



FARGO-MOORHEAD
Area Association of
REALTORS®

FMR RMLS Reference Guide

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STYLE

The style field in NorthStar is equal to the sub type field in the RMLS.

Single Family (SF) – Single Family Home (no Common Interest Community that would be subject to MN Statute 515B)

Townhome (TH) Quad/4 Corners (QUAD4) – 4 unit town home with each unit in one corner. Usually split entry design.

Townhome (TH) Side x Side (TWNSS) – 2 or more units connected with common walls side by side. Also called Row houses. A Town home has a CIC that is subject to the MN Statute 515B, requiring the Disclosure Statement or Resale Disclosure Certificate mandating the 10 day Purchaser's Right of Rescission.

Townhome (TH) Detached (TWNDE) – Single family stand alone unit with a townhouse-type homeowner association (building exterior maintenance, snow removal, sanitation, etc.). If the home has a CIC that is subject to the MN Statute 515B, requiring the Disclosure Statement or Resale Disclosure Certificate mandating the 10 day Purchaser's Right of Rescission, then the SF home must be listed as a (TH) Detached.

Condominium/Co-op (CC) High Rise (4+ Levels) (HGHR) – 4 or more levels. Common entrance and hallways, including converted apartment buildings.

Condominium/Co-op (CC) Low Rise (3- Levels) (LOWRS) – 3 or fewer levels. Common entrance and hallways, including converted apartment buildings.

Condominium/Co-op (CC) Manor/Village (MANVI) – A manor has 1 entry hall for 4 units, 2 units on the 1st floor and 2 units on the 2nd floor. A village is similar plus added units on each end with private entrances. Other village designs have 2 or 3 stories with stairways and shared hallways, or 2 stores with outside entrances for each unit and no shared hallways.

Condominium/Co-op (CC) Two Unit (2UNIT) – May be side x side or up and down. Often a duplex converted to a condominium or coop.

Condominium/Co-op (CC) Converted Mansion (CNVMN) – A converted single family home with 3 or more units.

Twin Home (TW) (THNHM) – Zero lot line ownership. A common wall agreement is necessary as part of the purchase agreement.

Time Share (TIMSH) – Buyer obtains a right to occupy for a fixed or variable time period. Property structured under state time-share statutes.

STORIES

The stories field in NorthStar equals the style field in the RMLS.

One Story – One story single-family house

One and one half Stories – Second story only has adequate ceiling height in a portion of it.

Two Stories – Second story has adequate ceiling height throughout a full upper story.

More Than Two Stories – House with more than two stories.

Modified Two Story – The second story has full ceiling height throughout but has less square feet of finished space than the first level, leaving a portion of the structure without the second story. However, there is a full set of stair risers to the second story. (Does not include multi-level homes with a half set of risers but not a shorter full set.).

Three Level Split – Three level split home

Four or More Level Split – Built like a three-level split, except it has a basement level and/or additional levels.

Split Entry – Upon entering, go up or down a set of stairs. May be front-back or side split.

PRICE INCREASE/DECREASE ON HOTSHEET

The Current List price must be dropped or raised at least 0.5% from the previous list price to show on the hot sheets as a price increase or decrease.

SQUARE FOOTAGE

Above Ground Total Square Feet: The total of any upper plus main floor square feet. Bonus room above the garage include only if accessible from interior of house.

Above Ground Finished Square Feet: Total finished square footage measured at and above ground level as it appears from the front view of the building. Includes all floors and levels above this line.

Below Ground Total Square Feet: The total of all lower square feet. Do not include tuck under garage.

Below Ground Finished Square Footage: Measured below ground level as it appears from the front view of the building.

Main Floor Total Square Feet: Total square feet on the main floor only. For a 1, 1.5 or 2-story, or split, include foundation size plus any overhang. Do not include 3 season porches, or any outside amenities, even if covered – porches, decks patios, ect. For a split level, include the entry/foyer area.

Garage Square Feet: Not Required for Condominium Style. Total square feet of the entire garage. Do not include add-on portions, such as loft or upper level, the purpose is to help buyers determine the number and size of vehicles/items that will fit.

TIP: When describing above/below, look at where your feet are at anyplace in the level. If your feet are below the ground outside the wall (at ANY place in that level), the level is regarded as being below grade.

Any unfinished portion that has the potential to be finished should be included. Do not include crawlspaces, cellars or other similar spaces that could not be made livable. Areas with mechanicals (furnace, a/c, laundry, etc.) may be included.

