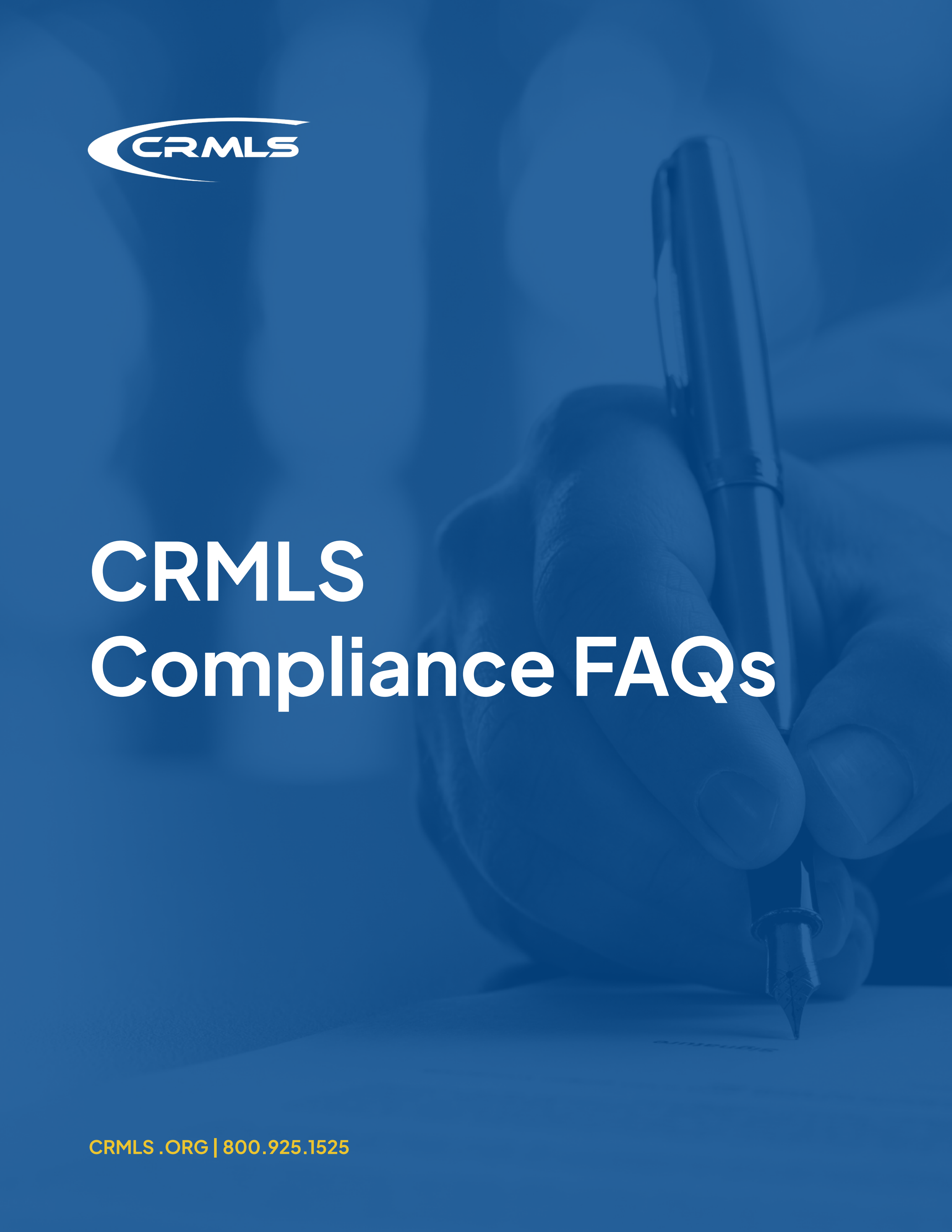


CRMLS Compliance FAQs

This document serves as a comprehensive overview of the most frequently asked CRMLS Compliance questions. To find more information on the following categories, click here.

CRMLS Rules and Policies & Citation Policy

1. Who makes the CRMLS Rules?

Agents and brokers establish the MLS Rules. CRMLS Rules and Policies derive from models issued by C.A.R. and NAR The CRMLS Rules Committee, a body of representatives from each CRMLS Association and Board, proposes additional rules. The CRMLS Board of Directors reviews and approves proposals from the Rules Committee, including any associated fines. All involved committees – the NAR and C.A.R. MLS Committees, the CRMLS Rules Committee, and the CRMLS Board of Directors – comprise of volunteer agents and brokers.

2. Where can I find the Rules?

You can find the CRMLS Rules and Policies on our central site, CRMLS.org, by clicking **Compliance**, then **Rules and Policies**. This page lists the Rules and Policies, as well as the Citation Policy. You can also directly access them here.

3. Where can I find the Citation Policy?

You can find the CRMLS Citation Policy our central site, CRMLS.org, by clicking Compliance, then Rules and Policies. This page features the CRMLS Citation Policy along with the list of Rules and Policies. You can also directly access them here.

4. Why didn’t I receive a Warning Notice prior to a fine?

Some violations are eligible for a Warning Notice. Violations that are more serious or that users cannot correct are ineligible. These violations typically result in immediate citations and fines. You can find an explanation of all violations that do not require a warning here.

5. I don’t agree with the CRMLS Rules and Policies. Who can I contact?

If you have a concern or disagreement with a rule or rule section, contact your local Association’s MLS Committee or CRMLS Rules Committee representative. All rules and policies are derived from C.A.R. and NAR models. The Rules Committee, comprised of representatives from each Association and Board, reviews and revises these rules on an ongoing basis. The Board of Directors has final authority to approve all changes. Please note that you cannot initiate a rule change without involving your local Association.

Citations and Payments

6. I received an invoice email from “Invoiced.” What is this?

If a violation occurs, CRMLS will send an invoice notice from no-reply@invoiced.com to your registered email address. CRMLS uses Invoiced, the accounts receivable platform, to process fine payments and distribute invoices on the same day as the citation date.

7. I don’t want to pay the fine for the citation. What other options do I have?

Within twenty (20) calendar days of the CRMLS-issued citation date, you may either pay the fine or request a Citation Review. You can find the form to submit a Citation Review Request here. Please do not call CRMLS to argue your defense; CRMLS Compliance Analysts do not have the authority to waive an issued citation. Pursuant to the C.A.R. Code of Ethics and Arbitration Manual, you are encouraged to present evidence, arguments, facts, and equitable requests to a Professional Standards Panel at your Association or Board of REALTORS®. Your organization will determine the outcome of your case.

For more information on the Citation Review Process, click here.

8. How do I pay my citation?

For step-by-step instructions on how to pay your citation, click here.

9. Can I pay my citation by credit card or debit card?

Yes, payments can be made by both credit card and debit card.

10. Can I pay my citation by check?

Unfortunately, a citation cannot be paid by physical checks. However, e-checks are available as a payment option on your invoice.

11. Where does my money go once I pay the fine?

CRMLS uses half of each fine collected to help offset the operational costs of the Compliance Department. The local Association or Board uses the other half to offset the costs incurred while operating the Grievance Committee, Professional Standards, and the Citation Review process.

12. My access to MLS services was suspended. How do I get reinstated?

If CRMLS or your local Association or Board suspends your MLS access, you must pay the fine and correct the violation before access is restored. Once the suspension date passes, you will lose the right to a Citation Review.

13. My MLS services are suspended, and I have since paid my fine. How long does it take to reinstate my access?

Once CRMLS receives and confirms payment, the Compliance Department will verify that the listing agent or broker has addressed all citation-required issues. CRMLS will then reinstate MLS services within one (1) business day. Failure to correct any violation(s) may result in a prolonged suspension.

14. I never received an email or Warning Notice prior to the citation. What do I do?

CRMLS requires that you provide an active, frequently used email address so that we may contact you regarding important matters such as violations. It is not CRMLS's responsibility to ensure that the email address on file is accurate and monitored. If your email information is incorrect, please promptly make any necessary updates to the MLS roster.
Please note that certain violations do not require a warning and result in an immediate citation and/or fine. Visit our Knowledgebase article for a detailed list of these violations.

15. I received an email asking me to provide documentation for a case or asking me to correct the violation on my listing. What does CRMLS require of me in these situations?

Follow the specific instructions outlined in the communication from the Compliance Department. In all instances, you must provide the requested documents or make the necessary corrections to your listing within the specified timeframe. If you fail to comply with the instructions, you may be subject to an additional citation for failure to provide documents or to correct a violation.

