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Policies & Procedures

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Board of Directors

Conflict of Interest Policy

This Conflict of Interest Policy of Capital Area Technology & REALTORS® Services, Inc: (1) defines conflicts of interest; (2) identifies classes of individuals within the Organization covered by this policy; (3) facilitates disclosure of information that may help identify conflicts of interest; and (4) specifies procedures to be followed in managing conflicts of interest.

1. Definition of conflicts of interest. A conflict of interest arises when a person in a position of authority over the Organization may benefit financially from a decision he or she could make in that capacity, including indirect benefits such as to family members or businesses with which the person is closely associated. This policy is focused upon material financial interest of, or benefit to, such persons.

2. Individuals covered. Persons covered by this policy are the Organization’s officers, directors, and chief employed executive and other key employees.

3. Facilitation of disclosure. Persons covered by this policy will annually disclose or update to the chairman of the board of directors their interests that could give rise to conflicts of interest, such as a list of family members, substantial business or investment holdings, and other transactions or affiliations with businesses and other organizations or those of family members.

4. Procedures to manage conflicts. For each interest disclosed to the chairman of the board of directors, the chairman will determine whether to: (a) take no action; (b) assure full disclosure to the board of directors and other individuals covered by this policy; (c) ask the person to recuse from participation in related discussions or decisions within the Organization; or (d) ask the person to resign from his or her position in the Organization or, if the person refuses to resign, become subject to possible removal in accordance with the Organization’s removal procedures.

The Organization’s secretary/treasurer will monitor proposed or ongoing transactions for conflicts of interest and disclose them to the chairman of the board of directors in order to deal with potential or actual conflicts, whether discovered before or after the transaction has occurred.

Procedure: All members of the board of directors will sign a form indicating their agreement to adhere to the Conflict of Interest policy. (Adopted 10/6/2009)

46 **Attendance Policy:** Members of the CATRS board of directors are required to attend all
47 properly noticed meetings unless otherwise excused in advance by the chairman of the board.
48

49 **Procedure:** Members of the board of directors who will be absent from a meeting will contact
50 the chairman of the board as soon as they know their conflict will cause an absence. The
51 chairman of the board will determine if the reason for the absence is sufficient to be “excused.”
52 The chairman, at their sole discretion, may request a vote by the board of directors to “excuse”
53 an absence. If it is the chairman that will be absent, they will notify the elected vice chairman.
54 (Adopted 10/6/2009)
55

56 [Committees \(top of the page\)](#)

57 **Attendance at Meetings:** Members of committees are expected to attend all properly noticed
58 meetings; failure to do so may result in removal from committee.
59

60 **Procedure:** After a committee member has missed two properly noticed meetings; their name
61 will be forwarded to the chairman of the board. The chairman, or their designee, will contact the
62 member and determine whether they should be allowed to continue on the committee for the
63 completion of their term. If it is determined that the member will not complete their term, their
64 entire service for that term will be considered not to have been served. (Adopted 10/2010)
65

66 **MLS Committee Policy:** The purpose of the MLS Committee is to oversee the operation of the
67 MLS and implement the MLS Rules & Regulations under the guidance and direction of the
68 Board of Directors and according to the provisions of the NAR Multiple Listing Rules and
69 Regulations, to include:

- 70 1. Periodically reviewing the Multiple Listing Rules and Regulations for accuracy and
71 compliance with any laws, rules or guidelines from agencies having authority over Capital Area
72 Technology & REALTORS® Services or the Tallahassee Board of REALTORS®.
- 73 2. Recommending changes to the Multiple Listing Rules and Regulations for approval by the
74 Board of Directors.
- 75 3. Monitoring the participation of members and making recommendations to the Board of
76 Directors regarding enforcement of Rules and Regulations.
- 77 4. Periodically reviewing the adequacy of the MLS Computer system and recommending
78 program revisions to the Board of Directors.
- 79 5. Working with the computer system vendor to insure vendor performance according to the
80 contract.
- 81 6. Establishing a computer vendor review and selection process to accomplish any necessary
82 contract review or vendor changes at the end of a current contract in an efficient and timely
83 manner.
- 84 7. Noticing all rule changes and proposed rule changes, with a copy of the changed form, to all
85 Participants via electronic media or mailing and to the subscribers of the service through the
86 Board Briefs.
- 87 8. Submitting proposed changes or additions to the MLS forms or data fields to the board of
88 directors for approval.
- 89 9. Coordinating with the Professional Development Committee of the Tallahassee Board of
90 REALTORS® to educate members on any changes to the MLS database and forms, as needed.
91

