



Carolina Multiple Listing Services, Inc.

CHARLOTTE REGIONAL REALTOR® ASSOCIATION

CarolinaMLS Listing Edit Policy

The outline below demonstrates how Matrix is configured for CarolinaMLS Member Participants and Subscribers, and how the CarolinaMLS Help Desk staff handles making changes to active and off-market listings.

I. MLS Participants and Subscribers can make these edits

A. Data Fields and Media are editable as follows:

1. Coming Soon-No Show: Unrestricted
2. Active: Unrestricted
3. Under Contract: Unrestricted
4. Temporarily off Market: Unrestricted
5. Expired: Subscribers cannot edit data, but no restrictions on editing Media. Member Participants can edit data for up to 30 days, and no restrictions on editing Media.
6. Withdrawn: Subscribers cannot edit data, but no restrictions on editing Media. Member Participants can edit data for up to 30 days, and no restrictions on editing Media.
7. Closed: Subscribers cannot edit data, but no restrictions on editing Media. Member Participants can edit data for up to 30 days, and no restrictions on editing Media.

B. Date Field Restrictions:

1. Marketing Date:
 - a) Coming Soon-No Show: Can be no later than 21 days from the date the listing is submitted to the MLS under Coming Soon-No Show status.
 - b) Active: Must be current date or seven days back.
2. Expiration Date: Cannot be changed to a date prior to the current expiration date.

C. Status

1. Coming Soon-No Show: Can change to ACT, TEMP, WITH (MP only).
2. Active: Can change to UCS, UCNS, TEMP, WITH (MP only).
3. Under Contract: Can change to ACT, UCS, UCNS, CLOSED, TEMP, WITH (MP only).
4. Temporarily off Market: Can change to ACT, WITH (MP only)
5. Expired: Can change to ACT
6. Withdrawn: Final status, cannot be changed.
7. Closed: Final status, cannot be changed.

- II. MLS Help Desk staff can make these edits. CarolinaMLS requires the office administrator (assistant), Listing Agent (Subscriber) or the broker-in-charge (Member Participant, Designated Realtor[®]) to request changes to their listing/office listing in writing (email or fax).
- A. Member Participants and Subscribers may request CarolinaMLS staff to enter their listings into the computer for \$25 per listing.
 - B. Wrong List Price/remove price change history: Mistakes can be corrected if brought to the attention of CarolinaMLS Help Desk staff within 24 hours.
 - C. Expiration Date change: If the Expiration Date should be earlier, the listing agreement or other seller documentation is required.
 - D. Marketing Date change and DOM/CDOM: If the listing was activated within 48 hours (excluding holidays and weekends) from the time of the request, CarolinaMLS will correct the Marketing Date. If it has been more than 48 hours (excluding holidays and weekends) and the listing is not for new construction listed as a multiple-unit property as defined in Section 1.18, listing documentation is required before completing the request.
 - E. Delete listing:
 - 1. Listings entered under the wrong property type.
 - 2. Duplicate listing entered by mistake.
 - 3. If there has been listing history (price changes, etc.) for over seven days, the listing has to be withdrawn (and re-entered if needed) and not deleted.
 - F. Closed back to another status: If the listing was marked closed for over seven days, the member will have to email us an explanation and send it to compliance to confirm this change is okay.
 - G. Withdrawn back to Active (or another on-market status): Must be reported within seven days. If it is after seven days, a new listing must be entered.
 - H. Withdrawn to Closed: If the listed property goes under contract within the "Protection Period" as it is defined in the listing agreement listing, CarolinaMLS Help Desk staff can update the listing to Under Contract and then to Closed. Documentation is required verifying compliance before completing the request.
 - I. New Construction: Builders tend to update listings in bulk after a property closes or goes under contract. New construction listed as a multiple unit property as defined in Section 1.18 is required to be reported as Under Contract within 48 hours (excluding holidays and weekends) after the "Effective Date" as defined in the purchase agreement. Requests to change the Marketing Date are okay as long as the listing is being input within 48 hours (excluding holidays and

weekends) after the “Effective Date” as defined in the purchase agreement. Requests to update Under Contract Date for listings that are not reported as Under Contract within 48 hours (excluding holidays and weekends) will be reviewed for compliance.

