

RMLS™ Rules Roundup for September 2019



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

Have you ever spotted something wrong in a property listing on 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 September 2019 our team handled 232 phone calls.

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

HOT TOPICS

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

FORMAL VIOLATIONS

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

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

- *5.1L Unauthorized Use of a Lockbox*: An agent entered a

listing that was in PEN status.

- *5.1L Unauthorized Use of a Lockbox*: Buyer's agent provided a lockbox code to their buyer.

INFORMAL VIOLATIONS

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

Category	September
Missing Tax ID	464
Personal Promotion	129
Missing School	93
Incorrect or Missing Information	82
Year Built	80
Duplicate Listing	51
Missing Owner Name	28
No Showings	25
Listing Input in Incorrect MLS Area	19
Missing or Incorrect 1st Photo	18
Is Property a Condo	12
Conditions to Compensation	11
Missing Condo Unit Number	11
Inaccurate Lot Size	8
Duplicate Listing in Different Categories	8
Partial Bathrooms Greater than Five	6
City Unknown	5

Duplicate Listing Different Listing Agent	1
Is Listing a Short Sale?	1

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

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

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

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

RMLS™ Rules Roundup for July

2019



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

Have you ever spotted something wrong in a property listing on 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 July 2019 our team handled 276 phone calls.

We track 32 specific issues in Listing Data Checker (LDC), the software that helps us spot and correct issues proactively.

Six of these are courtesy notifications, but the other 24 are informal violations of the RMLS™ Rules and Regulations. In addition to our focus on education we also process formal violations throughout the year.

HOT TOPICS

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

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

FORMAL VIOLATIONS

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

The committee did not receive any formal violations to review for the July or August meetings.

INFORMAL VIOLATIONS

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

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

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

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

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

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

RMLS™ Rules Roundup for June 2019



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

Have you ever spotted something wrong in a property listing on 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 2019 our team handled 293 phone calls.

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

violations throughout the year.

HOT TOPICS

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

3.16 a. "Accepted Offer with Bumpable Buyer". Accepted offers with bumpable buyers shall be only those listings with an accepted offer which provides:

1) that the buyer's purchase is contingent upon the sale of the buyer's property within a limited time;

2) the buyer's property is in a category which can be listed in RMLS™; and

3) that if the seller receives another acceptable offer, the first buyer has a specified period to remove the contingency.

A property may not remain in "active" status if an offer has been accepted with the foregoing terms. "Accepted offer with bumpable buyer" sales will remain as searchable listings in "BMP" status in the RMLS™ System until the buyer is no longer bumpable and the appropriate status change is reported.

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

FORMAL VIOLATIONS

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

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

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

INFORMAL VIOLATIONS

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

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

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

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

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

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

RMLS™ Rules Roundup for May 2019



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

Have you ever spotted something wrong in a property listing on 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 2019 our team handled 293 phone calls.

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

HOT TOPICS

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

permission.

FORMAL VIOLATIONS

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

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

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

INFORMAL VIOLATIONS

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

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

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

Category	May
Multiple Owner Names in 1st Field	1,062
Listing is Set to Expire	773
New Listing Input Over 24 Hours	209
Listing Still Pending	292
Listing Status Change Over 24 Hours	1

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

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

RMLS™ Rules Roundup for April 2019



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

Have you ever spotted something wrong in a property listing on 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 2019 our team handled 275 phone calls.

We track 30 specific issues in Listing Data Checker (LDC), the software that helps us spot and correct issues proactively. Six of these are courtesy notifications, but the other 24 are informal violations of the RMLS™ Rules and Regulations. In addition to our focus on education we also process formal violations throughout the year.

HOT TOPICS

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

FORMAL VIOLATIONS

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

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

INFORMAL VIOLATIONS

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

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

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

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

Category	April
Multiple Owner Names in 1st Field	1,019
Listing is Set to Expire	501
Listing Still Pending	255
New Listing Input Over 24 Hours	167
Listing Status Change Over 24 Hours	1

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

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

RMLS™ Rules Roundup for March 2019



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

Have you ever spotted something wrong in a property listing on 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 2019 our team

handled 293 phone calls.

We track 30 specific issues in Listing Data Checker (LDC), the software that helps us spot and correct issues proactively. Six of these are courtesy notifications, but the other 24 are informal violations of the RMLS™ Rules and Regulations. In addition to our focus on education we also process formal violations throughout the year.

HOT TOPICS

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

FORMAL VIOLATIONS

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

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

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

INFORMAL VIOLATIONS

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

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

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

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

Category	March
Multiple Owner Names in 1st Field	1,054
Listing is Set to Expire	1,014
New Listing Input Over 24 Hours	247
Listing Still Pending	207
Listing Status Change Over 24 Hours	2

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

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

RMLS™ Rules Roundup for January-February 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 January and February

2019 our team handled 529 phone calls.

