



SWLAR MLS CITATION SCHEDULE

TIER 1 – MINOR VIOLATIONS

Minor or first-time violations with minimal impact on data accuracy and consumer experience.



Violation	Rule	Warning	1st Offense	2nd Offense	3rd Offense
Listing Timeliness					
1. Failure to timely report a sale to the MLS. (2 business days)	10.1	YES	\$100.00	\$175.00	\$250.00
2. Failure to timely report the resolution or satisfaction of a contingency.	7.14	YES	\$100.00	\$175.00	\$250.00
3. Failure to file an Office Exclusive listing with the MLS.	7.9.1	NO	\$100.00	\$175.00	\$250.00
4. Failure to submit a listing to the MLS as required under the Coming Soon policy.	7.7.1	YES	\$100.00	\$175.00	\$250.00
5. Failure to timely report an extension, renewal, or expiration of a listing.	7.23	NO	\$100.00	\$175.00	\$250.00
Data Accuracy & Compliance					
6. Missing required MLS field.	8.3	YES	\$100.00	\$175.00	\$250.00
7. Inaccurate or misleading property information (beds, baths, square footage, acreage, year built, etc.).	8.3	YES	\$100.00	\$175.00	\$250.00
8. Incorrect property classification or property type.	7.6	YES	\$100.00	\$175.00	\$250.00
9. Incorrect address or unit number.	8.3	YES	\$100.00	\$175.00	\$250.00
10. Incorrect map-pin placement.	8.3	YES	\$100.00	\$175.00	\$250.00
11. Failure to maintain accurate contact info. with the MLS.	12.21	YES	\$100.00	\$175.00	\$250.00
12. Failure to follow showing instructions entered in the MLS.	9.10	YES	\$100.00	\$175.00	\$250.00
13. Failure to accurately disclose showing instructions or showing availability.	9.3	YES	\$100.00	\$175.00	\$250.00
14. Failure to disclose limited services being provided by the listing broker.	7.5.3	YES	\$100.00	\$175.00	\$250.00
15. Failure to upload MLS required documents (including PCD, Led based paint disclosure, Sewer disclosure, etc..)	8.6	YES	\$100.00	\$175.00	\$250.00
Photos, Media, & Remarks					
16. Failure to use a front exterior photograph as the primary listing photo when required.	11.5.1	YES	\$100.00	\$175.00	\$250.00
17. Failure to upload the required number of listing photographs. (5 for Residential)	11.5.1	YES	\$100.00	\$175.00	\$250.00
18. Misuse of public remarks.	12.5	YES	\$100.00	\$175.00	\$250.00
19. Failure to disclose enhanced photo. (virtual staging)	11.5.2	YES	\$100.00	\$175.00	\$250.00
Compliance & Administration					
20. Failure to respond to MLS compliance communications.	14(Appendix A)	NO	\$100.00	\$175.00	\$250.00
21. Failure to correct identified MLS violations within two (2) business days.	14(Appendix A)	NO	\$100.00	\$175.00	\$250.00
22. Failure to submit requested MLS documentation.	8.2	NO	\$100.00	\$175.00	\$250.00
23. Failure to timely notify the MLS of agent transfers, affiliations, terminations, or license status changes.	4.5	YES	\$100.00	\$175.00	\$250.00

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TIER 2 – MODERATE VIOLATIONS

Repeated, inaccurate, or non-compliant actions that impact data integrity, member accountability, and the consumer experience.



