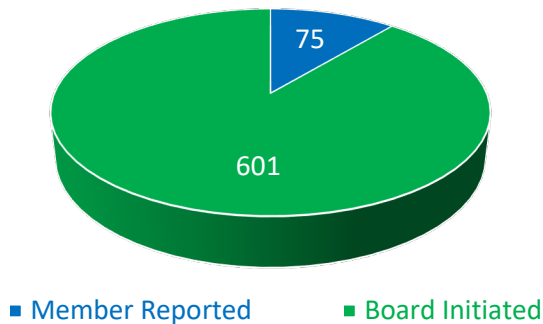


Professional Standards | Quarterly Reporting | Q4 2025

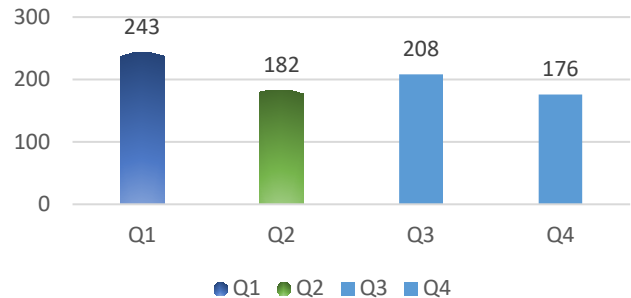


Data Integrity

Corrections to MLS® Data



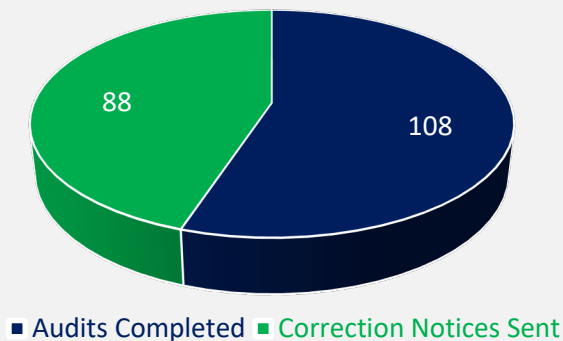
Member Reported Potential Data Infractions



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 Information Form does not match the MLS® Listing i.e. tax amount and tax year.

Professional Standards | Quarterly Reporting | Q4 2025



Complaints



Most common rule breaches are:

PropTx MLS® Rules, Article 3 – Listing Information and Attachments

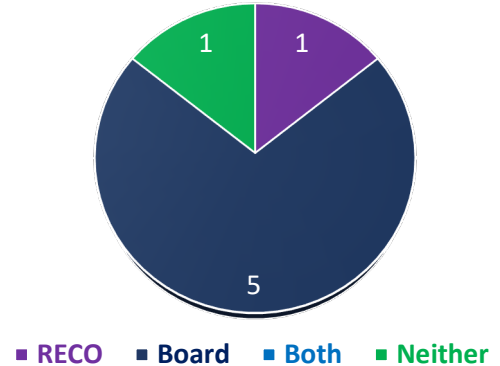
3.14: An MLS® Listing Agreement shall run for a period of not less than sixty (60) days from the Commencement date.

PropTx MLS® Rules, 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.

Complaint Jurisdiction



Arbitration

There was one Arbitration claim received in Q4.

Professional Standards | Quarterly Reporting | Q4 2025



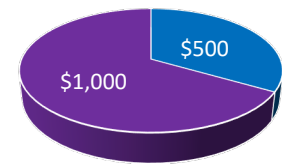
Special Administrative Penalties | 1 Fine Assessed

A Special Administrative Penalty was assessed for a Breach of PropTx MLS® Rule 6.04 (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



Professional Standards Hearings | 3 Hearings Held

1.&2. Breaches on two counts of PropTx MLS® Rules: 3.16 (Listing Information and Attachments) and 6.03 (Showings and Appointments).

PropTx MLS® Rules, Article 3 – Listing Information and Attachments, Rule 3.16:

MLS® Listings appearing on the MLS® System shall be immediately available (subject to applicable legislation, the rights of and reasonable accommodation to the occupancy) for showings, inspections, and registration of Offers.

Once an MLS® Listing is conditionally sold, the requirement that the MLS® Listing be available for showings shall continue unless otherwise directed by the Seller in writing. The Seller's instructions on showings must be accurately reflected in the MLS® Listing.

In the event an existing MLS® Listing becomes unavailable for showings, inspections or registration of Offers, the MLS® Listing shall be suspended by the Listing Brokerage. While under suspension, a record of all requests by Co-operating Brokerages for showings, inspections, and registration of Offers shall be kept by the Listing Brokerage.

Upon the Seller rescinding the suspension, the Listing Brokerage shall immediately notify all Co-operating Brokerages who have requested showings, inspections or registration of Offers.

PropTx MLS® Rules, Article 6 – Showings and Appointments, Rule 6.03:

Subject to the terms of the MLS® Listing Agreement, the Listing Brokerage shall:



Professional Standards | Quarterly Reporting | Q4 2025

- a) Make appointments and confirm them without delay; and
- b) If an appointment cannot be made, the Listing Brokerage shall immediately advise the Co-operating Brokerage requesting the appointment and continue to attempt to arrange an appointment for a time suitable to all parties if requested.

\$2,400 Fine

- 3. Breaches on three counts of PropTx MLS® Rule 3.02, fifteen counts of 3.09, eight counts of 3.18 (Listing Information and Attachments) and CREA REALTOR® Code 7.2.

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

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: 3.09: Listing Information and Attachments:

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.

PropTx MLS® Rules, Rule 3.18: Listing Information and Attachments:

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.

CREA REALTOR® Code 7.2

Article 7 – Expenses Related to the Transaction

A REALTOR® shall, prior to the signing of any agreement, fully inform the signing party regarding the type of expenses directly related to the real estate transaction for which that party may normally be liable.

\$5,750 Fine and Mandatory Completion of REIC2600 – Ethics in Business Practice.



Resources

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