92 **Make-up of MLS Committee**

93 The committee's chairman will be appointed by the chairman of the CATRS board of directors.
94 The committee will consist of nine members appointed to staggered three-year terms. The
95 chairman of the CATRS board of directors, after consulting with the COO and the CEO, will
96 appoint three new members each year. Vacancies will be appointed by the chairman of the board
97 at the time of the vacancy. At least five of the members must be participants in the CATRS
98 MLS. Should a participant change status to a subscriber, they may complete their term. Not
99 more than two members may be from the same office. Should a member change firms, thereby
100 creating more than two from a given office, that member may complete their term.

101

102 **Prerequisites for MLS Committee Service**

103 To ensure that committee members are well-versed in the operation, use, and rules of the MLS,
104 committee members are required to have attended the six MLS-related classes within six months
105 of being appointed to the committee.

106

107 The classes are:

108

Overview Features & Functionality

109

Search & Mapping

110

Creating & Modifying a CMA

111

Creating & Modifying Listings

112

Collab Center: Managing Prospect Search Criteria

113

114 **Procedure:** Hold regular meetings of the committee to comply with the policies. Actively
115 solicit participant and subscriber feedback through firms to evaluate the effectiveness of the
116 MLS and other services.

117

118 [Financial\(top of the page\)](#)

119

120 **Application Fees:** Application fees for MLS-only participants and subscribers are set by the
121 CATRS board of directors and are subject to change.

122

123 **Annual Fees:** Annual fees for MLS-only participants and subscribers are set by the CATRS
124 board of directors and are subject to change. Annual fees shall be prorated quarterly. Fees are
125 due January 1 and late after January 31 each year. Unpaid participants and subscribers on
126 February 1 will be suspended from the MLS and KEY system and a reinstatement fee set by the
127 CATRS board of directors will be applied. After one-year, a participant or subscriber would
128 have to apply as a new participant or subscriber and be subject to all requirements at that time,
129 including application fees, and education requirements.

130

131 **All fees paid are non-refundable.**

132

133

134 **Late charges and penalties for all invoices except Annual Fees and MLS fees, will apply**
135 **according to the following schedule:**
136

# Days Past Due	Consequences and Fee Schedule
30	A 5% late charge.
60	An additional 10% late charge.
91	Membership is terminated and a \$50 termination fee will be added to the account. All TBR and MLS services will be discontinued.

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MLS Billing Policy: Participants (brokers) are responsible for all MLS fees in their offices.

MLS subscribers are invoiced semi-annually each year for services from January to June and July to December.

144 **Procedures:** On or about December 1 and June 1, subscribers are invoiced for six months of
145 MLS fees (January to June and July to December), and participants are sent a reminder of the
146 MLS billing policies and a list of the subscribers in their office who were invoiced. Payment for
147 MLS service fees for the full six-months billing periods is due on January 1 and July 1. All
148 active MLS subscribers will be billed at the current semi-annual rate.

149
150 Brokers must terminate licensees through DBPR and report the terminations in writing to
151 CATRS before the first day of the billing period (January 1 and July 1) to avoid owing the
152 invoice for that MLS billing period. Refunds are not granted for agents terminated through
153 DBPR and reported to CATRS after the beginning of the billing period (January 1 and July 1).

154
155 On January 1 and July 1, unpaid subscribers' MLS and KEY access will be suspended and they
156 will be assessed a \$100 late fee.

157
158 **MLS Fees Mid-Cycle Billing**
159 Invoicing MLS monthly fees when a participant or subscriber joins for the first time, reinstates,
160 or reactivates their MLS subscription.