Communicating with Compliance

16. How do I communicate with a Compliance Analyst directly?

You can directly connect with a Compliance Analyst via live chat by logging in to your REcore dashboard. Analysts are available between the hours of 8:30 AM – 4:00 PM, Monday – Friday. For assistance outside of this time frame, send email inquiries to us at Compliance@crmls.org.

17. **CRMLS Compliance asked me to provide documentation for review. Where do I send it?**

You can directly provide any requested documentation, photographs, or files by replying to an email inquiry, Warning, or Citation Notice. You can also send them as attachments to Compliance@crmls.org.

18. **What if I want to discuss an issue outside of the set chat timeframe?**

You can send an email to Compliance@crmls.org for direct assistance outside of our Compliance chat hours.

If you'd prefer to speak with someone over the phone, our Customer Care Department can assist with many Compliance-related issues. Please reach out to our team between the hours of 8:30 AM – 9:00 PM Monday-Friday and 10:00 AM – 5:00 PM Saturday and Sunday.

Call the toll-free number below:

Customer Care Phone Support: 800-925-1525, Option 1

Reporting Violations

19. **How do I report a violation?**

To report a violation, you may reach out to our Compliance Department via live chat inside your REcore dashboard, an email sent to Compliance@crmls.org, or within your MLS platform. For any reports made by email or live chat, please include the MLS# or property address, if applicable. For instructions on how to report a violation within your platform, click on the applicable Knowledgebase article below:

Matrix users, click here.
Paragon users, click here.
Flexmls users, click here.

20. **Will I receive any information about the violations I report?**

Yes, you will receive an initial response confirming receipt of your report, as well as other status updates throughout the investigation process. However, CRMLS will withhold specific details regarding the substance or outcome of the case due to confidentiality requirements imposed by the MLS Rules and the C.A.R. Code of Ethics and Arbitration Manual.

21. **Are violation reports confidential?**

CRMLS maintains the confidentiality of all reports and investigation results related to potential violations, ensuring they are strictly inaccessible to anyone outside of CRMLS or Association staff. We do not share the identity of the reporter or disclose to the reporting party what, if any, citations are issued. Reporting party information is visible to CRMLS staff only if the Compliance Department needs to request more information or documentation to assist in our investigation.

22. **Does CRMLS actively monitor listings and search for violations?**

Most investigations begin with a report submitted by another agent. All processed reports come to Compliance via the MLS platform, email, or live chat. If the Compliance Analyst encounters an additional violation on a reported listing, they will address all associated violations together via inquiry emails, Warning Notices, or Citation Notices, depending on the severity of the violation. CRMLS receives approximately 3,000 reported violations each month. Of these, only about 10% result in a citation and fine. Most reported violations are corrected after a Warning Notice, while 20% of investigations find no rule was violated.

23. **Which Associations and Boards are within CRMLS Compliance's jurisdiction?**

Click here to view the CRMLS Staff Managed Compliance list.
Please note: We will defer listing or listing agent reports outside of our jurisdiction to the appropriate Association, Board, or MLS for further review and processing.

Photographs & Media

24. **Can images be removed from an MLS listing once it's in a finalized status (Closed, Canceled, Expired)?**

No. Once the listing is finalized, or is the subject of a purchase contract (Active Under Contract or Pending), photographs or other historical data cannot be removed by the MLS or users. This is required by California Civil Code section 1088 and section 11.8 of the CRMLS Rules and Policies. In addition to understanding the property's value, photo content (like all listing information) is essential for market analysis, appraisals, CMAs, etc.

To learn more about your options as a listing agent, office manager, or broker, click here.

25. **Can a property photo be uploaded to the MLS if it includes a "For Sale" sign?**

No. This qualifies as "branding" and is prohibited on the MLS. Violations of this rule will result in the photo's removal and the issuance of a citation from the CRMLS Compliance department. Issues of branding are clarified in section 11.5(e) of the CRMLS Rules and Policies. Because a branding advertisement occurs concurrently with the media's publication, this violation does not receive a warning notice and CRMLS will issue a citation with an immediate fine.

26. **Is branded content allowed on the MLS? What is considered "branding?"**

No. Branded content in MLS media will result in its removal, a citation, and a fine. This is required by Rule 11.5 (e) of the CRMLS Rules and Policies.

CRMLS defines branding as the use of any media content to identify a person or entity. This includes, but is not limited to, the listing broker or agent, any franchise or company they are affiliated with, their contact information, or any other material that is or may be associated with the broker or agent.

Media content that CRMLS may consider branding includes, but is not limited to, signs, contact information, identifiable persons, logos, slogans, catchphrases, external links/references, team names, or any other items related to the broker or agent.

27. **Does the primary photograph need to be of the property's exterior structure?**

No. While at least one (1) photograph must show a substantial portion of the property's exterior, it does not need to be the primary photo.

28. **Does the exterior photograph need to be an image of the property's front view?**

No. Other views will satisfy the requirement as long as the photograph includes a substantial portion of the property's exterior.

29. **The property for a land listing is inaccessible for photography. Can the photo requirement still be fulfilled?**

Yes. In these cases, download and use parcel maps from public sources that confirm, in writing, the user's right to use the image. Alternatively, use an accurate rendering of the property.

30. Are YouTube links allowed in the Unbranded Virtual Tour field?

Yes, but with restrictions. Unbranded channels with only general property descriptions are allowed. Channels that include agent or brokerage details, logos, photographs, or anything that connects them to an agent or brokerage are prohibited. See sections 11.5 and 12.5 of the CRMLS Rules and Policies for more restrictions on virtual tours and other media.

31. Can listings include copied images from Google, Bing, or other online sources?

No. By submitting media to the MLS, the participant and subscriber represent and warrant that either they own the right to reproduce and display that media or that they have procured such rights and all necessary licenses from the appropriate parties. If using media from a third-party source, it is necessary to provide pre-entry written documentation to authorize the listing agent and broker to use that media on the MLS.

Please note that Google, Bing, and most other online sources allow only non-commercial uses of their images. Publication through the MLS is considered a commercial use.

32. Is documentation required to use photographs from a photographer?

Yes. The listing agent and broker must get written permission to use photographs taken by a photographer. This documentation may include, but is not limited to, the C.A.R. PIA (Property Images Agreement) form or another acceptable assignment of rights or license agreement.

The document must allow the MLS to use, store, reproduce, compile, display, and distribute the images. The MLS's rights must be irrevocable, unrestricted, transferrable, perpetual, royalty-free, non-exclusive, and with the right to sublicense.

CRMLS has found that photographer-created license forms rarely include the necessary license language, even when they mention the MLS. These forms should be reviewed carefully. The participant or subscriber from another party must have all the rights in writing before submitting the subject media to the MLS.

33. The seller provided photographs of the property and wants to use them on the MLS. Is this allowed?

Yes, with exceptions. The listing agent or broker must get written permission from the holder of the necessary rights and licenses before using media they did not create themselves.

Documentation may include, but is not limited to, the C.A.R. PIA (Property Images Agreement) form or another acceptable assignment of rights or license agreement. The document must allow the MLS to use, store, reproduce, compile, display, and distribute these images as part of its compilation. The MLS's rights must be irrevocable, unrestricted, transferable, perpetual, royalty-free, non-exclusive, and with the right to sublicense. If the seller is also the content creator, they can provide this documentation.

34. Is a photograph required for listings in the Coming Soon status?

Yes. There must be at least one (1) photograph uploaded to the listing that accurately depicts a substantial portion of the property's exterior within two (2) calendar days from entry.

To learn more about the Coming Soon status, click here.

35. Is a photograph required for registered listings??

No. However, up to seventy-five (75) photographs can be added to a registered listing.

36. Can other listings or statuses be exempt from the photo requirement?

Yes. Registered listings, listings canceled within two (2) calendar days, and listings entered in the Business Opportunity property type are exempt from requiring at least one (1) exterior photograph.

To learn more about Registered Listings, click here.

37. Can photographs of the property be omitted from the listing at the seller's request? If so, what are the steps to remain compliant?

Yes. Within two (2) calendar days of entry, CRMLS Compliance must receive written instructions from the seller not to include property photos on the MLS.

38. Can photographs from the MLS be reused with the original owner's permission?

No. It is prohibited to reuse MLS photographs, even with the original owner's permission. Reusing photographs from the MLS will result in a "double watermark" on the photos, which violates MLS rules.

When a photo is uploaded to the MLS, each one is stamped with a watermark that displays the letters "CRMLS" in the bottom-right corner. This watermark indicates that the uploaded photo is original. It also signifies that the listing photos are part of the CRMLS compilation copyright. If a photograph is copied from another listing, with or without permission, and then uploaded to a new listing, the watermark from the copied photograph will carry over to the new one. The new watermark will be applied to the uploaded photograph, resulting in a double watermark.

