

# CRMLS Broker Report: August Edition

Volume 2023 Edition 8

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## CRMLS Stats

Check out the MLS Stats for July 2023. If you're interested in stats for your office, reach out to [brokers@crmls.org](mailto:brokers@crmls.org).



**We are updating our Data License process and terms, effective October 1**

We will share additional information via email. Stay tuned!

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## Webinar Recap: Brokers & Managers Update

For your convenience, we've recapped the CRMLS Brokers & Managers Update webinar that occurred on August 16 below:

- [PowerPoint](#)
  - [CATO Institute | Anticompetition in Buying and Selling Homes](#)
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## Visit us at our General Session in Anaheim!



- Our General Session will be held on Tuesday, September 19. [RSVP today and follow us on Eventbrite!](#)
  - Visit us at booth #514 on September 20-21 at REImagine! in the Anaheim Convention Center.
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## Compliance

- [CRMLS Rule and Policy Changes](#)
- [CRMLS Compliance FAQs](#)

## Off-MLS Marketing

When CRMLS receives reports of off-MLS marketing, an investigation is conducted. Increasingly, CRMLS is being told by the agents or brokers in question that the property being marketed is not subject to any exclusive or seller-reserved listing agreement, and therefore Clear Cooperation does not apply. In light of this development, it is important for licensees to be aware that per the Department of Real Estate, conducting marketing for a property without a listing agreement in place is very likely in violation of California Real Estate Law. Specifically, the Department of Real Estate

has advised CRMLS that it considers such conduct to potentially violate Business and Professions Code sections 17500, 10140, and 10176. Further, if any licensee is found in violation of these sections, penalties can be significant, up to and including the loss of a license (see Bus. & Prof. Code 10175). If you or your agents are doing this, please be aware of these potential outcomes!

## Question of the Month

*"In which of the following situations do you need permission from the Listing Broker to advertise that broker's listing?"*

- a. You want to record a video of the listing from the sidewalk and post it on Instagram
- b. You want to make a Craigslist post for the listing and invite buyers to contact you for a showing
- c. You want to create an email about the listing and send it to your mailing list
- d. All of the above

**Answer: D.** All of the above. CRMLS Rule 12.8 states: "A listing shall not be advertised in any media or used for any advertising purposes, including the Internet, by any Participant or Subscriber, other than the Listing Broker, without the prior consent of the Listing Broker except as provided in section 19.2 relating to the display of listings on the Internet." The exception to this is displaying the listing on your website or application via an approved CRMLS IDX data feed. None of the above choices fit within that exception.

## Join our Top Violations Overview General Sessions

Registration for the Compliance Top Violations 4th Quarter General Sessions is now open! Join us as we discuss the most common violations and offer tips on how to avoid them. Other topics include Clear Cooperation Policy, the Registered Process, and Coming Soon Status. Register today:

- [Matrix: Tuesday, October 24 @ 10:00 AM PT](#)
- [Paragon: Wednesday, October 25 @ 2:00 PM PT](#)
- [FlexMLS: Thursday, October 26 @ 10:00 AM PT](#)

## Complimentary Compliance Training is available for your office!

The Compliance Department at CRMLS is available for in-person or virtual training for your agents at no cost to you! We offer a variety of presentations that include such topics as the CRMLS Rules & Policies, the CRMLS Citation Policy, Compliance Top Violations Overview, Registered Process vs. Coming Soon, and Clear Cooperation Policy. These presentations are complimentary, and you can easily schedule them by submitting [this form on the Compliance webpage](#).

## Broker Compliance Helpline

We've 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](mailto:brokers@crmls.org).

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## Enhancements & Products

- [ShowingTime Next Generation Resource Guide](#)
- [What is a CMA?](#)

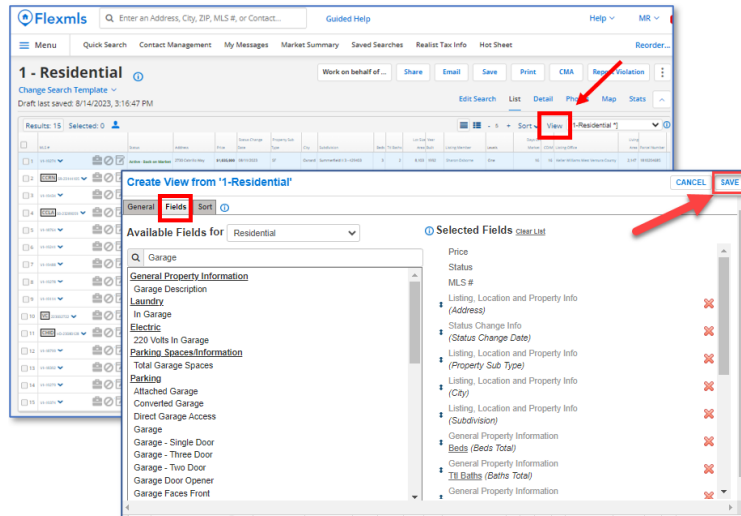
## Flexmls

- [Market Summary Statistics represent your market through a series of graphs and tables that illustrate trends.](#)
- [This quick reference guide takes you through the updated, redesigned Tour of Homes/Open House/Broker Tour Search in Flexmls.](#)
- [Realist Tax updates arrived on August 16](#)

