

Good Morning,

A Reminder to CARA Members that beginning today, the MLS Audit Process change takes effect. The details of the change have been reposted below for your reference, and will be posted on the CARA Knowledge Base under "Archived Popups".

Effective November 1, 2023, CARA staff will reset the current audit offence logs to zero and will begin to audit based on these new parameters. This means that anyone who currently had an offence under their name will have that expunged and be given amnesty.

All CARA members will enter the new audit processes free of any past audit history. Any MLS® offence after November 1, 2023, will be treated as a first offence.

### **MLS® Audit process changes**

At the last Board of Directors meeting, the directors considered the report and recommendations of the Governance Committee's review of CARA's MLS® audit processes. From this report three recommendations were accepted and passed which will alter how CARA staff audit MLS® listings:

In the Public Remarks section, comments creating a call to action that is **not** specific to the listing agent or brokerage, such as "Schedule your viewing today", or "Call your favorite Realtor®" which are generic in nature, will henceforth be permitted.

In the Public Remarks section, with the exception of **Commercial** Properties, comments which refer in any way to the occupancy status of the listed property will **not** be permitted.

Adding an education component to the offence schedule. Henceforth, an MLS® offence shall result in the following:

**1st Offence** = a written warning detailing the nature of the offence issued to the agent/users attached to the listing.

**2nd Offence** within 6 months of the 1st Offence = Education course (Pillar 9 online training course) to be taken by the agent/users attached to the listing within 5 business days of the offence being communicated.

**3rd Offence** within 6 months of the 1st Offence = \$250 fine to the agent/users attached to the listing.

**4th Offence** within 6 months of the 1st Offence = \$250 fine and retake the online education course and suspension of MLS® services until the education course and fine are paid/completed.