Reusing photographs violates CRMLS rule 11.5(d). There must be sufficient written authorization from the rightful owner of the media prior to adding it to a listing. To avoid double watermarks, always get the originals or unmarked versions from whoever is granting permission to use them. It is prohibited to copy photos directly from another listing.

Digitally Altered Images

39. What is CA AB 723?

California Assembly Bill 723 (CA AB 723), which goes into effect 1/1/2026, is a state law amendment that declares a property listing featuring significantly altered images needs to include the original, unaltered images along with a disclosure about which images are altered.

40. Does this affect CRMLS's policies?

Yes. CRMLS has drafted the new Rule 11.5.2 that adheres to the definitions of digitally altered images as set forth in CA AB 723 and demands the same disclosure of unaltered images. The previous Rule 11.5.2 has been renamed Rule 11.5.3.

Note: *A collection of the latest rule changes can be viewed here.*

41. What are digitally altered images?

Essentially, any image in which virtual components such as furniture or appliances have been added or removed in a listing photo.

42. Does this include use of AI such a ReimagineHome?

Yes, AI-altered images count as digitally altered images.

43. **Does this rule apply to all edits to an image?**

No. Minor photographic adjustments, such as brightness or color correction, are not affected by this rule.

44. **What do I need to do with my digitally altered images to stay compliant?**

A digitally altered image needs to be labeled as such ("digitally altered," "virtually staged," etc.), and the original and unedited image must also be included next to the enhanced image in the listing.

45. **What about surface level changes, like wall color or flooring?**

In compliance with Truth in Advertising rules, users cannot add, remove, or modify any real part of a property unless that property is remodeled according to the image prior to Close. If an image is digitally altered in a way that affects the property's real elements, it must be similarly labeled and disclosed as established above.

46. **What happens if I don't correctly disclose that an image is digitally altered?**

The user will be contacted by Compliance to correct the issue as any user would be for any other violation.

47. **Is there a specific fine associated with breaking this rule?**

As of now, there is no fine, however the CRMLS Rules Committee will revisit the matter of fines in 2026.

48. **What if I'm unsure if an image is digitally altered enough to be covered by this rule?**

When in doubt, err on the side of caution. If a user cannot decide if an image is digitally altered, they ought to go through the disclosure process as established above.

Listing Exclusions

49. **Where do I submit an exclusion form?**

Unless CRMLS Compliance requests it, you do not need to submit your exclusion form to the MLS. However, you must register listing agreements by entering excluded listings in the MLS using the "Registered" process. For instructions on registering a listing agreement, click here.

50. **How do I extend an exclusion form?**

To extend an exclusion period, obtain an updated C.A.R. Form MLSA, equivalent exclusion form, or modification of terms prior to the expiration of the initial exclusion period. The seller must sign all forms. Once you have obtained the requisite signatures, edit your Registered listing and update the Start Marketing Date. For step-by-step instructions on editing a Registered listing, click here.

51. **Can I submit the property into the MLS before the exclusion date noted on the submitted exclusion form?**

Yes, you may enter the listing in the MLS before the exclusion date noted on the submitted exclusion form. CRMLS recommends obtaining written documentation from the seller(s) that provides the listing brokerage authorization to enter the property before the date noted on the submitted exclusion form.

52. I forgot to Register my listing. What do I do?

Register the listing even if it falls outside the allotted two (2) daytime frame, so it is on file for our records. Failure to enter a listing into the MLS within two (2) days of the effective list date and/or failure to register a listing with CRMLS within two (2) days of the effective list date may result in CRMLS issuing a citation for violating section 7.8 of the CRMLS Rules and Policies.

For more information on this subject, click here.

53. What does CRMLS consider "public marketing" and "advertising?"

Marketing and advertising include, but are not limited to: any information about the property or its availability for sale displayed on signs, websites, social media, brokerage or franchise operated websites, communications (verbal or written), multi-brokerage or franchise listing sharing networks, flyers or written material, applications available to the public, open houses, or showings.

Please note: Per Rule 7.9 and in accordance with the Clear Cooperation Policy, you must enter listings in the MLS as Coming Soon or Active within one (1) business day of public marketing.

For more information regarding Clear Cooperation Policy, click here.

Registered Listings

54. What is a Registered listing?

CRMLS Rule 7.8 ("Mandatory Submission") requires listing brokers to submit listings to the MLS within two (2) days of the effective date of the listing contract. Previously, this meant you could either enter your listing in the MLS as Active or Coming Soon or file an exclusion/waiver form. This form tells the MLS about your listing while allowing you to keep it from publishing to the MLS per your seller's instructions.

The Registered process allows agents and brokers to submit listing contracts to the MLS as required by Rule 7.8 without filing an exclusion/waiver form (such as the C.A.R. MLSA). Registered listings resemble excluded listings because they are not displayed or distributed through the MLS.

Only the listing agent, co-listing agent, office manager, co-listing office manager, listing broker, co-listing broker, Association/Board staff, and CRMLS staff have access to view and edit Registered listings.

55. What information do I need when I enter a listing as Registered?

You must enter the following:

1. Property Address
2. List Price
3. Effective date (List Contract Date)
4. Expiration date
5. The date in which marketing will begin (Start Marketing Date)

To learn more about entering Registered listings, click here.

56. When do I need to enter a property into the MLS as Registered?

You must enter a listing within two (2) days of the effective date of any exclusive right to sell/lease or seller-reserved listing agreement. This policy applies to one- to four-unit residential properties and vacant lots that are not otherwise listed in the MLS (usually in a Coming Soon or Active status).

57. What is the effective list date of a listing agreement?

The effective date of a listing agreement is either:

1. The beginning date of the agreement, OR
2. The last date on which all necessary signatures were obtained, whichever is LATER.

58. Is the C.A.R. MLSA form or equivalent exclusion form still required?

Yes, if you never place the property in the MLS or publicly advertise it (see Paragraph 7.D(2) on C.A.R. Form RLA, Revised 6/20). You may also need a C.A.R. MLSA form if using a version other than C.A.R. Form RLA, Revised 6/20.

Please note: You do not need to submit the C.A.R. MLSA form to the MLS unless requested by Compliance.

59. What do I enter in the "Start Marketing Date" field?

The "Start Marketing Date" is the date on which public marketing of the property will begin. On the Start Marketing Date, you must update the listing status to Active, Coming Soon, Active Under Contract, etc.

Please note: If the seller wishes to exclude the listing from the MLS and does not want public marketing for the entire agreement period, leave the Start Marketing Date field blank.

60. What do I do if the seller excludes the listing from the MLS for the entire listing agreement period?

You must enter the listing as Registered in the MLS within two (2) days of the effective date. If you plan to exclude the listing for the entire agreement period, then leave the Start Marketing Date field blank.

61. Can I enter a listing as Registered if the listing agreement is not in effect yet?

No. An effective exclusive right to sell/lease, or seller-reserved listing agreement, must be in place when the MLS listing status is entered as Registered.

62. Can I publicly market a property entered as a Registered listing?

No. MLS rules prohibit public marketing of a property that has been entered as a Registered listing. A listing must be in an Active or Coming Soon status within one (1) day of any public marketing for the property. This is in accordance with the Clear Cooperation Policy, specifically outlined in CRMLS Rule 7.9.

63. Can I market the property to agents working under the same Department of Real Estate (DRE) broker license number if the listing has been entered as a Registered listing?

Yes, subject to limitations. If the listing broker's office has a signed Agency Disclosure form with the prospective buyer, any agent under that listing broker's license can market or show the home to that buyer. This permission does not extend to all agents under the broad banner of a real estate franchise; it is specific only to the agents listed under the broker's license number as per the DRE.

64. Can I or anyone within my brokerage show a property that has been entered as a Registered listing?

Yes, subject to limitations. If the listing broker's office has a signed Agency Disclosure form with the prospective buyer, any agent under that listing broker's license can market or show the home to that buyer. This permission does not extend to all agents under the broad banner of a real estate franchise; it is specific only to the agents listed under the broker's license number per the Department of Real Estate (DRE).

65. What does CRMLS consider public marketing?

See Question 53, above.

66. If a broker cannot publicly market a Registered listing, how can the listing go straight from Registered to Pending status?

If a broker has a Registered listing and then enters a contract with one of their existing clients (defined as any person or entity with whom the broker signed an Agency Disclosure Form within the last year), then the broker may move the property from Registered to Pending. In this case, the broker has done no public marketing.

67. How do I Register a property?

For step-by-step instructions, click here.

