



MIAMI REALTORS®



 **MIAMI**
REALTORS
COMMERCIAL

 **BROWARD**
MIAMI
a Division of
MIAMI REALTORS

 **JTHS**
MIAMI
a Division of
MIAMI REALTORS

 **MIAMI**
REALTORS
YPN



MASTERING
YOUR
BROKERAGE



Thursday | **October 21** | 2PM - 3PM

Whether you are a new or seasoned broker or manager, this 60-minute customized training is certain to save you time and add value to your business

Today's Presenters



Maggie Curiel,
e-PRO®, PSA, AHWD
VP of Coral Gables | Professional
Standards & Broker Relations

Lori McQuestion,
AHWD, e-PRO®, GSI
Director of Business Development

Joanne Werstlein,
C2EX, AHWD, ePro, MRP, PSA
Vice President JTHS-MIAMI

Proudly Sponsored By



CUTTING EDGE GIFTS

STRATEGIC GIFTING & CONCIERGE SERVICE

Why do more than 56,000 Real Estate Professionals choose MIAMI REALTORS?

Ever wondered why MIAMI members are more successful than their peers in comparable markets? Because MIAMI is your business partner – we are your key to success in the real estate market.

*Our members know they get **MORE with MIAMI!***

Here are just a few of the reasons why top professionals choose us:

The Top Products & Services Every Broker/Manager Can't Live Without



Maggie Curiel,
e-PRO®, PSA, AHWD
VP of Coral Gables | Professional
Standards & Broker Relations

BROKER COMMAND



RECRUITING TOOLS

Specifically target agents by units or volume to fit your business model and then create a commission comparison report to show them why they should work for you.



REPORTS

Market Share, Office Ranking, Agent Ranking, Production Statistics, Office Production & Inventory, Agent Production & Inventory, Area Sales Comparison and Absorption Rate.



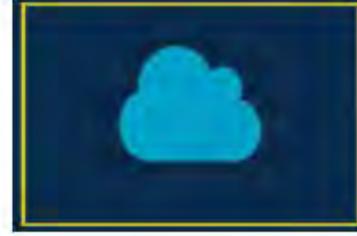
GRAPHS

Quickly generate custom graphs for Days on Market, Listing Inventory, Sales Volume and Short Sales & Forclosures. Best of all, these can be posted to social media with just a click of the mouse!



QUICK SEARCHES

Broker Command gives you quick and easy access from anywhere to Agent Searches, Office Searches, Listed Property Searches & Closed Property Searches.



CLOUD BASED

Being Cloud Based, allows you to have access to Broker Command anywhere. Plus, it is Mobile-Friendly, so your work can get done on any device, at any location.



RESPONSIVE THEME

Broker Command was designed with a HTML5 responsive theme built on top of Bootstrap. What the heck??? Sorry about that, basically, it will adapt to display perfectly on all computers, tablets and smart phones.

WISER BROKER



The Smart Online Real Estate Office

Work Wise - Be Efficient - Save Money

The friendliest, faster, secure and most affordable way to run any small, medium or large Real Estate Office online

- e-Signature
- Commission calculation
- Fill out any document
- Cloud filing
- Corporate image
- Find anything in seconds
- Pre-loaded checklist
- Agent's folder
- Manage permissions
- Financial reports
- Export to excel
- Customizable to your needs
- SMS/e-mail notifications
- Local backup
- e-mail, print and download
- Counter-offer online
- Document's library
- Online follow-up

MIAMIREALTORS.COM/WISERBROKER

LISTHUB



What are the FREE Member Benefits?

- **Broker Choice:** Opt-in/Opt-out of each publisher website at the broker level
- **Publisher Filters:** Easily filter publishers by business practice criteria to make informed selections
- **Publisher Comparison:** Gain specifics on features and practices and compare publishers
- **Publisher Star Rating System:** Give brokers a forum to express their views on publisher practices
- **Lead Routing:** Broker-controlled settings for each brokerage, office, or agent
- **Support Access:** Single point of contact for [member support](#) across all publishers

[MIAMIREALTORS.COM/LISTHUB](https://miamirealtors.com/listhub)

MOBILE APPS

REMINE



MIAMI REALTORS

Upgrade NOW!

Remine Mobile Replaces GoMLS MIAMI*

*GoMLS MIAMI ends 9/30/2021

remine

Go MLS MIAMI → Remine Mobile

START Using Remine Mobile NOW!

The graphic features a smartphone displaying the Remine Mobile app interface with a 'Listing Updates' section. The app shows several property listings with details like address, listing price, and status. The background is a blue gradient with the Remine logo and text.

NOW is the time to upgrade to **Remine Mobile** ... YOUR on-the-go access to real-time MLS and so much MORE.

GoMLS MIAMI will be discontinued September 30.

With **Remine Mobile**, YOU can easily perform core activities such as prospecting, selling and listing on the go! **Remine Mobile** provides the same functionalities as Remine Pro at the tip of your fingers.

- MLS Status
- Sell Score
- Ownership Time
- Mortgage Rate

- Property Value
- Home Equity
- Active and Off-Market properties
- and MORE...



Download the Remine Mobile App TODAY!



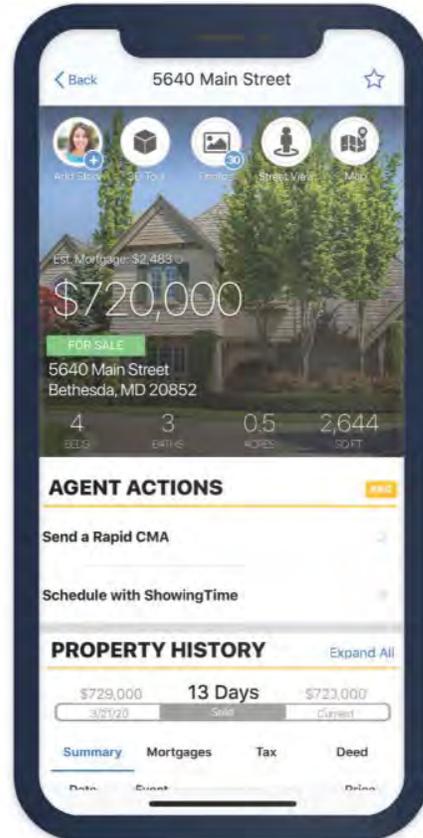
MOBILE APPS

HOMESNAP

WATCH

Access the Following >

- MORTGAGE CALCULATOR
- LISTING MEDIA (Stories, Photos, 3D Tours, Street View)
- STAY SAFE AT SHOWINGS **PRO**
- SCHEDULE WITH SHOWINGTIME **PRO**
- RAPID CMA **PRO**
- EDIT LISTING **PRO** (for eligible MLSs)
- PROPERTY HISTORY
 - MLS History **PRO**
 - Mortgage History **PRO**
 - Tax History **PRO**
 - Deed History **PRO**
- RELATED AGENTS **PRO**
- RELATED PEOPLE **PRO**
- LISTING SUMMARY
- CONFIDENTIAL DATA **PRO**
- CONFIDENTIAL DOCUMENTS **PRO**
- LISTING DETAILS
- LOCAL SCHOOLS
- COMMUTE TIME
- PROPERTY LINES
- SIMILAR LISTINGS
- RECENT SALES



