

# CRMLS Broker Report

Volume 2024 Edition 3

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## MLS Stats

Check out the MLS Stats for February 2024. If you're interested in stats for your office, reach out to [brokers@crmls.org](mailto:brokers@crmls.org).

### FEBRUARY 2024 MARKET DATA

How is the market doing?

 Closed Sales  
per month

**8,012**

 Pending Sales  
per month

**5,204**

 New Listings  
per month

**11,064**

 Registered Listings  
per month

**1,325**

Source: California Regional Multiple Listing Service (CRMLS)

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## NAR Agrees to Commissions Settlement; Join CRMLS CEO Art Carter and VP & General Counsel Ed Zorn for Their Response

A discussion on what this means for brokers, commissions, and the MLS



As of March 15, NAR made a public announcement describing a proposed settlement regarding the home seller class action lawsuits.

On **Wednesday, April 3**, CRMLS CEO Art Carter and VP & General Counsel Ed Zorn will be discussing this outcome and what it could mean for CRMLS users during a special session for brokers.

### CRMLS Industry Lawsuit Update with Art Carter and Ed Zorn

[Wednesday, April 3 at 1 PM PT](#)

[→ Register Now](#)

**Note:** *This event is for brokers and managers only. Please do not share this link. This webinar will not be recorded.*

If you would like to familiarize yourself with the case and the settlement, please watch:

- this [short video](#) of Art and Ed Zorn giving a brief overview of the settlement on the day the news broke
- a [follow up video](#) addressing common questions, statements, and misconceptions
- [a detailed discussion](#) where Ed talks about the case with NextHome's CEO James Dwiggins and Strategic Officer Keith Robinson.

- And visit our [NAR Settlement Resources page](#), where we will keep you updated with the latest information as this story develops

We encourage you to share these links with your agents as well; they are publicly available on YouTube.

CRMLS will continue to provide transparent communication regarding any developments following the proposed settlement. Our goal is to ensure we maintain the cooperative spirit of our industry to support agents, brokers, and consumers.

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## How to Power Your Searches When You're on the Go

A real estate agent's job isn't bound to a desk. Between open houses, meeting clients, working with contractors, and so on, there's a never-ending list of reasons why you need to be out of the office and out on the go. MLS data should be as accessible to you in the field as it is at the home office. CRMLS offers a host of options when it comes to searching MLS data through your phone.

All the apps featured in this article include the following features:

- your listings
- agent-branded apps to share with clients
- boundary lines
- free download on Android and iOS
- in-app messaging
- mortgage payment calculations
- search by map, share to social media
- CRMLS agent roster
- Open House information

Beyond these shared features, each no-cost core product mobile search option has its own benefits.

### **The CRMLS App**



Designed for CRMLS users and integrated into your MLS, this app is the only one that updates MLS information every 15 minutes. It offers quick access to all property data right from your phone or tablet, plus the ability to share listings with clients via text, email, and social media.

### **Homes Pro**



The Homes Pro app (from [Homes.com](https://www.homes.com)) is the only app that provides unique CMAs. It also has tools for client collaboration along with feedback options and activity reports. Listing Agents benefit from the "Your Listing, Your Lead" policy – when visitors show interest in your listings, those inquiries are sent straight to you; other agents cannot advertise on your listing.

### **MLS-Touch**



Not only does MLS-Touch enable you to search via map, filters, sales comparisons, or market statistics, but it also features a unique integration with Prospect CRM to track your client info and activities.

Not sure which app you should use? We compiled a list of comparable features to help you determine which search app works for you, organized by MLS system.

- [Matrix App Comparison](#)
- [Paragon App Comparison](#)
- [Flexmls App Comparison](#)

These CRMLS core products aim to make your real estate business smoother, more efficient, and more mobile. Remember, if you ever need additional assistance, don't hesitate to contact our award-winning [Customer Care Department](#) or read up on our various product solutions in our [knowledgebase](#).

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## Compliance

### Broker Compliance Helpline

You can contact the Broker Compliance Helpline in three simple steps:

1. Make sure your MLS ID is ready (**note that only active Brokers, Office Managers, and Personal/Office Assistants connected to a Broker or Office Manager can use the Helpline**). To learn if your ID has the correct MLS user class, please email [brokers@crmls.org](mailto:brokers@crmls.org).
2. Call 909-859-2043.