68. What if I made a mistake with a Registered listing?

You can edit a Registered listing by following the steps outlined here. If the Property type is inaccurate, you will need to create a new Registered listing. Please contact your local Association/ Board or CRMLS Compliance to have the incorrect listing removed.

Log in to your REcore dashboard to chat live with a Compliance Analyst Monday through Friday, from 8:30am-4pm, or submit a support ticket.

69. Is it possible to modify the Start Marketing Date after submission?

Yes. The listing agent, co-listing agent, office manager, co-listing office manager, listing broker, and co-listing broker can modify the Start Marketing Date.

70. How do I extend the original Start Marketing Date?

In order to change a Registered listing's Start Marketing Date, sellers must sign a new C.A.R. Form MLSA or equivalent form before the original Start Marketing Date, specifying the new date. Complete this change within two (2) days of the new form's date.

For example, if a seller who initially accepted a Start Marketing Date of 6/1/2021 wants more time, they will need to sign a new MLSA or equivalent form prior to 6/1/2021 that specifies the new Start Marketing Date.

71. My seller accepted an offer while my listing was in Registered status. What do I do now?

If the seller wishes to keep the property off the MLS until the Start Marketing Date, you can keep the listing as Registered. On the Start Marketing Date, you may update the listing from Registered to Active or Coming Soon, and then to Pending or Active Under Contract.

If the seller wishes to enter the listing prior to the Start Marketing Date, you must obtain written authorization from the seller before updating the listing from Registered to Active or Coming Soon. Once the listing is in an Active or Coming Soon status, you can update the listing status to Pending or Active Under Contract as per usual.

For step-by-step instructions on how to update the Registered listing to Active or Coming Soon, click here.

72. The property sold while the listing was still in Registered status. What do I do now?

If the property sells and the listing is still in Registered status, you can enter the listing into the MLS as a comparable sale at the broker's discretion. You can update the listing from Registered to

Active or Coming Soon, and then to Closed. If you choose to enter the comparable sale, you must enter it within two (2) days of the escrow close date.

For step-by-step instructions on updating the Registered listing to Active or Coming Soon, click here.

73. After submitting a listing as Registered, can the On Market Date be shortened or extended?

Yes. The listing agent, co-listing agent, office manager, co-listing office manager, listing broker, and co-listing broker can extend or shorten the On Market Date after submission, provided that the listing has not yet been sent to the MLS.

74. Can I change the On Market Date of my Registered listing after clicking "Send to MLS?"

No. You cannot edit the Registered listing after clicking send to the MLS. If the listing was sent prematurely and you have written authorization from the seller to extend the On Market Date, you can leave the listing in Incomplete status until the new On Market Date.

75. How do I access my Registered listings?

For step-by-step instructions, click here.

76. How do I update a Registered listing to Active or Coming Soon?

You can update a Registered listing by following the steps outlined here. Once you access the input listing page, click on the Property Type specific to the subject property (located below the Register Listing Contract input option). Complete the listing input form as per usual.

Please note: All completed fields on the Registered listing will be copied onto the new input form. The previously assigned MLS# will remain unchanged.

77. Are there any restrictions on going from Registered to Active?

No. You can move a listing from Registered to Active status at the listing broker's discretion. If you enter the listing prior to the Start Marketing Date, you must obtain written authorization from the seller. However, you do not need to provide that documentation to CRMLS unless requested by Compliance.

78. Is a photograph required for a listing in a Registered Status?

No, but you have the option to include photographs.

Please note: If you update the listing to Active or any other status, you must upload at least one (1) photograph that features a substantial portion of the exterior structure within two (2) calendar days of the status update.

79. What is the difference between Registered and Coming Soon?

Click here to access our Knowledgebase article discussing the differences between Registered and Coming Soon.

Coming Soon Status

80. How does Coming Soon work?

The Coming Soon status enables brokers and agents to place a listing in the MLS for cooperation for up to twenty-one (21) days (except New Construction Listings), while the property is being prepared for showings (staging, professional interior photos, repairs, etc.). Because no showings are permitted while the listing is in the Coming Soon status, the listing will not accrue any Days Active in MLS ("DAM") while in Coming Soon status.

The listing will automatically update from Coming Soon to Active on day twenty-two (22). This will occur after the listing's input date or on the Start Showing Date, whichever is earlier.

81. Is it possible to extend the Coming Soon status beyond 21 days?

No. The 21-day limit on a Coming Soon cannot be extended (except for New Construction Listings). The MLS system will not allow you to select a date more than twenty-one (21) days from the date of entry. If you need more time, you can place the listing in the Hold status.

82. How is Coming Soon unique?

- The Coming Soon status is available for a maximum of twenty-one (21) days (except New Construction Listings)
- Showings of any kind are not permitted by the listing broker or otherwise
- Days Active in MLS ("DAM") do not accrue while in Coming Soon status
- Coming Soon listings are included in standard MLS listing distribution IDX data feeds and are also included in VOW data feeds

83. When do the Days Active in MLS (DAM) for a listing start accumulating?

Days Active in MLS ("DAM") measures the number of days a property is listed as Active or Active Under Contract in the MLS. DAM starts accruing once a listing first enters either of these statuses.

84. Can I market a Coming Soon listing?

Yes. You may market a Coming Soon listing to any consumer, including non-clients, using flyers, signs, social media posts, etc., as long as you clearly label the assets as "Coming Soon." However, showings and open houses are not permitted while the property is in the Coming Soon status.

Please note: You may market or advertise a Coming Soon property but may not conduct showings or open houses.

85. Do the Clear Cooperation rules apply to a listing in Coming Soon status?

No. The Clear Cooperation Policy requires brokers to enter any publicly marketed off-MLS listings into the MLS for cooperation within one (1) business day of marketing. Once a listing is in the MLS for cooperation, such as a Coming Soon listing, public marketing becomes irrelevant. Brokers and agents may market listings that are in the MLS to anyone.

86. Who can see Coming Soon listings?

All CRMLS users and data share partners can view Coming Soon listings in their MLS. CRMLS users who have IDX and VOW data feeds can also access Coming Soon listings in those feeds. For more information, please follow the links below:

https://kb.crmls.org/knowledgebase/idx-and-listing-distribution/

https://kb.crmls.org/knowledgebase/idx-vs-vow-key-differences/

87. Can I show a property in the status of Coming Soon?

No. Coming Soon listings cannot be shown to anyone under any circumstances. This includes but is not limited to virtual open houses and showings.

Please note: If you plan to show a property, you must update the listing status to Active or Active Under Contract prior to the showing date.

88. Can I advertise a future open house while the property is in the Coming Soon status?

Yes. You may advertise an open house and specify the date when the property will be available for showings. However, you cannot show the property before the disclosed date unless you update the listing to Active status.

89. Can I promote a Coming Soon listing to an agent working under a different DRE broker license?

Yes, this is permissible while a listing is in Coming Soon status. During this period, CRMLS permits all public marketing, but does not allow showings or open houses.

90. What is the difference between an Exclusion form and a Coming Soon form?

An Exclusion form instructs that a property will not appear in the MLS at all or until a later date. The C.A.R. Multiple Listing Service Addendum (MLSA) details specific effects of exclusion, such as limited exposure for the property since it's not available for MLS cooperation.

The Coming Soon form is an instruction from the seller to input the property in the MLS as Coming Soon. It includes disclaimers and disclosures about limited exposure, such as no showings allowed during the Coming Soon status. This form also lets the seller specify when showings will begin. You can find the Coming Soon form in zipForm, located in the CRMLS library on our website, by clicking here.

91. Is a Coming Soon form required?

Yes. You must obtain a seller-signed copy of the Coming Soon form before using Coming Soon status. However, you do not need to provide the form to CRMLS unless Compliance requests it. You can find the Coming Soon form in zipForm, located in the CRMLS library on our website, by clicking here. CRMLS recommends using the most recent version of the form, though any version is acceptable. Failure to obtain a Coming Soon form violates CRMLS Rule 10.1 and will result in a citation and $750 fine.

92. Do I have to submit the Coming Soon form to CRMLS?

No. You must obtain a seller-signed copy and keep it on file. However, you do not need to provide the form to the MLS unless Compliance requests it.

93. Does a listing in Coming Soon status require a listing contract?

Yes. Pursuant to Rule 8.1 and Ca. Civil Code sections 1086 and 1088, CRMLS requires a valid listing agreement because the property is listed in the MLS for cooperation. Entering a listing in the MLS prior to an effective agreement being in place will result in the following: a violation of CRMLS Rule 8.1, a citation, a fine in the amount of $1,500, and the immediate removal of the listing.