CONFORMING BEDROOMS

FMR RMLS only requires that a bedroom can be counted as such, if the county or city recognizes a space as a legal bedroom.

Under Minnesota state law, the minimum requirements for a legal, conforming bedroom include a room having at least 70 square feet and one egress window or door directly exiting the structure. City and/or

county codes may have additional requirements, such as a closet or minimum power outlet requirements as well.

FMR RMLS does not have a defined set of requirements. If you are uncertain whether a bedroom is legally conforming, agents should contact the city or county assessor to determine the legality of the space being called a bedroom.

BATHROOMS

Full Bath - Bathrooms containing a toilet, sink, bathtub and shower

3/4 Bath - Bathrooms containing a toilet, sink, and either a bathtub or a shower

1/2 Bath - Bathrooms containing a toilet and either a sink, bathtub or shower

1/4 Bath - Bathrooms containing only a toilet or a shower

Only the completed bathrooms should be included in the Bathroom count.

CONSTRUCTION STATUS

Previously Owned – The residence is currently or was previously occupied as a dwelling.

Completed New Construction – The residence is ready for occupation but has not been occupied.

Under Construction / Spec Home – The residence is not yet ready for occupation but construction has begun.

To Be Built / Floor Plan – A drawing or blue print of a residence that may be purchased and constructed.

Model (For Sale) – A residence constructed as part of a sales campaign to demonstrate design, structure and appearance of a development. The model is for sale.

Model (Not For Sale) – A residence constructed as part of a sales campaign to demonstrate design, structure and appearance of a development. The model itself is not for sale.

NEW CONSTRUCTION GUIDELINES

Basic Rules for all New Construction listings

- Make sure that the construction status is filled out and update it throughout the construction process
- Add at the beginning of the Public and Agent Remarks the CURRENT status of the home.
- If you are using photos from a previous builds, be sure to name them as such and put “Photos are from a Previous build” in the Public Remarks.
- If the roads are not yet accessible, add that information to the Public Remarks.

TO BE BUILT listings

- The Primary photo is a line drawing or rendition and has the “TO BE BUILT” watermark. FMR RMLS Rules and Regulations Section 15.1
- If there is a tentative build date, add that to the Public Remarks.

COMING SOONS

A Coming Soon listing status indicates the property is being prepared for sale but is not ready for showing.

- Listings in Coming Soon status may not be shown until the listing is in Active status.
- Listings in a Coming Soon status must upload a completed and signed Coming Soon Listing Authorization Form.
- Coming Soon listings must identify an Availability Date (availability date is the date a listing becomes active) in the designated field. The listing status will automatically become Active on that Availability Date (or may be made Active prior to that date by the listing brokerage).
- Showings may be scheduled for the Availability Date or after, and agents who schedule an appointment for the Availability Date will be notified if the listing becomes Active prior to that date.
- If the listing remains unavailable for showing when the Availability Date arrives, the status must be changed to TNAS (temporarily not available for showing).
- Coming Soon is available only for new listings and only for the first 21 days of a listing contract. This status does not accumulate DOM or CDOM.
- Coming Soon listings are available to FMR RMLS participants and their customers through email and the customer portal. Coming Soon listings are distributed to broker and agent websites through Broker Reciprocity but are not distributed to third party sites.
- Coming Soon listings must meet the field requirements for that property type. At least one photo is required at entry of the listing. The Coming Soon listing includes an offer of compensation to cooperating brokers, and the time in Coming Soon status will display in the listing history.
- An open house can be added to a Coming Soon listing as long as the open house is scheduled for on or after the Availability Date.
- A Coming Soon listing may not be shown until the listing is active. Showing a property while in Coming Soon status violates the condition of the status and is considered a serious offense and subject to a \$1,000 fine.

CONTINGENCY

Once an offer is accepted, the listing status should change to Pending OR a contingency must be added to listings in Active or TNAS (temporarily not available for showing) status.

If the listing is to stay available for showings the contingency is added to the Active listing.

If listing is to be unavailable for showings the listing status is changed to TNAS (temporarily not available for showing) and the contingency is added to the TNAS listing.

