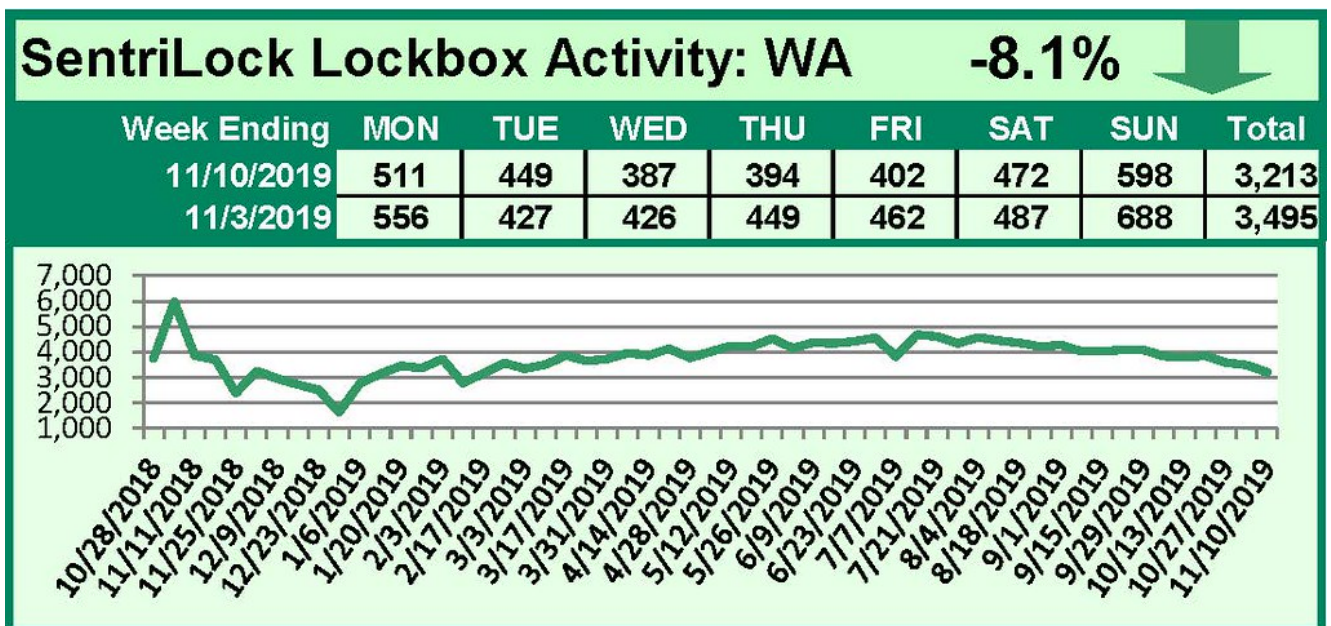
Following are the courtesy notifications sent to RMLS™ subscribers in November 2019:

<b>Category</b>	<b>November</b>
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 RMLSweb, educating subscribers before one of their listings gets flagged and we need to contact them.

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## SentriLock Lockbox Activity November 4-10, 2019

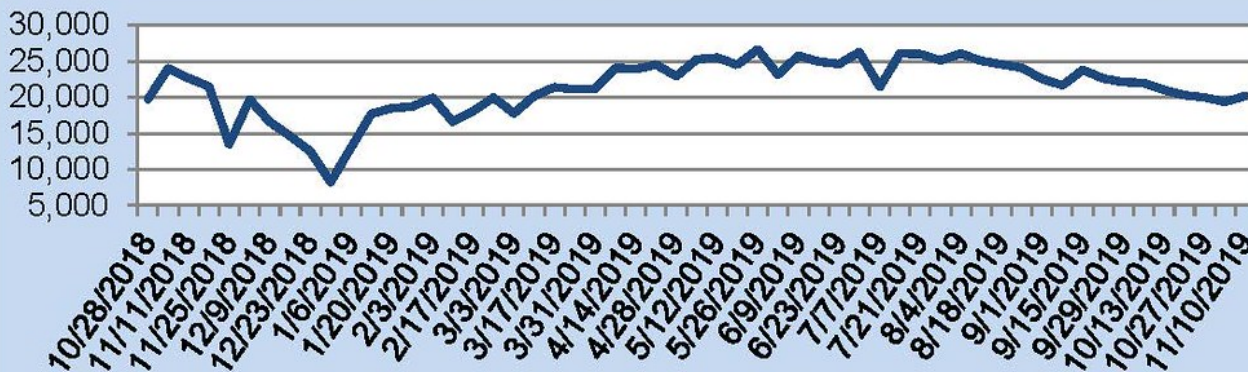


# SentriLock Lockbox Activity: OR

4.3%



Week Ending	MON	TUE	WED	THU	FRI	SAT	SUN	Total
11/10/2019	3,565	2,312	2,567	2,613	2,701	2,869	3,583	20,210
11/3/2019	3,284	2,414	2,557	2,687	2,256	2,596	3,586	19,380



