


# Holiday Greetings from RMLS

Happy Holidays to all of our subscribers & friends in the  real estate world!

We're thankful to be working with a great network of 12,000+ Realtors® and real estate professionals in Oregon & Southern Washington. Thank you for all you do & for helping so many people "be home for Christmas" this year.

Warmest wishes this holiday season and cheers to a wonderful 2010!

## **RMLS™ Holiday Schedule**

All RMLS™ offices will be closed for Christmas on December 25 and for New Year's Day on January 1. Some of the RMLS™ offices will also be closed for an additional day around the holidays.

*Closed December 24:* Hood River, Coos County, Curry County

*Closed December 31:* Eastern Oregon

*Closed January 4:* Florence

The RMLS™ Help Desk will also be closed Saturday, December 26 and Saturday, January 2. Should you need to report an emergency during this time, please call our Corporate Office (503-236-7657 in Portland, 877-256-2169 outside of Portland) and select the "Emergency" menu option and a technician will contact you shortly.

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# Thank You.



It's our favorite time of year, a time for family, succulent turkey, delicious pies, stuffing... well, we could get carried away about the food... more importantly, though, it's a time to give thanks.

**To our subscribers, we want to thank you for:**

– **Cooperation.** The network of more than 12,000 real estate professionals that subscribe to RMLS™ have assisted 31,122 people in Oregon and Washington with a real estate transaction in 2009.

– **Your feedback.** You've provided lots of feedback about our services this year. We received more than 2,100 responses alone in our first ever customer satisfaction survey. While we evaluate the survey results, we encourage you to continue to provide feedback and suggestions on RMLSweb – just scroll over Toolkit and click on Questions/Comments. We serve a diverse group of customers, each with unique business needs. While it might not always be possible to meet each need, we're doing our best to listen to all of your ideas and work toward making them a reality.

– **Your patience.** We're proud to say that, aside from planned outages, RMLSweb has officially been available 99.9% of the time this year. But sometimes we have to close up shop to make changes or additions and, on rare occasions, something goes wrong. Thanks for understanding when we aren't available for you.

– **Our subscribers who serve.** RMLS™ Realtor®-subscribers comprise our Board of Directors, Service Advisory Committee, Technology Committee, Forms Committee and Rules & Regulations Committee and also serve on other task forces as needed. Thank

you to all who generously contribute their time and efforts to helping guide our decisions.

– **Reading this blog.** We've had over 10,000 visits since we launched this blog in June and we're starting to have some great conversation about RMLS™, market trends and other industry news. Thanks also to the hundreds of followers and fans of our Twitter & Facebook accounts. We hope you'll continue to make these a part of your online activities and that you'll join in the conversation.

– **Attending our classes and events.** Approximately 4,000 of you have chosen to take an RMLS™ class or have attended an RMLS™ Trade Fair this year. We hope that you'll continue to take advantage of these free educational opportunities.

We're thankful for being able to work with such a great community of Realtors® and real estate professionals and we wish you a wonderful Thanksgiving and holiday season!

*Photo courtesy of Jennifer Dickert, available under a Creative Commons Attribution 2.0 Generic license.*