The contingency options are:

- Application Received (Rentals)
- Inspection
- Subject to Statutory Rescission
- Sale of Another Property
- Third Party Approval

- Bump Clause (Wisconsin listings only)
- No Bump Clause (Wisconsin listings only)
- Other
- None

DUPLICATE ENTRY

A listing can be entered into only one property type except that:

- A property with multiple dwelling units may be entered in Multi-Family Residential and in Commercial/Mixed Use IF the building has a commercial component.
- A lot may be listed in Lots & Land as solely the land for sale. Additionally, if the seller can build a house on the lot from a floor plan, it may be listed in Single Family Residential with “To-Be-Built/Floor Plan” construction status.
- A property with both a commercial and a single-family component may be entered in both Single Family and Commercial
- A property may be entered as Active in both Single Family Residential with “To-Be-Built” Construction Status, and in Lots & Land that have the same Property Identification Number (PID). The property owner must complete and sign a listing input form for each of the property types that accurately represents what is being offered for sale on each listing.
- A single-family home that is likely to be torn down for the value of the land may be entered in both Single Family and Lots & Land
- Farms may be entered in both Farms and Lots & Land
- If the property owner has granted written permission for property showing to the seller of the equitable interest, both listings may appear.
- If a Single-Family Residential property is available with optional amounts of land, it may be listed twice with different amounts of acreage. If more than 2 optional amounts of land are available, the additional amounts should be described in remarks.
- If you are selling a property with a large parcel of land, you may enter it in two different configurations. For example, let’s say your client has a house with 20 acres of land. You may want to enter it once with all 20 acres, and separately at a lower price with just 10 acres. They can both be entered in a single Property Type, or separate ones (for example the larger lot in Lots and Land and the smaller one in Single Family Residential). Whatever configurations you and your client choose, you are limited to no more than two Active (and/or TNAS) listings for the same PID. This applies only to large parcel listings, so the acreage difference between the two listings must be more than one acre.

REMEMBER, you must Pend and then close the configuration that sold. The listing for the other configuration must be Cancelled within 24 hours of the other listing being Closed.

CUMULATIVE DAYS ON MARKET (CDOM)

Cumulative Days on Market (CDOM), is available on the Property and Customer Full Displays and Reports and through the client portal. The purpose is to give a more complete picture of the property’s time on market. Details about CDOM are:

- CDOM reflects the total Days on Market for that address with the current owner based on listings Active during the past 12 months, including periods on market before a

Cancellation or Expiration (independent of how many different MLS numbers or Listing Agents/Offices it has had). If the property entered Sold or Comp Sold status during that period (thereby changing owners), the market time prior to that sale would not count towards CDOM. A property can have more than 365 days CDOM if there was any Active period during the past 12 months that goes back beyond the one-year point.

- If a property moves to Sold status, CDOM starts over the next time it is listed.
- Time in TNAS or Pending Status, or withheld from the MLS, does not count towards CDOM.
- New Construction listings will not include in its CDOM, days spent in the Lots & Land property type or the “To-Be-Built/Floor Plan,” “Under Construction/Spec Home” or “Model” Construction Statuses.
- CDOM does not appear on any listing in the Lots & Land property type.
- The regular Days on Market figure still appears on the displays/reports and still measures only the Days on Market for that MLS Number.
- CDOM is available in the Broker Reciprocity data feeds for display on agent/broker Participant websites

DAYS ON MARKET (DOM)

The purpose of Days on Market (DOM) is to give the number of days in Active Status on for a specific listing/MLS number.

- DOM reflects the total days on market under its current MLS number.
- If the property is relisted under a new MLS number, DOM resets regardless of whether or not the property sold.
- Time in TNAS or Pending Status, or withheld from the MLS, does not count towards DOM.
- A listing with a Construction Status of “Completed New Construction” will not include in its Days On Market: days spent in the “To-Be-Built/Floor Plan,” “Under Construction/Spec Home” or “Model” Construction Statuses. Changing from one of these to “Completed New Construction” within the same MLS listing (MLS number) resets the DOM. For example, if you have an “Under Construction” listing with 100 days on market, and then change the Construction Status to “Completed New Construction,” the days on market will reset from 100 back to 1 (this occurs the next day after overnight processing).
- DOM is available in the Broker Reciprocity data feeds for display on agent/broker Participant websites.

DAYS ON MARKET AT MOST RECENT LIST PRICE (PDOM)

Days on market at the most recent list price (PDOM).

PDOM indicates:

- How long an Active property has been listed at its current price.
- How long a property was at its final list price before it sold.

This can be especially helpful in showing sellers how quickly a comparable property sold once it was priced at the market level. PDOM reflects activity for the current listing only. It does not look back at pricing history for the same property under different list numbers. For example, if a property is listed at \$200,000 for 60 days, the listing is canceled and then relisted again at \$200,000, the PDOM starts over at

1 for the new listing. It does not add in the 60 days from the previous listing. However, you can quickly assess that by clicking the History link on the listing. PDOM calculates nightly. If you make a price change, the PDOM will reset to 1 on the listing overnight.

