



# Don't get DIS'd (Data Integrity Service)... Ensure your MLS® Listings are accurate Revised Data Integrity Service (DIS) policy

*Effective February 1, 2016*

Although the Stratus™ MLS® System is an efficient tool for Members, listing inaccuracies occasionally occur as a result of unintentional oversight. BREB is informing its Members and helping them preserve the accuracy of the listings in a non-adversarial manner.

The DIS Policy allows Members to help preserve the accuracy and integrity of the information on the Stratus™ MLS® System in a non-adversarial manner. The Policy states that if there is a verifiable violation of the 11 MLS® Rules contained within the DIS Policy, then Members may submit a complaint by email to [dis@breb.org](mailto:dis@breb.org) or by fax to (905) 791-9430.

In contrast to making a formal Professional Standards complaint, this process for requesting corrections to Stratus™ MLS® Listings provides an easier opportunity for all Members to contribute to the integrity of the Stratus™ MLS® System and receive more immediate results.

## *The current DIS policy has been revised and will take effect February 1, 2016*

When there has been a visual violation of an MLS® Rule on a listing on BREB's MLS® System, the listing Salesperson and Broker of Record will be given written notice. The Brokerage will be given 2 BREB business days to have the listing in compliance. If compliance is not met, the file will be forwarded to Professional Standards for further action.

**Effective February 1, 2016, in the event the Listing Salesperson is found in violation of the same MLS® Rule on five occasions in a fiscal year, no further correspondence shall be given, and the file will be automatically forwarded to Professional Standards for action.**

**The MLS® Rules were revised effective January 1st, 2006 and the DIS program has been expanded to reflect them.**

**DIS Concerns are specific to infractions to the following MLS® Rules:**

**1) WHEN THERE IS NO COMMISSION OFFERED TO A CO-OPERATING BROKERAGE**

**R-100**

The MLS® Rules and Policies shall be interpreted in accordance with RECO Rules, the CREA Rules, and all applicable laws and regulatory requirements.

If any MLS® Rules or Policies or CREA Rules conflict with the RECO Rules or any applicable laws or regulatory requirements, the conflicting MLS® Rules or Policies or CREA Rules will be considered inoperative to the extent of such conflict.

**CREA Rule 17.1.1.3:**

**Compensation to Co-operating Broker**

The listing REALTOR® agrees to pay to the co-operating (i.e. Selling) REALTOR® compensation for the co-operative selling of the property. An offer of compensation of zero is not acceptable.

**2) WHEN THE MLS® LISTING CONTAINS INFORMATION THAT DOES NOT PERTAIN TO THE PROPERTY OR THAT PROMOTES GOODS OR SERVICES:**

**R-105**

Information published on the Stratus™ MLS® System shall relate directly to the listed real estate and the MLS® Listing Agreement, and accordingly shall not include any information that promotes goods and services, provided that the Brokerage Remarks field may include the name, address, telephone and/or facsimile number and/or e-mail address (but not a link to the e-mail address) of Member(s) to be contacted for more information concerning the property.

**3) WHEN VIRTUAL TOURS CONTAIN ANY IDENTIFYING INFORMATION OF THE BROKERAGE/BROKER/SALESPERSON OR THE THIRD PARTIES OR INTERNET LINKS THAT DOES NOT RELATE DIRECTLY TO THE PROPERTY:**

**R-106**

Information published on the Stratus™ MLS® System and Virtual Tour shall contain information pertaining to the property to which the MLS® Listing Agreement pertains and shall not include:

- (a) any internet links, e-mail links or references to any internet links; or
- (b) any information that promotes goods or services.

Furthermore, a Virtual Tour on the MLS® System shall not include any information regarding any identification of the Listing Brokerage, the Listing Broker/Salesperson or the Virtual Tour Company.

*(Revised Effective November 1, 2007)*

**4) WHEN MANDATORY FIELDS ARE NOT COMPLETED (I.E. TAXES, MAINTENANCE FEES, LOT SIZES, LEGAL DESCRIPTIONS)**

**R – 304**

**(a)** No Member shall submit an MLS® Listing to the Stratus™ MLS® System that contravenes the BREB MLS® Rules or Policies and/or the BREB Bylaw. BREB may, in its sole discretion, deem any such MLS® Listing to be invalid and either remove it from the Stratus™ MLS® System or refuse to publish such MLS® Listing;

**(b)** Without limiting the generality of the foregoing and the other provisions of the MLS® Rules or Polices, any such MLS® Listing shall not be accepted by BREB as an MLS® Listing:

- i. if it excludes any Members from showing the property
- (ii) if it excludes any Members from acting as Co-operating Brokerage; or
- (iii) if all Mandatory Fields have not been completed.