3. Press 3 to speak directly to a Compliance Analyst for assistance.

You can reach us Monday – Friday from 8:30 AM – 4:00 PM PT. *Please do **NOT** share this phone number with agents.*

If you have questions regarding your user class or Personal Assistant/Office Assistant accounts, please email us at [brokers@crmls.org](mailto:brokers@crmls.org).

## **2024 Compliance Top Violations Overview Quarterly General Sessions are Here!**

Mark your calendar! The Compliance Quarterly General Sessions featuring the Top Violations Overview will be held **Tuesday, April 23 and Wednesday, April 24!** This is an excellent resource for newer agents and a great refresher for seasoned agents and brokers alike. Join us as we discuss the most common violations and provide tips on how to avoid making them (thereby avoiding the fines).

Other topics will include CRMLS Rules & Policies, the CRMLS Citation Policy, Registered Process, Clear Cooperation Policy, Coming Soon Status, and CRMLS Member Resources. Please spread the word and share the registration links below!

- **Matrix: Top Violations Overview**  
[Tuesday, April 23 at 10 AM PT](#)
- **Paragon and Flexmls: Top Violations Overview**  
[Wednesday, April 24 at 2 PM PT](#)

## **Question of the Month**

***True or False:** Hold status and Withdrawn status are the same thing.*

**Answer: False**

Sometimes you need to change the status on a listing during the listing period, and it is important to select the status that most accurately reflects the reason for the change.

Use **Hold** status when a valid listing contract exists, no offer has been accepted, and your client needs to pause activity on their listing. Hold is generally a short-term pause for circumstances like vacations, repairs, time to review offers, etc.

The listing can stay on Hold for up to 30 days, after which it can be extended. **You'll need to have a seller's written instruction to move the listing to Hold.** You may still advertise the listing, but no showings are permitted per Rule 9.3. Days on Market will not accrue while on Hold.

Use **Withdrawn** status when a valid listing contract is in effect but the property is no longer being marketed. Withdrawn is generally for when there are serious concerns, obstacles, or delays affecting the listing. In effect, the property is being taken off the market without canceling the listing agreement. No marketing, advertising, or showing is permitted for a Withdrawn listing. Days on Market will not accumulate. If the listing is placed back into active status, the DOM will resume from when the listing was placed in Withdrawn status.

**Additional resources are available here:**

- [Compliance Rules and Policies](#)
- [CRMLS Compliance FAQs](#)

## Share the New CRMLS Compliance Quiz with Your Office



We recently launched a newly revised [CRMLS Compliance Quiz](#)! The quiz is short, optional, and anonymous. It will help educate agents about common rule violations, which saves you time, money, and stress. We encourage you to share it with your office. The Compliance Quiz is a great opportunity to learn common rules and pitfalls here - rather than through a violation notice.

[TAKE THE QUIZ](#)

## CRMLS Offers Webinars Fulfilling the Professional Standards Committee's Disciplinary Requirements

The CRMLS Compliance Department is pleased to announce that since February 2024, we will offer a monthly Top Violations Overview webinar for agents or brokers who fulfill disciplinary requirements assigned by their Professional Standards Committee.

Now, instead of waiting for the next quarter's Top Violations Overview Quarterly General Session, your agents can access the Top Violations Overview webinar as frequently as once a month.

Please note that these sessions are solely for the purpose of fulfilling disciplinary requirements of the Pro Standards Committees. CRMLS cannot offer one-on-one presentations for these purposes.

Contact your local AOR for a list of dates and registration links.

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## Enhancements & Products

- [The latest REcenterhub update includes password changes to increase security, mobile response time and appearance improvements, and more.](#)
- **CRMLS Adds Three New Products for Users**
  - [MLS Match](#), a core product available at no additional cost, is a referral network that connects agents doing business across multiple markets.
  - [Xomio](#), available at a 15% discount in the CRMLS Marketplace, is an intuitive IDX website that offers online visibility in 19 different languages.
  - [TheQwikFix](#), available at a 33% discount in the CRMLS Marketplace, can convert your property inspection reports into accurate, competitive, and comprehensive repair quotes within 24 hours.