## This Week's Lockbox Activity

For the week of November 4-10, 2019, these charts show the number of times RMLS™ subscribers opened SentriLock lockboxes in Oregon and Washington. Activity decreased again last week Washington and increased in Oregon.

For a larger version of each chart, visit the RMLS™ photostream on Flickr.

# SentriLock Lockbox Activity October 28-November 3, 2019

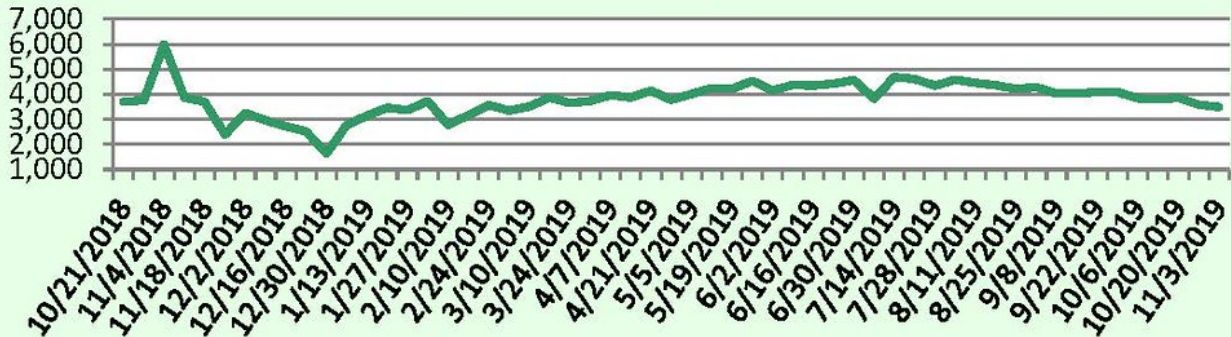


## SentriLock Lockbox Activity: WA

**-2.6%**



Week Ending	MON	TUE	WED	THU	FRI	SAT	SUN	Total
11/3/2019	556	427	426	449	462	487	688	3,495
10/27/2019	605	474	398	484	415	529	682	3,587

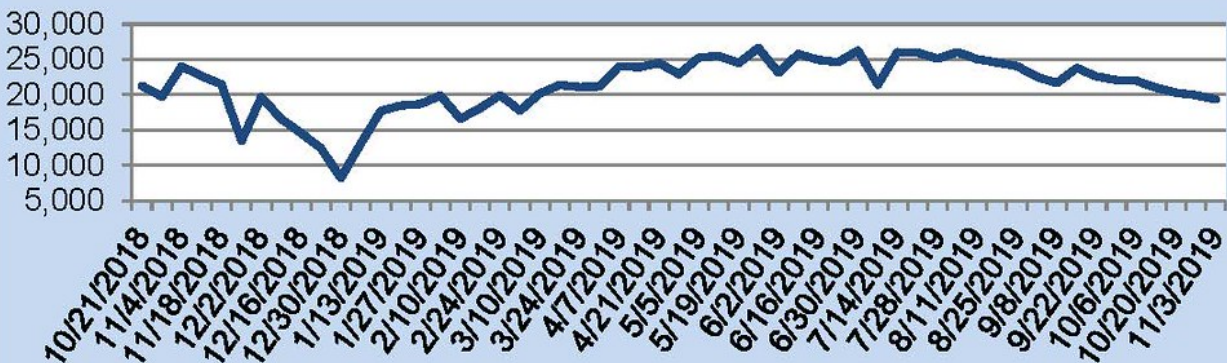


## SentriLock Lockbox Activity: OR

**-3.0%**



Week Ending	MON	TUE	WED	THU	FRI	SAT	SUN	Total
11/3/2019	3,284	2,414	2,557	2,687	2,256	2,596	3,586	19,380
10/27/2019	3,537	2,483	2,723	2,531	2,765	2,707	3,231	19,977



### This Week's Lockbox Activity

For the week of October 28-November 3, 2019, these charts show the number of times RMLS™ subscribers opened SentriLock lockboxes in Oregon and Washington. Activity decreased again last week in both Oregon and Washington.