161
162 **New members, reinstatements, or reactivations.** Participants are billed the prorated fee for the
163 semi-annual fees. The proration is monthly and includes the current month if MLS subscription
164 is reactivated by the 7th of the month. Further, all past-due fees must be paid. Example: If the
165 subscriber is reinstated or reactivated on August 7th, the subscriber will pay the prorated fees for
166 five months (August to-December) of the six-month billing cycle. If the subscriber reactivates or
167 reinstates on August 8, they will pay the prorated fees for the next four months (September to
168 December) of the six-month billing cycle.

169
170

171 **Administrative Timelines and Actions** (Please note dates may be adjusted for weekends and
172 holidays)

December 1 and June 1	1) Semi-annual invoices sent to subscribers; 2) Notices sent to participants with the MLS billing policies and a list of subscribers in their offices that were invoiced.
December 20 and June 20	Credit cards will be charged for those who have signed up for autopayment.
December 21 and June 21	1) Reminder notice sent to all subscribers with outstanding balances; 2) Reminder notice sent to all participants listing subscribers in their office who have not paid.
January 1 and July 1	1) Unpaid subscribers suspended from MLS and KEY access; 2) Unpaid subscribers assessed a \$100 late fee.

173

174 **Returned Checks Policy**

175 A service fee, to be determined from time to time by the board of directors, shall be assessed for
176 a returned check. The account is considered **unpaid** and subject to the above fee schedule,
177 including the returned check service fee.

178

179 Please note: in order for a participant not to be charged for an agent by TBR, CATRS must have
180 made the agent inactive by the 20th day of the preceding month for which service is billed.

181 CATRS requires participants to terminate agents from the DBPR online system,
182 www.myfloridalicense.com. Only when DBPR confirms an agent is no longer with a firm will
183 the participants bill be adjusted. (Adopted 11/12/02)

184

185 **Check Signing Policy**

186 **Policy:** CATRS shall maintain various deposit accounts as deemed necessary, individual
187 withdrawal requests (checks) shall require two (2) signatories. One of the signatures must either
188 be the chairman, vice chairman or treasurer of the board of directors. The second signature can
189 be any other member of the CATRS board of directors.

190

191 CATRS may also have corporate charge accounts as deemed necessary with the treasurer or his
192 assignee as signatories.

193

194 **Procedure:** Prior to each calendar year, the treasurer will ensure that all financial institutions
195 have updated signatories for accounts. (Adopted 4/2010)

196

197 MLS Fines

198 Fines for violations of Multiple Listing Service rules may be levied as outlined and from time to
199 time amended in the Capital Area Technology & REALTOR® Services, MLS Rules and
200 Regulations.

201
202 Brokers will be required to continue to pay for MLS for agents who have outstanding fines,
203 regardless of the agent's ability to access the Multiple Listing System.

204
205 If the broker is suspended from the MLS for a violation of the MLS rules, and the broker does
206 not complete the requirements for reactivation of services within 15 days, then the office will be
207 suspended until the broker meets the reactivation requirements.

208
209 **Investments Policy**

210 **Policy:** The board of directors authorizes funds to be invested in a brokerage account of its
211 choosing. The goal is to increase earnings over traditional deposit accounts, while minimizing
212 the downside risks.

213
214 A minimum of \$250,000 cash on hand in bank deposit accounts must be maintained to assure
215 that the corporation can meet monthly expenses. Investments will be a mix of conservative
216 instruments in order to minimize risk that are recommended by the investment broker, and
217 reviewed by the board of directors.

218 **Procedure:** The start the investments, CATRS will transfer \$15,000 per month to fund the
219 account. The investments and amount in the account will be reviewed at each board meeting.

220 *Approved 10/21/2021*

221
222 Invoice Write-Off Policy

223 **MLS Annual Fee**

224 All posted MLS Annual Fees are written off the books after one year. As an example, on or after
225 January 1, 2023, all invoices for 2022 MLS Annual or earlier are written off. Since returning
226 subscribers must start as new after one year of absence, there is no need to retain these invoices
227 on the TBR books.