ACCOUNT SETUP GUIDE

STEP 01

DOWNLOAD THE APP

- » Search "Homesnap" in Google Play or the App Store
- » Install and open the App

STEP 02

ENABLE LOCATION SERVICES

- » Allow Homesnap to access your location
- » For Android users, this prompt will appear after Step 4

STEP 03

SELECT USER TYPE

- » Tap I am a Real Estate Agent

STEP 04

PICK YOUR MLS

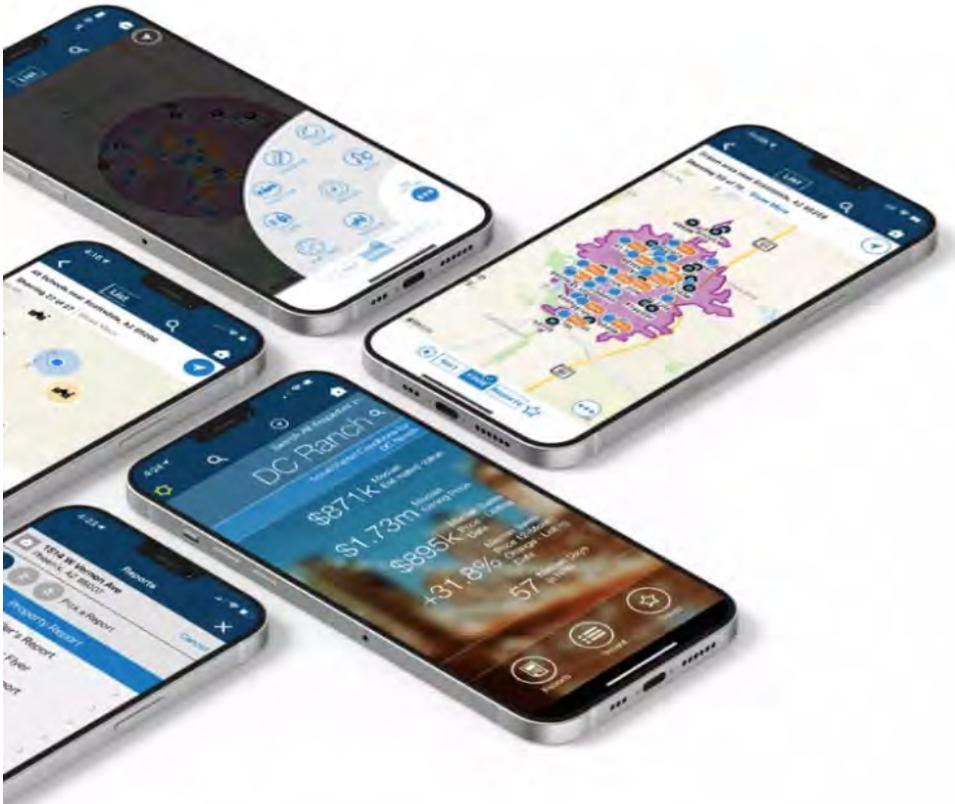
- » Select your MLS

STEP 05

FIND YOUR MLS IDENTITY

- » Enter your name, email, or Agent ID as found in your MLS and tap Search

MOBILE APPS
RPR MOBILE



**Millions of property
data points
at your fingertips**

Use your location to easily search and analyze on-and-off market properties, valuations, tax and mortgage info, distressed data, flood zones, mapping, demographics, schools, neighborhoods, and market trends.

-  Residential & Commercial Properties
-  Share Reports Instantly
-  Notes and Photos
-  Everything in sync

[MIAMIREALTORS.COM/RPRMOBILE](https://miamirealtors.com/rprmobile)

SHOWINGLY

Showingly is the only showing scheduling platform that incorporates a beautiful, user-friendly home search. Experience from queued showings to route optimization, experience the power of scheduling with **Showingly**.

Manage listings and incoming showings, communicate with buyer agents and with your sellers, and view advanced listing management analytics from web or mobile.

You know how much you've sold year to date... but do you know what percentile of your market your production falls under?
Find out now!

Reserve your present and future customers by exclusively connecting with them within **Showingly**. They can begin sending notes, favoriting properties, and managing your listings and showings together.



KLEARD

- Host smarter open houses that instantly verify a buyer's cell phone number and email address upon sign-in
- Follow up with leads up to 26x faster with built-in CRM and mail-merge technology
- Request open house and showing coverage with Klear On-Demand and get it filled within minutes
- utilizing instant notifications and integration system
 - Connect your already existing CRM with Klear for seamless and automated lead transfer
- Automated and urgent safety alerts built-in throughout the app



MIAMIREALTORS.COM/KLEARD

HELPFUL RESOURCES & LINKS

- [MIAMIREALTORS.COM/MLS](https://miamirealtors.com/mls)
- [MIAMIREALTORS.COM/COMMERCIAL](https://miamirealtors.com/commercial)
- [MIAMIREALTORS.COM/BROKERS](https://miamirealtors.com/brokers)
- [MIAMIREALTORS.COM/TEAMS](https://miamirealtors.com/teams)
- [MIAMIREALTORS.COM/WHYMIAMI](https://miamirealtors.com/whymiami)
- [MIAMIREALTORS.COM/RENTALS](https://miamirealtors.com/rentals)
- [MIAMIREALTORS.COM/FREEFROMMIAMI](https://miamirealtors.com/freefrommiami)
- [SFMARKETINTEL.COM](https://sfmarketintel.com)

MORE Links to Your Resources

- [South Florida Market Intel](#)
 - All Things Begin with MIAMI including **FREE from MIAMI**
 - National, State, and Local Trainers and Experts
 - Departments
 - [Education - registration@miamire.com](#)
 - [Calendar](#)
 - [MLS - mls@miamire.com](#)
 - [Membership - membership@miamire.com](#)
 - [Services - Products and Services](#)
 - [News](#)
 - [Commercial](#)
- [Global](#)
 - [Advocacy](#)
 - [Affiliates](#)
 - [MIAMI YPN - Young Professionals Network](#)
 - [Trainers - Trainers@miamire.com](#)

Why do more than 54,000 real estate professionals choose MIAMI REALTORS?