For a larger version of each chart, visit the RMLS™ photostream on Flickr.

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# RMLS™ Rules Roundup for October 2019



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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 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 RMLSweb. 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 RMLSweb. Of the items reviewed, 1,098 violation notices and 1,282 courtesy notices were sent out.

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

<b>Category</b>	<b>October</b>
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 RMLSweb, educating subscribers before one of their listings gets flagged and we need to contact them.

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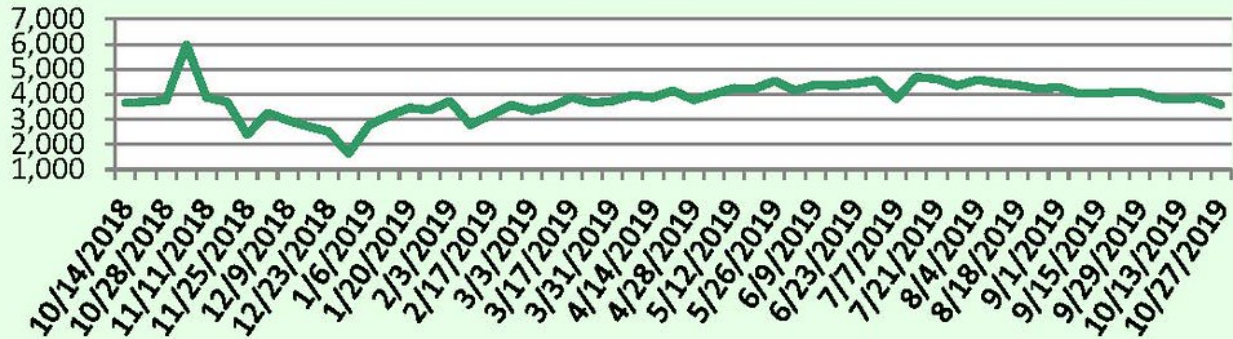
## **SentriLock Lockbox Activity October 21-27, 2019**

## SentriLock Lockbox Activity: WA

-7.0%



Week Ending	MON	TUE	WED	THU	FRI	SAT	SUN	Total
10/27/2019	605	474	398	484	415	529	682	3,587
10/20/2019	513	553	501	505	512	591	683	3,858

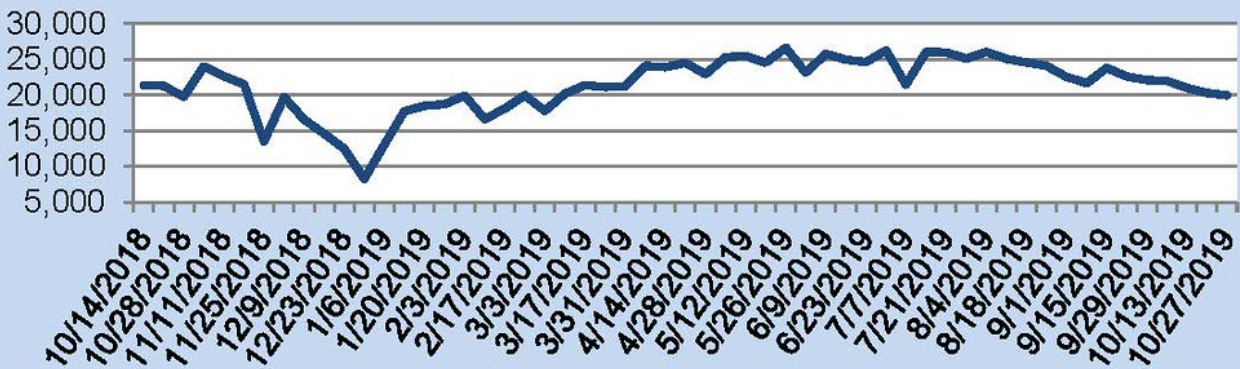


## SentriLock Lockbox Activity: OR

-1.5%



Week Ending	MON	TUE	WED	THU	FRI	SAT	SUN	Total
10/27/2019	3,537	2,483	2,723	2,531	2,765	2,707	3,231	19,977
10/20/2019	3,429	2,566	2,830	2,613	2,737	2,794	3,312	20,281



### This Week's Lockbox Activity

For the week of October 21-27, 2019, these charts show the number of times RMLS™ subscribers opened SentriLock lockboxes in Oregon and Washington. Activity decreased last week in both Oregon and Washington.

For a larger version of each chart, visit the RMLS™  
photostream on Flickr.