- J. Transfer listings: Transfer listing form is required with MP approval of original listing brokerage.
- K. Database cleanup: CarolinaMLS Help Desk staff performs database cleanup projects when issues are identified with inconsistent use of Subdivision, Complex and City names, mapping, etc.
- L. Correct the name of the Selling Agent if requested by the Listing Brokerage.
- M. With permission from the listing brokerage or cooperating brokerage, add the Team ID to on-market or off-market listings as long as the listing agent or selling agent was a member of the team in Matrix during the term of the listing.

III. Compliance Administrator staff can make these edits

- A. Potential Fair Housing Violations: Remove potential fair housing violations depending upon severity and based on legal opinions from Leslie Walker of NAR and CarolinaMLS Legal Counsel Bob Hull. CarolinaMLS and brokers can be sued by HUD for displaying and distributing discriminatory remarks.
- B. Unauthorized Use of Media: Remove unauthorized media per DMCA.
- C. Withdrawal of listings: Done without the listing brokerage’s concurrence if the seller can demonstrate the listing agreement has been terminated (requires documentation from the seller and approval of CarolinaMLS legal counsel on a case-by-case basis). Withdrawal of listings for Member Participants who are resigned, expelled or suspended for non-payment.
- D. Street Address and Parcel ID: Correct the address or Parcel ID on closed listings to correct DOM/CDOM issues.
- E. Mapping: Correct mapping on off-market listings based on complaints and to encourage more consistent mapping on future listings.
- F. Primary Photo (if it was removed prior to closing and requested by CarolinaMLS staff for compliance)
- G. Listings activated “by mistake,” i.e. without a valid listing agreement, are deleted and reviewed for compliance.

- H. Withheld listings as defined in Section 1.2#3 cannot be entered into the MLS system by the Listing Brokerage once the listing is Under Contract. Listings input in violation of this rule will be deleted and reviewed for compliance.

IV. Member Requests for edits to Closed listings

- A. As noted above, Member Participants can edit the listing data on closed listings in the add/edit module for up to 30 days from the closed date.
- B. Should any brokerage firm want to change any data on any closed listings beyond the 30-day limit, they can do so by submitting the following detailed information to CarolinaMLS, where those requests will be handled on a case by case basis:
 1. Requested change
 2. Reason for change
 3. Approval from Member Participant of listing and/or selling firm in writing as deemed appropriate
 4. Appropriate documentation to support the request (listing agreement, OTP&C, closing disclosure, etc.)

Changes to closed listings are limited to two years from the Closed Date.

CarolinaMLS Compliance staff will add a note to a new field called “MLS Staff Remarks” noting the correction made and the date.

- C. CarolinaMLS Compliance can require that factual property characteristics be changed if an alleged violation is reported or detected (incorrect number of bedrooms, bathrooms, square footage, etc.). If the listing has been in Closed status for more than 30 days, CarolinaMLS staff will make the change with written authorization from the listing brokerage. CarolinaMLS Compliance staff may require listing documentation to be provided to verify compliance with the MLS rules. CarolinaMLS Compliance staff will add a note to the “MLS Staff Remarks” noting the correction made and the date.
- D. When a seller or buyer (i.e. new homeowner) requests in writing the removal of listing data or media from an MLS listing that is off-market, CarolinaMLS can accommodate such requests with the permission of the listing brokerage (if still a member) as follows:
 1. Change the “Internet Y/N” field to “N” to eliminate the distribution of the listing to IDX, VOW and syndication sites.
 2. Remove all media except for the primary photo.
 3. There will be no other modification of the listing unless required by court order.

V. CarolinaMLS staff will not make the following edits to closed listings:

- A. We will not change the listing agent on Closed, Expired and Withdrawn listings.
 - B. All listings entered under the team, and all closings reported with the team name as the “Selling Agent,” will remain with the team forever.
 - C. We will not substitute the actual selling agent involved in the transaction and named on the purchase agreement with the name of any other team member.
 - D. Edits will not be made to DOM/CDOM for Temporarily off Market listings or any listing that should have been Expired or Withdrawn before it actually happened.
 - E. When a listing agreement expires while it is in Under Contract status and the contract falls through, the listing must be withdrawn. CarolinaMLS staff will not “manually expire” the listing.
- VI. CarolinaMLS staff freely shares the Input Audit Log with the listing agent, selling agent and their Member Participants and administrative staff upon request. The Input Audit Log shows the date and time an edit was made to a listing and who made the edit.