LOCAL POLICIES

Section 15.1 Photos: An exterior front photo of previously occupied residential property must be in flexmls as the primary photo at the time the listing is published in flexmls except where sellers expressly direct that photographs or other graphic representations of their property not appear in RMLS compilations. If under construction or to be built, primary photo must be a line drawing, rendition, or photo of actual lot on a property to be built or under construction. To be built must use the “to be built” watermark. Photos of models may be included but may not be primary photo.

Section 15.2 Seller Name: The name of the Seller(s) in the “owner” field of the RMLS and showing instructions shall be required on each listing unless the Seller(s) requests withholding of their name in writing.

Section 15.3 Participant Vs. Primary Listing Agent for RMLS Participation: A Participant is known as the Broker of Record for a firm and must be a member of the Fargo-Moorhead RMLS for any of their member agents to participate in the RMLS. The “primary” listing agent is either the broker or an agent who works under the broker in the same firm and is the agent who has entered into an agreement with a seller. The primary listing agent must also be a subscriber in order for their listings to appear in the RMLS. A Participant may not enter listings in lieu of the “primary” listing agent becoming a paid subscriber. Approved 1-2019

Section 15.4 Complaints and Appeals: Complaints and appeals must be in writing and will be placed on the next meeting agenda of the RMLS Board of Directors unless the matter may be handled administratively by the RMLS President and CEO.

Section 15.5 Recommendations and Requests For Changes: Recommendations and requests for changes to the RMLS database, Rules or Procedures shall be made in writing by the DR and will be placed on the next agenda of the RMLS Board of Directors.

Section 15.6 Comparable Sales Information: The Association Office staff will not provide comparable sales information to the general public. Persons making such a request will be advised to contact a REALTOR® with staff making no reference to any individual or company.

Section 15.7 Referrals: The Association Office staff will not provide referrals to specific agents to the general public.

Section 15.8 Fees: Refund No refund of monthly or quarterly fees paid to RMLS shall be given for any reason.

Section 15.9 Bulk Email Policy: Emails sent through the flexMLS system shall be for RMLS purposes only. This system should be used to communicate price adjustments, buyers “in search of” inquiries, Realtor® Opens and other items related to active listings. It should not be used to advertise upcoming listings, new listings, open houses or personal items. A first violation will receive a warning. The second violation will receive suspension from ability to send emails through RMLS bulk email for a period of 30 days. Member may request service be turned back on again (after 30 days) by making request to RMLS staff. The third violation will be suspension from ability to send emails through RMLS bulk email for a minimum of 30 days. Member may request service be turned back on again (after 30 days) by making a written request to the RMLS Board of Directors.

Section 15.10 Unlicensed Staff Access: The RMLS allows for unlicensed staff users, which are defined as individuals under the direct supervision of an MLS Participant or Subscriber that perform clerical and administrative tasks. Unlicensed staff users may have access to the RMLS information solely under the direction and supervision of the Participant. Each Participant shall provide the RMLS with a list of all clerical users employed by or affiliated as independent contractors with the Participant and shall immediately notify the RMLS of any changes, additions or deletions from the list. Participants are allowed one paid unlicensed staff access for each 25 agents. Additional unlicensed staff users are eligible for RMLS access at a reduced fee as determined by the RMLS Board of Directors (currently \$100/quarter, billed annually).

Section 15.11 Lock Box System: The Supra iBox BTLE and eKEY system, hereinafter referred to as Supra, is the designated lockbox system. eKeys hereinafter referred to as Key, may be “leased” to each RMLS Participant, Participant’s licensees on RMLS and licensed or certified appraisers belonging to RMLS, all referred to as Keyholders. All Keyholders must agree, in writing, to be bound by the rules and procedures governing the Supra system. Keys may be available to others who the RMLS Board of Directors determine are eligible to access listed property, provided they agree in writing to the rules and procedures of RMLS. A fee as determined by the RMLS Board of Directors will be assessed quarterly to each RMLS Participant for the number of Keyholders in the Participant’s firm. The Key is to be used only by the Keyholder to whom it is issued. Participant shall immediately notify FM REALTORS® RMLS in writing, of the resignation from RMLS of any Keyholder in Participant’s firm. Supra will then be deactivated for that Keyholder by FM REALTORS® RMLS staff. RMLS may refuse to sell or lease lock box keys, may terminate existing key lease agreements, and may refuse to activate or reactivate any key held by an individual who has been convicted of a crime within the past seven (7) years under the following circumstances: (Amended 5/17)