We track 30 specific issues in Listing Data Checker (LDC), the software that helps us spot and correct issues proactively. Six of these are courtesy notifications, but the other 24 are informal violations of the RMLS™ Rules and Regulations. In addition to our focus on education we also process formal violations throughout the year.

HOT TOPICS

In January we saw quite a few instances of personal promotion in video/virtual tours that were branded, along with other forms of personal promotion in the public remarks field. As a reminder, personal promotion is not permitted in public remarks, photographs, video, or virtual tours. Personal promotion includes and is not limited to phone numbers, agent name, firm name, email address, and websites. Remember, when submitting data to a listing that the information should describe the property only.

In February we sent out a number of courtesy notices on listings that included more than one owner name in the first owner name field. This courtesy notice was created in 2018 to remind subscribers that there are two owner name fields in RMLSweb. Both owner name fields are provided to ZipLogix and when a subscriber uses MLS Connect or MLS Push to autofill information into ZipLogix, the information is auto filled as appropriate. This is not a rules violation but simply a way that RMLS™ is working to help educate our subscribers where we can.

FORMAL VIOLATIONS

The RMLS™ Rules and Regulations Committee reviews all formal complaints which allege a violation of the RMLS™ Rules and Regulations. The committee has the power to impose sanctions. In January and February 2019, no formal rules violations were filed by RMLS™ subscribers.

INFORMAL VIOLATIONS

In January and February 2019, RMLS™ Data Accuracy staff reviewed 34,656 listings and found the following informal violations:

Jan	Feb	Category
686	723	Listing Missing Tax ID
151	90	Incorrect/Missing Information
113	73	Personal Promotion
53	64	Year Built Description
135	83	Owner Name
70	60	Missing School
0	0	Incorrect Address
0	65	Duplicate Listing
24	45	No Showing
26	23	Incorrect 1st Photo
21	31	Concessions
15	21	Missing Condo Unit
8	4	Partial Bathroom 5+
11	9	Listing Input in Incorrect MLS Area

3	3	City Unknown
4	22	HUD
34	21	Is Property a Condo
9	6	Duplicate Sold in Different Category
0	0	Photograph Omit Form
0	1	Short Sale Not Indicated
0	0	Fannie Mae
0	0	Duplicate Listing Different Agent
0	1	Inaccurate Lot Size
0	0	Missing SqFt by Level

Following are the courtesy notifications sent to RMLS™ subscribers in January and February 2019:

Jan	Feb	Category
934	764	Multiple Owners in 1st Owner Name Field
199	139	Listing is Still Pending
0	29	New Listing Input Over 24 Hours
1	2	Listing Status Change Over 72 Hours
0	0	Listing is Still Pending w/ Lease

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

RMLS™ Data Accuracy can be reached via email or by phone at

(503) 236-7657 if you ever have questions about the RMLS™ Rules and Regulations, if you wonder whether a specific listing has inaccurate data, or if you want to chat with us more about the above information.

RMLS™ Rules Roundup for 2018



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 hear from many of you: in 2018 our team handled 3,737 phone calls!

You can probably imagine how busy that keeps our small staff, and in 2018 we started using new software, called Listing Data Checker (LDC), to help us spot and correct issues more proactively. LDC helps automate simple tasks that used to take staff time every single work day.

We track 30 specific issues in LDC. 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 in 2018 there were eight formal violations that resulted in \$1,400 in fines being collected.

FORMAL VIOLATIONS

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

In 2018, eight formal rules violations were filed, with a grand total of \$1,400 in fines levied. Following is a list of the specific violations:

- *5.1L Unauthorized Use of a Lockbox*: Buyer’s agent let buyers into a listing, then left them there to go to

another listing. Seller's agent came to the listing to discover the buyers inside the listing without their agent present.

- *5.1S Marketing of Listing Prior to Publication:* Buyers contacted their agent to inquire about a property with a sign that they wanted to see. The listing was not in RMLSweb as either an excluded listing or in CSN status. The listing was put in as an active listing one week after the buyer's agent contacted the seller's agent.
- *5.1S Marketing of Listing Prior to Publication:* Subscriber noticed a yard sign on a property on a Thursday. By the following Monday the listing had not been entered into RMLSweb. Property was made active six calendar days after sign was put on property.
- *5.1S Marketing of Listing Prior to Publication:* Subscriber found a "Coming Soon" listing on a public Facebook page.
- *5.1S Marketing of Listing Prior to Publication:* Subscriber saw a sign on a property saying that it was "Coming Soon." When they checked RMLSweb, they found the property was not yet listed. When they made inquiries with the seller's firm they were told that it would be live in five calendar days.
- *5.1L Unauthorized Use of a Lockbox:* Seller's listing was in pending status and had been for four days. Another agent entered property without contacting seller's agent or making an appointment.
- *5.1L Unauthorized Use of a Lockbox:* Seller's listing was in pending status for 18 days when another agent entered property without permission.
- *5.1G Sold or Leased Input Over 144 Hours from Effective Date:* A property sold on Monday and the status was not updated from pending to sold for four weeks.

