



SRAR v. CRMLS Rules and Citation Policy Comparison

Review the following information to learn about the differences between the SRAR and CRMLS MLS Rules and Citation Policies.

Citation Policy

The document that sets forth the enforcement, fines and appeals process at CRMLS is called the Citation Policy ("CP" <https://go.crmls.org/crmls-citation-policy/>), while at SRAR this corresponding document is referred to as the Data Integrity Standards ("DIS" https://www.srar.com/mls/?p=data_integrity_standards). Here are the differences between these two documents by topic:

Citation process: Both CRMLS and SRAR issue fines for violations of the MLS Rules. SRAR uses a "tiered" system, in which violations are categorized into three tiers based on the importance of the rule at issue. Further, SRAR incorporates an annual citation count. At Tiers 1 and 2, for the first two violations in a calendar year, warnings are issued. For the third or subsequent violations, a fine will be issued. The amount of the fine is based on the tier and/or number of violations. Tier 1 fines are \$100 if the violation is the third for the year, and any subsequent violations in Tier 1 are \$300 fines. For Tier 2, third violations are \$250, while subsequent violations are \$500. At Tier 3, no warnings are issued for any violations. Rather, a first violation is subject to a \$1000 fine, with subsequent violations subject to a \$2500 fine.

In contrast, CRMLS does not use any Tiers or annual violation count in the CP. Rather, each violation has an established fine amount regardless of frequency. Fines do not get larger if there are repeat offenses. Further, whether or not a violation allows for a warning is specific to the violation itself. For violations where a warning is permitted, only one warning will occur.

Fine amounts: Here are the differences in fine amounts and warning issues, listed by the rule subject, for the most common violations we see at CRMLS Compliance.

| Rule | DIS | CP |
|---|---------------------------------|---|
| Tier 1 (2 warnings) | | <i>CRMLS does not use Tiers</i> |
| Wrong listing type | \$100/300 (3rd violation/4th +) | \$100, no warning |
| Failure to update information | \$100/300 | \$250, no warning |
| Failure re unconditional compensation | \$100/300 | \$100, no warning |
| Inaccurate information | \$100/300 | \$100 |
| Failure to update status | \$100/300 | \$250, no warning |
| Unauthorized use of photos & other photo violations | \$100/300 | \$100-1500, multiple rules, some with warning |

| Rule | DIS | CP |
|--|----------------------------------|---|
| Misuse of public remarks | \$100/300 | \$250, no warning |
| Unauthorized advertisement of another broker's listing | \$100/300 | \$1500, no warning |
| Tier 2 (2 warnings) | | <i>CRMLS does not use Tiers</i> |
| Failure to disclose property interest | \$250/500 | \$250 |
| Prohibited co-listing | \$250/500 | \$250, no warning |
| Failure to provide requested documents | \$250/500 | \$250-500, no warning |
| False representations/misleading content | \$250/500 | \$250, no warning |
| Clear Cooperation | 1% of list price, up to \$15,000 | 1% of list price, up to \$2,500, no warning |
| Tier 3 (No warning) | | <i>CRMLS does not use Tiers</i> |
| No listing contract | \$1000/2500 | \$1500, no warning |
| Showing violation | \$1000/2500 | \$250-1% of list price (showing Coming Soon only), no warning |
| Failure to be present at showing | \$1000/2500 | \$1500, no warning |
| Unauthorized use of MLS info (several rules on this issue) | \$1000/2500 | \$1500, no warning |
| Violation of IDX or VOW rules | \$1000/2500 | \$1500, no warning |
| Unauthorized sharing of lockbox key | \$1000/2500 | \$1500, no warning |
| Unauthorized entrance to property | \$1000/2500 | \$1500, no warning |

Corrections: The DIS requires correction within 2 business days of the correction request, while the CP requires corrections within 2 calendar days. Under both the DIS and the CP, failure to timely correct a violation will result in additional violation events.

Fine payment: The DIS requires fines to be paid within 15 days of the citation, while the CP allows 20 days to pay.

Appeals/challenging a citation: Both allow for challenges to a citation. For a detailed explanation of the CP Citation Review Request process, review paragraph 6 of the CP, or go here: <https://kb.crmls.org/knowledgebase/citation-review-faqs/>

Multiple Citations in a year: As explained above, the DIS incorporates the number of annual citations in determining warnings and fine amounts. While the CP does not use the DIS system, it does include the mandatory NAR policy on multiple citations. Specifically, when any user becomes eligible for a fourth or subsequent violation in a calendar year, CRMLS will refer the offender to the AOR Pro Standards Committee.

