

Policies & Procedures for Using the Aiken MLS

Prepared By: The Aiken Multiple Listing Service
Updated 2022

Fine System:

1. Brokers in Charge are responsible for all violations made by unlicensed staff and unlicensed personal assistants in their brokerage. (Added 2020)
2. For subscribers/users who violate the MLS Rules that do not already have fines attached, the fines will be as follows:
 - First Offense: Warning Letter mailed to agent and BIC
 - Second Offense: \$100 fine & agent must pass MLS Rules Quiz within 5 calendar days
 - Third Offense: \$250 fine & agent must pass MLS Rules Quiz within 3 calendar days
 - Subsequent Offenses: Fine will go up a hundred dollars for each offense thereof beginning at \$350.00. Agent to attend a full day of new member orientation within sixty (60) days for each subsequent offense and pass MLS Rules Quiz.

For clarification: for the graduated fines to go into effect, the agent must be violating the same MLS rule over and over within one year's time. The MLS staff will not look for these infractions/violations, but if brought to their attention, will act on them. (Amended 2020)
3. Subscribers/Users are prohibited from sharing their MLS system passwords and/or MLS System account with anyone including office staff, other REALTORS®, Appraisers etc. Fine as follows: \$250 fine-1st offense, \$500 fine and 2-week suspension from MLS-2nd offense, 3rd offense to appear before Board of Directors. (Added 5/10)
4. Lost, stolen, or damaged lockboxes.
Fine: \$100.00 per box. If you find the lockbox and return it to the Association office within 60 (sixty) calendar days, in working condition, you will receive a full refund. Amended 2019.
5. Agent information (i.e. name, phone, company, logos, etc.) will NOT be allowed in the Remarks Section, Directions Section, or on any uploaded documents or photos in the MLS. Marketing/text phone numbers are considered agent information and are now allowed. MLS staff will not actively search for remarks violations, however if they are brought to the staffs' attention the fine will be as follows: \$100 fine, however if the violation is corrected within the first 24 hours of notification the fine will be reduced to \$50. (Amended 2020)
6. Items such as combo lockbox codes and/or information that could put a member of the public at risk will NOT be allowed in the Remarks Section, Directions Section, or on any uploaded documents or photos in the MLS. MLS staff will not actively search for remarks

violations, however if they are brought to the staffs' attention the fine will be as follows: \$100 fine, however if the violation is corrected within the first 24 hours of notification the fine will be reduced to \$50. The MLS staff will retain the right to remove anything related to public security; however, the \$100 fine will be assessed. (Amended 2019)

7. Items such as combo lockbox codes, agents' name/number and information that could put a member of the public at risk will NOT be allowed in the Remarks Section, Directions Section, or any uploaded documents or photos in the MLS. MLS staff will not actively search for remarks violations, however if they are brought to the staffs' attention the fine will be as follows: \$100 fine, however if the violation is corrected within the first 24 hours of notification the fine will be reduced to \$50. The MLS staff will retain the right to remove anything related to public security; however, the \$100 fine will be assessed. (Amended 2019)
8. Directions must be entered at the same time the listing is put into The MLS System. If a listing is found to have missing or incomplete directions, Board staff will contact the agent and give them 2 business days to correct. If not corrected within 2 business days, the agent will be fined \$35.00. Directions must use street names, not DOT street numbers. Directions must identify cross streets or other landmarks. "See Aiken Map" putting the subdivision will not suffice. (Amended 2019)
9. Members will be billed annually for their Key use in July. If payment is not received by the second business day following the due date, the key will be deactivated, and a \$30 reactivation fee will apply. (Amended 2018)
10. All appeals for fines must be put in writing to the Board office within 10 calendar days of the date of the invoice. If an agent does not agree with the decision of the MLS Committee, they will have the right to request to appeal through the Professional Standards Process in accordance with section 9.1 of the MLS Bylaws. (Amended 3/09)

Lockboxes:

1. Lockboxes are for use only on listings in Aiken MLS with lockable structures or gates. Agents may lease a lockbox for a New Construction listing once it has progressed to the point of having a lockable door.
2. Lockbox lease forms must be filled out in advance and signed by the agent. AAOR recognized assistants may lease a lockbox as a representative of that Agent. Each form must have a complete listing address, expiration date, and MLS Number. If picking up lockbox before entering the MLS, you must email MLS Office with the MLS number within **3 business days** to avoid a \$3/day fee. (Amended 2018)

There are several ways of filling out a Lockbox Loan Agreement to check out a lockbox:

- Standard carbon copy form found at the AAOR office
- Fillable online form found at <https://form.jotform.com/aikenrealtors/LB>

3. The agent or team that completes the lockbox lease form is responsible for the lockbox. You may switch the box from one listing to another if the listing is yours or the team's listing. You must send a "Change of Location" written notice to the MLS office for each lockbox that changes location. Lockboxes are Non-Transferable between agents. You are financially responsible for each box you sign out even if the box is lost, stolen, damaged or vandalized.