Ever wonder why MIAMI members are more successful than their peers in comparable markets? Because MIAMI is your business partner – we are your key to success in the real estate market. Our members know they get MORE with MIAMI! Here are just a few of the reasons why top professionals choose us:

MORE Savings:

- Lowest agent dues in South Florida – Incredible annual incentives
- MORE than 225 products & services – many FREE & EXCLUSIVE
- 4,000+ training classes & seminars (85% are FREE)
- Real estate license renewal course available at NO COST with on-time dues payment
- Plus thousands \$\$\$ in annual product savings, including:
 - [Supra e-File](#) – save up to \$100 – YOU pay \$0.00
 - [Agent 3000](#) – cost \$3,000 – YOU pay \$0.00
 - [Remix Pro, Remix App and Remix Commercial](#) – cost \$2,400 – YOU pay \$0.00
 - [Remix News Select Membership](#) – cost \$180 – YOU pay \$0.00
 - [IDX](#) – cost \$350 – YOU pay \$0.00 (MORE listings than any other South Florida MLS)
 - And SO MUCH MORE...

Specialized Services

- Commercial – Global – Luxury – Teams – Broker/Managers – Rentals
- **MIAMI Commercial** – Nearly 3,000 Specialized Commercial Brokers and Agents – MORE Commercial Services!
 - 1st Commercial MLS in the nation – [Commercial public portal](#) – Commercial listing syndication
 - Commercial member-2-member marketing – Commercial Marketplace to market your **have** and **wants**
 - 1st NAR Commercial NAR Accreditation in U.S.
- **MIAMI YPN** (Young Professionals Network) – Award winning networking, events, training, fun, business and MORE!
- **Luxury Real Estate Resources**
 - [Luxury News, Podcasts & Blog](#)
 - [Luxury Market Report](#)
 - [Luxury Marketing Tools & Services](#)
 - [Luxury sales in your market](#)
- **Team Resources**
 - [TEAM Products & Services](#) – 50 webinars & Events for TEAMS
 - [TEAM Tutorials, Videos and Tip Podcasts & Blog Posts](#) special
- **Broker/Manager Resources**
 - [Broker/Manager specific](#) mark recruitment, retention & profits
 - [Dedicated Broker/Manager](#) list real estate needs
 - [Broker/Manager](#) monthly news programs and resources

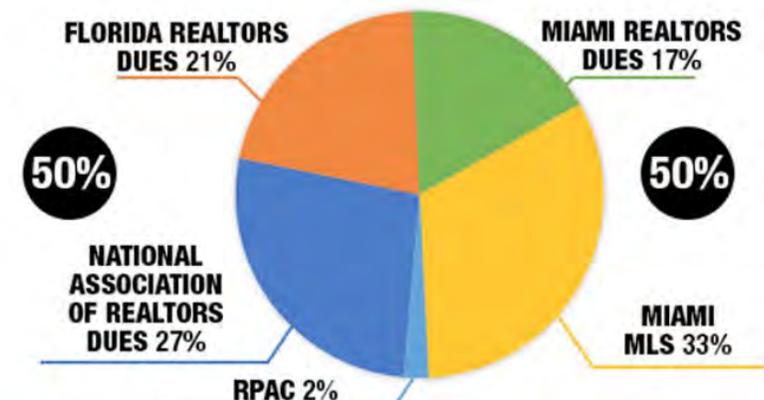
- **Top Listings Syndication** – Give your listings the most exposure on over 200 websites and Apps
- **OVER 220 Global Partnerships** – Promoting our market listings and you – around the world
- **Rental listing exposure** on MORE than 50 websites and Apps and 200 MLSs nationwide and NOW also on [RentalBeast.com](#)

MORE Services:

- **NEW**: Choose from two (2) MLS showing options – ShowingTime and Showingly
- **FREE IDX** – MORE LISTINGS than any other South Florida REALTOR Association
- **6th** top professionals serving YOU, top-rated by members including award winning executives
- Top rated live chat & member support, including evenings & weekends
- 8 convenient full-service office locations with classroom facilities
- **Supra lockboxes** available at multiple, contact-free pick-up locations
- **Customized office presentations and trainings** – virtual or in-person
- **Market Statistics** – local stats at [sfmarketintel.com](#) including monthly seminars and stats you can share
- Comprehensive website resources – all things real estate begin with [miamirealtors.com](#)
- Florida's largest virtual and in-person Open House Showcase featuring over 2,000 entries on [southeastfloridapropertyresearch.com](#) promoted via the internet, social media, and newspapers
- Virtual & in-person Open Houses featured weekly on

Celebrating 101 years of excellent member support. MIAMI REALTORS is the largest real estate association in the nation.

REALTOR® Association Dues





MiamiRealtors.com

All Things Real Estate Begin with **MiamiRealtors.com**



To find a specific Product or Service type in:
MiamiRealtors.com/the name of the product or service

Information Central
Inman Select • RIS Media • RETechnology

How to Keep Your Agents Out of MLS Trouble- The Top 10 Violations



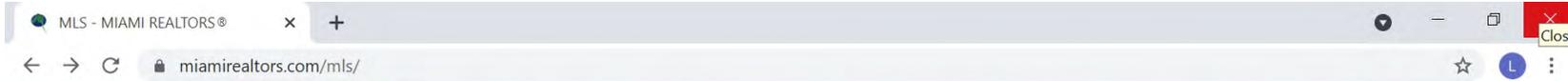
Lori McQuestion,
AHWD, e-PRO®, GSI
Director of Business Development

MIAMI **MLS** Newsletter

SPECIAL MLS SERIES #1 – 2ND QUARTER 2021

TOP
10
MIAMI **MLS**
Violations and Issues

miamirealtors.com/mls



MIAMI MLS RESOURCE CENTER

Your One-Stop destination for everything you need to efficiently and effectively List, Sell and Lease. From Rules and Regulations to Forms & Applications to the latest Fair Housing Initiatives, News, Classes, Tutorials and Help & Tech Support...and **MORE!**

...MIAMI MLS, the trusted source for South Florida Real Estate

Feedback



Escalation Addendum

On July 22, 2021, Florida Realtors released a new addendum...



