



CRMLS: Common Violations That Do Not Require a Warning

CRMLS Compliance makes an effort to warn users who violate some rules and provides them an opportunity to correct the violation instead of incurring a fine. However, committing certain violations can lead to an immediate fine with no warning.

Some rule violations cannot be corrected, especially those that require certain actions to be taken within a specified amount of time. Additionally, some rule violations would give a violator an unfair marketing advantage over those who follow the rules, so CRMLS Compliance does not provide a warning. These are all serious breaches of the CRMLS Rules and Regulations, and, in some cases, state or federal law.

Please familiarize yourself with these violations that require NO WARNING to ensure you remain in compliance.

Rule	Description	Fine	Reason
7.2	Duplicate Listing Entry	\$100	There may only be 1 listing for a specified property type in the status of Active at any given time. Multiple listings for the same property create confusion, and skew the data as to market time and other important data points.
7.3	Prohibited Co-Listing	\$250	Any co-listing referenced on the MLS must be a member with CRMLS. It is improper for those who are not subscribers or participants in CRMLS to partake in the benefits of using the MLS.
7.6	Improper Classification of Property Type	\$100	Listings entered into the MLS must be entered under the correct property type to prevent misleading information and ensure accurate data in this important category.
7.8	Failure to Input Listing in MLS or Register Property	\$500-2,500*	All listings must be entered in the MLS or Registered in the MLS within 2 business days of the effective list date.
7.9.1	Marketing or No Written Permission on a No-Cooperation Listing	\$500-2,500*	Marketing of a Registered listing is prohibited. All exclusion forms must satisfy Rule 7.9.1.
7.11	Failure to Update/Change Listing Information	\$250	All changes on the MLS must be made within 2 business days of receiving a request from the seller(s) so that the listing data is as current as possible.
7.11	Failure to obtain written authorization for changes to listing agreement	\$500	All changes made to a listing agreement must be authorized by the seller(s) in writing. Each listing should accurately represent the intent of the seller at all times, and such intent should be demonstrable by the listing agent.
7.12	Withdrawal of listing prior to expiring	\$250	A listing must be placed in the Withdrawn status within 2 business days if the seller(s) request such change. Each listing should accurately represent the intent of the seller at all times, and listing agents/brokers must act in a timely manner to ensure data accuracy.
7.15	Failure to offer unconditional compensation	\$100	All listings, other than Open Listings, must offer a compensation that is in the amount of a dollar amount or percentage and cannot be restricted in any way (performance, close date, etc.)

Rule	Description	Fine	Reason
7.22	Expiration, Extension and Renewal of Listing	\$250	The seller has the right to extend a listing agreement. However, if documentation extending the listing is not obtained prior to the initial expiration date, a new listing is to be entered into the MLS.
8.1	Failure to obtain sellers authorization to list in the MLS	\$1,500	All listings entered on the MLS must be supported by written authorization from the seller, expressing their intent to list the property for sale or lease. Entering a listing in the MLS without written authorization from the seller is a serious misrepresentation to agents, brokers and consumers, and this rule is diligently enforced, carries a higher penalty and does not provide a warning.
8.2	Failure to provide Written Documentation Requested by AOR/MLS	\$250	CRMLS has the right to request copies of written documentation at any time during an investigation. This rule conforms with Article 14 of the CAR Code of Ethics.
8.2	Failure to provide Listing Agreement when requested by AOR/MLS	\$500	CRMLS has the right to request copies of written documentation at any time during an investigation. This rule conforms with Article 14 of the CAR Code of Ethics.
9.3	Showing of a Coming Soon or Hold Listing	\$500-2,500*	Listings in the status of Coming Soon or Hold cannot be shown.
10.2	Failure to Timely Report Listing Status Changes and Sales	\$250	Upon the acceptance of an offer or sale of a property, the listing status must be updated within 2 business days.
11.5(b)	Unauthorized reproduction of display and media	\$1,500	Use of copyrighted media may not be used on the MLS. Copyright violations are subject to the risk of significant civil liability under the law, and can result in expensive litigation and monetary damages awards against agents, brokers and the MLS. As a result, this violation carries a higher penalty and comes with no warning.
11.5(d)	Use of Media without prior written authorization	\$1,500	The Participant and/or Subscriber represents and warrants that he or she either owns the right to reproduce and display such media or has received a perpetual, world-wide, irrevocable, royalty free license with the right to sublicense from the appropriate party, and has the authority to grant and grants CRMLS and other participants and subscribers the right to reproduce and display the Media. Much like copyright violations, licensing issues subject agents, brokers and the MLS to legal risks, and a violation of this rule carries a higher fine and does not provide for a warning for those reasons.
11.5(e)	Branding of any Media submitted to the MLS is prohibited	\$100	Media that includes For Sale signs or other references to the agent and/or brokerage is prohibited. This Rule extends to the use of Virtual Tours which include agent or brokerage information in or on the video's channel. This violation carries no warning because once media is sent out to consumers, it cannot be retrieved.
11.5.1	Mandatory Submission of Photograph/ Rendering (except Business Opp)	\$250	All listings entered on the MLS must include a photograph of a significant portion of the exterior of the property that must be uploaded within 2 days of entry into the MLS system.
12.5	Misuse of Public Remarks	\$250	Remarks and information not directly pertaining to the marketing of the property or the property's aesthetics may not be included in this field. This includes agent and/or brokerage information.

