

CRMLS Broker Report: May Edition

Volume 2023 Edition 5

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CRMLS Stats

Check out the MLS Stats for April 2023. If you're interested in stats for your office, reach out to brokers@crmls.org

APRIL 2023 MARKET DATA

How is the market doing?

 Closed Sales
per month

9,332

 Pending Sales
per month

5,420

 New Listings
per month

11,577

 Registered Listings
per month

1,199

Source: California Regional Multiple Listing Service (CRMLS)

Compliance

Quiz question of the month

“My broker told me that I received a citation and fine because I didn’t correct a violation after CRMLS sent me a warning to do so. I didn’t see any emails asking me to correct a violation. How can I make sure that CRMLS’ communications are reaching me in the future?”

- a. Confirm with your Association that your email address on file is correct
- b. Check your spam folders for emails from CRMLS
- c. Nothing – just let your broker tell you if they are aware of any emails that may have been sent to you
- d. Both a and b

Answer: D

Per CRMLS Rule 12.22: "Every MLS Participant/Subscriber shall be required to maintain on file with the AOR/MLS a current, accurate, and active email address at which they may be contacted." Please ensure that you have set your spam filters to allow emails from CRMLS. [Test your knowledge by taking the new updated compliance quiz!](#)

Reminder to Keep Office Compliance Email Addresses Updated

As a reminder, it is your responsibility to keep the Office Compliance Email Address up to date. Any Compliance emails that would ordinarily go to a broker, office manager and/or office assistant (e.g., agent citations, etc.) will go directly to a single email address of the broker’s choice, called the Office Compliance Email.

The Office Compliance Email is the single defined email address for broker-level compliance emails sent to an office. Please note, agents will still receive notices sent separately to their roster email addresses.

If brokers do not update this field, the Compliance emails will be sent to the Office Manager email (if there is an Office Manager linked to the office); if there is no Office Manager linked to the office, Compliance emails will be sent to the Designated Broker (DB).

The Office Compliance Email Address can be updated by contacting your AOR directly or following the step-by-step guides for your MLS platform.

- [Matrix: Modify the Office Compliance Email field](#)
- [Paragon: Modify the Office Compliance Email field](#)

Broker Compliance Helpline

On April 26, we introduced an exclusive new line of support for brokers & managers: **the Broker Compliance Helpline!**

- Brokers & office managers will call 909-859-2043
- Press 3
- Have your MLS ID ready

Please note:

- The helpline hours are Monday-Friday from 8:30 AM - 4:00 PM
- This helpline is limited to brokers & managers ONLY. Please do not share with agents. If you'd like to verify who is eligible from your office, please email brokers@crmls.org

Get started with REcenterhub today before the transition

With the REcenterhub dashboard, everything is at your fingertips.

This year, your current dashboard will be replaced by **the REcenterhub dashboard, the customizable and intuitive new way to navigate the MLS.**

While the full transition to the REcenterhub dashboard will be happening soon, **you can get started today by accessing REcenterhub from your current dashboard.** Just log in as usual, click the REcenterhub tile, and discover the utility of this new MLS experience. You'll also find a handy user guide [here](#).