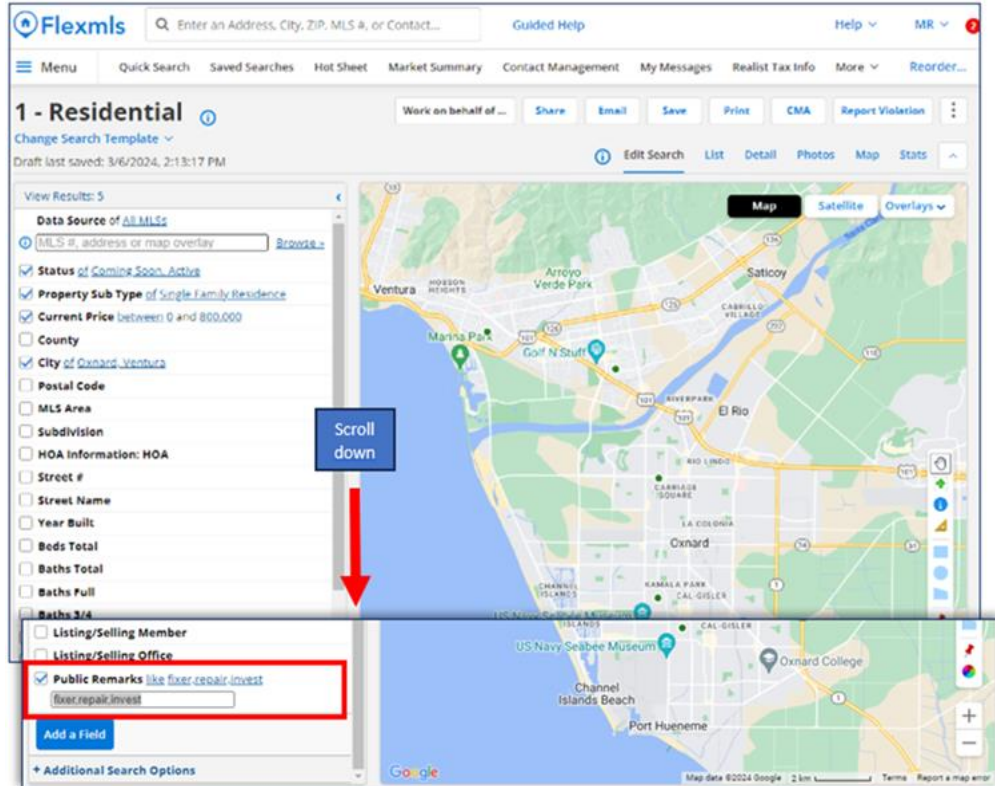
## Flex

### Member Experience Highlight: [Search Listings Using Keywords](#)

CRMLS Flexmls can search the Public and Private remarks of listings for any keywords you enter.

Follow our [quick reference guide](#) to show you how to use a keyword search to find relevant listings.





