

RMLS™ Rules Roundup for August 2020



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

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

We tracked 32 specific issues in Listing Data Checker (LDC),

the software that helps us spot and correct issues proactively. Six of these are courtesy notifications, but the other 26 are informal violations of the RMLS™ Rules and Regulations. In addition to our focus on education, we also process formal violations throughout the year.

HOT TOPICS

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

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

FORMAL VIOLATIONS

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

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

INFORMAL VIOLATIONS

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

Category	August
Missing Tax ID	390
Incorrect or Missing Information	159
Personal Promotion	131
Missing School	77
Missing Owner Name	71
No Showings	70
Property Condition	66
Duplicate Listing	44
Incorrect Status	44
Incorrect First Photo	44
Conditions to Compensation	26
Is Property a Condo	26
Incorrect Property Type	24
Listing Input in Incorrect MLS area	15
Duplicate Listing in Different Categories	14
Inaccurate Lot Size	12
Partial Bathrooms 5+	9
Address Issues	6
City Unknown	5
Missing Condo Unit Number	3

HUD	3
Remarks Incorrectly Indicate Short Sale	1
Missing SQFT by Level	1

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

Category	August
Listing is Set to Expire	983
Multiple Owner Names in First Field	585
Listing Still Pending	496
New Listing Input Over 24 Hours	127
Listing Status Change over 24 Hours	5

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

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

RMLS™ Rules Roundup for July 2020



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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.

Category	July
Missing Tax ID	474
Incorrect or Missing Information	157
Personal Promotion	116
Missing School	100
Missing Owner Name	82
Duplicate Listing	67
No Showings	60
Incorrect First Photo	50
Incorrect Status	44
Conditions to Compensation	41
Is Property a Condo	39
Incorrect Property Type	28
Missing Condo Unit Number	24
Listing Input in Incorrect MLS area	20
Inaccurate Lot Size	18
Partial Bathrooms 5+	15
Address Issues	14
Duplicate Listing in Different Categories	11
Property Condition	9
City Unknown	4

HUD	2
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The following are the courtesy notifications sent to RMLS™ subscribers in July 2020:

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

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 June

2020



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

Have you ever spotted something wrong in a property listing on RMLSweb? The Data Accuracy team is responsible for sorting things out whenever a RMLS™ subscriber contacts us—whether that is via the “Report Issue” button on a listing, by email, or contacting us directly by phone. In June 2020, our team handled 498 phone calls.

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

proactively. Six of these are courtesy notifications, but the other 26 are informal violations of the RMLS™ Rules and Regulations. In addition to our focus on education, we also process formal violations throughout the year.

HOT TOPICS

Photographs are an important aspect of listing content in the MLS. All listings submitted to RMLS™ are required to have one photograph of the exterior building view, or land if a bare land listing. If multiple photos are submitted the first one must always be an exterior building view. In the case of new construction a floor plan or exterior elevation may be submitted until the building is completed at which point a photo of the exterior building view should be submitted.

The one exception is when your seller(s) have requested that no photos be published with their listing. In this case a signed Photograph Omission Form or equivalent document must be submitted to RMLSweb (*Back Office -> Submit Excluded Listing -> Select Category=Photo Omission*) within 24 hours of publishing the listing.

Photographs may not contain any added text or graphics, or any alterations that misrepresent the property. Any photograph that contains virtual staging must be disclosed using the “Virtually Staged” watermark. Residential new construction listings that use a photograph of a similar home must disclose it on the photograph with the “Sample Image” watermark.

This month we want to continue to remind everyone that prior to scheduling a showing, it’s important to double check the

listing for any special showing accommodation requests or notes from the seller(s) and/or Seller's Agent. Be safe out there!

FORMAL VIOLATIONS

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

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

INFORMAL VIOLATIONS

In June 2020, RMLS™ Data Accuracy staff reviewed 34,077 listings in addition to the 540 notices sent through "Report Issue" button on RMLSweb. Of the items reviewed, 1,367 violation notices and 1,580 courtesy notices were sent out.