94. How do I enter a listing as Coming Soon in the MLS?

Click here for step-by-step instructions.

95. I entered a listing as Active instead of Coming Soon. How do I fix it?

Please contact CRMLS Compliance as soon as possible. To live chat with a Compliance Analyst Monday through Friday from 8:30am-4pm.

96. Do Coming Soon listings still require a photograph?

Yes. Per Rule 11.5.1, you must upload an exterior photograph that displays a substantial portion of the exterior structure of the property for all listings except the following: Business Opportunity, Registered, and agreements cancelled within two (2) days of entry.

97. Can I add a virtual tour to a Coming Soon listing?

Yes. CRMLS provides two separate fields to add an unbranded and branded virtual tour URL.

98. Can a buyer present an offer, or can a seller accept an offer, while a listing is Coming Soon?

Yes. A buyer can make an offer, subject it to inspection, or otherwise, according to the parties' agreement.

99. Can a listing go from Coming Soon to Pending or Active Under Contract?

Yes. While a listing is in Coming Soon status, buyers may present offers and sellers may accept them.

100. Can I modify the Start Showing Date once I have entered the listing as Coming Soon?

Yes. You must modify the listing prior to the current Start Showing Date. The new Start Showing Date must still be within the twenty-one (21) days allotted for Coming Soon listings (except New Construction Listings).

101. Do IDX (Internet Data Exchange) and VOW (Virtual Office Website) data feeds from CRMLS include Coming Soon listings?

CRMLS includes Coming Soon listiings in its IDX data feeds. Coming Soon listings also appear in VOW feeds, which brokers use in a more substantive way than IDX feeds. To learn about IDX and VOWs, please visit our Knowledgebase article here.

102. Does CRMLS include Coming Soon listings in Listing Distribution data feeds?

Yes, Coming Soon listings are included in CRMLS Listing Distribution feeds. They will appear on listing distribution sites unless an agent amends their listing to "Internet: NO" in the MLS. "Internet=NO" also prevents listings from being distributed on IDX. To learn about the differences between IDX, VOW, and listing distribution, please visit our Knowledgebase article here.

103. Do I need to enter a New Construction Listing (NCL) within 1 business day of public marketing?

Yes. However, an NCL is not subject to the 21-day limit and can be listed as Coming Soon until the appropriate body issues a certificate of occupancy.

104. What is the difference between Registered and Coming Soon?

Click here to access our Knowledgebase article discussing the differences between Registered and Coming Soon.

Accuracy of Information

105. The property includes additional square footage that is not permitted. How do I show this on the MLS?

Enter the true square footage of the property in the MLS. MLS details must accurately reflect the actual bedroom count, bathroom count, and square footage found at the property. If the actual square footage differs from tax records, CRMLS recommends noting this discrepancy in the Private Remarks section to explain the difference and help prevent reports of potentially inaccurate information. CRMLS may contact the listing agent for documentation if the information is inconsistent with public sources, such as tax records. Keep documentation available to support any such details entered in the MLS.

106. **Assessors have not yet assigned a parcel number to the property I am listing. How do I enter this on the MLS?**

If the property lacks an assessor's parcel number (APN) and county assessors cannot locate or establish it, you may leave the APN blank. Once assessors assign the APN, it is the agent's and broker's responsibility to update the listing accordingly.

107. **What role does information contained in public records play in relation to the accuracy of information in my listing?**

CRMLS encourages agents to check public records when entering information in the MLS. While county records may be inaccurate, real estate professionals often report violations on a listing when details differ from public records. If county public records are inaccurate or outdated, real estate professionals should work with the seller to update them at the applicable county. If public records and the actual state of the property differ, CRMLS recommends noting and explaining these differences in the listing's Public Remarks field.

108. **What should I do if I cannot determine or select the right Area for my listing, or if the Area choices are incomplete?**

Local Associations of REALTORS® create and identify Areas, while the MLS requires them to further identify the listing's location. A listing agent must use the accurate Area for all listings. If you are unable to identify or select the correct Area, you should contact the local Association for assistance.

109. **I want my listing to state that the property is in a specific city. To what extent am I allowed to make that choice?**

If the property is located within city limits, you must identify its location as that city. If the property is in an unincorporated area of a county, CRMLS will accept a listing agent's choice of city if it meets any of the following criteria:

- A post office that identifies the chosen city serving this property
- The property is located in a zip code corresponding to the chosen city, provided it is not within the limits of another city
- Tax records show that the property is located within the chosen city

110. **My listing property was rebuilt. What can I enter in the "Year Built" field?**

If the property has been replaced, even in stages, enter the year the replacement was completed as the Year Built. However, the construction stages cannot last an unreasonable amount of time. The outset of the construction/remodel must include the removal of most of the original structure.

Property Types, Property Subtypes, Structure Types, and Common Interest

111. **Can I enter my listing into multiple Property Types?**

Yes. You can enter a listing under more than one (1) Property Type in the MLS, as long as each selected Property Type accurately describes the property.

112. **I have a property in more than one property type, but it sold. What do I do with the other listings?**

Once a seller accepts an offer on a property, you must first change one (1) listing to Pending or Active Under Contract. Next, change the remaining listing(s) to Withdrawn. After the property sells, update the Withdrawn listing(s) to Cancelled. For example, if an agent enters a property into both Residential and Residential Income and then sells to an owner-occupier under Residential, the agent should: (1) Change the Residential Income listing to Withdrawn when escrow opens, (2) Modify the Withdrawn Listing(s) to Cancelled after the property sells, (3) Change the Residential listing to Closed, as per usual.

113. How do I correctly determine the Common Interest for my listed property?

CRMLS uses Common Interest to describe the type of property ownership offered for sale, consistent with the ownership types recognized under California law. Specifically:

- "None" if no common interest aspect applies to the ownership of the listed property.
- "Condominium" when selling a Unit as defined within a condominium plan. In a Condominium, the owner does not hold title to any individual parcel of land. Rather, the property description in the deed for a condominium usually references a "Unit." The term Unit indicates that a condominium owner receives title primarily to a cube of airspace without receiving undivided ownership of any underlying land or structural improvements as part of the individual ownership.
- "Planned Development" ownership encompasses an individual's interest in a land parcel (typically a subdivision lot), the structural improvements situated on the lot, and a common ownership interest in certain shared areas. While appearing similar, the key distinction between a Planned Development (also known as Planned Unit Development or "PD/PUD") and a Condominium is the ownership of an individual land parcel. Deeds for a PD/PUD typically reference an individual "Lot."
- "Stock Cooperatives" are owned by a corporation. Instead of buying a Unit, buyers in a stock co-op buy shares of stock that give them the right to occupy a particular apartment once they sign an Occupancy Agreement or Proprietary Lease. Because the arrangement is more akin to a landlord-tenant situation, the corporation's board of directors can screen potential buyers to determine if they are financially stable enough to buy into the development.
- "Community Apartment" (also known as "Own-Your-Own") is a development where members jointly own the entire project, including the units, and each has an exclusive right to lease an individual apartment within the building.
- "Time Share" conveys an interest in real property, either perpetual or for a term of years, along with a right to use the accommodations.

For more information regarding property types, property subtypes, structure types, and common interest, click here.

114. How do I correctly determine the Structure Type for my listed property?

The Structure Type describes the physical appearance of the building. This description should encompass the entire building structure, even if the unit for sale is only a portion of it. If the building contains only two (2) units, it is a Duplex; if only three (3) units, it is a Triplex; if four (4) units, it is a Quadruplex. Anything with five (5) or more units is a Multifamily building. A standalone structure with only one kitchen on its own lot is a House. The key to selecting the proper Structure Type is to focus on what the entire building looks like, rather than ownership interests or use.

For more information regarding property types, property subtypes, structure types, and common interest, click here.

115. How do I correctly determine the Property Subtype for my listed property?

The Property Subtype describes what is for sale, indicating the type of property the buyer will own upon closing escrow. It features common language that a buyer or seller unfamiliar with real estate terms would typically use to describe a property. Agents rely on this description to match properties to their buyers' specific requests. Under broker cooperation, listing agents must accurately categorize the Property Subtype so agents do not pursue options that do not fit their buyers' instructions. CRMLS also uses this description for syndication and IDX websites.
For more information regarding property types, property subtypes, structure types, and common interest, click here.

Manufactured Homes

116. What is the difference between a mobile home and a manufactured home?

The differences between mobile and manufactured homes are minimal. A manufactured home is defined as a human dwelling unit that is fabricated or built entirely in a factory, in accordance with the federal building code, as administered by the U.S. Department of Housing and Urban Development, and then transported to the installation site.