NEW MLS Rules & Fines

For failure to abide by MLS Policies and Procedures, the...



TOP 10 MLS

Top Ten MLS Violations and Issues

RULES & REGULATIONS

NEW MLS Policies & Procedures – RULES Effective 8/2/2021

NEW COMP ONLY SALES Effective 8/2/2021

Summary of 2021 MLS Changes

NEW 2021 MLS Fines Effective 8/2/2021

MLS Clear Cooperation Policy

Coming Soon Listings Policy

MLS Status Change Requirements

THE RIGHT RESOURCES - RIGHT NOW

Virtual Showings and Open Houses: Before, During and After COVID-19

Virtual Open House – Tips & Guides

Virtual Tours – Tips & Guides

Virtual Showings – Tips & Guides

Virtual Meetings – Tips & Guides

Zoom – Basics/Tips – Tips & Guides

The listing is Active in the MLS...
....it's perfect for your customer
...and you want to show it, but...

*It's not
available!*

*Can't
show!*

*Appointment
denied!*

*It's under
contract!*

#1

[CLICK HERE](#)

*A new listing just
came on the market ...
the Remarks say
NO SHOWINGS
[CLICK HERE](#)*

#2

01-Top_Ten_MLS_Violations_and_ x +

miamirealtors.com/wp-content/uploads/bsk-pdf-manager/2021/05/01-Top_Ten_MLS_Violations_and_Issues.pdf

01-Top_Ten_MLS_Violations_and_Issues.pdf 6 / 7 | - 98% +

The listing is Active in the MLS...
....it's perfect for your customer
...and you want to show it, but...

It's not available!

Can't show!

Appointment denied!

It's under contract!

If this happens to you – REPORT IT!
MLSstatus@Miamire.com

It's a Violation – If it is Active, it must be available to show

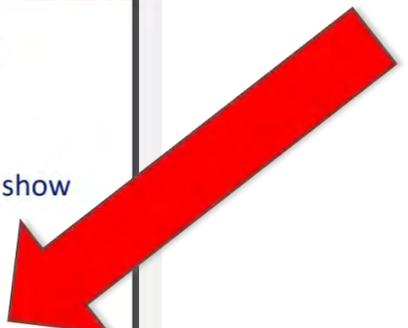
If this happens to you – REPORT IT!
MLSstatus@Miamire.com

Provide one of the following:

- copy of denied Showing Request
- copy of text message/email denial
- Agent name/date/time of phone call
- copy of your buyer's contract

And ALWAYS:

- Provide MLS Number and address



*I was the Selling Agent
on this property
**Listing Agent incorrectly entered
themselves as Selling Agent***

[CLICK HERE](#)

#3

IMPORTANT: Broker/Manager Mi x 03-Top_Ten_MLS_Violations_and_ x 02-Top_Ten_MLS_Violations_and_ x +

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03-Top_Ten_MLS_Violations_and_Issues.pdf 2 / 3 98%

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www.miamirealtors.com
mls@miamire.com

MIAMI HQ
Coral Gables
Northwestern Dade
Aventura
West Broward / Sawgrass
Northeast Broward
Jupiter / JTHS

2021 MLS FINE SCHEDULE

For failure to abide by MLS Policies and Procedures, the Participant will be assessed in the following manner: Fines are cumulative on a per listing basis. Subsequent violations within a 2 year period are subject to the escalated fines listed herein.

* Fines not paid within 30 days will be subject to additional fees and/or suspension of MLS services.

NOTE: The MLS is required to send a copy of all administrative sanctions against a subscriber (Agent) to the subscriber's participant (Broker) and the participant is required to attend the MLS hearing of a subscriber who has received more than three (3) administrative sanctions within a calendar year. (11/2020)
Brokers are responsible for all agents/teams and office admins and for any and all unpaid fines.
Listing agents are responsible for unlicensed assistants or authorized team members who add/edit listings on their behalf.

DATA INTEGRITY

1st Violation: \$500, 2nd Violation: \$750, 3rd Violation: \$1000 plus MLS Review Panel

- Entering incorrect selling agent or sale price information when closing a listing
- Posting a listing on MLS without having a signed listing agreement
- Placing URLs, showing instructions, Open House information, access codes, Lockbox combinations, commission/bonus information or contact information in Remarks, Directions or Internet Remarks. This includes but is not limited to names, phone numbers, email addresses, hashtags or website / social media addresses.
- Conditional offer of compensation and/or zero commission amount
- Violating IDX or VOW display rules
- Agent solicitation/recruitment in any MLS integrated service

Send Copy of Closing Statement to MLS@MiamiRE.com

*Listing Broker can correct within 3 days of closing out the Listing – after 3 days the MLS must change the information

Type here to search 8:47 AM 6/9/2021 26

*A Listing agent is using my photo(s)
from one of my listings ...
without my permission
[CLICK HERE](#)*

#4

*A Listing agent is using my Remarks
from one of my listings ...
without my permission*
[CLICK HERE](#)

#5

IMPORTANT: Broker/Man... x 05-Top_Ten_MLS_Violatio... x 04-Top_Ten_MLS_Violatio... x 03-Top_Ten_MLS_Violatio... x 02-Top_Ten_MLS_Violatio... x

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05-Top_Ten_MLS_Violations_and_Issues.pdf 2 / 3 98%

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MIAMI HQ
Coral Gables
Northwestern Dade
Aventura
West Broward / Sawgrass
Northeast Broward
Jupiter / JTHS

2021 MLS FINE SCHEDULE

For failure to abide by MLS Policies and Procedures, the Participant will be assessed in the following manner: Fines are cumulative on a per listing basis. Subsequent violations within a 2 year period are subject to the escalated fines listed herein.
* Fines not paid within 30 days will be subject to additional fees and/or suspension of MLS services.

NOTE: The MLS is required to send a copy of all administrative sanctions against a subscriber (Agent) to the subscriber's participant (Broker) and the participant is required to attend the MLS hearing of a subscriber who has received more than three (3) administrative sanctions within a calendar year. (11/2020)
Brokers are responsible for all agents/teams and office admins and for any and all unpaid fines.
Listing agents are responsible for unlicensed assistants or authorized team members who add/edit listings on their behalf.