Category	June
Missing Tax ID	499
Personal Promotion	225
Incorrect or Missing Information	15
Missing Owner Name	81
Missing School	79
Duplicate Listing	62
Incorrect Status	48

No Showings	43
Incorrect First Photo	41
Is Property a Condo	29
Incorrect Property Type	20
Inaccurate Lot Size	16
Partial Bathrooms 5+	14
Listing Input in Incorrect MLS area	12
Conditions to Compensation	11
Address Issues	9
Duplicate Listing in Different Categories	6
HUD	4
Missing Condo Unit Number	4
City Unknown	3
Property Condition	2

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

Category	June
Multiple Owner Names in First Field	633
Listing is Set to Expire	520
Listing Still Pending	303
New Listing Input Over 24 Hours	115
Listing Status Change over 24 Hours	9

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.

Real Talk with RMLS™, Episode 41: Clear Communications MLS Policy 8.0



This week, host Beth Raimer is joined by John Ayers to address Clear Cooperation MLS Policy 8.0, which went into effect April 30, 2020.

Don't forget to subscribe to Real Talk with RMLS™ on iTunes or Google Play!

Music: "Tropical Summer" by ArtIss (via MelodyLoops.com)

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.

Category	March
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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Clear Cooperation MLS Policy 8.0 Rules Changes Coming April 30th: Your Questions, Answered

As a REALTOR®-owned MLS, RMLS™ should stay in compliance with the National Association of REALTORS® (NAR) MLS Model Rules. For 2020, NAR made several changes to the MLS Model Rules that are mandated. The first mandatory change was reviewed and approved by the RMLS™ Board of Directors at their January meeting and became effective on February 17, 2020 which resulted in a change to Section 8.3.

The second part of the 2020 NAR Model Rule changes were reviewed and approved by the RMLS™ Board of Directors and will become effective on April 30, 2020. The changes incorporate the NAR-mandated Clear Cooperation MLS Policy 8.0 that governs the public marketing of listings and their entry into the multiple listing service. Within one (1) business day of marketing a property to the public, the Seller's Agent must submit the listing to the MLS for cooperation with other MLS participants.

For more information regarding this policy, please see these NAR resources:

- NAR-Window to the Law: Understanding the MLS Clear Cooperation Policy
- NAR-MLS Clear Cooperation Policy

Changes to the RMLS™ Rules and Regulations includes the following:

- Section 3.2, Acceptable Listings, the definition of marketing was changed to match the NAR policy.
- A new section, 3.3 Clear Cooperation, was added per the NAR policy. *As a result, subsequent subsections will be renumbered accordingly.*
- Section 3.3 was changed to Section 3.4, Office Exclusives, and was updated to match the NAR policy.

Changes to the Oregon Listing Contract and Washington Listing Contract includes the following:

- In the “Exclusive Right to Sell” section...
 - The title to the Authorization to Exclude from MLS and Public Marketing Addendum was updated to match the new title of the form.
 - In the last paragraph the marketing definition was changed to match the NAR policy.

Changes to the Authorization to Exclude from MLS and Public Marketing Addendum includes the following:

- Title changed to “Authorization to Exclude from MLS and Public Marketing Addendum”
- Section 1 – updated the subscriber count
- Section 2 – Updated the title of the addendum and added “...and from public marketing.” to the last sentence.
- Section 5 – Added “...or publicly marketed in any way.” to the last sentence.
- Section 6 – The entire section was replaced with the

following text:

CLEAR COOPERATION/PUBLIC MARKETING: Within one (1) business day of marketing the property to the public, the property no longer qualifies to be excluded from the MLS and the Participant must submit the listing to RMLS™ for cooperation with other MLS Participants. Public marketing includes, but is not limited to, flyers displayed in windows, yard signs, digital marketing on public facing websites, brokerage website displays (including IDX and VOW), digital communication marketing (email blasts), multi-brokerage listing sharing networks, and applications available to the general public.

- Section 8 – Text referencing “...public marketing...” was added in several locations.

Frequently Asked Questions

Why was this policy approved?

MLSs and Brokers from across the country asked NAR to consider policy that will reinforce the consumer benefits of cooperation. The MLS creates an efficient marketplace and reinforces the pro-competitive, pro-consumer benefits that REALTORS® have long sought to support. After months of discussion and consideration within NAR’s MLS Technology and Emerging Issues Advisory Board, this proposal was brought forth for the industry to discuss and consider, then approved by NAR’s Board of Directors.