CRMLS Resources



Education



Support



Compliance



Brokers



Knowledgebase



Marketplace



CRMLS
Twitter



CRMLS
LinkedIn



Virtual
Classroom



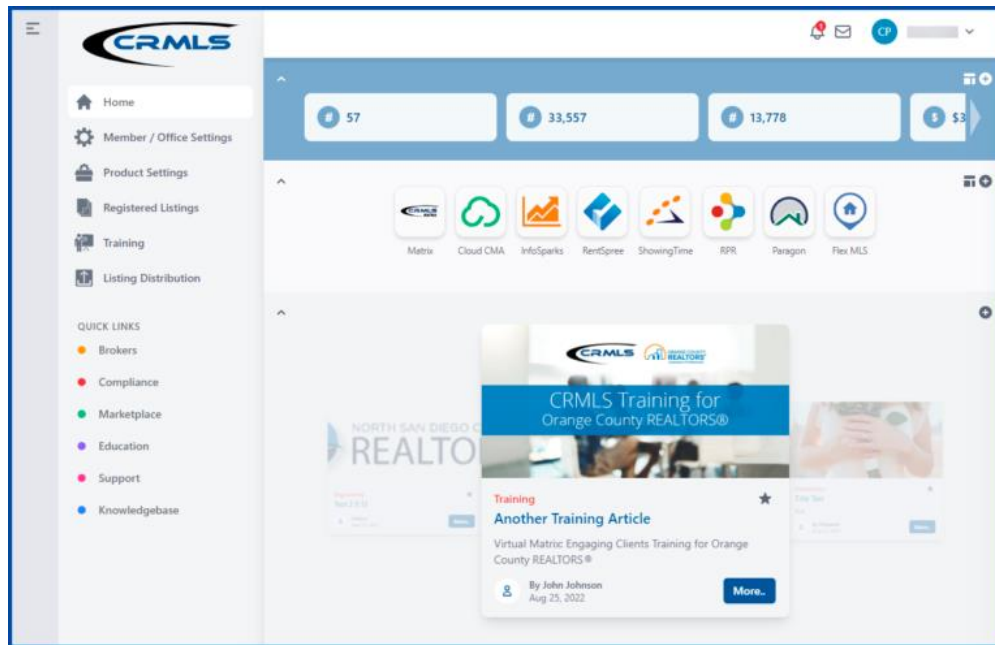
Listing
Distribution



Learning Lab



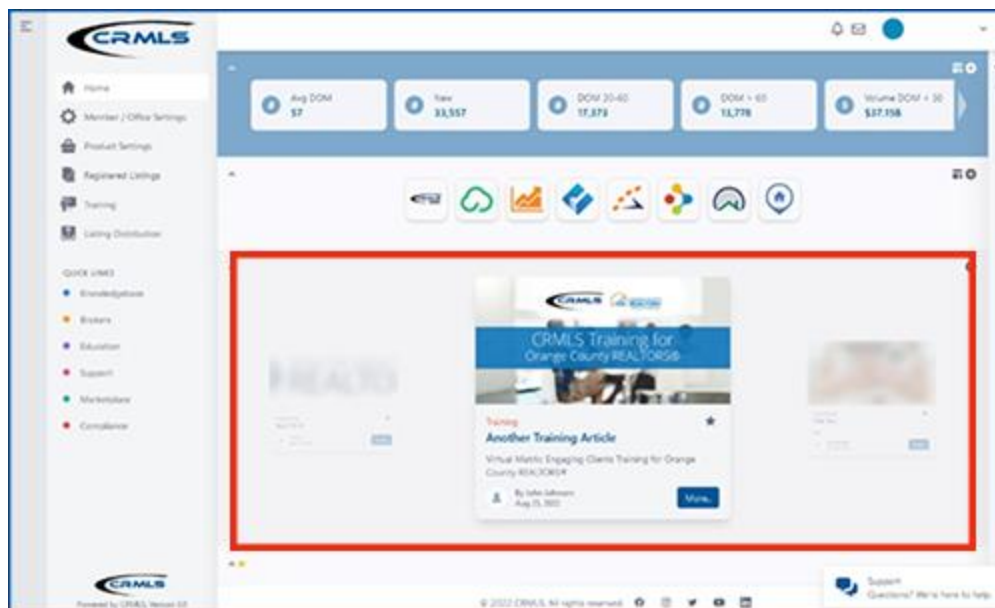
REcenterhub
(Formerly Listing
Toolbox)



REcenterhub boasts a slew of features that we think every user will appreciate, including:

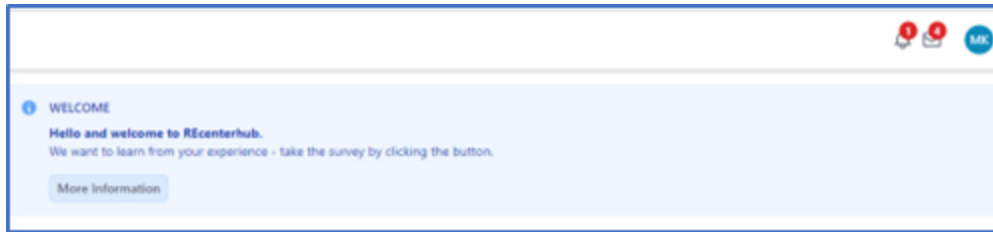
New Articles

Scroll through a carousel of carefully curated news, press, and articles to stay on top of the industry.



