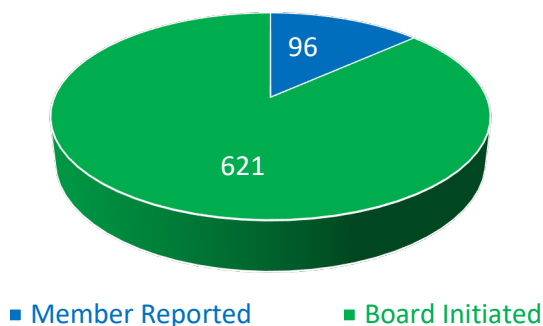


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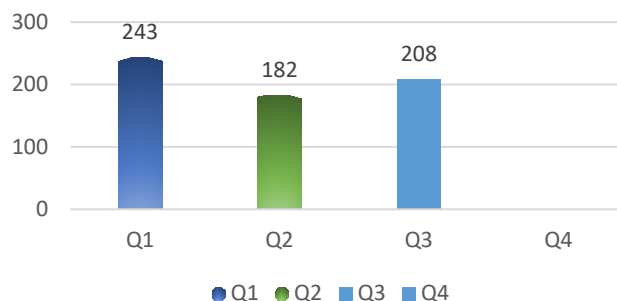


Data Integrity

Corrections to MLS® Data



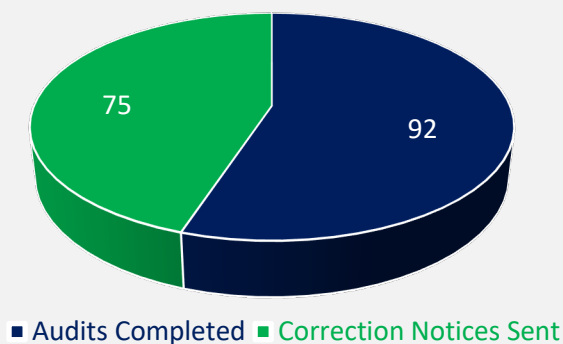
Member Reported Potential Data Infractions



Most common reported errors are as follows:

- Brokerage sign in photos.
- Status updates.
- Bedrooms listed above grade when they are below grade.

Listing Audits



Most common issues with audits:

- Commission to co-operating brokerage does not include the value indicator on the MLS® listing i.e. %, \$
- Branded URL's located in the Unbranded URL field.
- Fronting On field inaccurate (side of the road the property is located on).
- MLS® Data form information not matching the MLS® Listing i.e. tax amount and tax year.

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Complaints



Most common rule breaches are:

PropTx MLS® Rules Article 6 - Showings and Appointments

6.09: Keys shall be re-deposited in a lock box immediately upon exiting the property and the lock box shall be properly secured.

PropTx MLS® Rules Article 5 - Advertising

5.03: MLS® Signs placed on properties that are listed on the MLS® System shall reflect the current status of that MLS® Listing. This includes, but is not limited to, the following instances:

- a) That the MLS® Sign corresponds with the MLS® Listing status of "For Sale" or "Sold" or "For Lease" or "Leased" as the case may be;
- b) A Member shall promptly remove their MLS® Sign from property that becomes listed by another Member for the same trade function; and
- c) A Member shall promptly remove their MLS® Sign from a property where the MLS® Listing is expired, terminated, or suspended.

PropTx MLS® Rules Article 4 - Reporting

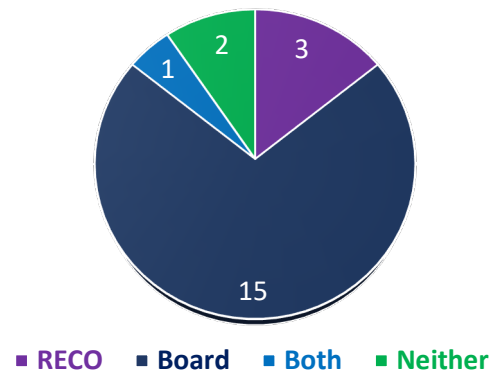
4.02: The sale, lease or sub-lease of a residential or commercial MLS® Listing shall be reported by the Listing Brokerage through the MLS® System, whether conditional or firm, by 11:59 p.m. the next Business Day following acceptance of an Offer. Members shall not be permitted to avoid these notice obligations to the Association by, for example, cancelling an MLS® Listing between receipt (or anticipated receipt) and acceptance of an Offer, or encouraging a Seller to do so.