DATA INTEGRITY

1st Violation: \$500 or No Fine – If corrected within two days of notification,
2nd Violation: \$750, 3rd Violation: \$1000 plus MLS Review Panel

- Entering a duplicate listing under same property type
- Entry of inaccurate or non-text information (ie: watermarks, logos, graphics) anywhere in a listing including photos
- Use of any data field for a purpose other than its intended use
- Use or reuse of any photograph or remarks without written authorization
- Inappropriate / inaccurate photos, virtual tours and videos including images with text or embedded links.
- Branded Slide shows, Virtual Tours or Videos (agent, office or company information). Must contain the letters "MLS" or "unbranded" or "non-branded" in the URL
- Inaccurate or out dated fees (i.e.: association fee/HOA or COA fee/maintenance fee/Rec fee/total fees). Zero \$ not acceptable.
- Bonus or incentives entered in any field other than Broker Remarks
- Failure to disclose owner/agent
- Failure to disclose Variable/Dual Rate commission
- Failure to disclose valid/correct brokerage representation
- Failure to secure seller(s), broker or office manager signature on MLS Status Change Form
- Failure to update Expected Closing Date (ECD)
- Use of Showing services remarks for other than intended use for showing information
- Failure to correctly record "Buyers Country of Origin" or, if USA, record "Buyers State"

Report to:
MLS@MiamiRE.com
include:

- The Listing # where YOUR Remarks are now appearing
- YOUR Listing # where the Remarks originally appeared

Type here to search

8:51 AM
6/9/2021

*I just drove past a property
with a For Sale sign and
it's NOT in the MLS ...*
How can I report this Property?
[CLICK HERE](#)

#6

IMPORTANT: Broker/Manager M | 06-Top_Ten_MLS_Violations_and_ | +

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06-Top_Ten_MLS_Violations_and_Issues.pdf | 3 / 5 | - 97% +

If you believe a property is being publicly marketed and is not listed in the MLS, you can submit documentation and request an MLS Review. MIAMI MLS requires documentation to investigate. Upload a file or image reflecting the public marketing and email to:

OffMLS@Miamire.com

This documentation includes at least one of the following:

- Photo of For Sale Sign
- Copy of screen shot showing the link to the site with the property on it
- Copy of Flyer with the listing information
- Email blast solicitation
- Screen shot of listing appearing on a private network
- Screen shot of listing appearing on Social Media

Type here to search | 8:54 AM 6/9/2021

*I just received an email flyer
for a Coming Soon Property,
and it is not in the MLS ...*

How do I report?

[CLICK HERE](#)

#7

IMPORTANT: Broker/Manager Mi x 07-Top_Ten_MLS_Violations_and_ x +

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07-Top_Ten_MLS_Violations_and_Issues.pdf 2 / 5 98%

If you believe a Coming Soon property is being publicly marketed and is not listed in the MLS, you can submit documentation and request an MLS Review. MIAMI MLS requires documentation to investigate. Upload a file or image reflecting the public marketing and email to **ComingSoon@Miamire.com**.

This documentation includes at least one of the following:

- Photo of For Sale/Coming Soon Sign
- Copy of screen shot showing the link to the site with the Coming Soon property on it
- Copy of Flyer with the Coming Soon listing information
- Email blast of Coming Soon listing
- Screen shot of Coming Soon listing appearing on a private network
- Screen shot of Coming Soon listing appearing on Social Media

Type here to search 8:57 AM 6/9/2021 26

*I called to make an appointment
for my customer to see a rental and the
agent said I had to send
the customer's Criminal Report
before we could make an
appointment ...*

[CLICK HERE](#)

#8

08-Top_Ten_MLS_Violations_and_ x +

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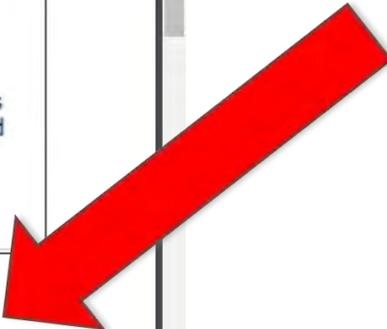
08-Top_Ten_MLS_Violations_and_Issues.pdf 2 / 4 | - 98% +

Agents requesting showing appointments cannot be required to provide “criminal records” in advance as a condition of showing appointment

Remarks	
Remarks:	Spacious House - magnificent Yard - Frutal Trees - Palms - light everywhere - Impact windows everywhere - Remodeled - Dryer and washer - appliances in very good conditions - everywhere in yours hands Elegant Design District - Art in Wynwood - airport - Edgewater - Downtown and Beaches.
Driving Directions:	
Broker Remarks:	Easy showings - Please 24 hours in advance - send Police Reports before and Background - References of previous owners - Bonus \$500 for full amount of listing before April 2021 - No pets please - Please ONLY TEXTS try to avoid calls because I have Zoom lessons. send me text to
Office Remarks:	

Please Note: Any reference to Criminal Background Reports, Police Reports, Felonies, Arrests, etc. in any of the Remarks sections will be removed with NO WARNING. **BROKER/MANAGER and AGENT** will be notified of Fair Housing Act Standards – cannot require criminal records as condition of showing appointment.