- A. RMLS determines that the conviction(s) relates to the real estate business or puts clients, customers, other real estate professionals, or property at risk, for example through dishonest, deceptive, or violent acts: and (Amended 5/17)
- B. RMLS gives the individual an opportunity to provide and the RMLS must consider mitigating factors related to the individual’s criminal history, including, but not limited to, factors such as:
 - the individual’s age at the time of the conviction(s);
 - nature and seriousness of the crime;
 - extent and nature of past criminal activity;
 - time elapsed since criminal activity was engaged in;
 - rehabilitative efforts undertaken by the applicant since the conviction(s);
 - facts and circumstances surrounding the conviction(s); and
 - evidence of current fitness to practice real estate. (Amended 5/17)

RMLS should be sure to evaluate individuals uniformly, and avoid making exceptions for one individual while denying exception to another individual with a criminal history. Amended 5/17) RMLS may suspend the right of lock box keyholders to use lock box keys following their arrest and prior to a final determination on any such charge if, in the determination of the RMLS, the charge relates to a crime that relates to the real estate business or puts clients, customers, other real estate professionals, or property at risk (Amended 5/17). iBoxes are owned by FM REALTORS® RMLS and issued to Participants based on the number of the firm’s active listings. Participant may request additional iBoxes and, from time to time, may be asked to return iBoxes to be reissued to other firms. RMLS shall maintain current records as to all keys and lock boxes issued and in inventory, including registered users accessing lockboxes through applications and software used by mobile devices. An audit by physical inventory or by statement from the Participant may be performed annually, at the discretion of the RMLS Board of

Directors, to affirm which iBoxes and eKeys are in each firm's possession. Participant will be assessed the cost of iBoxes plus shipping for iBoxes which are unaccounted for. iBoxes may not be placed on a property without written authority from the seller. This authority may be established in the listing contract or any other written document. Inclusion in RMLS compilations cannot be required as a condition of placing an iBox on the listed property.

Section 15.12 Lock Box Keys/EKeys: Lock box keys and electronic keys will not be available to city, county or township assessors/departments or to home inspectors. Keyholders sixty (60) days or more delinquent in payment of fees to, or if agreement is terminated with, FM REALTORS® and/or RMLS, keyholder is obligated to immediately return all property of FM REALTORS®/ RMLS including, but not limited to, lock boxes. Failure to do so may result in FM REALTORS®/RMLS, at its option, collecting the lock boxes and other property from its then current location. Language is included in the Key Agreement.

Section 15.13 Lock Box Allowance: An annual lock box audit is to be done by FM REALTORS® staff. No member office shall retain more lock boxes than 125% of their active listings, excluding vacant lots, OR not more than ten (10) lock boxes above their current active listings, excluding vacant lots. Each office will be charged the current replacement cost, plus shipping, for unaccounted lock boxes, or will be assessed the current replacement cost per lock box above the defined amount herein. If boxes are returned that were previously unaccounted for, the member office shall receive a credit for the amount they were invoiced for replacement of each returned box. No credits shall be given for boxes returned 90 days after replacement were invoiced. No credit shall be given for returned boxes from a prior lock box system. In all cases the ownership of lock boxes remains with the association. A fine of \$250 shall be assessed to Brokers for not completing lockbox audit by due date. After \$250 fine is assessed for not completing lockbox audit by due date, the RMLS shall have the right to send the DR a notice of suspension of electronic key services which will occur if audit is not received within 30 days. If audit is not received in 15 days after notice of suspension to DR, notice of the same will be sent again to DR and applicable agents in the firm. (4/2021) FM REALTORS®/RMLS may assess a surcharge of \$1.00 per lockbox per day over 125% or 10 (as per policy), if not returned after RMLS staff request. Surcharge to be billed monthly. FM REALTORS®/RMLS has authority to retrieve lock boxes and other FM REALTORS®/RMLS property from companies suspended or out of business.

Section 15.14 Special Assessments: RMLS listings must include accurate special assessments. \$1.00 may be used in General Taxes of New Construction listings.

Section 15.15 Expiration, Extension and Renewal of Listings: Any listing filed with the RMLS automatically expires on the date specified in the agreement unless renewed by the listing broker and the extension signed by Seller(s) prior to expiration. If notice or extension is dated after the expiration date of the original listing, then a new listing must be secured for the listing to be filed with the RMLS. It should then be published as a new listing.