The sole difference between the designations of a "mobile home" and a "manufactured home" is based on the date built. According to HUD, a factory-built home built prior to June 15, 1976, is a "mobile home," while homes built after June 15, 1976, are considered "manufactured homes."

For MLS purposes, the terms "mobile home" and "manufactured home" are interchangeable. All references to manufactured homes in this FAQ, as well as in the MLS, include mobile homes.

117. How do I know which Property Type and/or Sub-Type to choose for a Manufactured Home?

Manufactured in Park is a property type, while Manufactured on Land is a subtype of Residential Property. This distinction is important because most property searches are based on the Property Type. If you misidentify your listing, you may reduce its visibility to your target market.

A. Using the Manufactured in Park Property Type

Only manufactured homes located in a park should be entered as the Manufactured in Park property type. You should know what "Park" refers to before using this type:

For MLS purposes, a Park is defined as a parcel or subdivision comprehensively designed, developed, operated, or maintained to provide sites and utilities for the placement and occupancy of multiple manufactured homes on a long-term basis. Note that this is different from a parcel where only one (1) or two (2) housing units are located and have no unifying aspects.

Note: *There is no property sub-type selection for a Manufactured in Park listing. You will need to enter information specific to the land lease terms. There is also no Structure Type field. Use the Body Type field to select the structural characteristics of a manufactured home.*

B. Using the Residential Property Type

Manufactured homes not in a park should be entered as Residential property type.

- **For manufactured homes without 433A certification**, select Manufactured on Land as the correct property sub-type.
- **For manufactured homes with 433A certification**, either select Manufactured on Land or Single-Family Residence (SFR).
- In either case, if a manufactured home is on leased land, you must check the Land Lease "Yes" box when entering the listing.

Matrix & Flex note: There is no property sub-type selection for the Manufactured in Park listing. Rather, you will need to enter information specific to the land and lease terms. Further, there is no Structure Type field. Instead, use the Body Type field to select the structural characteristics of a manufactured home.

Paragon note: You will select a property sub-type of Manufactured in Park and must enter information specific to the land lease terms.

117. What is 433A certification and why does it matter?

You must have Form 433A to sufficiently convert a manufactured home to real property, qualifying it for conventional or other lending products (i.e., the property can be designated as a single-family residence, or SFR). The mortgage lender and/or the Title company requires this form.

Form 433A is a form issued by the California Department of Housing and Community Development (HCD). It is required for manufactured housing owners who affix their units to foundation systems. HCD shall record Form 433A with the County Recorder's Office after installation has been approved, on the same day the Certificate of Occupancy has been issued. A Preliminary Title Report should reveal whether Form 433A was recorded.

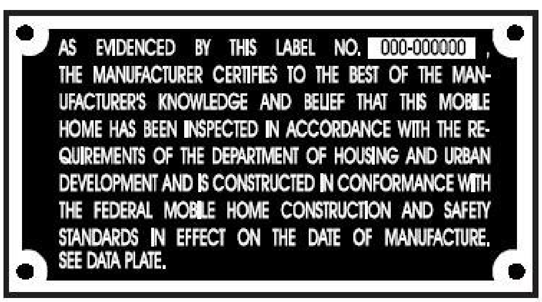
118. How can I tell if my listing fits within the description of Manufactured Home to begin with?

A Manufactured Home is defined as a human dwelling unit that is fabricated or built entirely in a factory, in accordance with the federal building code, as administered by the U.S. Department of Housing and Urban Development, and then transported to the installation site.

There are clear indicators to determine if a property is, in fact, a manufactured home under this definition. Manufactured homes will almost always have evidence affixed to the structure that certifies the property's nature. If the property/structure was built after June 15, 1976, and does not have a HUD Certification Label ("HUD Tag") and a HUD Data Plate, it is likely not a manufactured home.

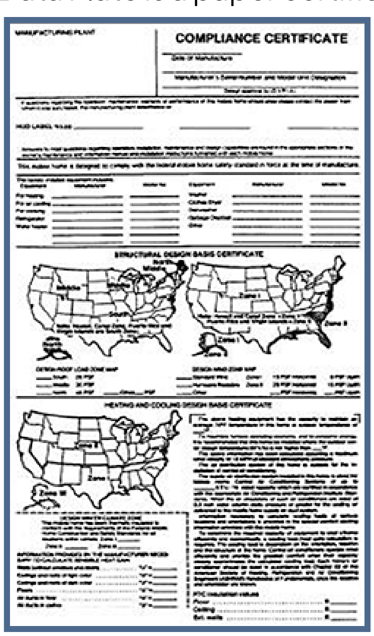
119. What is a HUD Tag?

A HUD Tag is a metal plate affixed to each transportable section of the manufactured home.



120. What is a HUD Data Plate?

A HUD Data Plate is a paper certificate affixed inside the manufactured home.



121. I think my client might be trying to sell an RV or trailer as opposed to a Manufactured Home. How can I provide guidance on this issue?

It should be clearly understood that RVs, PMRVs ("Park Model RVs"), trailers, fifth wheels, travel campers, and other habitable vehicles are never considered real property. They should not be listed in the MLS unless they are clearly identified as personal property, that is or may be included with the sale of listable real property. This applies regardless of location, how long the vehicle has been on site, nature of subject parcel ownership, how elaborate the property staging, or the manner or method of the property being "affixed" to the land. Furthermore, it should not be misconstrued that because trailers, etc., are considered "manufactured" in a general sense, they therefore meet the description of manufactured homes.

Here are some standards and references for analyzing your listing's nature if you suspect it to be a vehicle:

California Health and Safety Code section 18010 provides that "Recreational vehicle" means both of the following:

(a) A motor home, travel trailer, truck camper, or camping trailer that is with or without motive power, designed for human habitation for recreational, emergency, or other occupancy, and meets all the following criteria:

(1) It contains less than 320 square feet of internal living room area, excluding built-in equipment. It includes but is not limited to wardrobes, closets, cabinets, kitchen units or fixtures, and bath or toilet rooms.

(2) It contains 400 square feet or less of gross area, measured at maximum horizontal projections.

(3) It is built on a single chassis.

(4) It is self-propelled, truck-mounted, or permanently towable on highways without a permit.

(b) A park trailer, as defined in Section 18009.3.

How to determine whether your client is selling a manufactured home or an RV:

- Can the property be on the highways without a permit? If it can, it is an RV.
- Does the property have a HUD Tag or Data Plate? If not, it is likely an RV.
- What was the property designed/intended for at the original point of manufacture: to go places, or to stay in one place? If the former, it is likely an RV.
- Foundation or surrounding structures are not determinative. There are many creative ways to "stage" an RV to make it look "permanent", but this does not transform an RV into real property.

Park Model RVs (also known as PMRV or "Park Trailer") are often located on owned land. As a result, there has been some confusion over whether these properties can be listed in the MLS as manufactured homes. To be clear, **PMRVs do not fall within the legal description of manufactured homes** and are, in fact, specifically designated as RVs in California. In the MLS, the only permissible sale of PMRVs is similar to that of any other RV. They must be connected to or with the sale of listable real property, but not as the subject real property. In some cases, PMRVs can closely resemble mobile homes. If you're unsure of the property's nature, look for the HUD Tag or Data Plate.

122. What effect does public records data related to zoning or use type have on determining how to enter my Manufactured Home listing?

It has minimal to no effect. You are required to accurately represent the property being sold. In other words, you need to be attentive to what property type is for sale, and what the buyer will receive at closing. Zoning and use information can occasionally change and often represents what was previously at the property, what could be at the property, or how governmental entities have assessed the property. However, these public data records do not factor in how you should enter your listing in the MLS.

To access additional information on Manufactured Homes, click on the applicable Knowledgebase article below:
Matrix users, click here.
Paragon users, click here.
Flexmls users, click here.

"Auto Sold" Listings (Applicable to Matrix users only)

123. The MLS system switched my listing to "Closed" status. Why did this happen and what should I do now?

When you place a property in Pending or Active Under Contract status, the MLS system will require you to input an Estimated Close of Escrow date. As the date approaches, the system will repeatedly ask you to confirm or update the closing information. If you do not do so within five (5) days after the estimated date, the system will place the listing in Closed status, using information already entered into the system. After that date, you must provide confirmation or corrected information directly to CRMLS.

For a more detailed explanation of this process, please refer to our Knowledgebase article here.

124. My listing is Auto Sold ( ). How do I correct it?

Once the MLS system automatically closes a listing, it is no longer accessible by the listing agent or broker. The listing agent or broker must submit an Auto Sold Correction form to CRMLS for correction, which can be found here.