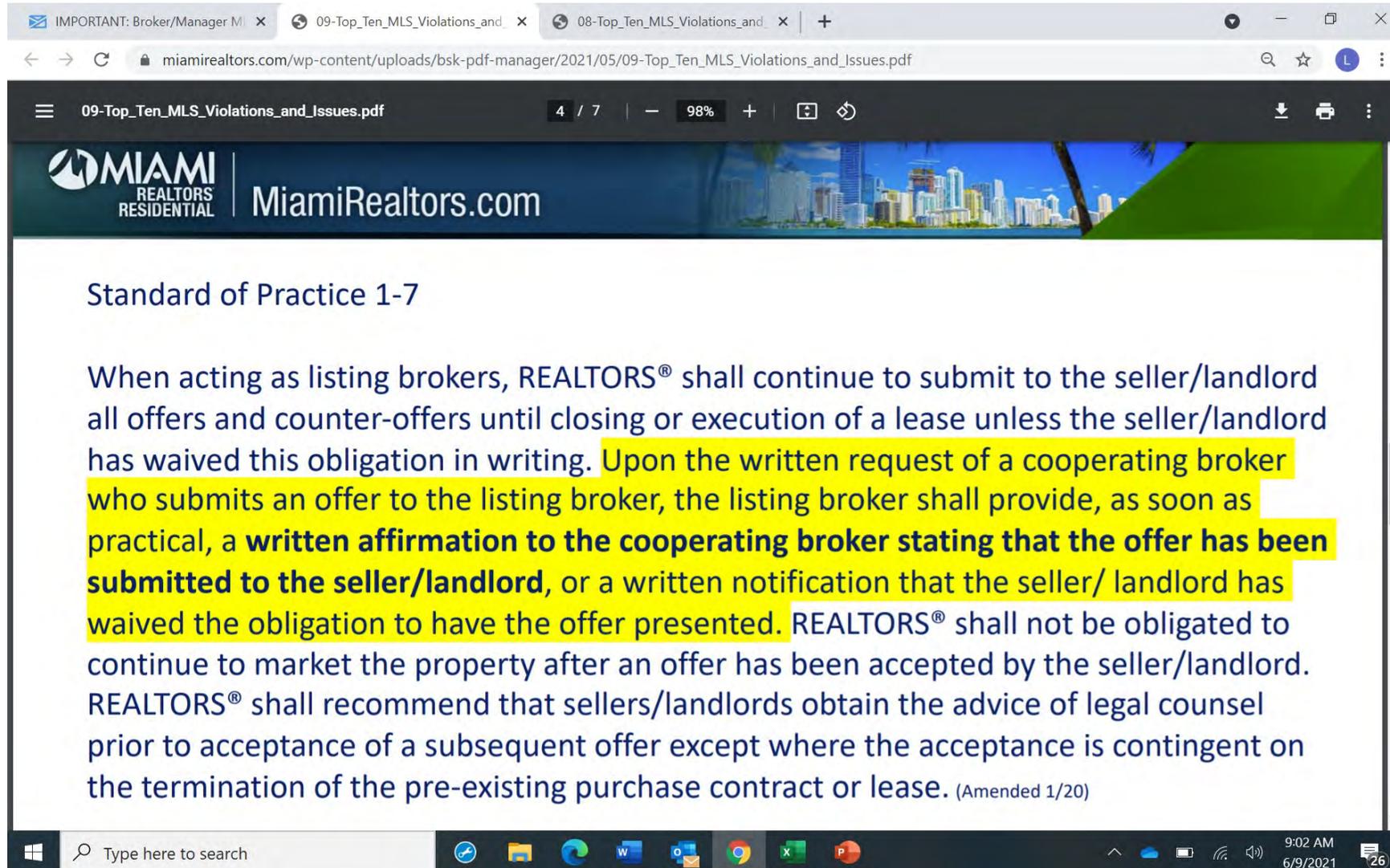
Windows taskbar: Type here to search, 79°F Rain to stop, 2:32 PM 6/24/2021



*We submitted an Offer to Purchase ...
the Listing Agent has not responded to
phone calls, emails or text messages ...
was our offer presented to the
Seller?*

[CLICK HERE](#)

#9



IMPORTANT: Broker/Manager M | x 09-Top_Ten_MLS_Violations_and_ x 08-Top_Ten_MLS_Violations_and_ x +

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MIAMI REALTORS RESIDENTIAL MiamiRealtors.com

Standard of Practice 1-7

When acting as listing brokers, REALTORS® shall continue to submit to the seller/landlord all offers and counter-offers until closing or execution of a lease unless the seller/landlord has waived this obligation in writing. Upon the written request of a cooperating broker who submits an offer to the listing broker, the listing broker shall provide, as soon as practical, a **written affirmation to the cooperating broker stating that the offer has been submitted to the seller/landlord**, or a written notification that the seller/landlord has waived the obligation to have the offer presented. REALTORS® shall not be obligated to continue to market the property after an offer has been accepted by the seller/landlord. REALTORS® shall recommend that sellers/landlords obtain the advice of legal counsel prior to acceptance of a subsequent offer except where the acceptance is contingent on the termination of the pre-existing purchase contract or lease. (Amended 1/20)

Type here to search 9:02 AM 6/9/2021 26

miamirealtors.com/mls

The screenshot shows the Miami Realtors MLS website interface. At the top is a dark navigation bar with links: HOME, CONSUMERS, EDUCATION, **MLS**, MEMBERSHIP, SERVICES, NEWS, COMMERCIAL, GLOBAL, ADVOCACY, AFFILIATES, BROWARD, JTHS, YPN, ABOUT. Below the navigation bar, there are several content sections:

- DOJ reaches settlement with NAR**: A news article with a sub-headline "New rules that will more explicitly state information about commissions..." and a small image of two hands shaking.
- MLS LOGIN**: A section featuring logos for Rapattoni MLS and Matrix.
- MLS FORMS & APPLICATIONS**: A central section with a grid of links to various forms, including "Office Exclusive / Exempt Listing", "Written Permission to Advertise", "Syndication and Address Display Opt-out Form", "Status Change Form", "Coming Soon Authorization Form", "Request for Affirmation of Presentation of Offer", "Unlicensed Assistant Application", "Request Reciprocal Listing", and "Appraiser Application". A large red arrow points to the "Unlicensed Assistant Application" link.
- HOT TOPICS**: A section with links to "Fair Housing Advertising Guidelines (Updated June 16, 2020)" and "Miami-Dade and Broward Fair Housing Ordinances".
- SEF RLD - Revised 06172019**, **SEF CLD - Revised 06172019**, **MLS Status Change Form**, **Residential Land - Boat Docks - RLD - MLS Field Definition**, **Business Opportunity - BUS - MLS Field Definition**, and **Cross Property Picklist - MLS Field Definition**: A vertical list of PDF form links on the right side of the page.

At the bottom of the page, there is a Windows taskbar showing the search bar, system tray with weather (79°F Sunny), and date/time (8:34 AM 6/23/2021).