## Tip of the Month: How To Customize List Display

The List Display allows you to fully customize your search results by allowing you to add, remove, and reorder columns, plus change column widths and column properties. Follow the steps below to customize yours:

1. Click **View**.
2. In the "Create New" pop-up menu, name your custom view
3. Click **Fields** tab
4. Scroll down the list or use the search field to type the column name you're looking for
5. Select the fields to add
6. Click **Save**



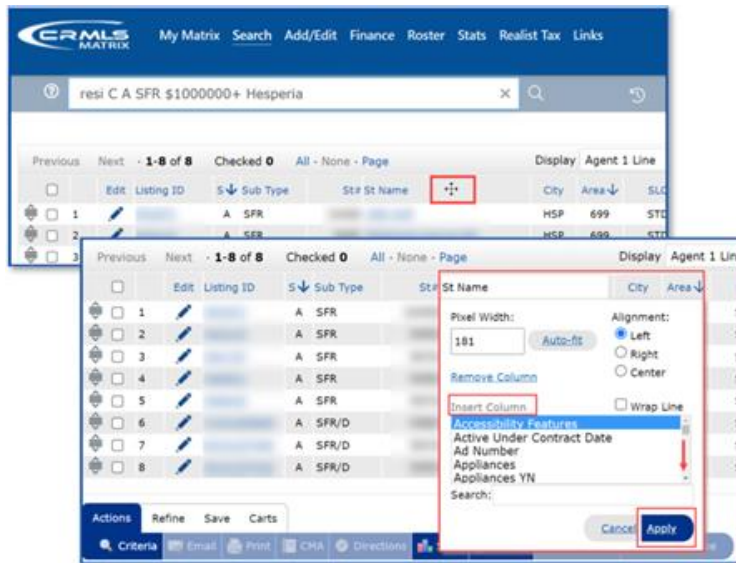
## Matrix

- [Matrix improvements arrived on August 23](#)
- [Realist Tax updates arrived on August 16](#)

## Tip of the Month: How To Customize The Agent 1 Line Display

The Interactive Agent 1 Line Display allows you to fully customize your search results by allowing you to add, remove, and reorder columns, plus change column widths and properties. Follow our [quick reference guide](#) or the steps below to customize yours!

1. Hover your cursor over the column header (not the header label). Click **Column**.
2. In the pop-up menu, Click Insert **Column**
3. In the pop-up menu, scroll down the list or use the search field to type the column name you're looking for
4. Select the column name you want on the list
5. Click **Apply**



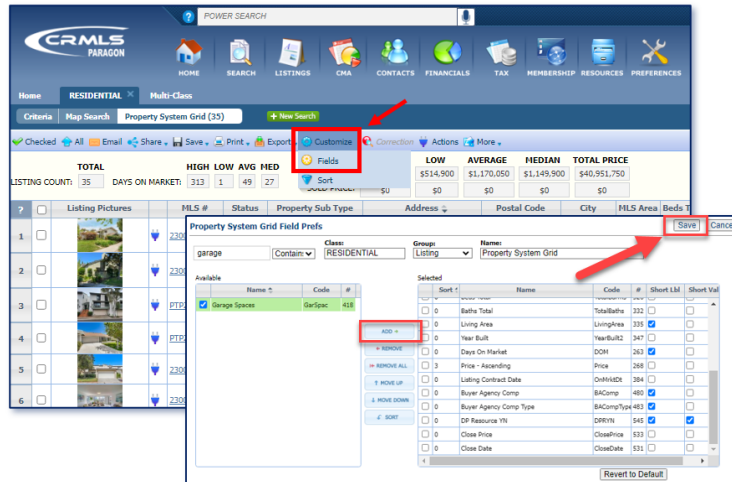
## Paragon

- [The latest Paragon and Paragon Connect update includes easier confirmation for map pin locations and an improved roster search. Review the quick reference guide to learn about all the enhancements.](#)

## Tip of the Month: How to Customize the Property System Grid Display

The Property System Grid Display allows you to fully customize your search results by allowing you to add, remove, and reorder columns, plus change column widths and properties. [Watch our quick tutorial](#) or follow the steps below to customize yours!

1. Hover your cursor over **Customize** and click **Fields**
2. In the pop-up menu, scroll down the list or use the search field to type the column name you're looking for
3. Select the column name on the list
4. Click **Add**
5. Click **Save** to apply your changes



## 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.

### Did You Know?

Not sure what a Registered Listing is, exactly? CRMLS has [many resources](#) about when and how to use the Registered process, what it is, how it's different from Coming Soon, and much more in our [Knowledgebase](#).

As always, we thank you for your continued support. To stay caught up with CRMLS, make sure to follow us on [Facebook](#), [Twitter](#), [LinkedIn](#), [Instagram](#), and [YouTube](#)!

**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.

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### CRMLS Product Discovery Tool

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



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