125. If information on my listing is correct and it enters Auto Sold status, is it still a violation, and do I still need to submit the Auto Sold Correction Form?

Yes, and yes. You **must** manually modify any listing in Pending or Active Under Contract status to Closed status once escrow closes. Allowing the MLS system to close the listing on your behalf violates section 8.3 of the CRMLS Rules and Policies, as it cannot confirm the accuracy of the sold information.

Property Descriptions and Public Remarks

126. Can I include showing instructions in the Property Description field?

No. The property description field and any other public remarks field may not include information regarding showing instructions, open houses, agent or brokerage names, phone numbers, website addresses, email addresses, or compensation. The property description only relates to the marketing, description, and condition of the property.

127. Can I include my personal or contact information in the Property Description field?

No. The property description field and any other public remarks field may not include information regarding showing instructions, open houses, agent or brokerage names, phone numbers, website addresses, email addresses, or compensation. The property description only relates to the marketing, description, and condition of the property.

Links to external websites of any kind, including but not limited to agent or broker sites, video tours, virtual showing or open house tools, vendor sites, or offer submissions/applications/auctions are prohibited. You may not solicit or invite the public to contact the listing agent, broker, or any affiliated-third parties.

128. What limitations apply to the Public Remarks in the listing?

You may not include information that may compromise the seller's or the property's security. This includes but is not limited to gate codes, lockbox information or combinations, security codes, occupancy status, For Sale by Owner information, or open house details. Branded content will be considered a violation, as well as information directed toward agents or brokers. This includes but is not limited to references to compensation or bonuses.

Content that violates Fair Housing or other applicable law, or is deemed discriminatory, illegal, defamatory, offensive, or otherwise inappropriate, is not allowed in the property description or Public Remarks field. CRMLS reserves the right to remove and issue citations for any inappropriate content.

129. Can I use another language besides English in the Public Remarks or other text fields?

No, non-English remarks are not allowed in the Public Remarks field or any other text field. Limiting content to a single language allows us to maintain accuracy and consistency in our reviews, further allowing CRMLS staff to ensure all listings meet MLS Rules & Policies. Any non-English remarks will be removed.

For more information regarding public remarks-related legal issues, please refer to our Knowledgebase article located here.

Listing Input

130. I own an interest in the property I am listing. Do I still need a listing agreement to enter the property into the MLS?

Yes. Rule 8.1 of the CRMLS Rules and Policies, as well as California law, requires all properties to have a valid and complete listing agreement in place before entering them into the MLS. Please be aware of all possible Errors & Omissions insurance issues that may limit coverage for an "unlisted" property.

131. Can I cancel a listing and then relist the property as "new" in the MLS?

A cancel and relist is allowed in the MLS if the listing agent obtains all necessary documentation signed by the seller. If the listing agent does not have all the necessary documentation, this may prompt CRMLS to issue a citation and remove the most recent listing from the MLS. Please be aware that while the Days Active in MLS (DAM) will reset, the Cumulative Days in MLS (CDAM) will still accumulate from the original list date. CRMLS does not control how any portal or IDX website decides to calculate its own DAM or CDAM.

132. I've signed a new listing agreement. My seller canceled their listing with the previous brokerage, but the listing office marked it as Withdrawn in the MLS instead of canceling it. Can I enter my new listing into the MLS, or must the previous one be canceled first?

It is not a violation to enter a new listing while the previous one is Withdrawn. However, it could violate Rule 7.2 if the original and new listings are from the same brokerage. It could also violate Rule 7.2 if the original listing status is later updated to Active, Active Under Contract, or Hold while the new listing is marked as Coming Soon, Active, Active Under Contract, or Hold.

If more than one broker believes they have a valid listing agreement for the same property, it is the responsibility of the brokers and sellers to resolve this. Resolution must occur before listing a property in the MLS. Entering a listing into the MLS without a valid listing agreement is a violation of MLS Rules and Policies. Failure to remove a listing from the MLS after cancellation or expiration is also a violation.

133. I am a property manager. What do I need to list my managed properties in the MLS?

As with all listings in the MLS, you must have a valid listing agreement in place prior to entry, even if you are the property manager. If your property management agreement with the property owner(s) clearly states the right to list, this will be sufficient. If you have questions or concerns about the sufficiency of your management agreement, please contact CRMLS Compliance before entering your listing.

134. How do I list a timeshare for sale?

You can enter timeshares in the MLS under the Residential property type and the Timeshare sub-type. CRMLS cannot advise the agent on which documents are required to list such a property. However, you must provide a listing agreement of some kind if CRMLS requests it. Refer to your broker for additional assistance on the necessary documentation before submitting it to the MLS. While it is not required, you should include all information regarding the shared interest and dates for the timeshare. You cannot enter a timeshare located outside of California in the MLS unless the listing agent holds a real estate license for the state in which the property exists. If CRMLS determines that the listing agent holds only a real estate license for the state of California, the associated listing will be removed from the MLS.

Entering a Listing as a Comparable

135. My seller excluded a property for the entire listing agreement period. Can I still add the listing in the MLS as a comparable?

Yes. If the seller accepted an offer during the listing agreement period and closed escrow, you may enter the property in the MLS as a comparable, or “comp.” However, you must enter it within two (2) days of the property closing escrow. If you fail to promptly submit the listing in the MLS, it will result in a violation of Rule 10 as well as a citation and fine issued by CRMLS.

For more information on entering a listing as a comparable, click here.

136. I represented the buyer(s) and only have a Single Party Compensation Agreement. Can I still enter the property into the MLS as a comparable?

Yes. In accordance with Rule 10.2 of the CRMLS Rules and Policies, if an agent or broker wishes to enter a property in the MLS for only comparable purposes and has obtained an effective Single Party Compensation Agreement, then they are able to enter the property into the MLS as a comparable, or “comp.” When entering the comparable sale in the MLS, all dates and other pertinent details must be accurate. Additionally, the agent must enter the property in the MLS within two (2) days of the property closing escrow and include at least one (1) exterior photograph of the property. An agent who has only represented the buyer must contact their local Association or Board after submitting the listing for further assistance.

For more information on entering a listing as a comparable, click here.

137. Do I have to enter my sold, excluded listing as a comparable into the MLS?

No. However, including this data enables real estate professionals to determine pricing and see property history, thereby improving the dataset and accuracy of the MLS.

Rule 10.2 of the CRMLS Rules and Policies allows agents and brokers to add a property to the MLS for comparable purposes only. For detailed instructions on adding a comparable listing using the Single Party Compensation Agreement or the Residential Purchase Agreement, please visit our Knowledgebase article here.

Social Media

138. What does CRMLS consider social media?

Social media is a form of electronic communication (such as internet or mobile applications) where users create or join online communities to share information, ideas, personal messages, and other content (such as videos, photos, or linked information sites or platforms). Prominent examples include Facebook, X, Instagram, TikTok, and Snapchat. CRMLS does not consider public sites where users merely post or promote information outside of a social network or community, such as Craigslist, to be social media.
General advertising rules, such as Rules 12.8 and 12.10, cover advertisements outside the scope of social media. These rules prohibit the advertising of another broker's listing without prior consent. They also state that any such advertisements must not misrepresent information or mislead consumers.

139. What does CRMLS consider "advertising" in the social media context?

Advertising is the promotion of a specific listing via any distribution method or media type. In a social media context, examples include but are not limited to:

- A link on a page or feed that leads to a site or platform displaying the listing and its attributes
- A video or photo(s) of the listing that a user uploads or posts to a social media platform
- User-created content, including information about a listing that a user uploads or posts to a social media platform

140. Can I advertise my listings on social media?

Yes, provided your advertisements are accurate (see MLS Rule 12.10).

141. Can I advertise another agent's listing on social media?

Yes, but only if you obtain the listing broker's written permission to advertise the property, and you are not presenting the information in a misleading way.

142. What constitutes a listing broker's permission to advertise their listing on social media?

There are two ways to obtain a broker's permission to advertise their listing on social media. The first way is to obtain permission directly from the listing broker through written communication. The second way is to use a compliant IDX feed as the source for your social media post. For example, if you post a link on your social media feed that leads back to your broker's IDX website, you would be acting with the broker's permission.

Per Section 192 et seq of the CRMLS Rules and Policies, listing brokers grant permission to include their listings in the MLS IDX feed, which includes uses for social media posts. You may not screenshot or copy a photo into your social media platform and then draft your own post content. You must create the social media post using a link that directs the consumer back to the IDX website, which should be linked to the post.