A commercial sale, lease, or sub-lease price shall be Reported:

- a) Using the original unit of measure on the MLS® Listing;
- b) At the time of Reporting a firm transaction; or
- c) At the same time as Reporting a firm transaction, and request that the price be suppressed until after closing.

All changes in the status of a Reported conditional sale on the MLS® Listing shall be Reported by the Listing Brokerage on the MLS® System by 11:59 p.m. the next Business Day following the change.

Complaint Jurisdiction



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Special Administrative Penalties | 4 Fines Assessed

Special Administrative Penalties assessed for Breaches of PropTx MLS® Rules: 4.02 (Reporting) and 6.04 (Showing and Appointments)

Article 4 - Reporting

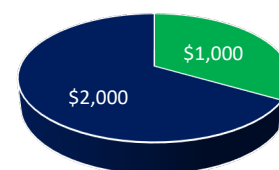
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Reporting



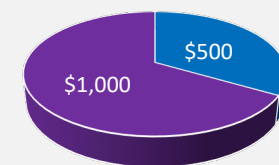
■ First Breach ■ Repeat Breach

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 a 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 a 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.

Showings and Appointments



■ First Breach ■ Repeat Breach



Arbitration

There was one Arbitration claim received in Q2 and it was settled at Mediation in Q3.

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Professional Standards Hearings | 2 Hearings Held

1. Breaches of former OREB MLS® Rules: 9.1 (Reporting) and 10.7 (Changing Commission to Selling Office)

MLS® Rules and Regulations, Rule 9.1: Reporting

9.1. An important part of the inherent value of the Board's MLS® System is the transactional data accumulated for sales of MLS® Listings. It is the responsibility of the Listing Salesperson and Listing Brokerage, regardless of the business model, to ensure that notice of conditional sales, unconditional sales, rentals, and leases of MLS® Listings are Broker Loaded within twenty-four (24) hours after acceptance of the contract.

MLS® Rules and Regulations, Rule 10.7: Changing Commission to Selling Office

10.7. The Listing Brokerage may unilaterally alter the amount of commission to be paid to the Co-operating Brokerage in accordance with the Seller's written instructions prior to an offer being procured from a Buyer. The Listing Salesperson must give written notification of the alteration to the Commission to Co-operating Brokerage to all persons who booked appointments or had shown the property within the previous 14 days. This alteration must be Broker Loaded within 24 hours. In the event that an Offer has been procured from a Buyer prior to the Listing Brokerage notifying all persons who booked appointments or had shown the property within the previous 14 days, the original commission as indicated on the Board's MLS® System will prevail.

Fine \$600

2. Breaches of PropTx MLS® Rules: 3.02, 3.06 and 3.09 (Listing Information and Attachments)

PropTx MLS® Rule Breach: 3.02: Listing Information and Attachments

3.02. By submitting an MLS® Listing to the MLS® System, the Member represents and warrants to the Association and to all Members that a valid, complete, and accurate MLS® Listing Agreement and Document Attachments that comply with the applicable requirements of the MLS® Rules is in effect between the Seller and the Listing Brokerage and that MLS® Listing is complete and accurate. The submission of a Listing to the PropTx MLS® System shall not affect the Listing Brokerage's ownership rights in the Listing Brokerage's MLS® Listing Agreement and Document Attachments with the Seller.

PropTx MLS® Rule Breach: 3.06: Listing Information and Attachments

3.06 No Member shall submit an MLS® Listing to the MLS® System that contravenes the PropTx MLS® Rules and/or the Association By-Law. The Association may, in its sole discretion, deem any such MLS® Listing to be invalid and either remove it from the MLS® System or refuse to publish such MLS® Listing.

PropTx MLS® Rule Breach: 3.09: Listing Information and Attachments

3.09 A Member submitting an MLS® Listing or Cancellation or a suspension of an MLS® Listing to the MLS® System represents and warrants to the Association that the Member had been so authorized by the person(s) legally entitled to sell the property and agrees to indemnify and hold PropTx and the Association harmless from all claims of third parties if this is not the case.

Fine \$3,000



Resources

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