When a team checks out a lockbox, all team members are jointly responsible for the lockbox and any fees or fines that may be assessed. (Amended 2019)

4. Once a listing that has a lockbox has been Sold, Withdrawn or Expired, the Agent has a 14-calendar day grace period to either:
 - Fill out a change of location form and return it to the AAOR office
 - Send a detailed Email with the Lockbox#, New Location, New MLS Number and New Expiration Date to the AAOR Office
 - Return the lockbox to inside AAOR office during normal business hours or attach the shackle to the chain in front of the AAOR Office
 - If you are extending the listing, you may send a Change of Expiration date form or send a detailed email with the listing information and new expiration to the AAOR office

If the lockbox is not returned/updated within the 14-calendar day grace period, the agent will be fined \$3.00 per calendar day for every day the box is overdue. If the lockbox is not returned/updated 14 calendar days after the grace period ends, the agent's services will be restricted, and no new lockboxes will be issued until the lockbox is returned/updated and the fine has been paid.

5. Reminders will be e-mailed to you and your office when your lockbox is due. (Amended '11)
6. If you have a problem retrieving the box or getting your listing extension, please request an extension to your grace period from the MLS office. Fines will not be assessed if you communicate with the MLS office.
6. If you extend a listing with a lockbox, it is YOUR responsibility to advise the MLS office of the Change in writing. (Amended 5/02)
7. If you move a lockbox from one location to another it is your responsibility to advise the MLS office of the change with a "Change of Location" in writing. If the lockbox location has been changed without notifying the MLS office, the lockbox with the expired date will continue to accumulate fines of \$3.00 per day. (Amended 2018)
8. If you have trouble removing a lockbox, try the following:
 - Verify the shackle code.
 - Have another REALTOR® try to get the lockbox off with their key.
 - As a last measure, we will have it removed/repaired by a locksmith. However, if we find the lockbox is in working order, you will be charged the fee that the MLS incurred to have it removed. (Amended '05)
9. We respectfully request all lockboxes be wiped down and be free of loose debris before returning to the board office. Added 2014
10. Association Members may lease lockboxes at no charge. MLS Only Subscribers may lease lockboxes for a nominal monthly fee. (Added 2019)

Supra Keys

1. Supra Keys will be issued upon joining the MLS. (Amended 2020)

2. If your Supra Key is not working, simply restart your phone. (Amended 2020)
3. A lost or stolen Supra Key must be reported immediately to the Aiken MLS office so it can be immediately deactivated. NEVER keep your pin number with your Supra Key. Contact the MLS office if you forget or lose your pin code.
4. If an agent puts a key on the wrong side of the box and the key jams the lockbox a \$55 fee will be assessed to the last agent that opened the box. Amended 2020
5. You are not allowed to share Supra Keys with anyone including your staff, other REALTORS®, Appraisers etc. The fine for sharing Supra Keys is as follows: \$100 fine-1st offense and 2-week Supra Key Suspension, 2nd offense is a \$250 fine and 1 year Supra Key suspension. (Amended 2018)

Lock Box/Key

Lock Box and Key Security Requirement found in the current NAR Handbook on Multiple Listing Policy have been adopted by the Aiken Association of REALTORS®/MLS and are implemented. For more information on these policies, see Part Two, Section H in the MLS Handbook. (Added 3/09)

Listing Information:

1. Each agent of a team must have a unique email address that is different from the team's email address. (Added 2021)
2. When you reinstate a listing, put it back on the market, transfer or obtain an expired/withdrawn listing from *your brokerage* DO NOT issue a new MLS number unless it has been off the market for 30 days. Please contact the MLS office to have the listing switched to your inventory. You will be contacted by the MLS to make corrections if you erroneously assign a new MLS number.

When you obtain an expired/withdrawn listing from *another brokerage*, you can issue a new MLS number. The MLS System will reflect Cumulative Days on Market (CDOM) if the listing has not been off the market for 30 days. (Amended 2021)

3. If a listing has been expired, withdrawn, or pending for over 30 days, regardless of its origin, you may assign a new MLS number. (Amended 2018)
4. The only time a listing is to be deleted from the system is if there is a multiple entry. The MLS office is the only one who is authorized to delete an entry. (Added '05)
5. Listings within the AAOR MLS Service area (all of Aiken, Barnwell, and Allendale Counties) must be entered into the MLS within 2 Business Days, excluding Federal Holidays, of obtaining all necessary signatures of the seller(s) on the listing agreement or within 1 business day of advertising the real property to the general public through a website or utilizing any publicly accessible print advertisements, including for sale signs, whichever is earlier. If Owner declines to permit the listing to be disseminated via the MLS and the property will not be advertised to the public through a website or utilizes any publicly accessible print advertisements, including for sale signs a listing exemption form shall be

signed by Owner indicating that Owner does not desire the listing to be immediately filed with the MLS Business Days are defined as Monday-Friday. (Amended 2022)