228
229 **MLS Semi-Annual Service and Other Invoices**

230 All invoices older than 2 years will be written off.

231
232 **Procedures**

233 **Dues:** On or about January 1 of each year, all previous year's dues invoices are written off.

234 **Other:** On or about January 1 of each year all other invoices that are more than 2-years old are
235 written off.

236
237 When a Participant or Subscriber joins, and the Participant/Subscriber has been a member
238 before, staff checks their Accounts Receivables for owed invoices and written off invoices.
239 Member must pay MLS/CATRS related invoices, even if they are written off their account.

240
241 A new invoice is created for written off invoices to collect payment prior to membership being
242 reinstated.

243

244 [MLS \(top of the page\)](#)

245

246 **Non-Member Participation**

247

248 Non-members of the Tallahassee Board of REALTORS® may be participants or subscribers in
249 the CATRS MLS. The following are the definitions of non-member categories:

250

251 Non-member participants – Florida real estate brokers who hold REALTOR® membership in
252 another local board/association or are direct state REALTOR® association members, or Florida
253 real estate brokers who are not REALTORS®.

254

255 Non-member subscribers – A Florida real estate licensee whose real estate license is placed with
256 a non-member participant, as defined above.

257

258 **Assistants to Participants and Subscribers**

259

260 Policy:

261 Assistants to participants and subscribers may be subscribers or non-subscribers to the CATRS
262 MLS.

263

264 Assistants who are already subscribers

265 Subscribers will be able to assume the identity of another subscriber or participant with the
266 participant's authorization. A form will be available from CATRS that requires the participant's
267 signature and it will be kept on file with CATRS.

268

269 Assistants that are not qualified to be subscribers

270 Assistants to participants and subscribers that are not current subscribers to the CATRS MLS
271 will be able to assume the identity of a subscriber or participant with the participant's
272 authorization. A form will be available from CATRS that requires the participant's signature
273 and it will be kept on file with CATRS. These assistants will be issued a unique user login and
274 will only have access to their subscriber or participant's information. CATRS will charge a
275 monthly fee for these additional credentials.

276

277 Note: In order to qualify for assistant-only credentials, an individual must not otherwise be
278 qualified as a subscriber to the CATRS MLS and must not have a current/active real estate
279 license, as defined by the State of Florida Department of Business and Professional Regulations.

280

281 Procedures:

282

1. CATRS/TBR staff will intake the request forms.

283

2. Non-subscribers will be checked against State of Florida license records to ensure that the
284 user does not otherwise qualify for subscription or participation in the CATRS MLS.

285

3. A record in the membership database will be created for non-subscribers.

286

4. CATRS staff will edit the user ID in Paragon to allow the user to assume the subscriber
287 or participant's credentials.

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5. The forms will be scanned and linked to both the Designated REALTORS®' (participant's) membership record and the membership record of the user assuming the identity.
6. Account will be tested to ensure requested access is available.

295 **Fine Forgiveness Policy**

296

297 Agents fined for a violation of the MLS Rules & Regulations can have their fine refunded under
298 the following conditions:

299 **Procedure**

300 • In order to be made active in the MLS, the agent first must pay the fine and fix the
301 error.

302 • Upon paying the fine and making the correction, the agent may request a refund
303 by replying to the emailed fine notice and requesting to be in the Fine Forgiveness
304 Program.

305 • The agent must complete the “MLS and Your Liability” offered by the
306 Tallahassee Board of REALTORS® and “MLS: Listings” class offered by
307 CATRS.

308 • Both of the above-mentioned classes must be completed within four months of the
309 fine.

310 • Space in the classes is not guaranteed, and it is up to the individual agent to
311 register in advance and pay the appropriate registration fees, if any.

312 • Agents are responsible for reporting to the MLS Committee when they have
313 completed the courses.

314 • Failure to attend a class for which the agent is registered, thereby taking space
315 from other potential registrants, will result in a forfeiture of this Fine Forgiveness
316 Policy, and the agent will not be eligible for a refund.

317 • Agents are only eligible for one fine forgiveness per year.
318

319 **Listing Transfers-Participant to Participant**

320

321 The board/MLS staff can only transfer active and pending listings from one participant to
322 another participant and only with the expressed written consent of the current listing broker.

