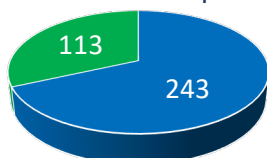


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Data Integrity

Data Errors Reported

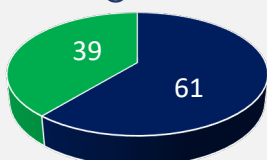


■ Member Data Errors ■ Correction Notices Sent

Most common Member reported errors are as follows:

- Incorrect bedroom counts, particularly misclassifying below-grade bedrooms.
- Misidentifying property type such as Duplex when the property is a Single Family with a Secondary Dwelling Unit.
- Failing to update listing status within the required timeframe.
- Using incorrect district codes or community information.

Listing Audits



■ Audits Completed ■ Correction Notices Sent

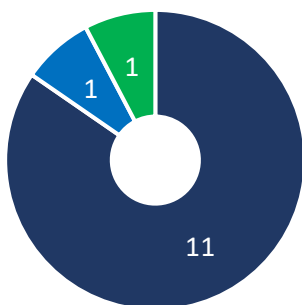
Most common issues with audits:

- Best Practice: A Member should have 2 separate listing agreements for Exclusive and MLS® listing.
- The Data Information Form must match all information on the listing. i.e. Inclusions & Exclusions, Rental Equipment, Broker/Client Remarks.
- Fronting on field is incorrect. Fronting on refers to the side of the street the property is located on.



Complaints

Complaint Jurisdiction



■ RECO (0) ■ Board ■ Both ■ Neither

Most common rule breaches are PropTx MLS® Rule 3.01 & 6.04:

Article 3 – Listing Information and Attachments

3.01. Members are responsible for the accuracy of all information submitted to the MLS® System including photographs and all documentation. No language in the MLS® Listing shall be used to override or diminish this responsibility. The Association is not obligated to or responsible for reviewing the accuracy or propriety of any MLS® Data Information Form, MLS® Listing Agreement or Document Attachments. Members must immediately correct any inaccuracy and notify the Association when necessary.

Article 6 – Showings and Appointments

6.04. Subject to the terms of the MLS® Listing Agreement, a Member who is unable to keep an appointment to show or inspect an MLS® Listing shall immediately advise the Listing Brokerage prior to the appointment, who shall in turn immediately advise the Seller or occupant.

In instances when the Listing Brokerage is unable to keep an appointment to show or inspect an MLS® Listing, the Listing Agent shall immediately advise the Member who has the appointment, prior to the appointment, who shall in turn immediately advise the prospective Buyer.

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Discipline



2 Discipline Hearings Held

Rule Breaches:

4.8(a) & 4.8(b) of the former
OREB MLS® Rules.

Activation of Listing

4.8. (a). An MLS® Listing must be Broker Loaded within forty-eight (48) hours after the commencement time and date of the Listing Agreement.

4.8. (b). In accordance with the REALTOR® Cooperation Policy, Members must, within seventy-two (72) hours of any Public Marketing, place the Listing on the MLS® System for cooperation with other REALTORS®. The following Listings are exempt from the requirements above:

- I. Commercial property Listings (i.e., business properties, agricultural properties);
- II. New construction Listings in developments with multiple properties or units (i.e., residential development projects, condo development projects); and
- III. Rental property Listings.

4.8 (a) has a PropTx MLS® Rule Counterpart of **3.18**.

Article 3 – Listing Information and Attachments

3.18. In all instances when an MLS® Listing Agreement Commences, the Listing Brokerage shall process the MLS® Listing through the MLS® System by 11:59 p.m. the next Business Day following the Commencement date of the MLS® Listing Agreement.

4.8(b) is the CREA REALTOR® Cooperation Policy.

Fine Assessed: \$300 for the violations of MLS® Rule 4.8(a) & 4.8(b) and \$200 for the cost of Hearing (for a total of \$500 for each Respondent)



Arbitration

Arbitration Processes:

When there is a commission dispute, the Board encourages cooperation and communication between Principal Brokers. If a resolution cannot be reached between the parties, a Principal Broker can file an Arbitration Claim with the Board in accordance with the Rules and Regulations Governing Arbitration.

No arbitration claims were received for this quarter.

One Arbitration claim was received late December and the hearing is scheduled for the first week of April.



Resources

members.oreb.ca/professional-standards | easternregionalprofessionalstandards.ca