

# 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.

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## **RMLS™ Rules Roundup for August 2020**



*The RMLS™ Rules and Regulations Committee has requested that periodic reports are given to subscribers about the number and types of formal rules violations, along with information about informal violations and courtesy notifications by type. Read “If a RMLS™ Rule is Broken, What Happens?” for a deeper explanation.*

Have you ever spotted something wrong in a property listing on RMLSweb? The Data Accuracy team is responsible for sorting things out whenever a RMLS™ subscriber contacts us—whether that is via the “Report Issue” button on a listing, by email, or contacting us directly by phone.

We tracked 32 specific issues in Listing Data Checker (LDC), the software that helps us spot and correct issues proactively. Six of these are courtesy notifications, but the other 26 are informal violations of the RMLS™ Rules and Regulations. In addition to our focus on education, we also process formal violations throughout the year.

## **HOT TOPICS**

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

*TIP:* Prior to scheduling a showing, it’s important to double check the listing for any special showing accommodation requests or notes from the seller(s) and/or Seller’s Agent. Be safe out there!

## **FORMAL VIOLATIONS**

The RMLS™ Rules and Regulations Committee reviews all formal complaints which allege a violation of the RMLS™ Rules and Regulations. The committee has the power to impose sanctions.

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

## **INFORMAL VIOLATIONS**

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

<b>Category</b>	<b>August</b>
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:

<b>Category</b>	<b>August</b>
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.

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## RMLS™ Rules Roundup for July 2020



*The RMLS™ Rules and Regulations Committee has requested that periodic reports are given to subscribers about the number and types of formal rules violations, along with information about informal violations and courtesy notifications by type. Read “If a RMLS™ Rule is Broken, What Happens?” for a deeper explanation.*

Have you ever spotted something wrong in a property listing on

RMLSweb? The Data Accuracy team is responsible for sorting things out whenever a RMLS™ subscriber contacts us—whether that is via the “Report Issue” button on a listing, by email, or contacting us directly by phone.

We tracked 32 specific issues in Listing Data Checker (LDC), the software that helps us spot and correct issues proactively. Six of these are courtesy notifications, but the other 26 are informal violations of the RMLS™ Rules and Regulations. In addition to our focus on education, we also process formal violations throughout the year.

## **HOT TOPICS**

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

This month we want to continue to remind everyone that prior to scheduling a showing, it's important to double check the listing for any special showing accommodation requests or notes from the seller(s) and/or Seller's Agent. Be safe out there!

## **FORMAL VIOLATIONS**

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.

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

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

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

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

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

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.

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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.

<b>Category</b>	<b>June</b>
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:

<b>Category</b>	<b>June</b>
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



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.

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## **RMLS™ Rules Roundup for April 2020**



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Have you ever spotted something wrong in a property listing on RMLSweb? The Data Accuracy team is responsible for sorting things out whenever a RMLS™ subscriber contacts us—whether that is via the “Report Issue” button on a listing, by email, or contacting us directly by phone. In April 2020, our team handled 450 phone calls.

We tracked 32 specific issues in Listing Data Checker (LDC), the software that helps us spot and correct issues proactively. Six of these are courtesy notifications, but the other 24 are informal violations of the RMLS™ Rules and Regulations. In addition to our focus on education we also process formal violations throughout the year.

## **HOT TOPICS**

Please remember to check state and local policies regarding showings, since several new policies, rules and regulations, and business best practices have been rolled out in recent weeks.

Please also check the listing for special accommodation requests or notes from the home seller or seller’s agent prior to scheduling a showing.

## FORMAL VIOLATIONS

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 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

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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above information.

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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:

Category	March
Multiple Owner Names in First Field	560
Listing is Set to Expire	465
Listing Still Pending	270
New Listing Input Over 24 Hours	72
Listing Status Change over 24 Hours	2

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

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more about the above information.

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# 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 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 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 RMLSweb. Of the items reviewed, 1,221 violation notices and 1,953 courtesy notices were sent out.

<b>Category</b>	<b>January</b>
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:

<b>Category</b>	<b>January</b>
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 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 December 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 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.

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 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 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.

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 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 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:

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 RMLSweb, educating subscribers before one of their listings gets flagged and we need to contact them.

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