

LISTING DATA CHECKER

RECEIVING A VIOLATION? DON'T PANIC

Although receiving a violation notification is unsettling, in most instances, a simple correction is usually all that is required. Each violation email describes the action the agent should take to correct the violation. In the most severe cases, a \$100 or \$1,000 fine must be paid. However, chronic violators who receive more than ten Category I violations, or more than three Category II and/or Category III violations in a calendar year are required to attend a hearing

APPEAL PROCESS

It is also important to remember that agents have the ability to appeal the violation. If the agent disagrees that a violation has occurred, the appeal process provides the agent with the opportunity to request a hearing with the Canopy Realtor® Association Professional Standards Committee. Information about the appeal process is included with each violation notification.

Canopy MLS uses a tool called Listing Data Checker, an application designed to help multiple listing services validate the quality and accuracy of their data, and enforce the correction of incomplete and inaccurate data.

Canopy MLS staff also uses Listing Data Checker to enforce violations of the Canopy MLS Rules and Regulations that cannot be detected by searching the listings, such as Supra key violations and to process complaints reported by Canopy MLS members.

- Searches MLS listings for violations of the Canopy MLS rules.
- Flags listings that potentially violate the rules for Canopy MLS staff review.
- Sends e-mail violation notifications to members who have allegedly violated the rules.
- Tracks, if possible, when the violation is corrected.
- Generates fines for violations.

VIOLATION NOTIFICATIONS

There are three types of violation e-mails:

- **Courtesy** These do not carry any fines and are not tracked for repeat violations.
- **Warning** This type of notification provides a grace period of two business days to correct the violation. If the violation is not corrected within the grace period, a fine is issued.
- **Fine/violation citations** Immediate fines are issued under these citations and no grace period is provided for correction.

REVIEW YOUR LISTINGS FOR COMPLIANCE NOW

All agents should review all of their listings to ensure that all required fields are filled in completely and accurately and that there is no contact information in the public remarks, directions, photos, photo captions or virtual tours.

Each Canopy MLS subscriber is responsible for reading completely and complying with the Canopy MLS Bylaws and Rules and Regulations. To obtain a copy of the most current version of the Canopy MLS Rules and Regulations, go to <https://brokerrelations.canopyrealtors.com/mls-compliance-training/rules-regulations/>

VIOLATION LIST

CATEGORY I

Co-listing violation	Listing Accessibility rule and policy violation
Compensation error	Membership policy violation
Digital image required	Mislabeled below-grade sqft/ room levels
Duplicate listing error	Record request
Failure to comply with the IDX or VOW rules within five days	Square footage violation-incomplete info
Inappropriate branding	Unauthorized advertising of another brokerage's listing
Inaccurate data - City Taxes Paid To field	Unauthorized use of listing content
Incorrect closed price	Unauthorized use of system
Incorrect mapping	Virtual tour error
Incorrect selling agent/office	

CATEGORY III

Clear Cooperation/late listing input violation
Failure to safeguard Key or Lockbox code
Unauthorized access of property
Unauthorized installation or use of Lockbox
Unauthorized presence of potential buyer at appointment or showing

COURTESY

Potential fair housing violation

Canopy MLS Listing Data Checker

CATEGORY II

Combo security code violation
Listing status change violation
Failure to withdraw listing
Failure to submit a Firm Exclusive Agreement
Invalid listing agreement
Making an appointment for a showing or negotiating with the Seller without the permission of the Listing Brokerage, unless after reasonable effort, the Cooperating Brokerage is unable to contact the Listing Brokerage
Undisclosed limited service

CATEGORY IV

Coming Soon-No Show status showing violation
Unauthorized use of electronic Lockbox key
Unauthorized disclosure of login and password

FINE SCHEDULE FEE

	1ST VIOLATION	ADDITIONAL VIOLATIONS	NONCOMPLIANCE	NONPAYMENT
Category I	No fine	\$100	\$100	\$200
		for same offense by the same individual within the same calendar year		
Category II	\$100	\$100	\$200	\$200
Category III	\$500	\$500	\$300	\$200
Category IV	\$1,000	2nd \$3,000 3rd Expelled from Canopy MLS for one year.	\$500 + Suspended until paid	Suspended until paid

NOTE: In the event of a hearing for excessive violations of Category I, II, or III, as described in Section 7 Note 2, fines shall be determined by the Hearing Panel.