- a. COMING SOON – NO SHOWINGS Listings Status maybe used for up to 7 calendar days after entry into the Aiken MLS. The seller must authorize the use of this listing in writing. No showings of any kind are allowed for listings in the COMING SOON – NO SHOWINGS status. If a listing is shown during the COMING SOON – NO SHOWING period, the agent MUST change the listing to ACTIVE Status or be referred to the MLS Committee for review and possible fines. (Added 2022)
 - b. Clear Cooperation: Within one (1) business day of marketing a property to the public, the listing broker must submit the listing to the MLS for cooperation with other MLS participants. Public marketing includes, but is not limited to, flyers displayed in windows, yard signs, digital marketing on public facing websites, brokerage website displays (including IDX and VOW), digital communications marketing (email blasts), multi-brokerage listing sharing networks, and applications available to the general public. (Adopted 11/19)
 - c. If a Subscriber/User/Office is advertising in any medium and it is determined the listing is not in the MLS staff will e-mail the BIC by the end of that business day stating that they will have one business day to submit the listing to the MLS. If not submitted within one business day, the Subscriber/User will need to appear before the MLS Committee and give an explanation on why it is not corrected. Exempted listing forms are not used to reset the DOM. (Amended '11)
6. You must close out a listing in the MLS System within 2 Business Days of the actual closing, excluding Federal Holidays. Business Days are defined as Monday-Friday. Added 2015
 7. Before contacting owners of listings on the “Expired” list in The MLS System, agents must:
 - a. Check the history of the address in the MLS System to be sure that the listing has not been re-listed as a new listing, pending listing or closed listing. (Added '05)
 - b. Check the Do Not Call registry to make sure the current homeowner is not registered. (Added '05)
 8. A property may be allowed to appear only once in a single category (residential, land, commercial) unless it is listed jointly by two separate companies. When a property is jointly listed with 2 real estate companies/MLS participants, both companies may enter the listing in the MLS under their own agent/MLS number. The listing should indicate in the private remarks that it is jointly listed. Both companies may close the listing in the MLS.
 9. Although properties may be listed in more than one category for marketing purposes, they should only be closed in one category. The MLS office should be notified to delete the duplicate listings at the time of closing. (Added 8/08)

Note: There may be instances where, for marketing purposes, it is advantageous to list a property in more than one category (residential, land, commercial) in the MLS System. This is allowed, at the Brokers’ discretion; however, a BIC/MLS Participant must notify the MLS in writing prior to adding the same listing more than once in the MLS System. Each listing needs to reference the duplicate listings in the remarks section. (Added 8/08)

 - For the same property to be listed in both residential and land it must contain a minimum of 5 acres. (Added 8/08)

- For a property to be listed in residential and commercial or land and commercial it must be zoned for residential (or residential land) as well as commercial. (Added 8/08)
10. If you would like a subdivision added to the list on the MLS, please provide the Aiken Association of REALTORS® office a copy of the plat of the subdivision, signed by the City/County. You may also submit a CRS Property Report showing the subdivision name. (Amended 2019)
 11. The Main photo of a listing shall be a single photo (no collages/multiple photos, etc. allowed as the main photo.) (Amended 2019)
 12. By the act of submitting any property listing content to the MLS, the listing agent represents and warrants that he or she is fully authorized to license the property listing content as contemplated by and in compliance with this section and these rules and regulations, and also thereby does grant to the MLS license to include the property listing content in its copyrighted MLS compilation and also in any statistical report on comparables. Listing content includes, but is not limited to, photographs, images, graphics, audio and video recordings, virtual tours, drawings, descriptions, remarks, narratives, pricing information, and other details or information related to the listed property. When using a professional photographer, agents are encouraged to use SCR Form 2000 or 2001.(Added 2020)
 13. Agents must submit a MAIN photo to their listing within 1 day of submitting the listing. However, if the seller expressly directs that the photograph of the property not appear, an e-mail or letter must be submitted to the Association office indicating the homeowner would like the photo omitted. If you do not submit a MAIN photo within one day, and we do not have a photo notice on file saying the sellers would like the photo omitted, The MLS System will take the listing out of view and your listing will become dormant until you put a MAIN photo in the listing or send in an a note from the sellers stating they do not want a picture in the MLS. The listings that become dormant due to no MAIN photo will also be pulled from Realtor.com, all IDX, the Board Consumer Web Site etc., only to be seen by the listing office and/or agent under Maintenance. (Amended 2020)
 - i. The Agent will be notified if a listing becomes dormant due to lack of MAIN photo. Once a MAIN photo is added to the listing it becomes viewable again by other REALTORS® and the public. (Amended 2018)