*I have called, texted, emailed
to request an appointment
to show the property ...*

***The Listing Agent is
Non-responsive***

[CLICK HERE](#)

#10

MLS - Miami Realtors x 10-Top_Ten_MLS_Violations_and... x +

miamirealtors.com/wp-content/uploads/bsk-pdf-manager/2021/05/10-Top_Ten_MLS_Violations_and_Issues.pdf

10-Top_Ten_MLS_Violations_and_Issues.pdf 2 / 4 | - 98% +


**CODE OF ETHICS AND STANDARDS OF PRACTICE
OF THE NATIONAL ASSOCIATION OF REALTORS®**
Effective January 1, 2021

Duties to Clients and Customers

Article 3

REALTORS® shall cooperate with other brokers except when cooperation is not in the client's best interest. The obligation to cooperate does not include the obligation to share commissions, fees, or to otherwise compensate another broker. (Amended 1/95)

Type here to search 82°F Sunny 8:49 AM 6/23/2021

Maximize Your Office & Agent MLS Settings



Joanne Werstlein,
C2EX, AHWD, ePro, MRP, PSA
Vice President JTHS-MIAMI

Agent Add/Edit Capabilities

Your agents (All or selected ones) can have access to add/edit their own listings or Add/edit with broker approval



Send an email to Membership@miamire.com

Office Settings in Matrix

Allow all agents to cancel their listings

In Matrix – go to Add/Edit



Office

[Add new](#) or [Edit existing](#) Office

Quick Modify

[Edit](#)

Fill out your Office ID

 **Modify Office**

MMLS01

MIAMI Association of REALTORS®

Select Form

[Office Syndication/Advertise](#)

Other Options

[Show Input Audit](#)

Click on Office
Syndication/Advertise



Allow Agents to Cancel their Listings

CANCEL

The default is NO

Select YES to allow all agents to
cancel listings

+ Office Syndication/Advertise

Office Information

Office Code
MMLS01

Office Name
MIAMI Association of REALTORS®

Syndicate To
 FB Market via Homesnap ?

OK to Advertise
Yes - Attribution NOT Required ?

Cancel Status
Yes ?

Ok to Advertise

Select **NO** or either one of the **YES** choices from the drop down of the field "**OK to Advertise**".

Once you make your selection you must click the blue button labeled "**Submit Office**" to save your selection.

1. Broker makes decision for office
If Broker indicates **NO**...then **NO** advertising by other agents allowed for any listings
2. **If Broker indicates YES – Attribution NOT Required** (Name of listing firm not required)
3. **If Broker indicates YES – Attribution Required**
Attribution: Must identify the Name of the listing firm, in a similar size font in a reasonably prominent location on the advertisement
4. **If Broker indicates either YES** options - Agents can choose for each of their individual listings:
 - A. **YES** - other agents can advertise this listing
 - B. **NO** - other agents CAN NOT advertise this listing
 - C. Advertising of this listing requires Broker's Written Approval



+ Office Syndication/Advertise

Office Information

Office Code
KEYE01

Office Name
The Keyes Company

Syndicate To
 FB Market via Homesnap ?

OK to Advertise ?

Yes - Attribution NOT Required v

No

Yes - Attribution NOT Required

Yes - Attribution Required

Keeping Your Roster Updated

Adding / Removing Agents

When an agent joins your firm or leaves

Email: membership@miamire.com

**ROSTER
UPDATE**

Here to help

Membership Assistance:
membership@miamire.com

MLS Assistance:
mls@miamire.com

Office Information Updates:
brokers@miamire.com



Additional Resources



Maggie Curiel,
e-PRO®, PSA, AHWD
VP of Coral Gables | Professional
Standards & Broker Relations

MiamiRealtors.com/Brokers

The one stop destination for Brokers & Managers

**RECRUITMENT, RETENTION &
PROFITABILITY**

Are Your Agents Set For Retirement?

🕒 June 4, 2021

**BROKER/MANAGER CLASSES &
PROGRAMS**

Zoom: FREC II Broker Pre-License Course
June 7 @ 9:00 am - June 17 @ 6:00 pm

Instructor: Richard H. Burch, CRB, CRS, GRI, TRC, e-PRO, AHWD

Class will be held through Zoom. June 7 to 17, T...

[Find out more »](#)

**BROKER/MANAGER FORMS &
APPLICATIONS**





MiamiRealtors.com/Brokers



BROKER/MANAGER FORMS & APPLICATIONS

Why MIAMI

New Member Application

New MIAMI Commercial Membership Application

Transfer Application

ID Request for Unlicensed Assistants

Unlicensed Assistant Permissible Activities

New MIAMI Commercial Membership Application

Application for MLS Participation by a Licensed State Certified Real Estate Appraiser

Corporate Affiliate Application

Global Membership Application

MLS RESOURCES

NEW 2021 MLS Fines
Effective 8/2/2021

NEW COMP ONLY SALES
Effective 8/2/2021

NEW MLS Clear Cooperation Policy

Clear Cooperation PowerPoint

Unlicensed Assistant Application

NEW Status Change Form

Auction Listing Form

Broker & Manager Newsletter

Reusing Photos

NEW OK to Advertise Broker Instructions

NEW MLS Policies & Procedures – RULES
Effective 8/2/2021

MLS Status Change Requirements

Clear Cooperation Handout

Clear Cooperation Broker Notes

Office Exclusive/Exempt Listing Form

Syndication Opt-out Form

Written Permission to Advertise

Unlicensed Assistant Permissible Activities

Pocket Listing Pitfalls



MiamiRealtors.com/Brokers



MIAMI MLS NEW & UPDATED RULES and NEW FINES Effective August 2, 2021

<p align="center">Showings and Negotiations 1st Violation: \$500 2nd Violation: \$750 3rd Violation: \$1000 plus MLS Review Panel</p> <ul style="list-style-type: none"> ■ Failure to respond within 24 hours to Showing Requests per showing instructions and/or Remarks/Broker Remarks in listing ■ Failure to respond to written Request for Affirmation of Presentation of Offer within 2 business days
<p align="center">LOADING LISTINGS AND REPORTING CHANGES BY DEADLINE 1st Violation: \$500 or No Fine – If corrected within days of notification 2nd Violation: \$750 3rd Violation: \$1500 plus MLS Review Panel</p> <ul style="list-style-type: none"> ■ Failure to attach required Auction Information Form to Auction Listing ■ No Photo. Minimum one photo (representative of the front of property) is required for RE1, RE2, RIN & RNT Property Types includes Coming Soon ■ Active Listing entered with future availability to show date – does not include Tenant Occupied Rentals ■ Failure to provide documentation within two business days after requested by MIAMI staff <p><i>*Members found in violation of the above may have loss of listing add/edit capability for 30 to 90 days.</i></p>
<p align="center">LOADING LISTINGS AND REPORTING CHANGES BY DEADLINE 1st Violation: \$500 or No Fine – If corrected within two days of notification, 2nd Violation: \$750, 3rd Violation: \$1500 plus MLS Review Panel</p> <ul style="list-style-type: none"> ■ Failure to maintain current, accurate, listing agent email address ■ Failure to notify the MIAMI Membership Department of termination, transfer or addition of an associate under the Participant's license within two business days ■ Listings not loaded within two business days of listing start date - including "Coming Soon" Listings (Effective, 5/27/2020) ■ Listing status changes not reported within two business days ■ Failure to enter accurate information in a required data field ■ Entering any data in a knowingly and willful manner to subvert the MLS automated data checker ■ Failure to submit valid office Exclusive/Exempt Listing, Syndication Opt-Out or Coming Soon Authorization form within 2 business days of signed Listing Agreement date ■ Advertising a listing NOT authorized as YES Ok to Advertise in the actual listing OR failure to obtain permission when Only with Written Permission is required within the listing or failure to provide listing company attribution when required <p>NOTE: Does not include IDX or Syndication</p>