Rule	Description	Fine	Reason
12.5.1	Misuse of other remarks or Advertising Remarks	\$250	Syndication and Private Remarks are intended to be displayed on third-party websites and may only include physical characteristics of the property and/or neighborhood, listing agent contact information, and open house information. Remarks disparaging other real estate agents or offices is prohibited.
12.7	Unauthorized use of term "Sold"	\$250	Only those agents/brokerages who participated in the sale transaction for a property may represent that they've sold that property in advertisements.
12.8	Unauthorized Advertisement of Listing of Another Broker	\$1,500	An agent/broker cannot advertise a listing of another brokerage without their written consent. This prevents misleading information, and protects the listing broker's interest in the listing from being unfairly leveraged by others.
12.8.1 (a)	Unauthorized Advertisement of Listing of Another Broker on Neighborhood Market Report	\$1,500	An agent/broker cannot advertise a listing of another brokerage that has opted out of being included in Neighborhood Market Reports.
12.8.1(b)	Failure to provide listing attribution on Neighborhood Market Report	\$250	A Neighborhood Market Report including listings not in the status of Sold must contain proper attribution to the listing agent and broker.
12.8.1(c)	Displaying unauthorized listing content on Neighborhood Market Report	\$250	Neighborhood Market Reports may not include any information that is deemed confidential. This may include, but is not limited to, compensation, DOM counts, list price, etc.
12.8.1(c)	Displaying unauthorized photograph on Neighborhood Market Report	\$1,500	Photographs are not permitted on a Neighborhood Market Report, especially one copied from the MLS Compilation. This rule protects the MLS' copyright and license interest in the data compilation, as well as the listing broker's interest in the listing. Because of the risk involved in copyright and license violations, this violation carries a higher penalty and does not provide a warning.
12.9	Failure to provide adequate information on Print/Non Print forms of advertising and public representation	\$100	All advertisements in which data was pulled from Matrix must contain the proper attribution and time frame in which the information was obtained.
12.10	False and misleading advertising and representations; True picture Standard of Conduct	\$250	All information and media for any property listed on the MLS must be truthful to prevent misleading the consumer. Consumer protection is a high priority for the MLS and the real estate community. As a result, this violation does not provide a warning.
12.11	Unauthorized use of MLS information	\$1,500	Pulling information for purposes other than the marketing of a property to bona fide prospective purchasers or to support market evaluations or appraisals is prohibited. This includes creating derivative content, searching for and using information from listings in the statuses of Canceled and Expired, or advertising the listings of another without permission. This violation does not provide for a warning.
12.12	Unauthorized Distribution of MLS Information and Passcodes	\$1,500	Only members of CRMLS may access the information available via Matrix. All members are to be registered through their Association/Board with unique credentials. In the interest of protecting the proprietary nature of the MLS data, and the rights of the listing agents and brokers who provide data, this violation carries a higher penalty and does not provide for a warning.

Rule	Description	Fine	Reason
12.15.2	Unauthorized reproduction of confidential field and information	\$1,500	Confidential information includes but is not limited to: the property owner's name and contact information, showing instructions, compensation, and other information that goes beyond the description of the property. Use of this information in advertisement in any form is prohibited. In order to reinforce the importance of protecting privacy and proprietary data, this violation carries a higher penalty and does not provide for a warning.
12.16	Misuse of MLS Data on the Internet; Violation of IDX Rules	\$1,500	Information from Matrix may be distributed to websites and mobile devices through an approved Data-Feed (IDX feed) only. In order to reinforce the importance of protecting proprietary data, this violation carries a higher penalty and does not provide for a warning.
12.22	Current, accurate and Active email address required	\$500	All active members are required to include a valid and maintained email address on Roster for the purpose of receiving communication from CRMLS regarding updates, new information, and notification regarding a potential violation. For the MLS to maintain accurate and current data, it is vital that the MLS be able to communicate in a timely and efficient manner with agents and brokers. Accordingly, this violation does not provide for a warning.
13.2	Unauthorized sharing of LockBox key	\$1,500	Access and use of a Lockbox key may not be given to anyone other than the registered owner of the component. Because of the importance of protecting and respecting property owners' privacy and concerns, as well as the listing agent/broker's contractual and fiduciary responsibilities, this violation carries a higher penalty and does not provide for a warning.
13.7(a)	Unauthorized Entrance to a Listed Property	\$1,500	A property cannot be accessed without the listing broker's permission. Because of the importance of protecting and respecting property owners' privacy and concerns, as well as the listing agent/broker's contractual and fiduciary responsibilities, this violation carries a higher penalty and does not provide for a warning.
13.7(b)	Failure to follow showing instructions	\$1,500	All showing instructions must be followed prior to accessing and showing a listed property. Because of the importance of protecting and respecting property owners' privacy and concerns, as well as the listing agent/broker's contractual and fiduciary responsibilities, this violation carries a higher penalty and does not provide for a warning.
13.9	Failure to timely remove lockbox after COE, Expiration, or Cancellation	\$250	Upon the close of escrow, expiration or cancellation of a listing, the lockbox assigned to the property must be removed no later than 1 day.
14.4(a)	Failure to Correct any violation - Subscriber	\$250	All correctable violations must be corrected within 2 business days of the issuance of the initial citation.
14.4(a)/4.7	Failure to Correct any violation - Participant	\$500	All correctable violations must be corrected within 2 business days of the issuance of the initial citation.

*1% of the list price, no less than \$500 and not to exceed \$2,500



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