

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 of the Canopy MLS rules with accumulated fines exceeding \$500 are subject to suspension of access to the service.

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 Charlotte Regional 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://apps.carolinarealtors.com/files/Canopy MLS Rules and Regulations.pdf](https://apps.carolinarealtors.com/files/Canopy%20MLS%20Rules%20and%20Regulations.pdf).

VIOLATION LIST

CATEGORY I

- Co-listing violation
- Compensation violation
- Digital image violation
- Incomplete main, upper, lower, basement, third level rooms
- Misuse of the term "MLS"
- Inappropriate branding-public remarks, directions, photos, photo captions, virtual tours
- Incorrect property category
- Incorrect address
- Incorrect subdivision, complex, tax location
- Lockbox accessibility
- Record request
- Square footage violation-incomplete info
- Unauthorized use of media
- Incorrect closed price
- Missing/incomplete: approximate acres, deed reference, approximate lot dimensions, tax value, parcel ID, legal description, zoning

CATEGORY III

- Pin code on key/shackle code on lockbox
- Failure to make an appointment with the listing brokerage prior to entering a listed property
- Unauthorized removal of key from lockbox
- Failure to attend inspection if buyer is present

COURTESY

- Potential fair housing violation

CATEGORY II

- Combo security code violation
- Failure to change status closed
- Failure to withdraw listing
- Failure to submit listing
- Failure to change status under contract
- Invalid listing agreement
- Excluding co-broker from offer presentation
- Undisclosed limited service

CATEGORY IV

- If a property is shown while in Coming Soon-No Show status the listing agent is fined.
- Unauthorized use of Supra Key, SentiKey or SentiCard
- Unauthorized disclosure of login and password

FEE SCHEDULE

	CATEGORY I	CATEGORY II	CATEGORY III	CATEGORY IV
1st violation	None	\$100	\$500	\$1,000
Additional violations of the same offense by the same individual, whether Member Participant or Subscriber	2nd - \$100 3rd - \$150	2nd - \$150 3rd - \$300	2nd - \$550 3rd - \$600	2nd \$3,000 3rd expelled from Canopy MLS for a period of one year. Reinstatement requires the approval of the Canopy MLS Board of Directors.
Non-Compliance	\$100	\$200	\$300	\$500 + Suspension until paid
Non-Payment	\$200	\$200	\$200	N/A