Note 1: Sellers have the right to exclude any photo. However, a written explanation shall be submitted, at the time the listing is entered into the system, to the MLS Office. (Amended '15)

Note 2: The main photo of each listing submitted to the MLS by a member shall not be deleted. Additional photos of a property may be deleted by the agent submitting them if that agent has the listing. It is highly recommended that agents leave all photos of a listing in the MLS for the benefit of future comps, appraisals, etc. (Amended 2020)Note: 3: Photo rules do not apply to listings entered in the lots/land section of The MLS System. (Amended 12/08)

Note 4: “Under Construction” photos are allowed when initially adding a new home listing in the MLS as long as it is noted in the public remarks; however,

photos of the actual home are required prior to closing out the listing in the MLS. If an agent does not put in the photo of the completed house upon closing the listing, they will be charged the \$35 photo fine fee. In cases where the house is closed in MLS prior to construction (pre-sales), see Note 1. (Amended 2018)

Note 5: Subscribers/Users may not use any other subscriber/user's listing content without written permission from the person that owns the rights to the content. This could be the listing agent or professional photographer/videographer etc.

Anyone who believes another user has engaged in the unauthorized use or display of listing content, shall send written notice of such alleged unauthorized use to the MLS. Such notice shall identify the allegedly unauthorized content and be delivered to the MLS not more than sixty (60) days after the alleged misuse was first identified. No participant may pursue action over the alleged unauthorized use and display of listing content in a court of law without first completing the notice and response procedures outlined in Section 11.3 of the *MLS Rules and Regulations*.

14. All listings must show the Tax ID number in the Tax ID field. Artificial or incorrect Tax ID numbers are not valid. However, if an agent submits a proposed layout of tracts, they can list each parcel separately without having to have Tax ID numbers. (Amended 2014)
15. The mass email feature in the MLS System is to be only used for property related for sale or for lease information. This feature is not to be used for unrelated property issues including but not limited to marketing other products and political ads or opinions. (Amended 2019)
16. Unlicensed staff may have access to the MLS for the Brokerage. However, we will not grant more than one staff access per 5 MLS Subscribers in each office at no charge. Additional unlicensed staff may be added at the normal MLS quarterly fee. (Amended 2019)
17. The Temporary off Market status in the MLS System is to be used for Properties that need to be off the Market for less than 30 days for items such as repairs etc. Days on Market will continue to accrue while the Property is Temporary off the Market. A Subscriber/User cannot use the Temporary off Market category more than once in a six-month period per listing and it must only be for a maximum of 30 days for a property. (Amended 2018)
18. MLS Subscribers may co-list with a non-REALTOR® but may not enter the listing into the MLS. (Added 2020)
19. If a Participant, any licensee, licensed/certified appraiser, affiliated with a Participant or any member of their immediate families as defined by in the Code of Ethics* has any ownership interest in a property, the listing of which is to be disseminated through the Multiple Listing Service, that person shall disclose in the private remarks that interest when the listing is filed with the Multiple Listing Service and such information shall be disseminated to all Multiple Listing Service Participants.

*'Immediate Family' as used in the Code of Ethics includes, but is not limited to, the REALTOR® and the REALTOR®'s spouse and their siblings, parents, grandparents, children (by birth or adoption), grandchildren, and other descendants. (Added 2021)

20. For a room to be considered a bedroom in the Aiken MLS, the room must
- be heated and cooled through vents from main system or have its own system
 - have an ingress and egress (one must lead to outside)
 - have a minimum of 70 sq ft.
 - have minimum ceiling height of 7 ft
- (Added 2019)

FTP and RETS

1. Dedicated FTP Pushes/Pulls will be charged \$62 each per quarter and will be billed to the broker in the quarterly MLS Fees. (Amended 2020)
2. All RETS feed will be charged \$122 each per quarter and will be billed to the broker with quarterly MLS Fees. (Amended 2020)
3. All FTP Pushes/Pulls may include the following sold information: sold date & price. (Added 12/08)

Phone Protocol:

1. We recommend that you do not contact agents before 8:00 a.m. or after 9:00 p.m. Agents are not going to contact their sellers to make appointments except at reasonable hours.
2. We recommend you remember to identify yourself on the telephone. Do not expect everyone to recognize your voice. Be professional and inform the agent you are calling who you are and what you are calling about.

Important Phone Numbers:

Aiken Association of REALTORS® Office Hours
Monday-Friday
8:30am-4:30pm
803-648-1891

SUPRA 1-888-968-4032 (Supra Key Updates)
1-877-699-6787 (Support)

SEI Navica (Software Support)
1-800-367-8756