**(c)** If a submitted MLS® listing is deemed invalid as hereinbefore provided, BREB shall send notice to the Listing Brokerage who shall, within two (2) BREB business days, remedy the

information through a Re-run, or process a cancellation. On an "Incomplete" MLS® Listing that requires changes to the Mandatory Fields, The Listing Brokerage is required to process a Re-run by the date specified in the notification to the Member provided by BREB.

**5) WHEN THERE IS TWO OR MORE MLS® LISTINGS ON THE MLS® SYSTEM FOR THE SAME TRADE FROM THE SAME SELLER FOR THE SAME PROPERTY:**

**R-312**

Only one MLS® Listing for any one Trade function signed by the same Seller may be placed on the Stratus™ MLS® System at any one time.

**6) WHEN AN MLS® LISTING CONTAINS WORDING SUCH AS: "NO SHOWINGS", "OFF THE MARKET", "NO INSPECTIONS", "NO REGISTRATION OF OFFERS":**

**R-345**

MLS® Listings appearing on the Stratus™ MLS® System shall be immediately available (subject to applicable legislation, the rights of and reasonable accommodation to the occupancy) for showings, inspections and registration of Offers.

In the event an existing listing becomes unavailable for showings, inspections or registration of Offers, the listing shall be suspended.

While under suspension a record of all requests by Co-operating Brokerages for showings, inspections and registration of Offers shall be kept by the Listing Brokerage.

Upon the Seller rescinding the suspension, the Listing Brokerage shall immediately notify all Co-operating Brokerages who have requested showings, inspections or registration of Offers. (Effective May 12, 2008)

**7) WHEN THE SELLERS NAME(S) IS NOT DISCLOSED ON THE MLS® SYSTEM:**

**R-360**

MLS® Listings on the Stratus™ MLS® System shall contain all information necessary for preparing an Offer for Sale, Lease or Sub-Lease.

**8) WHEN AN MLS® LISTING IS DESIGNATED AS AN "OFFICE" LISTING:**

**R-370**

Where an MLS® Listing is designated as an "Office" listing in the Listing Salesperson field, the Broker of Record/Manager's name or the name of a Member who is familiar with the property shall also appear after the word "Office".

**9) WHEN WORDINGS OR OTHER EMBELLISHMENTS NOT RELATED TO THE PROPERTY APPEAR ON THE PHOTOGRAPH:**

**R-385**

Photographs or other graphic images of a property, with wording or other embellishments not related to the property, shall not be accepted for an MLS® Listing to be serviced through the Stratus™ MLS® System.

**10) WHEN TAXES ARE INPUTTED AND THEY ARE NOT THE CURRENT OR PRIOR YEAR'S ANNUAL TAXES:**

**R-390**

Where realty taxes are required to appear on Stratus™ MLS® System, the amount to be shown shall be the current year's annual taxes or if not available the prior year's annual taxes.

**11) WHEN THE SOLD CONDITIONAL DATE HAS EXPIRED AND THE STATUS HAS NOT BEEN UPDATED:**

**R-610**

The sale, lease or sub-lease of a residential or commercial MLS® Listing shall be reported by the Listing Brokerage through the Stratus™ MLS® System, whether conditional or firm, to BREB within two (2) BREB business days following acceptance of an Offer.

Reporting by the Listing Brokerage of a commercial sale/lease price shall contain the unit of measurement in which the original listing was posted. All changes in the status of a previously Reported conditional sale shall be Reported to BREB within two (2) BREB business days of the change.

(a) The residential sale price shall be Reported to BREB within two (2) BREB business days of either:

- (i) Reporting of a firm transaction; or
- (ii) Removal of all condition(s)

(b) A commercial sale price shall be Reported either:

- (i) At the time of Reporting a firm transaction; or
- (ii) At the same time as Reporting a firm transaction, and request that the price be suppressed until after closing; or
- (iii) Within five (5) BREB business days of closing of the transaction

**If there appears to be a possible violation of the above MLS® Rules in an MLS® Listing, a notification email and a copy of the MLS® Listing will be emailed to the Broker of Record, Manager (s) and Salespersons (s)/Broker (s). The notification letter will contain suggested remedial action (s) and the MLS® Listing concerned has to be in compliance within two (2) BREB business days.**

**If the MLS® Listing is not in compliance within two (2) BREB business days of the notification, a complaint will be forwarded to the Professional Standards Department for further action.**

***The name of the Member filing the complaint will remain confidential throughout the complete process.***