PLUS: More Broker Customized Content

- Enhanced Broker/Manager Webpage
- Broker/Manager Recruiting Tools
- Key Office & MLS Forms

Miami Services - Single Sign On

The grid contains various service icons such as: Miami Realtors.com, My Miami Dashboard, Pay Dues, Miami Realtors LIVE, Broker Open House, South Florida Open House Search, SunStats, Broker/Manager TOOLBOX (circled in red), Matrix, Matrix Help, Add/Edit, Rapatrio HELP, Remine Pro, Amark, HomeVisit, Broker Command, Agent3000, Bridge Agreement Management, Tiesite, ListHub, Listing, Form Simplicity, Probid, eCommission, Glide, Klead, RateMyAgent, RealDAX, Real Estate Tool Box, eProperty Watch, Total Brokerage, ListTrac, Supra, Search Other MLS's, Professional Search, RPR, iMAPP, Realt, DotLoop, Realopedia, RatePlug, Builders Update New Home Search, NewHomeSource Professional, MyRental Tenant Screening, Elevate, TerraFly, Homes Connect, SaleCore, RE Technology, MyCondoPlans Plus, Commercial Member/Member, Education, Florida Realtors, MLS Advantage, NAR Member Resources, and Clarity Security Admin.

MIAMI Broker / Manager Toolbox

Your one-stop destination for Brokers and Managers. MIAMI Broker Toolbox Newsletters, Featured Premium Marketing Tools and Services, News to Share, The Good News, For Immediate Release, Handouts for Agents, Tips 'n' Tricks, Business Resources and more... so much more... all designed especially for you and at your fingertips!

IMPORTANT CHANGES

Zillow Becomes a Brokerage & Joins MLSs Across the Country

How will this change affect your syndicated listings, rentals and...

Fairhaven is a town every REALTOR® should visit.

A new simulation training, assess how well you are adhering...

DOJ REACHES SETTLEMENT WITH NAR

New rules that will more explicitly state information about commissions...

DOJ reaches settlement with NAR

New rules that will more explicitly state information about commissions...

MLS Clear Cooperation Policy

NAR's MLS Director Rene DeGise leads a panel discussion covering...

MIAMI MLS Coming Soon Rules

Coming Soon Listings Effective 8/27/2020...

Temporary Guidelines for Active and Active With Contract Listings

Effective September 30, 2020, MIAMI MLS's goal is to ensure...

MLS Webinars

Recorded from Live Presentations including Questions and Answers from each...

BROKER/MANAGER FORMS & APPLICATIONS

Transfer Application	New MIAMI Commercial Membership Application
Application for MLS Participation by a Licensed State Certified Real Estate Appraiser	ID Request for Unlicensed Assistants
Corporate Affiliate Application	New Member Application
Unlicensed Assistant Permissible Activities	Global Membership Application

BROKER OUTREACH

Meet Your Broker Outreach Partners

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Vice President of Broker Relations & Carol Gable
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Lisa

Lisa

MLS RESOURCES

New MLS Fines	MLS Rules and Regulations
New MLS Clear Cooperation Policy	Clear Cooperation Handout
Clear Cooperation PowerPoint	Clear Cooperation Broker Notes
Unlicensed Assistant Application	Office Exclusive/Event Listing Form
New Status Change Form	Syndication Opt-out Form
Broker & Manager Newsletter	Permission to Advertise
Reusing Photos	Unlicensed Assistant Permissible Activities
	Pocket Listing Profiles



Miami Services - Single Sign On

MiamiRealtors.com	My Miami Dashboard	Pay Dues	Miami Realtors LIVE	Broker Open House	South Florida Open House Search	SunStats	Broker/Manager TOOLBOX	Matrix	Matrix Help	Add/Edit	Rapattoni
Rapattoni Help	Remine Pro	Amarki	HomeVisit	Broker Command	Agent3000	Bridge Agreement Management	Trestle	ListHub	Syndication Setup	Form Simplicity	Cloud CMA
Proxio	eCommission	Glide	klearn	RateMyAgent	RealDAX	Real Estate Tool Box	eProperty Watch	Total Brokerage	ListTrac	Supra	ShowingTime
Search Other MLS's	Professional Search	RPR	iMAPP	Realist	DotLoop	Realopedia	RatePlug	Builders Update New Home Search	NewHomeSource Professional	MyRental Tenant Screening	ReboGateway
Elevate	TerraFly	Homes Connect	SaleCore	RE Technology	MyCondoPlans Plus	Commercial Member2Member	Education	Florida Realtors	MLS Advantage	NAR Member Resources	Clarity Security Admin

BONUS CONTENT: Commercial Resources & Opportunities



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MIAMI Commercial Highlights:

- **FREE:** Commercial MLS and Dashboard for easy access and full listing syndication
- **FREE:** Send and receive commercial haves and needs to over 2,600 members with just a few clicks
- **FREE:** As many as 20 free commercial lease comps just by being a MIAMI Commercial member
- **DISCOUNT:** 20% off robust and seamless offering memorandums

Listing Syndication is Our Business for YOUR Business



MIAMI Smart Tools for Identifying & Presenting Commercial, with Opportunity Zones, Demographics, Drive Times, REOs, Mortgage Balances /Age, Lender, Zoning, Flood Maps, Deed Info, Predictive & Financial Analytics



MORE Smart Tools Exclusive for Commercial Members, for Digital Communications, Receive Detailed Lease Comps and Prepare High Level Professional Offering Memorandum Presentations

**Add Commercial Membership,
As Low As \$75 yearly**

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Visit www.MiamiRealtors.com/Commercial

We Are Here For You!

Want more information? Don't hesitate to contact us.

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