New Notification Inbox

Get all your notices and messages from your brokerage, association, and us all in one convenient place.



New Market Stats

Regularly updated and customizable market statistics will be right at the top of your dashboard for easy reference.



Don't want to wait for the official launch date? You can access REcenterhub right now through your current dashboard under CRMLS Resources.



Want to clear up your dashboard? Just click the triple bar symbol in the top left corner to collapse the menu for a more compact view. You'll still have access to your settings and information.

We look forward to bringing you the full REcenterhub experience.

Educate your agents on adding a comparable into the MLS

In certain circumstances, you may enter a listing in the MLS as a comparable, or "comp." Having this data in the MLS helps you and other real estate professionals determine pricing and see property history, improving the dataset and overall accuracy of the MLS.

[This guide will show you how to enter a non-listed residential property as a comparable in your MLS system.](#)

If you have any questions, please contact brokers@crmls.org.

Enhancements & Products

- [Realist Tax Update arrived on April 12](#)

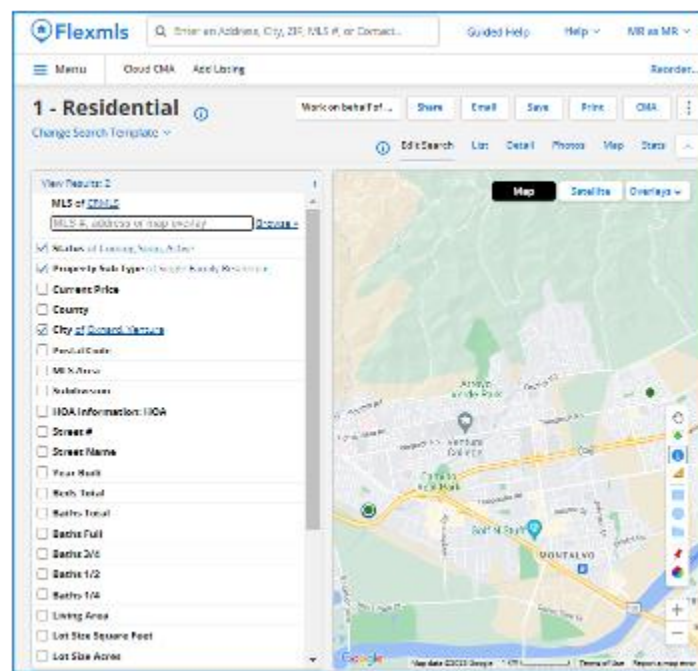
Flexmls

- [View the latest enhancements to CRMLS Flexmls system that arrived May 3](#)

Member Experience Tip of the Month: Add and Search for Accessory Dwelling Units (ADU)

Remember, if your listing has an ADU, you must specify during listing input. This allows your listing to appear when searching by the Property ADU field in the MLS. This feature is only available when searching Residential and Residential Income.

Note: ADU searching is only available when searching MLS of CRMLS only. Review our [step-by-step guide](#) to add the ADU Y/N Field.



Matrix

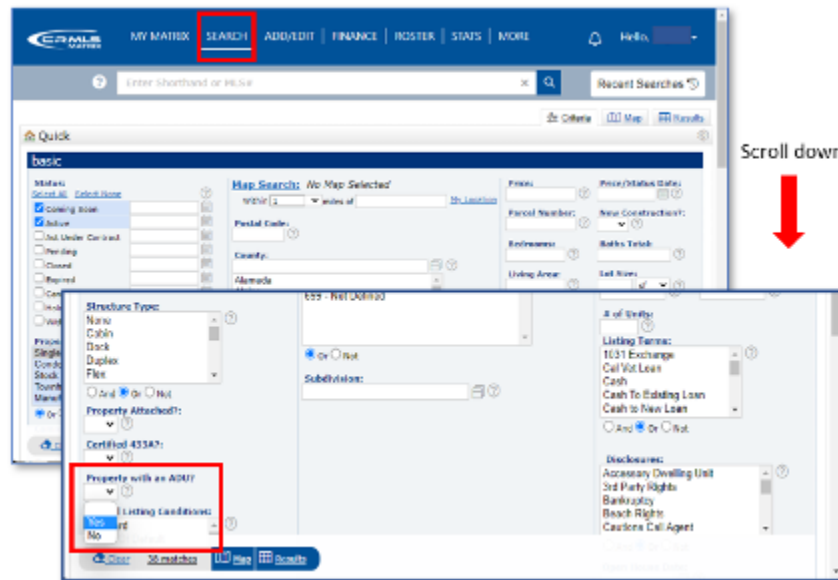
We are pleased to introduce a new search interface available in the CRMLS Matrix system. Please note: this does not replace the classic Matrix search; it is an additional option.

