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To All CARA Members,

We are leading up to the MLS Audit Process revision as voted on by the Board of Directors. The implementation of this harmonization of the MLS Rules is taking place on **October 1st, 2022**. CARA suggests that leading to the change that members take some time to read through the Harmonized Rules, and the Schedule A Ancillary Rules pertaining to MLS Infractions.

This will affect the current way that Audits are conducted by CARA.

CARA's current process:

- Email sent to member asking for the required changes be made to correct errors in a listing noting that this is the first offence and has resulted in an Infraction Letter only.

- If no response received in 2 business days, a second email sent asking for compliance.
- If still no response, then a \$50 (+ gst) fine is levied with a demand to comply with in 24 hours.
- Each additional day on non-compliance incurs a \$50 (+gst) fine to a maximum of \$350 (+gst). If the maximum is reached, then the member may be required to retake the CARA or P9 orientation course at the next available opportunity.

- For a 2nd offence within 6 months an email is sent to the member asking for the required errors be corrected within 2 business days.

- Reminder email is sent to member giving them opportunity to make the change.
- If no change made in 2 business days from 2nd email fine of \$50 (+ gst) is levied with an additional \$50 (+gst) to max 7 days. Failure to address the changes after 7 days results in a 24-hour suspension of MLS® services for the member – if a Friday, then until Monday morning.

- For a 3rd offence within 6 months of the 1st offence and email is sent to the member asking them for the required errors be corrected within 2 business days.

- Reminder email is sent giving them the chance to address the changes.
- If after second notice (so 4 business days have passed) changes have not been, made a courtesy call is to be made to the member advising that the change needs to be done in 24 hours or the member's services will be suspended.
- If the requested changes are still not done, then the member is automatically suspended from MLS® access for a minimum of 24 hours until CARA EO and the Member's Broker review the file and determine next steps.

The new process below shall replace the current Sanction process, and the Communication process mentioned above on **October 1st, 2022.**

Communications will be sent to both the Primary and Co-Listing Agent in the event of any offences, and both agents will be subjected to any and all educational advisories and fines if issued by CARA.

- i. An Educational Advisory will be issued for the first violation of any rule identified in 1.01(a);
- a. Subsequent violations of a rule identified in 1.01(a) shall result in the following penalties:
 - ii. \$250.00 fine for the second offense;
 - iii. \$500.00 fine for the third offense; and
 - iv. Fourth and subsequent offenses will result in a disciplinary hearing.
- b. The Board reserves the right to withdraw a listing from the MLS[®] System for a violation of any rule identified in 1.01(a).

As the process will be directly affecting the MLS Harmonized Rules, it is important to ensure compliance and be knowledgeable about any potential infractions. CARA is recommending all members review the Harmonized Rules and Summary Offences in Section 1.01(a), as well as the Schedule A Ancillary MLS Rules. Both documents can be found and downloaded on the CARA Knowledge Base by clicking [HERE](#).

Thank you”