Who made the decision that this policy was needed?

NAR’s MLS Technology and Emerging Issues Advisory Board is made up of brokers and MLS executives from across the country. Two dozen volunteers review industry concerns from a wide

range of business and regional viewpoints. Potential policy changes are discussed within the group to create a positive impact on the industry and to address broker needs within the marketplace. The policy was strongly supported by the NAR MLS Committee and the NAR Board of Directors.

Do ALL REALTOR® Association MLSs have to adopt the MLS Clear Cooperation Policy?

Yes. By establishing a national policy, it is mandatory that all REALTOR® Association MLSs adopt the policy and have the same consistent standard.

Can a seller or the listing broker “opt out” of the policy’s obligations?

No. The new policy does not include an “opt out.” Any listing that is “publicly marketed” must be filed with the service and provided to other MLS Participants for cooperation within (1) one business day.

Does Policy Statement 8.0 prohibit office exclusives?

No. “Office exclusive” listings are an important option for sellers concerned about privacy and wide exposure of their property being for sale. In an office exclusive listing, direct promotion of the listing between the brokers and licensees affiliated with the listing brokerage, and one-to-one promotion between these licensees and their clients, is not considered public advertising.

Common examples include divorce situations and celebrity clients. It allows the broker to market a property among the brokers and licensees affiliated with their brokerage. If office exclusive listings are displayed or advertised to the general public, however, those listings must also be submitted to the MLS for cooperation.

Does Policy Statement 8.0 require listings to be submitted to the MLS if they are advertised to a select group of brokers outside the listing broker's office?

Yes. "Private listing networks" that include more brokers or licensees than those affiliated with the listing brokerage constitute public advertising or display pursuant to Policy Statement 8.0. Listings shared in multi-brokerage networks by participants must be submitted to the MLS for cooperation.

Does Policy Statement 8.0 apply to non-active listings?

Yes. Policy Statement 8.0 applies to any listing that is or will be available for cooperation. Pursuant to Policy Statement 8.0, "coming soon" listings displayed or advertised to the public by a listing broker must be submitted to the MLS for cooperation with other participants.

Does Policy Statement 8.0 apply if there is no listing agreement on file?

MLS compliance, including NAR® policy 8.0, is activated once a listing agreement is signed by all required parties. For scenarios in which no listing agreement is in place, RMLS™ recommends that you consult with your broker and/or reach out to your state association for information if you suspect/or have concerns about a FREC/Code of Ethics violation.

What is the meaning of "business day?"

Business days exclude Saturdays, Sundays and holidays. For consistency among all REALTOR® Association MLSs, the approved timeframe is 1 business day.; "holidays" include all recognized federal and state holidays.

Is the new policy consistent with Article 3 of the NAR Code of Ethics?

Yes. By joining the MLS, Participants agree to be bound by the MLS Rules and Regulations. Per the policy's rationale, the public marketing of a listing indicates that the MLS participant has concluded that cooperation with other MLS participants is in their client's best interests.

Can I advertise a property on third party websites?

The MLS exists to facilitate cooperation and compensation. If you choose to advertise a property without a listing agreement on third party websites your compensation and/or broker participation is not guaranteed.

Can I market my excluded listing on Social Media?

For properties that have an Authorization to Exclude from MLS and Public Marketing Addendum, and the like, filed with RMLS™, all forms of social media marketing during the exclusion time period violate the 8.0 policy.

Prior to this rule change if a property was excluded from the MLS and then the sellers had a change of heart and wished to publish the property in the MLS they had to wait 30-days after the expiration of the contract in order to list the property in the MLS. Does this apply?

Once this new rule goes into affect, the 30-day waiting period will be removed.

That said, RMLS™ is happy to guide you through a specific situation or answer questions you may have. Contact the RMLS™ Data Accuracy staff at (503) 236-7657; we are happy to help answer your questions!

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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 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:

Category	February
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 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.

Category	January
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:

Category	January
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.

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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.

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 November 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 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.

Category	November
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:

Category	November
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 RMLS*web*, 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.