The new search interface is designed to be fully responsive and provide an intuitive, efficient user experience across devices. [View our knowledgebase article to learn more about this new option.](#)

Member Experience Tip of the Month: Add and Search for Accessory Dwelling Units (ADU)

Remember, if your listing has an ADU, you must specify during listing input. This allows your listing to appear when agents are searching by the Property ADU field in the MLS. **Note:** *This feature is only available when searching Residential and Residential Income.*

[Review our step-by-step guide for more information about the ADU field in Matrix.](#)

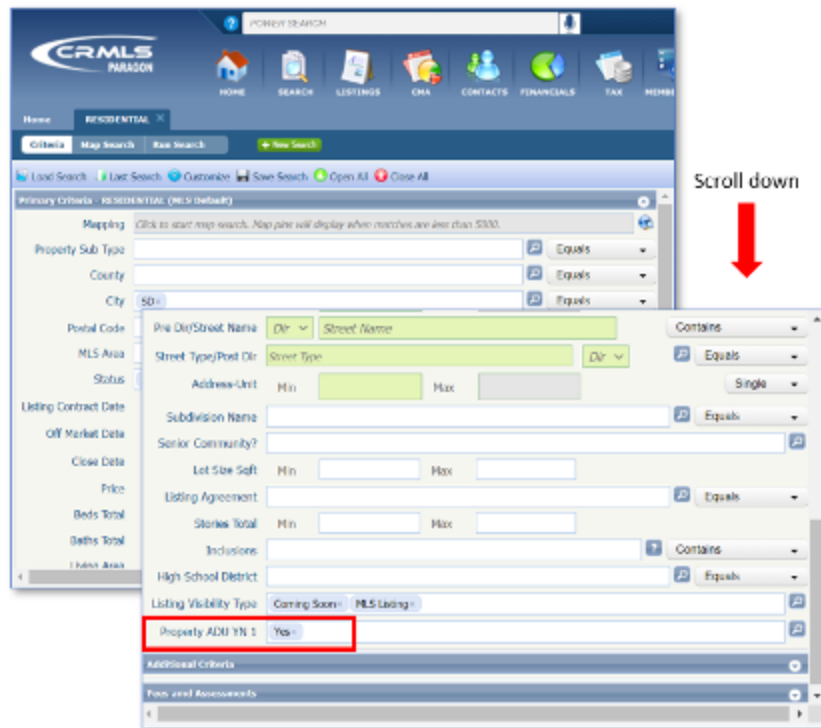


Paragon

- Paragon system updates are live! View the guides below to learn more:
 - [Paragon enhancements on April 12](#)
 - [Paragon enhancement on May 15](#)

Member Experience Tip of the Month: Add and Search for Accessory Dwelling Units (ADU)

Remember, if your listing has an ADU, you must specify during listing input. This allows your listing to appear when searching by the Property ADU field in the MLS. **Note:** *This feature is only available when searching Residential and Residential Income.* For existing customized searches, you will need to add the "Property ADU YN 1" field manually. Learn how to add a field to your custom search in [this instructional video](#) or review our [step-by-step guide](#).



Important Broker Resources

Brokers and managers calling for MLS assistance **can skip the wait** by calling our designated Broker Support Helpline at 909-859-2043. For the Broker Compliance Helpline, press 3.

- The Broker Support Helpline hours are Monday – Friday 8:30 AM – 9:00 PM and Saturday – Sunday 10:00 AM – 5:00 PM
- [Matrix: User Class Document](#)
- [Paragon: User Class Document](#)
- The Broker Compliance Helpline hours are Monday - Friday from 8:30 AM - 4:00 PM (*Brokers & Office Managers Only*)

Please note: You must identify yourself by your broker or broker/office assistant MLS ID, as not all user classes have access to these services. For a list of MLS user classes that can access the Broker MLS Assistance Helpline or Broker MLS Compliance Helpline, see the last column of our user class documents.

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.



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