Section 15.16 MLS Audit Procedure: To ensure compliance with these Rules and to maintain the integrity of the RMLS data, the RMLS reserves the right to audit the activity of any Participant/Subscriber as related to data entered into or withheld from and/or pertains to the RMLS. A Subscriber may report a potential compliance violation to the RMLS without having their name released to the listing agent of the listing in question. Error reports, must be in writing, should include the MLS number of the listing, and a reference to the MLS policy that has been violated. RMLS staff will randomly audit listings using the following procedure:

1. Notification of listing selected for audit will be made by email to the listing agent (Subscriber) and to the listing Broker (Participant).

2. Upon request, the listing Participant/Subscriber will provide necessary paperwork for the audited listing(s) to the RMLS office.
3. Paperwork must be submitted to the RMLS office within 48 hours of request, excluding weekends and postal holidays.
4. A fine of \$50/day will be assessed for requested paperwork that is not received within the 48-hour timeframe. 5. Necessary changes to the listings must be made within 24 hours of notification by the RMLS office.

LOCAL PENALTIES

Note – MLS Orientation may be taken in lieu of fines if less than \$100 per violation and if MLS Orientation has not been taken in the past year.

Section 16.1 Late Listings: For failure to submit listings as required in Section 1, the penalty for a late listing will be \$50 for each business day the requirement is violated.

Section 16.2 Permitting Unauthorized Access to RMLS: Member companies and/or Participants or Subscribers who permit access to the RMLS to anyone outside of the RMLS are in violation and penalties may be imposed as per Article 3, with a minimum penalty of \$500. Local update 1-2020

Section 16.3 Branding: A \$50 fine will be assessed for branding in the photos, videos, and public remarks. Advertising or any type of branding is not allowed in the RMLS, except for copyright attribution. This includes, but is not limited to, photographer watermarks on photos and videos, agents or their likeness appearing in photos or videos, links to agents or companies, seller, agent or company names in web addresses, company ads in photos or videos, or seller, agent or company mention in public remarks, logos, or any type of prospecting. (updated 7/20).

Section 16.4 Photos Fine: \$50 for using photos from another member's listing. In the absence of express written permission, a \$50 fine will be assessed and the offending photos removed from the RMLS.

Section 16.5 Failure to Follow Showing Instructions: First Offense: Letter of Warning, required to complete RMLS online orientation, \$100 fine. Second Offense: Refer to Section 7. Local adopted 1-2020

Section 16.6 Sharing of Electronic Key: First Offense: Letter of Warning, required to complete RMLS online orientation, \$500 fine. Second Offense: Refer to Section 7. Local adopted 1-2020 Section

16.7 Clear Cooperation Violation (Section 1.01) First Offense (per agent): Participant/listing broker will receive written warning with copy to listing agent. If the offense is not corrected within one (1) calendar day, it will be considered a second offense and a \$500 fine will be implemented. Second Offense (per agent): \$500 fine. Third Offense (per agent): \$1,000 fine. Additional Offenses (per agent): Refer to Section 7. Local adopted 4-2020 Section

16.8 Inaccurate Data (Section 1.2.0) A \$50 fine will be assessed for inaccurate data in the RMLS. \$50 will be assessed each additional business day the listing has not been corrected (up to \$300 max fine). The listing will be removed from the MLS if the correction has not been made by the 6th business day.

Section 16.9 Status Change Documentation (Section 1.4) Status Changes, including Extensions, Withdrawals, and Cancellations of listing agreements, must be filed with the RMLS within twenty-four (24) hours (excepting weekends, holidays, and postal holidays) after the authorized change has occurred. A \$50 fine will be assessed for each business day a status change is not updated. Documentation of changes must be retained by the Participant and made available to the multiple listing service upon request (local).

CLEAR COOPERATION FAQ

Why was this policy approved?

Brokers and MLSs asked for NAR to consider a policy that would reinforce the consumer benefits of cooperation. After discussion and consideration within NAR's MLS Technology and Emerging Issues Advisory Board, a proposal was made for the industry to consider, then approved by NAR's Board of Directors

Do all REALTOR® Associations have to adopt the Clear Cooperation Policy?

Yes, by NAR creating a national policy, all REALTOR® Association MLSs must adopt the policy and have the same standards.

What listings and property types are covered under the Clear Cooperation Policy?

Clear Cooperation pertains only to the required property types of the service. The required property types for the RMLS are preexisting residential listings, with 4 or less units on 10 acres of land or less, within the MLS service area.

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

No, any listing that is “publicly marketed” must be filed with the service for cooperation within one business day.

