

Addendum A

Addendum to Triad MLS Rules and Regulations Common Compliance Policy

Policy Adopted October 22, 2020

Policy Effective January 1, 2021

Policy Revised July 17, 2024

The purpose of this policy is to ensure the integrity of the MLS including the accuracy of its data. Violations will be processed in accordance with this policy. This policy, including the citable offenses and fines, are subject to change upon approval of the Triad MLS Board of Directors.

Compliance enforcement activities consistent with this policy and the Triad MLS Rules and Regulations will be performed, subject to a service agreement between Triad MLS and a Shareholder or Subscribing Association, by (i) Triad MLS or (ii) a Shareholder or Subscribing Association with respect to its own members.

The Triad MLS Compliance Committee shall meet at least monthly to discuss Triad MLS rules, enforcement trends, and related compliance issues, and, as necessary, will make recommendations to the Triad MLS Board of Directors. The committee will be made up of Triad MLS staff, Association staff, and the Triad MLS President-Elect, appointed by the Triad MLS Board of Directors.

Triad MLS staff will submit a summary report to the Triad MLS Board of Directors containing aggregated monthly compliance trends.

VIOLATION CATEGORIES: If a violation occurs, it will fall into one of three categories:

CATEGORY I VIOLATIONS: Category I violations are violations related to listing information provided by a participant or subscriber. Category I violations may be “correctable” and do not carry a fine if corrected within the required time frame. In addition, there is no fine for the first violation of a particular rule.

- A. **Staff Action:** Staff will send "Notice of Triad MLS Rules Violation", by email to the attention of the Subscriber (agent) with a cc to the Participant (BIC) as identified in the MLS system. Staff will endeavor to send notices out within 3 business days of the staff being made aware of the violation.
- B. **Compliance:** If correctable, the violation must be corrected within one business day (excluding weekends and holidays) of the date of the notice. After the first violation, if a correctable Category I violation is not corrected within the previously stated time frame, the fine will be automatically assessed.
- C. **Fine:** Fines are identified in the Compliance Fee Schedule. There are no fines for the first violation of a Category I violation.

D. **Repeat Violations:** Repeat Category I violations carry fines as outlined in the Compliance Fee Schedule. The number of repeat Category I violations will reset on January 1st of each year. After six Category I rule violations, for each rule, Subscribers will be required to attend a hearing.

E. **Violations include, but are not limited to:**

1. The following listing data entry rules which must be corrected within 1 business day to avoid a fine;
 1. Missing Primary Photo. See Triad MLS Rules and Regulations Section 1.2(b).
 2. Prohibited items digitally embedded in photos. See Triad MLS Rules and Regulations Section 1.2(c).
 3. Prohibited items in public remarks and/or directions. See Triad MLS Rules and Regulations Section 1.2(d).
 4. Prohibited items in Virtual Tours. See Triad MLS Rules and Regulations Exhibit 1, Triad MLS Business Rules.
2. The following rules, which are NOT correctable
 1. Untimely Status Changes (submission rules not related to input of listing). See Triad MLS Rules and Regulations Section 1.2.1
3. The following rule, which results in Staff removing the noncompliant data and an immediate fine:
 1. Any offer of compensation in any MLS field. See Triad MLS rules and Regulations Section 1.2(a).

CATEGORY II VIOLATIONS: Category II violations are violations related to submission of required listings to the MLS. A Category II violation is not “correctable” and therefore will incur an immediate fine, except as described below.

