



## Volume 2022 Edition 5

[Welcome to the May 2022 Broker Report.](#) CRMLS is broker-driven. We work to keep our brokers as informed and up-to-speed as possible. This information is available for you to share with your agents and office staff.

### Important Broker Resources

Reminder: bookmark your [Coastal Mendocino Resource Center!](#) We've made some updates, including a few important clarifications to our [FAQs about the transition.](#)

Questions? We're here to help! The CRMLS Customer Care phone number is (800) 925-1525. You can also chat with a representative or submit a ticket online by visiting [CRMLS.org/Support](https://CRMLS.org/Support).

Brokers can jump ahead of the wait time for MLS assistance by calling our Broker Support Line at 909-859-2043. **Please note, you must identify yourself by your broker or broker/office assistant MLS ID, as not all user classes have access to this service.**

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## Compliance Corner

### Citation Policy Review

Here's a friendly reminder to review and familiarize yourself with the CRMLS Citation Policy.

The Citation Policy keeps the MLS data accurate and up to date while ensuring a level playing field for all CRMLS users. The Citation Policy provides rule numbers to identify each violation, summarizes the nature of each violation, notes which rules are or are not eligible for warnings,

and provides the fine amount associated with each violation. The Citation Policy also outlines the Citation Review process. [You can access the Citation Policy on our webpage.](#)

### **Avoid Broker Citations**

Maintaining accurate information and cooperating with CRMLS Compliance are the responsibility of both the Listing Agent and the Office Manager/Listing Broker. The CRMLS Compliance department copies Office Managers (if appointed) or the Broker of Record, plus the Association, on all notices it sends to Listing Agents. If the Listing Agent fails to correct a violation, the Office Manager or Broker of Record is subject to a citation and fine for failing to supervise under rule 14.4. To avoid a citation, Office Managers and Brokers of Record should follow up directly with Listing Agents regarding communications from CRMLS Compliance. This includes warnings or citations that the Listing Agent may receive, as well as any violations that they have not yet corrected.

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## **Enhancement & Product Corner**

Enhancements are here in Flexmls and the Flexmls Pro App:

- A new Documents page is now available on the web version, giving you the ability to manage documents while on mobile. [Click here to view the full list of features for this enhancement.](#)
  - Access incomplete listings on-the-go. From the mobile app, you can select an incomplete listing the same way you do on the desktop version of Flexmls, then edit photos, documents, videos, and virtual tours. [Click here to view the full list of features for this enhancement.](#)
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## **Member Experience Tip of the Month**

### **Keep an eye on your market area(s) with the Hot Sheet gadget**

Use your Hot Sheet in Flex to keep up with Daily Market Changes in your area(s).

To set it up: Start with the **Hot Sheet** gadget > click the three-dot menu > click **Settings** > enter **Criteria** > click **Save**. This will allow you to keep an eye on daily market changes in your area(s).

Flexmls  [Guided Help](#)

Menu Quick Search Hot Sheet Contact Management My Messages Market Summary

AGENT DASHBOARD

Message Board

**CRMLS**

**Welcome!**  
**CRMLS Customer Support 800-925-1525 or**  
[crmls.org/support](http://crmls.org/support)  
**Mon-Fri 8:30AM - 9PM,**  
**Sat-Sun 10AM - 3PM**  
 Supra Support 877.499.6787

Hot Sheet for City of Oxnard, City of Ventura

24 hours

New Listing	10	Hold	0
Active Under Contract	6	Extension	0
Cancelled	0	Back on Market	2
Closed	9	Price Change	1
Expired	1	New Coming Soon Listing	1
Pending	5	Text Change	18
Withdrawn	0		

## We've Got You Covered

### EDUCATION

CRMLS offers a variety of resources to educate you and your agents. Submit your training request today.

### BROKER SUPPORT

Our support team is available to assist you through our online ticket system or by phone at (888) 386-0473.

### COMPLIANCE

We keep your listing data safe, clean, and accurate. Click above to chat live with a CRMLS Compliance representative.

## CRMLS Product Discovery Tool

Build out your tech toolbox with these CRMLS products  
 - all available at no extra cost.

[Unsubscribe](#)  
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