Does Clear Cooperation prevent office exclusives?

No, “office exclusive” listings are still an option. In the case of an office exclusive listing, first hand promotion among the agents affiliated within the listing brokerage office, and the listing brokerage office agents and their clients is not considered public advertising. If the office exclusive listing is advertised to the general public or to agents outside of the listing brokerage office, those listings must be submitted to the RMLS for cooperation.

How does Clear Cooperation affect listings withheld from the MLS?

Any listing that is withheld from the RMLS is considered an “office exclusive.” These listings are to only be shared among the agents affiliated with the listing brokerage office. If there is public marketing, the listing must be placed on the RMLS within one business day.

Do my seller(s) have any Clear Cooperation approved options if they do not want their listing on the internet, but want to be able to advertise to all brokerages?

Yes, your seller(s) would be able to request that the listing be excluded from the internet. These settings would be found under the broker distribution tab. This would make the listing

available to FMR RMLS participants and their clients via the MLS but it would not go out on IDX feeds to other websites. You will want to make sure that this setting is changed before you activate the listing. Once it is on the internet it is there forever.

If an agent at my brokerage office shares an office exclusive listing, may I share it with my clients?

Yes, you are able to share office exclusive listings to your established client list. You may not share outside that list.

What if my seller(s) market their listing? Does Clear Cooperation apply?

Yes, if your seller(s) publicly market their listing, within one business day the listing must be on the RMLS. If a seller(s) does not want their property on the RMLS it is encouraged that the listing agent discuss and inform them of the clear cooperation policy.

Does Clear Cooperation require listings to be submitted to the MLS if they are advertised to a select group of brokers outside the listing agents office?

Yes, “private listing networks” that include more brokers or agents than those affiliated within the listing brokerage office is considered public marketing and must be entered into the RMLS within one business day.

Does holding a REALTOR® Open House count as public marketing?

Yes, if agents or brokers from outside the listing brokerage office are invited to the open house it is considered public marketing. If the open house is only advertised to agents within the listing brokerage office than it is not public marketing.

Does Clear Cooperation require a broker to turn every listing into the MLS within one business day of signing the listing?

No, FM REALTORS® RMLS requires that listings be submitted within 2 business days of the contract start date.

What is considered a “business day?”

Business days exclude Saturday, Sunday, holidays and postal holidays.

Is Clear Cooperation consistent with Article 3 of the NAR Code of Ethics?

Yes, by joining the RMLS, participants agree to the RMLS Rules and Regulations. If the listing is publicly marketed, the RMLS Participant has concluded that cooperation with other RMLS

Participants is in their clients best interest.

FMR RMLS USER FAQ

Non-Compliance Penalty and Payments

How do I pay my penalty?

Most penalties are billed to your Brokerage on the next billing cycle.

I don't feel my penalty was fair. What other options do I have?

If it was a penalty from the RMLS Compliance Department, you can email a request for the RMLS Board of Directors to review. Send the email and documentation to Marti@fmrealtor.com otherwise follow Section 9 - Enforcement of Rules & Regulations.

I never received an email or Error message prior to receiving the penalty. What do I do?

It is your responsibility to keep a current and regularly used email address on file with the MLS. If your email information is incorrect, please make the necessary updates as soon as possible.

I never received a warning about the non-compliance before receiving the penalty.

Some non-compliance errors do receive a warning email or error message, but not necessarily always. If you have received warning notices in the past, do not count on them in the future.

I didn't know that was not allowed.

It is your responsibility to know the RMLS Rules & Regulations. They are available on the MLS Dashboard under MLS Links.

Photographs & Media

I just entered a listing in the MLS. How long do I have to submit a photo?

As per RMLS Rules & Regs, Section 15.1, An exterior front photo of previously occupied residential property must be in the MLS at the time a listing is activated within the MLS.

What about new construction?

If the listing is under construction or to be built, the primary photo must be a line drawing, rendition or photo of the actual lot to be built or under construction. To be built listings must use the "to be built" watermark. Photos of models may be included but may not be the primary photo.

Can I use digitally altered photos?

Yes, as long as you check "YES" in your listing's Main Fields for "Digitally altered photos used" and add the information to the photo description for each photo. It is also recommended that what alterations were done is added to the captions for each photo.

If I brightened the photo, do I need to check the "digitally altered photo used" box?

No, lightening or darkening a photo is not considered altering the photo.

There is a photo with my "For Sale" sign in it. Is that okay?

No, that is considered Branding and is a finable offense.

Is it okay to have the name of the company that produced my virtual tour on the video?