- A. **Staff Action:** Staff will confirm whether a violation occurred. If staff determines that there is no violation, then the matter is closed. If staff determine that a Subscriber or Participant has violated the “Triad MLS Rules and Regulations,” Staff will send a “Notice of Triad MLS Rules Violation and Fine Notification” to the attention of the Subscriber and the Participant (or just the Participant, as appropriate). Staff will endeavor to send notices within 3 business days of the staff being made aware of the violation.
- B. **Compliance:** Subscriber and/or Participant must provide any staff-requested documentation within two business days of such a request.
- C. **Fine:** Fines are identified in the Compliance Fee Schedule. There are no fines for the first violation of a Category II violation.
- D. **Repeat Violations:** Repeat Category II violations carry fines as outlined in the Compliance Fee Schedule. The number of repeat Category II violations will reset on January 1st of each year. After three Category II violations of the same type, Subscribers will be required to attend a hearing.
- E. **Violations include, but not limited to:**
 1. Clear Cooperation Policy. See Triad MLS Rules and Regulations, Section 1.01 and Section 1.4.

2. Late Listing Entry. See Triad MLS Rules and Regulations, Section 1.0.
3. Entry of Erroneous Sale. See Triad MLS Rules and Regulations, Section 1.18.

CATEGORY III VIOLATIONS: Category III violations are violations related to providing unauthorized access to the MLS and/or its services. Some Category III violations are not “correctable” and therefore will incur an immediate fine.

- A. **Staff Action:** Staff will confirm whether a violation occurred. If staff determines that there is no violation, then the matter is closed. If staff determine that a Subscriber or Participant has violated the “Triad MLS Rules and Regulations,” Staff will send a "Notice of Triad MLS Rules Violation and Fine Notification" to the attention of the Subscriber and the Participant (or just the Participant, as appropriate). Staff will endeavor to send notices within 3 business days of the staff being made aware of the violation.
- B. **Compliance:** If instructed, the subscriber must correct the violation within one business day (excluding weekends and holidays) of the date of the notice. Subscriber must provide any staff-requested documentation within two business days of such a request.
- C. **Fine:** Fines are identified in the Compliance Fee Schedule.
- D. **Repeat Violations:** Repeat Category III violations carry fines as outlined in the Compliance Fee Schedule. *Category III violations do not reset and are carried forward from year to year.* After three Category III violations, Subscribers will be required to attend a hearing.
- E. **Violations include, but are not limited to:**
 1. Password violation – Unauthorized disclosure of MLS credentials. See Triad MLS Rules and Regulations, Section 9.3.
 2. Showing Property while in Coming Soon-No Show status. See Triad MLS Rules and Regulations, Section 1.3(B).
 3. Non-compliance with the MLS of Choice waiver policy**. See Triad MLS Rules and Regulations, Section 6.1.
 4. Co-listing a property with non-Triad MLS member. See Triad MLS Rules and Regulations, Section 1.17.

TRIAD MLS COMPLIANCE FEE SCHEDULE

	Category I	Category II	Category III
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1st Violation	Warning and probation for the remainder of the year (consistent with Section 7 of Triad MLS Rules and Regulations).	Warning and probation for the remainder of the year (consistent with Section 7 of Triad MLS Rules and Regulations).	\$1,000
Repeat violations of the same offense by the same individual, whether Participant or Subscriber.	2nd \$25 3rd \$50 4th \$100 5th \$200	2nd \$500 3rd \$1000	2nd \$3,000
	6 th \$500 Upon the Sixth offense for a particular Category I rule, in addition to the fine, Subscriber will be required to complete a mandatory Triad MLS Training Class (either on-line or in person) within 30 calendar days. If Subscriber does not complete compulsory class, Triad MLS will update Subscriber's record and notify the respective Association at which time a six-month suspension (e.g., inactivation) of Triad MLS access would commence. Subscriber will be returned to active status after completing all required training, and paying all fines and any applicable association fees.	4 th \$3000 Upon the fourth Category II violation of the same type, in addition to the fine, Subscriber will be required to complete a mandatory Triad MLS Training Class (either on-line or in person) within 30 calendar days. If Subscriber does not complete compulsory class, Triad MLS will update Subscriber's record and notify the respective Association at which time a six-month suspension (e.g., inactivation) of Triad MLS access would commence. Subscriber will be returned to active status after completing all required training, and paying all fines and any applicable association fees.	3rd – Six month suspension (e.g., inactivation) of Subscriber's Triad MLS access, and Subscriber will be required to complete a mandatory Triad MLS Training Class (either on-line or in person) within 30 calendar days. After six months, Subscriber will be returned to active status if Subscriber has completed all required training, and paid all fines and any applicable association fees.
	After the six Category I violation for a particular rule, Subscriber will be required to attend a hearing before its Shareholder Association (board of directors or committee, as determined by the Shareholder Association). The Shareholder Association may impose any of the disciplinary measures described in Section 7.	After the fourth violation of the same type, Subscriber will be required to attend a hearing before its Shareholder Association (board of directors or committee, as determined by the Shareholder Association). The Shareholder Association may impose any of the disciplinary measures described in Section 7.	After three Category III violations, Subscriber will be required to attend a hearing before its Shareholder Association (board of directors or committee, as determined by the Shareholder Association). The Shareholder Association may impose any of the disciplinary measures described in Section 7.

