



2021 LEADERSHIP PLANNING CONFERENCE



Old Logo:



New Logo:



New MLS Service Mark / Logo

- Designed by NAR in-house studio
- Consistent with the new NAR branding guidelines (March 2020)
- ADA compliant
- Modernized



MLS Standards

Approved by NAR Board of Directors – November 13, 2020
Go into effect January 1, 2021 – Must be Implemented by March 1, 2021

Ensuring **consistency** of service

Ensuring **quality** of service

Ensuring **Brokers can operate better** across multiple markets



- 1** That the following guidance for Administrative Sanctions be added to the MLS Disciplinary Guidelines outlined in the MLS Handbook at Part Two, F. Enforcement of Rules, Section 5:

Administrative Sanctions

The following is guidance for issuing administrative sanctions for MLS rule violations:

- **Category 1** violation means a rule violation relating to listing information provided by a participant or subscriber.
- **Category 2** violation means a rule violation relating to IDX and VOW displays.
- **Category 3** violation means a rule violation relating to cooperation with a fellow participant or subscriber, and mandatory submission of listings to the service

Scope of MLS Handbook for addressing MLS Rule Violations

Potential violations of the MLS rules will be processed in accordance with MLS Policy Statement 7.21, and under the process provided for in Section 9 of the NAR model MLS Rules and Regulations. Potential violations of a data license agreement are not governed by NAR policy and will thus follow the terms for resolution in the agreement itself. |



2

MLS Participants and Subscribers can receive no more than three (3) administrative sanctions in a calendar year before they are required to attend a hearing for their actions and potential violations of MLS rules, except that the MLS may allow more administrative sanctions for violations of listing information provided by Participants and Subscribers before requiring a hearing. **M**

3

That a copy of all administrative sanctions against a subscriber be sent to the subscriber's participant and that the participant be required to attend hearing(s) of a subscriber who has received more than three (3) administrative sanctions within a calendar year. **M**



4

That MLSs be required to process a complaint without revealing the complainant's identity and that the MLS Committee, Grievance Committee, MLS staff, or other representative serve as the complainant if the complaint is forwarded to a hearing and the original complainant does not consent to participating in the process or disclosure his or her name. **M**

5

That Web API data access provided to participants and subscribers by MLSs must have no less than the same data available via other data access such as RETS or FTP. **M**



- 6 That participants and subscribers be required to submit accurate listing data, and be required to correct any known errors. **M**
- 7 That MLSs be required to display customer service and technical support contact information on the MLS website. **M**
- 8 That MLSs implement a process for identifying potential violations of fair housings laws, advising participants and subscribers to remove or correct potential violations. **M**



1 – 8



3

That a copy of all administrative sanctions against a subscriber be sent to the subscriber's participant and that the **participant be required to attend hearing(s) of a subscriber who has received more than three (3) administrative sanctions within a calendar year. M**



GOALS

1. Make Fair Housing a Priority
2. Make Rentals a Priority
3. Expand Resources for Brokers
4. Expand Fields: ADA Compliant – Green - Luxury
5. Develop Monthly Stats Reports – Graphs - Infographics