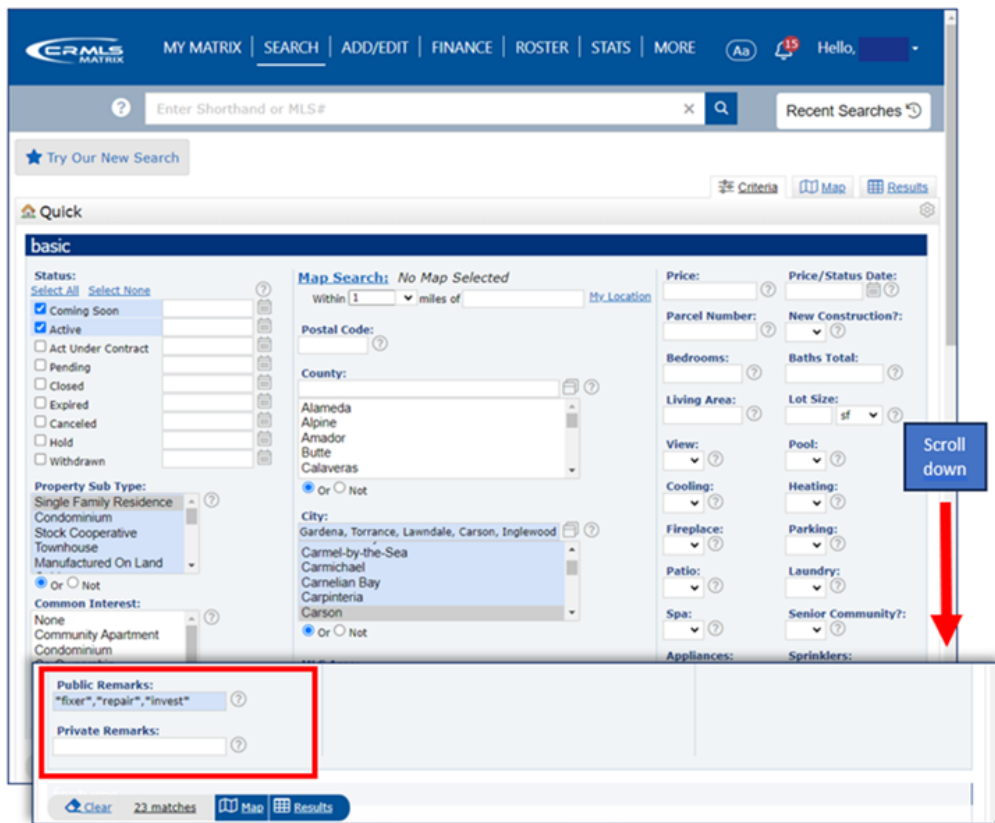
## Matrix

- [The latest CRMLS Matrix update includes a redesigned home page Dashboard, new client activity Timeline, and a lot more.](#)
- [Local Logic](#) is now fully integrated into CRMLS Matrix via the Neighborhood and Demographics tabs in any listing's 360 Property View. Learn more about Local Logic's detailed location insights in [our comprehensive overview](#).

## Member Experience Highlight: [Search Listings Using Keywords](#)

Generate a keyword search by typing your keywords in the **Public** or **Private Remarks** field flanked by asterisk symbols (\*example\*). Use commas to divide multiple keywords.

Follow our [quick reference guide](#) to show you how to search listings using keywords.



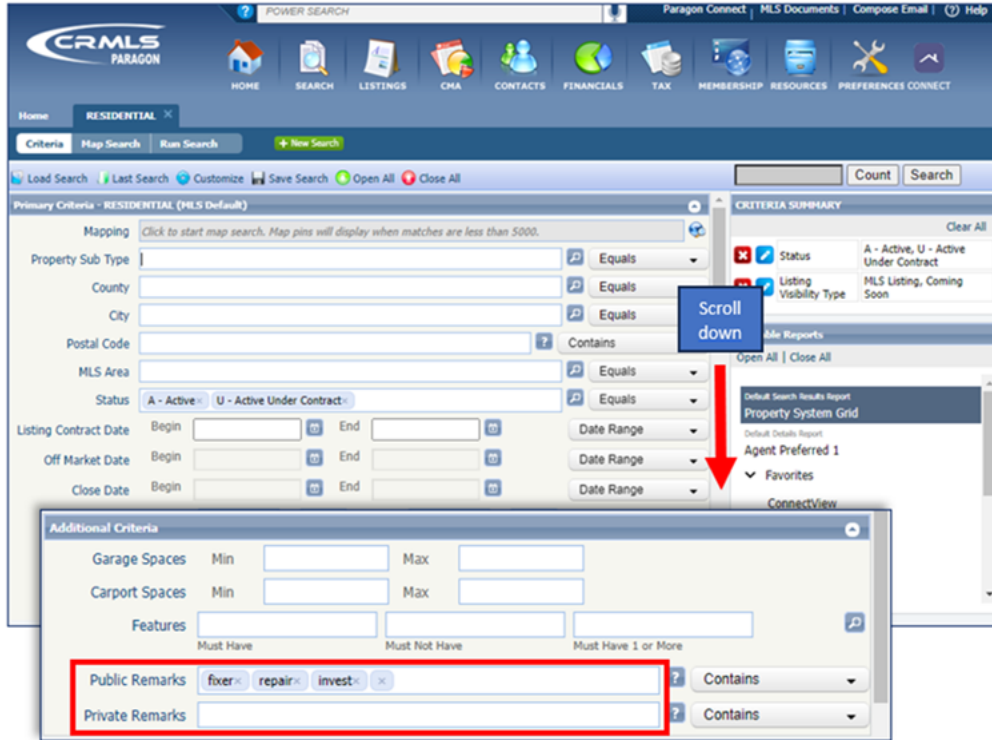
## Paragon

- [System updates on January 30 include MLS Documents in Paragon Connect, corrections to the EasyCMA suggested price, and more](#)

## Member Experience Highlight: [Search Listings Using Keywords](#)

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## 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 (909) 859-2043.

### Compliance

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

## Broker Helpline

(909) 859-2043



909.859.2043

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