Non-Payment	\$10 per month the fine is not paid	Inactivation of MLS Services	Inactivation of MLS Services
Interpretive Notes	Category I fines are listed on an individual per-rule basis. For example, violation of the prohibited items in photos rule is considered separately from other listing entry violations. Violations are considered individually on a per-rule basis for the purposes of determining an automatic hearing.	Category II fines are listed on an individual per-rule basis. For example, violation of Clear Cooperation is considered separately from Untimely Status Change. Violations are considered individually on a per-rule basis for the purposes of determining an automatic hearing.	**violations of Triad MLS's MLS of Choice waiver policy will also follow the procedures described in Triad MLS Rules and Regulations, Sections 6.1.3 and 6.1.4.

FAILURE TO PAY FINES: For Category I Violations, failure to pay a fine within 30 days from the invoice date (including weekends and holidays) incurs an additional Non-payment Fine as described in the Compliance Fee Schedule. Every 30 days thereafter (including weekends and holidays) an additional \$10 is applied for every month the fine is not paid. For Category II and Category III Violations, failure to pay a fine within 30 days from the invoice date (including weekends and holidays) or complete the training class will result in suspension of MLS services.

APPEALS: Subscribers will be required to pay all outstanding fines in full prior to filing an appeal. Each Shareholder or Subscribing Association will handle appeals in accordance with Section 9 of the Triad MLS Rules and Regulations.

Exhibit 1

Triad MLS Business Rules

Listing Retention and Management in the MLS System:

Incomplete	Do not show Incomplete Listings. Delete if not active after 14 days. No MLS number assigned until property becomes active in system.
Coming Soon-No Show	Listing status will change to “Active” automatically on the List/Marketing Date or after 7 days. Listing status can be manually changed to Active before the List/Marketing Date. Once a listing is changed from the Coming Soon-No Show status, it may not be changed back to this status. Listings from any other status may not be changed to Coming Soon-Now Show status unless the listing has been Expired or Withdrawn for more than 90 days, or if the property has been sold or rented.
Active	No time limit
Pending/ Pending AB	No time limit
Temp. Off Market	No time limit—Listing status will change to expired on the expiration date.
Closed*	No time limit—Primary photos will be retained with no time limit. Secondary photos will be retained for 1 year from the closing date. Closed listings should be editable by the user for 30 days after closing. *
Expired*	Any property listing that has not closed, is not pending and that the expiration data has passed must be changed to a status of Expired. No time limit—listings should not be user searchable after 360 days. * Can be returned to Active status by user for 30 days—they should drop off user edit list after 30 days.
Withdrawn*	No time limit They can be returned to Active status by a Head or Office Broker for up to 30 days after withdrawn date. They should drop off of the edit list after 30 days. Properties can only be withdrawn by Head or Office Brokers or their assignees.