INFORMAL VIOLATIONS

In 2018, the Data Accuracy staff reviewed 438,452 listings and found the following informal violations.

2,888	Listing Missing Tax ID
1,816	Incorrect /Missing Information
1,547	Personal Promotion
1,172	Year Built Description
833	Owner Name
789	Missing School
623	Incorrect Address
483	Duplicate Listing
388	No Showing
371	Incorrect 1st Photo
244	Concessions
163	Missing Condo Unit
85	Partial Bathrooms 5+
80	Listing Input in Incorrect MLS Area
56	City Unknown
51	HUD
44	Is Property a Condo
6	Duplicate Sold in Different Category
6	Photograph Omit Form
4	Short Sale Not Indicated
1	Fannie Mae
1	Duplicate Listing Different Agent
0	Inaccurate Lot Size

0	Missing SqFt by Level
---	-----------------------

Following are the courtesy notifications sent to RMLS™ subscribers in 2018, largely through the work of LDC.

3,369	Multiple Owners in 1st Owner Name field
1,907	Listing is Still Pending
407	New Listing Input Over 72/24 Hours
177	Listing is Set to Expire
68	Listing Status Change Over 72/24 Hours
1	Listing is Still Pending w/Lease

You can see we have our work cut out for us in Data Accuracy! When we notice an uptick in a specific type of violation (perhaps a rule has recently changed or market conditions lead to an increase in a certain type of issue) we may also put a notification up on RMLSweb, educating subscribers before one of their listings gets flagged and we need to contact them.

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

RMLS™ Rules Roundup for May-September 2018



The RMLS™ Rules and Regulations Committee has requested that reports about the number of formal violations, the type of violations, and the results get shared periodically with subscribers. Read “If a RMLS™ Rule is Broken, What Happens?” for a deeper explanation.

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.

Violations in May through September 2018

During the period from May through September of 2018 there was

one new violation submitted which resulted in a fine of \$250. There was also one violation submitted that resulted in no fine being levied. The cited violations were as follows:

Section 5.1.S. Marketing of Listing Prior to RMLS™ Publication

- Marketing a listing prior to publication in RMLSweb

Section 5.1.G. Sold or Leased

- Sold status change input over 144 hours.

Over the same period staff also responded to 2,217 phone calls and reviewed 202,255 listings for inaccurate data. Combined with the Report Issue button and email sent directly to rules@rmls.com the Data Accuracy Department was able to help subscribers make 7,380 corrections to listings in order to ensure that RMLS™ subscribers have the most accurate data. The top corrections that our team made were for personal promotion, missing owner name, and incorrect first photo.

RMLS™ Rules Roundup for 2017, January-April 2018



The RMLS™ Rules and Regulations Committee has requested that reports about the number of formal violations, the type of violations, and the results get shared periodically with subscribers. Read “If a RMLS™ Rule is Broken, What Happens?” for a deeper explanation.

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.

Violations in 2017

Six formal violations were submitted in 2017, resulting in a total of \$2,350.00 in fines being sanctioned. One RMLS™ subscriber had lockbox privileges suspended. The cited violations were as follows:

Section 5.1.L. Unauthorized Use of RMLS™ Lockbox Access Device or Method

- Not following showing instructions (3)
- Entering a property while in pending status (PEN) without

prior approval (2)

- Using the lockbox system for purposes other than real estate business (1)

Violations in January through April 2018

During January through April of 2018, four formal violations were submitted resulting in a total of \$800 in fines being sanctioned. The cited violations were as follows:

Section 5.1.L. Unauthorized Use of RMLS™ Lockbox Access Device or Method

- Entering a property while it was in pending status (PEN) without prior approval (2)

Section 5.1.S. Marketing of Listing Prior to RMLS™ Publication

- Marketing a listing prior to publication in RMLSweb (2)

The committee also discusses potential changes to the RMLS™ Rules and Regulations and makes recommendations to the RMLS™ Board of Directors. Subscribers are welcome to submit suggestions to the committee—contact Data Accuracy staff for more information via email or by calling (503) 236-7657.