Combined citations: The DIS counts multiple violations specific to a listing as one violation event. The CP considers each violation a separate event, but violations will generally be combined into a single citation.

MLS Rules

For the most part, SRAR and CRMLS MLS rules (<https://go.crmls.org/crmls-rules-and-regulations/>) are the same. However, there are a few notable differences to be aware of. Here are some of the issues related to the most common rules we deal with in the CRMLS Department:

| Rule (by subject) | Comment |
|--------------------------------|--|
| Co-listing | CRMLS allows members of our data share partner MLS' to co-list in our system. SRAR would only allow its own member agents or brokers to co-list. |
| Clear Cooperation | The rules are largely identical, but the SRAR rules have a more detailed explanation as to who is the "Public" for purposes of this rule. For a detailed explanation of the CRMLS Clear Cooperation definitions and enforcement process, go here: https://go.crmls.org/clear-cooperation-policy/ |
| Mandatory Submission | The Mandatory Submission rule covers which listings must be entered (or Registered) with the MLS. SRAR Rule 7.8 combines Mandatory Submission with Clear Cooperation and provides that only FOR SALE listings are subject to these rules. CRMLS rules do not combine the rules, and more importantly, provide that both FOR SALE and LEASE listings must be entered or Registered in the MLS. For Clear Cooperation purposes, the rules are the same in that only FOR SALE listings are subject to Clear the Cooperation rule. |
| Service Area | CRMLS has a more expansive Service Area, which consists of the county where any of our member associations or data share partners are located. This is relevant mostly regarding which listings must be submitted to the MLS. |
| Corrections and Status updates | For correction information and updating Status changes, CRMLS allows 2 calendar days, while SRAR allowed 2 business days. |
| New Construction Listings | CRMLS has a unique rule specific to New Construction Listings, which related to Clear Cooperation and other issues. Some important features of the NCL option are that an NCL can remain in Coming Soon status beyond the 21-day limit, up until a certificate of occupancy is issued, and a developer can enter a "model/representative" listing for a large number of new properties, rather than having to list each one separately. For a detailed explanation of the use of the New Construction Listing issue, review CRMLS Rule 7.18.4. |
| Open Listing Compensation | CRMLS does not require any compensation to be offered on Open Listings. |
| Expired Listings | CRMLS will allow a broker to modify an expired listing up to 7 days after expiration. |
| Timeframes | SRAR often uses Business Days regarding timeframes, while CRMLS always uses Calendar Days, with the exception of the Clear Cooperation rule. |
| Entry of Comp Listing | CRMLS will allow entry of a listing for comparable purposes within 2 days of closing while SRAR allowed entry up to 30 days after closing. |

| Rule (by subject) | Comment |
|-------------------------------|---|
| Photos and Media issues. | CRMLS has a very detailed and multi-section photo/media rule, including separate subsections regarding content, authorization, truthfulness, subsequent use of MLS media, and branding. For a full description of how CRMLS enforces photo/media issues, go here: https://kb.crmls.org/knowledgebase/compliance-faqs-photographs-and-media/ |
| Mandatory submission of photo | CRMLS requires that at least one compliant photo of the property be published in the listing within 2 days of the listing going Active or Coming Soon, while SRAR allowed up to 5 days for submission of a compliant photo. |
| Use of Public Remarks | CRMLS' Public Remarks rule is a bit more comprehensive. For a detailed explanation of how to use Public Remarks at CRMLS, go here and review Q & A's 109-111: https://kb.crmls.org/knowledgebase/compliance-faqs-photographs-and-media/ |
| Failure to Correct | CRMLS has a specific rule related to an agent or broker failing to correct a violation. If a correction is requested in a Citation notice, and the correction is not made within 2 days, an additional Citation will be issued. |
| Abusive Conduct | CRMLS has a specific rule regarding agents or brokers mistreating MLS or AOR staff. |

Please utilize this document as a quick reference guide regarding the differences between CRMLS and SRAR Rules and Policies. For more a comprehensive explanation of the various rules and subjects that the CRMLS Compliance department handles, go to our CRMLS Compliance FAQ's here: <https://kb.crmls.org/knowledgebase/crmls-compliance-faqs/>

To access the CRMLS Rules and Policies, click [here \(https://go.crmls.org/rules-and-policies/\)](https://go.crmls.org/rules-and-policies/).

To chat live with a Compliance Analyst Click [here \(https://go.crmls.org/compliance/\)](https://go.crmls.org/compliance/). Chat Hours are Monday-Friday, from 8:30am-4pm.

You can also connect with us through email at compliance@crmls.org.