323 October 28, 2011
324

325 **Procedures for Challenging a Participant’s Right to Submit and Maintain a Listing in the**
326 **MLS**

327

328 Only listings allowed by the CATRS MLS Rules and Regulations are allowed in the MLS. The
329 following procedures apply if a participant is challenged on the right to submit a listing in the
330 CATRS MLS:

331 1. The disputing party will send a written request to the chairman of the MLS Committee
332 claiming that a participant’s listing does not meet the requirements for entry in the MLS.

333 2. The listing participant (respondent) will be informed of the allegation.

334 3. The respondent may send supporting documentation in defense of their claim to maintain
335 the listing in the MLS. The respondent has 10 days to submit their documentation.

336 4. Once received, the full MLS Committee or a subset of not less than five members
337 (appointed by the chairman) will review the documentation to determine if the listing
338 meets the criteria set forth in MLS Rules to place the listing within the system.

- 339 5. Neither party is allowed at the hearing, unless the panel requests so, at which point both
340 parties will be asked to attend.
- 341 6. Any committee or panel members of either party's firm will recuse themselves from the
342 proceedings.
- 343 7. Consideration by the committee is only in reference to the MLS Rules and Regulations
344 and does not determine if a listing agreement is legally valid or not.
- 345 8. The committee can only come to one of two conclusions:
- 346 A. Based on the documentation provided, the current listing is sufficient under the
347 MLS Rules to be placed in the MLS.
- 348 B. Based on the documentation provided, the current listing is not sufficient under
349 the MLS Rules to be placed in the MLS.
- 350 9. The conclusion of the committee or panel is final and there is no appeal.
- 351 10. Participants who fail to comply with the committee's findings are subject to disciplinary
352 action as outlined in the MLS Rules and Regulations.

353 **Procedures for processing an alleged violation of the Multiple Listing Service rules**
354

355 Complainant files with the Tallahassee Board of REALTORS® on the approved complaint form
356 alleging which section(s) of the rules have been violated.
357

358 Complainant is emailed a confirmation that their complaint was received.
359 Respondent is emailed a copy of the complaint.
360

361 The complaint is administratively heard by the MLS Committee at their next available meeting;
362 scheduling the hearing is at the discretion of the MLS Committee Chairman. The MLS
363 Committee is in Executive Session and neither party is allowed to attend or submit any
364 additional information.
365

366 Each party is notified of the determination by the MLS Committee. If the conclusion of the MLS
367 Committee is that no violation has occurred, the decision is final and there is no opportunity for
368 appeal. If a violation is determined, the committee may direct the imposition of a sanction. The
369 recipient of such a sanction, however, may then request a hearing before the Professional
370 Standards Committee within twenty (20) days following receipt of the Multiple Listing Service
371 Committee's decision.
372

373 **MLS Education requirement**

374 Pursuant to CATRS MLS Rules and Regulations, Section 17, new MLS participants and
375 subscribers are required to complete a training program on the MLS Rules and Regulations.
376

377 The training class is offered at the Tallahassee Board of REALTORS® at a price determined by
378 the Professional Development Committee of TBR. Further, a self-study option for the MLS
379 Orientation is available at a price set by the board of directors and is subject to change.
380

381 **MLS Classes - Cancellation.**

382 MLS Classes are offered at no charge to MLS Participants and Subscribers. The current classes
383 offered are:

- 384 • Overview Features & Functionality
- 385 • Search & Mapping
- 386 • Creating & Modifying a CMA
- 387 • Creating & Modifying Listings
- 388 • Collab Center: Managing Prospect Search Criteria

389
390 Classes may be added, subtracted, or modified from time to time at the discretion of the CTO,
391 with input from the MLS Committee.

392
393 Attendees are encouraged to register in advance for MLS classes to ensure adequate space is
394 available, and for advance notification in the event of schedule changes or cancellation, etc.

395 There is no fee to attend MLS classes. However, if a registrant cannot attend a class, they must
396 cancel their registration at least 24 hours in advance of the scheduled start time of the class, or
397 they will be considered a “no-show” and will be assessed a \$20 fee per class; collection will be
398 as outlined in the Financial section of the manual.