For a more detailed review of IDX, please click here.

143. What constitutes "misleading" or "false" advertising or representations?

Rule 12.10 prohibits advertisements that imply the advertising agent is the listing agent. This misrepresentation is especially common on social media. Agents and brokers should avoid violations by reviewing Rule 12.10 before posting advertisements with MLS content.

144. Can I post "Coming Soon" information on social media?

Yes. "Coming Soon" advertisements are subject to the same rules, regardless of platform.

145. Can I post "Registered" information on social media?

No. CRMLS does not permit public marketing of a property while it is Registered.

146. What about social media posts that "disappear" from my feed, timeline, etc.?

The social media post must be accessible to the CRMLS Compliance Department. Some social media platforms are private or invitation-only. Examples include Snapchat, Instagram, or a private Facebook Group.

Posting another agent's listing on any of these private or invitation-only platforms requires the specific written permission of the Listing Broker, as they are not permitted under the IDX rules.

147. What should I do if I see a potential violation of the rules on social media?

You should take a screenshot or a copy of the advertisement and send it to Compliance@crmls.org, along with a short explanation of the circumstances. We will assign your report to a Compliance Analyst for review.

Print and Other Advertising

148. What are some examples of Print Advertising?

- Mailings to residents in a certain geographic area
- Hand delivered flyers
- Other print advertisements sent to non-clients (the public)
- Neighborhood Market Reports (for more information, click here)

149. What is not covered by these FAQs?

Comparative Market Analyses (CMAs) and appraisals you have prepared for your existing clients are not covered.

150. Can I advertise Active listings in Print Advertising?

Yes. However, there are some restrictions:

- You may advertise your own listings in any type of Print Advertising.
- For Print Advertising in formats OTHER than Neighborhood Market Reports: You may not advertise another agent or broker's listing without their prior consent pursuant to Rule 12.8.
- For Neighborhood Market Reports: If you advertise another agent's on-market listings, you must confirm within the MLS that the listing agent has not withheld their permission for you to use the on-market listings pursuant to Rule 12.8.1(c).
- If you advertise another agent's on-market listings, you must provide attribution to that listing agent, pursuant to Rules 12.9 and 12.10.
- You must not make any misrepresentations regarding the listings or mislead the recipient of the advertisement.
- You may not use any photos or media from the MLS for listings on Print Advertisements.

151. Can I advertise Active Under Contract or Pending listings in Print Advertising?

Yes. However, there are some restrictions. See Question 147.

152. Can I advertise Coming Soon listings in Print Advertising?

Yes. However, there are some restrictions:

- Under Rules 9.3 and 10.1, CRMLS permits the marketing and advertising of Coming Soon and Hold listings, provided that such marketing and advertising state that the property is Coming Soon or on Hold.
- If anyone publicly markets the property, the advertisements must include language that the property is "Coming Soon" and include the date the property will become Active. No one may show properties in the Coming Soon status.
- You may advertise your own listings in any type of Print Advertising.
- For Print Advertising in formats OTHER than Neighborhood Market Reports: You may not advertise another agent or broker's listing without their prior consent pursuant to Rule 12.8.
- For Neighborhood Market Reports: When advertising another agent's on-market listings, you must confirm within the MLS that the listing agent has not withheld their permission for you to use these listings pursuant to Rule 12.8.1(c).
- If you advertise another agent's on-market listings, you must provide attribution to that listing agent, pursuant to Rules 12.8 and 12.10.
- You must not misrepresent the listings or mislead the recipient of the advertisement.
- You may not use any photos or media from the MLS for listings on Print Advertisements.

153. Can I advertise Hold listings in Print Advertising?

Yes. However, there are some restrictions:

- Under Rules 9.3 and 10.1, CRMLS permits the marketing and advertising of Coming Soon and Hold listings only if such marketing and advertising states that the property is Coming Soon or on Hold.
- No one may show properties in the status of Hold.
- You may advertise your own listings in any type of Print Advertising.
- For Print Advertising in formats OTHER than Neighborhood Market Reports: You may not advertise another agent/broker's listing without their prior consent pursuant to Rule 12.8.
- For Neighborhood Market Reports: If you advertise another agent's on-market listings, you must confirm within the MLS that the listing agent has not withheld their permission for you to use these pursuant to Rule 12.8.1(c).
- If you advertise another agent's on-market listings, you must provide attribution to that listing agent, pursuant to Rules 12.8 and 12.10.
- You must not misrepresent the listings or mislead the recipient of the advertisement.
- You may not use any photos or media from the MLS for listings on Print Advertisements.

154. Can I advertise Sold listings in Print Advertising?

Yes. However, there are some restrictions:

- You may claim that you "Sold" the property only if you represented either the seller or the buyer in the transaction.
- You must not use language that may mislead the recipient of the print advertisement into thinking you sold the property if you were not one of the agents involved in the transaction.
- If you did not sell the properties, use a phrase like "Recently closed sales in your area" to indicate that the properties listed in the Print Advertising were based on geography and not on your individual listings.
- You may not use any photos or media from the MLS for listings on Print Advertisements.
- You may advertise your own listings in any type of Print Advertising.
- For Print Advertising in formats OTHER than Neighborhood Market Reports: You may not advertise another agent/broker's listing without their prior consent pursuant to Rule 12.8.

- For Neighborhood Market Reports: If you advertise another agent's on-market listings, you must confirm within the MLS that the listing agent has not withheld their permission for you to use these listings pursuant to Rule 12.8.1(c).
- If you advertise another agent's on-market listings, you must provide attribution to that listing agent, pursuant to Rules 12.9 and 12.10.
- You must not misrepresent the listings or mislead the recipient of the advertisement.
- You may not use any photos or media from the MLS for listings on Print Advertisements.

155. Can I advertise Withdrawn listings in Print Advertising?

No. No one may market listings in the status of Withdrawn. Listings in Withdrawn status have a valid listing contract in effect. However, if the listing agent is no longer marketing the property, no marketing or advertising shall occur consistent with Rule 10.1.

156. Can I advertise Registered/Excluded listings in Print Advertising?

No. CRMLS does not permit public marketing of a property while the property is Registered/Excluded.

157. Do I need to put a Disclaimer in my Print Advertising?

Yes. Any print or non-print forms of advertising or other forms of public representations must clearly demonstrate the period over which it bases its claims and must include the following (or substantially similar) notice in a manner readily visible to consumers in not less than 7-point font (Section 12.9 of the MLS Rules):

> *"Based on information from California Regional Multiple Listing Service, Inc. as of [date the AOR/MLS data was obtained] and/or other sources. All data, including all measurements and calculations of area, is obtained from various sources and has not been, and will not be, verified by broker of MLS. All information should be independently reviewed and verified for accuracy. Properties may or may not be listed by the office/agent presenting the information."*

Farming Off-Market Listings

158. What is considered farming off-market listings?

Some third parties may advise agents that target homeowners whose listings have recently expired is an effective business and marketing tactic. However, the "farming" of any "Off-Market" properties, including those with Expired, Cancelled, Withdrawn, or Hold - Do Not Show statuses, is in violation of MLS Rules. Such practices are subject to scrutiny under state law and may violate the REALTOR® Code of Ethics, as well as the trust consumers may have in real estate professionals.

159. Is farming off-market listings a CRMLS Rules violation?

The California Association of REALTORS® Model MLS rules and CRMLS Rule 12.11 - "Use of MLS Information" - clearly state that Participants and Subscribers are "expressly prohibited from using MLS information for any purpose other than to market property to bona fide prospective buyers or to support market evaluations or appraisals." Using MLS information to call or contact sellers whose listings have expired, been cancelled, withdrawn, or placed on hold is therefore prohibited.

160. What are the consequences of farming off-market listings?

Since this practice could violate the REALTOR® Code of Ethics and MLS rules, practitioners may face serious consequences at the Association level. Each Association and Board is unique and may handle complaints with varying degrees of severity. Additionally, calling or texting a seller with an off-market listing when that seller's number is on the national Do Not Call Registry could lead to substantial liability.

161. How does farming off-market listings impact the real estate profession?

The CRMLS Customer Care Center frequently receives calls from upset sellers whose listings have expired, been cancelled, withdrawn, or placed on hold, and who have been inundated with calls (including "robocalls"), texts, or even visits to their homes by agents trying to solicit their listing. This practice damages the public's perception of the real estate business and makes some sellers much less likely to work with a real estate professional again.

- To access the CRMLS Rules and Policies, click here.
- To chat live with a Compliance Analyst, access the chat option into your REcore dashboard Monday through Friday, from 8:30am-4pm.