

# Citation Schedule for MLS Rules Violations

## Section 20 MLS United Rules and Regulations

Refer to [Section 7 Compliance with Rules](#) and [Section 9 Enforcement of Rules and Disputes](#)

### Section 20.1 Violation Categories and Citations

**This Citation Schedule summarizes the MLS rules that are subject to a fine if violated:**

**Category 1 - Minor:** No citation if corrected within 48 hours. Failure to correction within 48 hours results in an escalation to Category 2 and a \$350 fine to Participant

**Category 2 - Serious:** \$350 fine to Participant. Failure to correct within 48 hours results in an escalation to Category 3 and a \$500 fine to Participant

**Category 3 - Severe:** \$500 fine to Participant and other possible discipline determined by Compliance Committee consisting of one (1) or more of the following:

- a. Letter of warning
- b. Letter of reprimand
- c. Attendance at an MLS Orientation
- d. Additional fines may be imposed when deemed appropriate, with the total amount not exceeding \$15,000
- e. Probation for a stated period of time not less than 30 days or more than 1 year
- f. Suspension of MLS rights, privileges, and services for not less than 30 days or more than 1 year
- g. Termination of MLS rights, privileges, and services with no right to reapply for a specified period of time not to exceed 3 years. (*NAR Policy adopted (11/07) (Amended 05/17)*)

### Section 20.2 Escalation

A Category 1 violation shall escalate to a Category 2 violation if not corrected within the allotted 48 hours. Category 2 violations shall escalate to Category 3 if not corrected within the allotted 48 hours.

### Section 20.3 Citations Applicable for Specific Rule Violations

MLS Rule	Summary	Citation Category
<b>Section I</b>	<b>Listing Procedures</b>	
1.0.1	Failure to timely enter listing into the system	2
1.1	Failure to enter correct property type	1
1.2	Failure to obtain a listing agreement complete in all details	1
1.2	Failure to submit requested documents to the Service	2
1.2.0	Failure to enter complete and accurate listing information	1

<b>MLS Rule</b>	<b>Summary</b>	<b>Citation Category</b>
1.2.1	Failure to notice cooperating brokers to limited services being provided	2
1.4	Failure to notice cooperating brokers of a change in status of a listing	2
1.5	Failure to properly report withdrawn or cancelled listings	2
1.11	Failure to include a definite termination date on a listing agreement	1
1.17	Failure to include the front elevation as the primary photo of the listing	1
<b>Section II</b>	<b>Selling Procedures</b>	
2.1	Failure to present an offer as soon as possible or give the cooperating broker a satisfactory reason for not doing so	3
2.2	Failure to submit offers/counteroffers until closing	3
2.3	Failure to include the Cooperating Broker in presentation of offer	3
2.4	Failure to include the Listing Broker in presentation of counteroffer	3
2.5	Failure to timely report sales to the Service	2
2.6	Failure to timely report resolved contingencies to the Service	2
2.7	Failure to obtain listing brokers permission to advertising a listing	2
2.8	Failure to report the cancellation of a pending sale	2
2.10	Failure to make listings available to schedule showings upon entry into MLS	2
<b>Section IV</b>	<b>Prohibitions</b>	
4.1	Placing a For Sale sign on another Participant's listed property	1
4.2	Placing a Sold sign on another Participant's listing property prior to closing	1
4.6	Misuse of Public Remarks and Media Information	1
<b>Section V</b>	<b>Division of Commissions</b>	
5.0.1	Failure to disclose potential short sale when reasonably known	3
5.1	Failure to disclose ownership interest in a listed property	2
5.2	Failure by a cooperating broker to disclose contemplated interest to a listing broker	2
<b>Section VI</b>	<b>Service Charges</b>	
6	Failure of a Participant to timely communicate to the MLS agent hirings/terminations	2
<b>Section IX</b>		
9.3	Unauthorized use of listing content, including photos	Determined by Board of Managers
<b>Section XII</b>	<b>Use of Copyrighted MLS Data</b>	

<b>MLS Rule</b>	<b>Summary</b>	<b>Citation Category</b>
	Failure to maintain proper control over copyrighted MLS data	3
<b>Section XIII</b>	<b>Use of MLS Information</b>	
	Failure to create statistical reports using aggregated demonstrations of market share	3
<b>Section XV</b>	<b>Lockbox Rules</b>	
15.1	Failure to provide timely access to a property where a non-MLS lockbox is installed	3
15.2	Improper removal of keys from a lockbox or transfer of keys from lockboxes to others	3

*(Revised 02/24)*

### Section 20.3 Reporting an Inaccuracy or Violation

An MLS Violation must be delivered in writing (letters/emails with the required information will be accepted) when inaccurate or incomplete information is discovered in the MLS database. Reports of violations will not receive follow up regarding violation submitted. This communication may be sent anonymously to MLS United staff. Mail to: [compliance@mlsunited.com](mailto:compliance@mlsunited.com)