399
400 **Procedure:** Notification of the policy shall accompany all MLS Class advertising, including, but
401 not limited to Board Briefs; calendar posts; Tallahassee Board of REALTORS® and CATRS
402 website; registration reminder notices.

403
404 **MLS Listing Agreement Audit Policy-effective August 1, 2020**

405 **Procedure:** CATRS MLS listings are randomly audited for compliance with the Rules and
406 Regulations of the CATRS MLS. Participants who have listings that have been selected for audit
407 will receive an email request to submit a copy of the listing agreement or other documentation.
408 The requested agreement must be emailed or delivered to CATRS MLS staff within two (2) days
409 of the date of the request. Each submitted listing agreement is reviewed for accuracy and
410 compliance with CATRS MLS Rules and Regulations.

- 411
- 412 1. Only paperwork for audited listings shall be submitted to CATRS MLS.
 - 413 2. The CATRS MLS staff will use a random-number generator program to determine the
414 listings to be audited. The following categories of listings will each be audited: new,
415 coming soon, price changes, and status changes. In addition to the random selection, the
416 MLS may choose other listings to ensure compliance with MLS Rules and Regulations.
 - 417 3. Listing agreements and any change forms are the accepted forms of documentation to be
418 provided to CATRS MLS staff for audited listings.
 - 419 4. Notification on audited listings will be made by email to the listing agent and the listing
420 office’s designated broker.
 - 421 5. Brokers and listing agents will be notified if there are issues identified with audited
422 listings.
 - 423 6. Listing agreements and any change forms must be submitted to CATRS MLS staff within
424 two (2) days (excluding weekends and holidays).

425 7. Failure to provide requested listing agreement(s) within the two (2) days allotted will
426 result in a fine, as outlined in the CATRS MLS Fine Policy. *July 2020*
427

428 **Agent Correction Notice Process and Procedures**

429
430 Errors, inaccuracies, and omissions in the CATRS MLS may be reported via the correction
431 button on the listing detail in Paragon 5.
432

433 Corrections must be submitted via this method. Corrections that are not submitted via the
434 correction button will not be logged into the MLS Listing Data Checker compliance platform.
435

436 There will not be any updates provided to the agent submitting the correction notice regarding
437 the progress of the correction notice. MLS Compliance staff will handle each agent correction
438 notice as outlined by CATRS MLS Policy and Procedures.
439

440 Agents who submit correction notices will remain anonymous to membership apart from the
441 following situations:

442 Agent appeals a correction notice, MLS fine and suspension to the MLS Committee
443 The MLS Committee will need to view all events and documentation including emails that are
444 pertinent to the MLS notice being appealed. This is required since the committee has been asked
445 to grant or deny the agent's appeal regarding a fine, suspension or correction notice.
446

447 Compliance staff will research and verify whether the agent correction notice is valid. If the
448 agent correction notice is invalid, no further action is taken on the listing.

449 If the listing is out of compliance with MLS Rules & Regulations, it will be added to the Listing
450 Data Checker (LDC) compliance system.
451

452 Once the listing has been entered into LDC, it will run through the normal work flow of
453 automated correction notices.
454

455 A correction notice will be sent to the listing agent and the listing broker.
456

457 This workflow is defined as follows:
458

- 459 1. Courtesy notice
 - 460 2. First correction notice
 - 461 3. Second correction notice
 - 462 4. Fine and suspension of MLS services
- 463

464 *The workflow mentioned above is not applicable to **Status or Clear Cooperation** violations.*
465 *These violations must be corrected within 24 hours per established CATRS MLS Rules &*
466 *Regulations.*

467
468 If the listing agent or broker does not contact the MLS or make required corrections after the
469 second notice, an MLS fine and suspension will be levied on the listing agent/broker MLS
470 account.

471 If the listing agent or broker would like to dispute the validity of the error or request clarification,
472 the MLS must be contacted to avoid a fine and suspension prior to being fined and suspended.