Yes, as long as it is not your name, your Brokerage name or the name of your Seller.

Can I use photos from a previous listing?

Yes, as long as you have written permission from the Broker.

Listings

My Sellers would like their listing removed from the MLS for a period of time.

With Broker permission, have the Seller(s) sign a temporary not available for showing (TNAS) form and withdraw the listing from the MLS. Your contract will remain active. When the seller(s) are ready, you can make the listing active again.

If my listing is TNAS (temporarily not available for showings), will my days on market DOM stop accumulating?

Yes, since the listing is not available for showings the DOM will stop.

How can I get my CDOM to reset to zero?

The listing must be cancelled or expired for a year before CDOM will reset to zero. DOM will start over any time there is a new listing contract.

My Seller's would like to cancel their listing.

With Broker permission, have the Seller(s) sign a cancellation form and cancel the listing from the MLS.

My Seller's home is cancelled, but they want to put it back on the MLS. What do I do?

Once you cancel a listing, the contract is considered cancelled. You will need to get a new listing agreement signed by the Seller(s) and re-enter the listing into the MLS.

My Sellers did not sign the extension for their listing agreement until after the end date and the listing expired. What do I do?

You will need to get a new listing agreement and input the new listing into the MLS

I have a new listing agreement for an old listing. Do I need to re-enter everything?

No, use the CLONE feature.

I just copied an old listing. My documents are not there. What happened?

Documents are removed from Closed, Cancelled and Expired listings within thirty days. You will need to upload your documents into the new listing.

My client does not want their listing to be on certain websites. What do I do?

Before activating the listing, you will need to go into the Broker Distribution tab and change the defaults. Be sure the Seller understands that the listing will not be on any internet sites.

My client does not want the listing to be in the MLS. What do I do?

Be sure to explain that there cannot be any public marketing including word of mouth, otherwise you will have to put it on the MLS within one business day. The seller(s) will need to sign a "Withhold Property Listing - Office Exclusive" form, which with the listing agreement, you will need to upload into the MLS as an Office Exclusive within two business days of the listing start date.

My clients have a "Withhold Property Listing - Office Exclusive" form but now they want to put their listing on the public MLS. What do I do?

They need to sign a Change form. You need to contact the Association office to publish the listing on the public MLS, and add the Change form to the MLS listing documents. When entering the listing be sure to use the start and end dates on the listing agreement.

Do I use the date I entered the listing into the MLS as the LIST date?

No, always use the start and end dates that are on your listing agreement. This is a finable offense.

Can I list my client's property under two different property types?

Yes, please see Duplicate entry for more information.

My client wants me to put the builder's name in the public remarks. Can I?

If the builder is the seller, then no, you cannot. It would be considered "Branding" which is a finable offense. If this is a previously owned home, then yes, you can.

My client wants me to add a bonus for a quick sale to the public remarks. Can I?

No, a contingent bonus is not allowed to be advertised anywhere in the MLS.

I noticed there is some wrong information on a listing. What do I do?

If you do not feel comfortable calling the listing agent, report the error using the Report an Error option in the MLS. The listing agent, their broker and the Association Office are notified. There is no guarantee your name will remain anonymous.

I received an error report on a closed listing of mine. How can I correct it?

Send the correct information to the Association Office so the data can be corrected.

SUPRA FAQ

I just got a new phone, now what do I do?

From your App store, download the Supra eKEY app with the picture of a lock box. Click I need Authorization code. Enter your phone number (no dashes) or email and your four-digit pin (the one you use to get a key). Supra will text or email you a link. Click on Link and code should auto-populate into Supra, click on the two boxes agreeing to terms of app and then “authorizing” will appear on the top of the app.

What is my serial number?

Your key serial number is on the top of your Supra app.

I am getting showing notifications from someone else’s listing. How can I stop them?

You need to remove the lock box that is sending the notifications from your lockbox inventory.

Where is my SupraWEB account and how do I access it?

Go to www.suprasystems.com. Click on the “SupraWEB for Agents” button on the top right side of your screen.. Go to “New User Registration”. You will need your key serial number and personal pin. When prompted you will need to scroll down and select the Association- ND-Fargo Moorhead.

When showing agents retrieve the key from my lock box, a different agent’s contact information appears.

Add the lockbox to your lockbox inventory. Once lockbox it is in your inventory, select lockbox and click on “Edit Keybox Data” then click on “business card” and change or remove the business card information, lastly save your changes.

Can I have the Supra app on more than one device?

At any given time, you can only have the app active on one device.