

Policies & Procedures for Using the Aiken MLS

Prepared By: The Aiken Multiple Listing Service
Updated 2020

Fine System:

1. For REALTORS® who violate the MLS Rules that do not already have fines attached, the fines will be as follows:
 - First Offense: Warning Letter 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: in order 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)

2. REALTORS® are prohibited from sharing their Navica passwords with anyone including office staff, other REALTORS®, Appraisers etc. Fine as follows: \$100 fine-1st offense, \$250 fine and 2-week suspension from MLS-2nd offense, 3rd offense to appear before Board of Directors. (Added 5/10)
3. Lost, stolen or damaged lockboxes.
Fine: \$100.00 per box. If you find the lockbox and return it to the Board office within 60 (sixty) calendar days, in working condition, you will receive a full refund. Amended 2019.
4. 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 not 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)

5. 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)
6. Directions must be entered at the same time the listing is put into Navica. 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)
7. 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)
8. 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. Lockbox lease forms must be filled out in advance and signed by the agent. Each form must have a complete listing address, expiration date, and MLS Number. If picking up lockbox before entering into the MLS, you must email MLS Office with the MLS number within 3 business days to avoid a \$3/day fee. (Amended 2018)
2. The agent or team is responsible for the lockbox. You may switch the box from one listing to another as long as 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. You may NOT switch boxes 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)
3. A 14 calendar Day grace period from the time the listing closes, expires, or is withdrawn will be given to provide an opportunity for you to either re-assign the box or return it to the MLS office. If the box is not returned within the 14 calendar days, you will be fined \$3.00 per calendar day for every day the box is overdue. The SupraKeys will be cut off 14 calendar days after the grace

period has expired. No new lock boxes will be issued to the REALTOR® until fines have been paid and lock boxes returned. (Amended 2019)

4. Reminders will be e-mailed to you and your office when your lockbox is due. (Amended '11)
5. 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. (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" written notice. 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. Active or E- Keys will be issued upon board of director acknowledgement. (Amended 2015)
2. If your Active or E- Key is not working try the following:
 - Verify the Active Key is charged and updated. Amended ('10)
 - Reset your Active Key by using the reset pinhole on back of key. (Added '11)
 - If the Supra App on the E-Key is not working, simply restart your phone to reset the Supra Program. (Added 2014)
3. Damaged Active Keys are your responsibility. Your Active Keys will be returned to Supra to determine if it is damaged or defective. If the Active Key is determined to be defective, you may exchange it for a working card without additional cost. If it is determined you have damaged the Active Key, you will need to purchase a replacement key at the current replacement cost of \$250. (Amended 5/5/02)

4. Lost Active Keys are your responsibility. A police report must be filed for each lost Active Key. You may purchase a replacement card at the current replacement cost. If you find your Active Key and return it in good working condition within 30 days, a refund will be issued to you. (Amended '05)
5. A lost or stolen E-key or Active Key must be reported immediately to the Aiken Board office so it can be immediately deactivated.
5. NEVER keep your pin number with your E-Key or Active Key. Contact the MLS office if you forget or lose your pin code.
6. If an agent puts a key on the wrong side of the box and the key jams the lockbox a \$30 fee will be assessed to the last agent that opened the box. Added 2015
7. You are not allowed to share Active or E-Keys with anyone including your staff, other REALTORS®, Appraisers etc. The fine for sharing Active or E-Keys is as follows: \$100 fine-1st offense and 2 week Key Suspension, 2nd offense is a \$250 fine and 1 year 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 Board 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. When you reinstate a listing, put it back on the market, transfer or obtain an expired/withdrawn listing (from your office or another office), **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 company. You will be contacted by the MLS to make corrections if you assign a new MLS number. (Amended 2018)
2. If a listing has been expired, withdrawn or pended for over 30 days, regardless of its origin, you may assign a new MLS number. (Amended 2018)
2. 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)
3. Listings 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 after 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 and the listing exemption form shall be immediately filed with the MLS. Business Days are defined as Monday-Friday. (Amended 2020)

- a) If a REALTOR office is advertising in any medium and it is determined the listing is not in the MLS, nor is there an exempted listing form on file at MLS office, staff will e-mail the BIC by the end of that business day stating that they will have 48 hours to correct the situation. If not corrected they 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)
4. You must close out a listing in the MLS System (Navica) within 2 Business Days of the listing, excluding Federal Holidays. Business Days are defined as Monday-Friday. Added 2015
5. Before contacting owners of listings on the "Expired" list in Navica, agents must:
 - A. Check the history of the address in Navica 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)
6. 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. It recommended that agents do not add the co-listing office and agent as an official "co-listing" office and agent. If they do so, the co-listing office and agent can edit both office's listing for the property.
7. 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) 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 Navica 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 Navica System. Each listing needs to reference the duplicate listings in the remarks section. (Added 8/08)
8. In order for the same property to be listed in both residential and land it must contain a minimum of 5 acres. (Added 8/08)

9. In order 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 Board 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 seven days, and we do not have a photo notice on file saying the sellers would like the photo omitted, Navica 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)

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 as long as 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 Navica. (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)

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 are able to list each parcel separately without having to have Tax ID numbers. (Amended 2014)
15. The Membership Email Feature in Navica 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 field in Navica 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 REALTOR® 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. In order 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 \$20 each per month and will be billed to the broker in the quarterly MLS dues. (Amended 2018)
2. All RETS feed will be charged \$122 each per quarter and will be billed to the broker with quarterly MLS dues. (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 Board of REALTORS® Office Hours
Monday-Friday
8:30am-4:30pm
803-648-1891

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

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