473 The dispute or request for clarification should be submitted to the MLS in writing by replying to
474 the original correction notice or by contacting the CATRS Technology Support Desk. This
475 would include requests a specified time extension to correct the MLS error.

476
477 Once clarification has been made by compliance staff or the dispute has been resolved, the error
478 will need to be corrected immediately to avoid an MLS fine and suspension on the agent/broker
479 account.

480
481 If the correction is not made and there are not any documented requests from the agent/broker for
482 an extension to correct the error, an immediate MLS Fine and Suspension will be levied on the
483 agent/broker account.

484
485 The MLS fine(s) must be paid first before the suspension is lifted and the account is made active.
486 Once the fine(s) has been paid, the agent/broker should immediately log into the MLS and
487 correct the error. Failure to correct the error may result in an additional MLS fine and
488 suspension.

489
490 The agent/broker will be informed of the following three options by MLS Compliance staff:
491 Request to speak to the MLS Committee chairperson
492 Enrollment in the Fine Forgiveness Program to have fine money refunded after completion of
493 program.
494 Fine Appeal to the MLS Committee to overturn fine. This request must be delivered via email to
495 the CATRS compliance department @ mlschecker@tbrnet.org.

496
497 CATRS MLS Policies regarding fines and fine forgiveness can be found at this
498 URL: <https://tbrnet.org/mls-tech-mls-policies-consumer.html>

499
500 In the event that a fine appeal is requested. The agent/broker will be notified of the date that their
501 appeal is scheduled with the MLS Committee. The agent/broker will have the option to appear in
502 person, virtually, or will submit an email in lieu of being present in person.

503

504 The MLS Committee will move into executive session when discussing any fine appeals. All
505 non-voting committee members will be asked to leave by the chairperson. The chairperson will
506 also instruct and remind the committee that the following executive session is to remain
507 confidential.

508
509 Once the agent/broker has had an opportunity to state their case and offer any pertinent or
510 clarifying information to the MLS Committee. The MLS Committee will excuse the agent/broker
511 so that the committee can discuss, deliberate, and render a decision.

512 The agent/broker that has requested the appeal will be notified of the MLS Committees decision
513 via email by MLS Compliance Staff, *July 2022*

514

515 **Coming Soon Status**

516 Effective Implementation of this Policy is March 30, 2020.

517

518 MLS Statement 8.0 in the NAR Handbook on Multiple Listing Policy was approved by the
519 National Association of REALTORS® Board of Directors on November 11, 2019. Multiple
520 listing services must adopt the following policy no later than May 1, 2020:

521

522 *Within one (1) business day of marketing a property to the public, the listing broker must*
523 *submit the listing to the MLS for cooperation with other MLS participants. Public*
524 *marketing includes, but is not limited to, flyers displayed in windows, yard signs, digital*
525 *marketing on public facing websites, brokerage website displays (including IDX and*
526 *VOW), digital communications marketing (email blasts), multi-brokerage listing sharing*
527 *networks, and applications available to the general public.*

528

529 Potential violations will be submitted, with supporting documentation for the property in
530 question, to the MLS in writing via email to clearcooperation@tbrnet.org.

531

532 On behalf of the MLS Committee and CATRS Board of Directors, a previously designated
533 member of the MLS Committee will contact the listing agent via phone to discuss the potential
534 violation and steps the agent will need to take to comply with the policy. MLS staff will follow
535 up this phone call with an email to the listing agent and broker of record with a description of the
536 violation. The agent and broker will be given until 4 p.m. the following business day to enter the
537 listing into the MLS or to provide satisfactory written documentation demonstrating that they are
538 in compliance with the MLS Clear Cooperation Policy 8.0.

539

540 If the listing has not been entered into the MLS and neither the listing agent or broker of record
541 has provided satisfactory written documentation to the MLS showing that they are in
542 compliance, a fine for noncompliance will be levied on the agent's account as follows, within a
543 12-month period: first offense, \$100; second offense, \$200; third and subsequent offenses, \$500
544 plus a five-day suspension from the MLS. In addition, agents are subject to the repeat warnings
545 fine: on the third warning within 12 months, regardless of whether the agent was fined for the
546 previous warnings, the agent now will be fined \$500 and suspended for five days from the MLS.