* These listings are held in the system to populate the Archive Report.

Linked Fields MLS Information:

MLS County/Area	County should be entered in the system from a drop down box.
Agent ID	Listing Agent Full Name, First Name, Last Name, Phone #s, E-mail, Listing Office ID, Listing Office Name, Phone, Fax, E-mail —Once Agent ID is entered, these fields should auto-populate from the roster entry and be subsequently linked in the detail page
Company ID	Based on Listing Agent. Company ID is set when listing is entered. Based on Sell Agent ID when sale is entered.

Editor	Set to ID of person entering listing.
Listing Date	Cannot be changed once a listing becomes active.
Original List Price	Set to initial list price.
Remarks	Should keep track of character count and stop accepting input at 255 characters.

Other Information Fields:

Listing Date	The listing date in the system must be taken from the effective/marketing date on the listing agreement. Do not permit post dating.
Exp/Date	Required but should not suggest an expiration date (except for Residential Rental). Cannot permit a date less than the current date.
Closed Date	The closed date is defined as the date the new deed is recorded.
Main SqFt	Required and cannot be less than 1.
Second SqFt	Not required and must be 0 or greater.
Fin-Basement	Not required and must be 0 or greater.
UnFin Bsmnt	Not required and must be 0 or greater.
Total SqFt	System generated range.
Directions	Directions should keep track of character count and stop accepting input at 255 characters. Should not accept html tag information. Required field.
DOM	Computed from listing date to current date or until expired or closed.

General Information:

Stories	Required and must be 1.0 or greater.
Year Built	Required and cannot be less than 1700 or greater than current year.
Completion date	Is not available unless “New” is selected from Built Info field. If available, the value must be equal to or greater than current system date.
Lot Dim/	Either Lot Size or Acres must contain a value prior to activating a listing.
Acres	Remove the auto-populated “0” from Acres. Value for Acres must permit less than one acre and the value carried to 2 decimal places.

Rooms:

Bedrooms	Totals for BR must be greater than “0”.
Baths	Totals for FB must be greater than “0”. Totals for ½ baths not required.
<u>Schools:</u>	All selected from drop down list. MLS Staff must have easy way to manage the schools table to add or edit individual school information.
<u>Additional Features:</u>	
Pending/Closed	At Pending and Closing, a link (Button) is needed to pull up a roster search for agents. This should not be a link to the Roster Section, but a link directly to the roster search for an individual agent. It should open in a separate window within the add/edit function.
Tax Auto-Populate	From Add/Edit Screen at Tax ID field, a button should permit user to jump immediately to a Quick Tax. The county should have already been chosen. The type of search should permit entry of appropriate information to return the property, or it should return a list of properties from which the proper one can be selected. The following fields should auto-populate: Owner Name, Year Built, Deed Book and Page, Plat Book and Page, and Tax Value. These values should be able to be overwritten by the user on the add/edit screen
Multiple Listing Edit	Office managers with multiple agents for whom they may add/edit need the capability to enter several MLS numbers in sequence for editing. Those listings should be presented in a list for selection for editing within that session regardless of the listing type or agent name.
Copy Listing	Listings should be able to be copied and entered again for use by those agents creating new subdivision entries. The information from one listing to the next should remain unchanged except that the following fields should be blank: Street Number, Acres, Lot Size, Tax ID, and Deed Book/Page.
Print Preview	Photo should not show in print preview in add/edit.
Add media	Media added to system should be photo or tour type with no advertising. No personal or company web address may be entered into media “URL” space or remarks or directions fields.
Teams	When two or more agents work together as a team or as an assistant and agent, one agent may be assigned as the lead agent and all production recorded under their Public ID. The other team members will use their own Public ID and Passwords and if the team chooses, each member will edit their “Full Name Field” to indicate the team name followed by the individual’s initials. This will allow all reports to print the team name instead of individual names on reports and listings.

Mandatory Fields See attached lists.