547

548 The morning of the next business day after the fine is levied, a previously designated member of
549 the MLS Committee will call the broker of record to inform them that the listing agent was fined
550 for non-compliance, and that if the property is not entered into the MLS or satisfactory written
551 documentation is not provided by 4 p.m. that day, the broker of record will be fined \$1,000. The
552 broker of record will also be subject to the Repeat Offender Fine Policy as follows, within a 12-
553 month period: first offense, \$1,000; second offense, \$2,000; third and subsequent offenses,
554 \$5,000 plus a five-day suspension from MLS. MLS staff will follow up this phone call with an
555 email outlining the violation for non-compliance and penalty outlined above.

556
557 The listing agent or broker of record has the option within the Paragon MLS to list the property
558 as Coming Soon that will be visible only to participants and subscribers of the CATRS MLS.
559 This status is not included in any external data feeds to third-party websites, social networks or
560 other “public” platforms.

561
562 Coming Soon listings can remain in this status for up to 14 days and will accrue Days on Market
563 during this time. The listing will automatically expire after 14 days of initial entry into the MLS.
564 The listing agent will have the option to inform other participants and subscribers as to whether
565 the listing is available for showings. Listings previously entered as Coming Soon cannot be
566 returned to that status for 90 days. Amended 1/2023

567
568 Once the property is ready to be listed for public view, the listing can be maintained to the “new”
569 status and will then be available in all external data feeds to third-party websites, social media
570 sites, and applications. Conversely, Coming Soon listings can also be maintained to Withdrawn.

571
572 The CATRS MLS will institute a series of courtesy notices to alert agents of the coming
573 expiration of a Coming Soon listing. Notices will be sent out seven days, three days, and one day
574 prior to the listing expiring. Listings agents will be encouraged to maintain the listing to the
575 appropriate status of new or withdrawn. If no other action occurs, the listing will automatically
576 expire on day 31. 1/2020

577
578 Commercial Information Exchange (TalREX.com) ([top of the page](#))

579
580 Capital Area Technology & REALTORS® Services, Inc. (CATRS) operates a Commercial
581 Information Exchange named Tallahassee Area Commercial Real Estate Exchange (TalREX).
582 TalREX is offered as a separate service to members and nonmembers.

583
584 **Procedures:** Tallahassee Board of REALTORS® members and nonmembers with active real
585 estate or certified appraiser licenses are eligible to subscribe to TalREX. Brokers of record or
586 certified appraisers may be participants in the system, and broker associates or salespersons may
587 subscribers to the system. A subscriber may only subscribe to TalREX if their broker
588 participates.

589
590 Participants and subscribers must sign an agreement that they will comply with the rules of the
591 service and timely pay the required fees.

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Fees: The CATRS board of directors sets the fees. Fees are invoiced for six-month periods, March 1 through August 31 and September 1 through February 28 (or 29). Fees are dues for the entire billing period and are not refundable.

Bills are created around the first day of the month before the period (February 1, and August 1). All invoices are due on the first day of the billing period (March 1, and September 1). Invoices still outstanding on the fifth day of the billing cycle will result in late notices being sent to the subscribers and their brokers. Participants and subscribers still late on the tenth day of the billing cycle will be suspended from the system until paid. If the participant is suspended, all their subscribers will also be suspended until participant is paid in full.

Participants and subscribers that join during a billing period will pay a monthly prorate share for the remainder of the period. Fees will be collected for the remainder of the billing cycle, including months where the participant or subscriber joins by the 10th of the month. For example: 1) Bob joins July 10th, he owes July, and August at the current monthly prorated fee, he will be billed for the September through February period in August. Sarah joins December 11th, she owes January, and February at the current monthly prorated fee, she will be billed for March through August period in February.

Revised 10/2011, 7/2011, 7/2012, 4/2013, 9/2013, 7/2015, 4/2017, 8/2017, 9/2018, 10/2019, 7/2020, 10/2020, 10/2021. 7/2022, 1/2023, 4/2023