Violation	Rule	Warning	1st Offense	2nd Offense	3rd Offense
Accuracy & Misrepresentation					
1. Repeated inaccurate listing information after notice.	8.3	NO	\$ 250.00	\$ 375.00	\$ 500.00
2. Failure to notify cooperating brokers to Limited Services being provided.	7.5.3	YES	\$ 250.00	\$ 375.00	\$ 500.00
3. False, misleading, or conflicting information in Public Remarks.	12.5	YES	\$ 250.00	\$ 375.00	\$ 500.00
4. Agent only remarks entered in public remarks.	12.5	YES	\$ 250.00	\$ 375.00	\$ 500.00
5. Unauthorized use of listing content.	12.11	NO	\$ 250.00	\$ 375.00	\$ 500.00
6. Unauthorized advertising of listing of another Broker.	12.8	NO	\$ 250.00	\$ 375.00	\$ 500.00
7. Failure to submit listing in the MLS upon marketing.(1 business day)	7.10	NO	\$ 250.00	\$ 375.00	\$ 500.00
8. Failure to timely report a canceled listing.	7.13	YES	\$ 250.00	\$ 375.00	\$ 500.00
9. Failure to timely update listing information, including price, status, property type, or other required listing data.	7.12	YES	\$ 250.00	\$ 375.00	\$ 500.00
10. Inclusion of prohibited content in photographs, images, or other media. (logos, phone numbers, signs, branding)	11.5	YES	\$ 250.00	\$ 375.00	\$ 500.00
11. Failure to disclose ownership interest.	7.21	NO	\$ 250.00	\$ 375.00	\$ 500.00
Duplicate & Manipulative Listings					
12. Duplicate listing entered without MLS authorization or outside permitted duplicate listing rules.	7.2	YES	\$ 250.00	\$ 375.00	\$ 500.00
13. Manipulation of listing status, listing history, DAM, or CDOM, including cancellation and relisting for the purpose of avoiding accurate market history.	12.10	NO	\$ 250.00	\$ 375.00	\$ 500.00
Marketing & Cooperation					
15. Unauthorized marketing of a Coming Soon listing, including signage, open houses, or other prohibited promotional activities.	7.7.1	YES	\$ 250.00	\$ 375.00	\$ 500.00
16. Public marketing of an Office Exclusive listing.	7.7.3	NO	\$ 250.00	\$ 375.00	\$ 500.00
Handling of Offers					
17. Failure to present all offers and counteroffers to the seller until closing, including while the property is Active Under Contract, unless the seller has waived this requirement in writing.	9.5	YES	\$ 250.00	\$ 375.00	\$ 500.00
18. Failure to include the Listing Broker in the presentation of a counteroffer when required.	7.26	YES	\$ 250.00	\$ 375.00	\$ 500.00

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TIER 3 – SEVERE VIOLATIONS

Serious violations that compromise data integrity, consumer trust, or fair housing compliance.



Violation		Warning	1st Offense	2nd Offense	3rd Offense
Clear Cooperation & Marketing					
1. 1. Entry of prohibited compensation-related language, fields, remarks, or mechanisms.	7.16	NO	\$1,000.00	\$1,750.00	\$2,500.00
2. 2. Attempt to circumvent MLS compensation, cooperation, or disclosure requirements.	7.16	NO	\$1,000.00	\$1,750.00	\$2,500.00
3. 3. Public marketing of a property without MLS Submission	7.10	NO	\$1,000.00	\$1,750.00	\$2,500.00
4. Violation of Coming Soon status requirements.	7.7.1	NO	\$1,000.00	\$1,750.00	\$2,500.00
5. Conducting showings, open houses, or other prohibited marketing activities while a listing is in Coming Soon or Hold status.	9.3	NO	\$1,000.00	\$1,750.00	\$2,500.00
6. Use of photographs, images, or other listing content without proper authorization.	11.4 & 11.5b	NO	\$1,000.00	\$1,750.00	\$2,500.00
Unauthorized Listing & Participation					
7. Entering listings for non-participants.	7.3	NO	\$1,000.00	\$1,750.00	\$2,500.00
8. Failure to properly identify the listing brokerage and/or listing agent where required by MLS rules.	12.10	NO	\$1,000.00	\$1,750.00	\$2,500.00
Data Use & Security					
9. Unauthorized use of MLS data or MLS content.	12.11	NO	\$1,000.00	\$1,750.00	\$2,500.00
10. Unauthorized syndication, distribution, or republication of MLS data.	19.2.11	NO	\$1,000.00	\$1,750.00	\$2,500.00
11. Sharing MLS credentials or providing unauthorized access to MLS systems.	12.12	NO	\$1,000.00	\$1,750.00	\$2,500.00
Showings & Lock Box					
12. Restricting showings without seller signed document with the MLS.	9.3	NO	\$1,000.00	\$1,750.00	\$2,500.00
13. Misrepresentation of listing status, showing availability, or property availability.	9.3	NO	\$1,000.00	\$1,750.00	\$2,500.00
14. Submitting a residential offer without a written buyer agreement when required by MLS rules, NAR policy, or applicable law.	9.10	NO	\$1,000.00	\$1,750.00	\$2,500.00
15. Providing access to a listed property without complying with MLS access and showing requirements.	9.1	NO	\$1,000.00	\$1,750.00	\$2,500.00
16. Unauthorized sharing, transfer, or use of lockbox credentials, keys, or access devices.	13.2	NO	\$1,000.00	\$1,750.00	\$2,500.00
17. Unauthorized entry into a listed property	13.7	NO	\$1,000.00	\$1,750.00	\$2,500.00
Compliance & Administration					
18. Failure to provide requested information or documentation during an MLS investigation.	8.2	NO	\$1,000.00	\$1,750.00	\$2,500.00
19. Retaliation against MLS staff, committee members, witnesses, or reporting parties involved in an MLS compliance matter.	14.1	NO	\$1,000.00	\$1,750.00	\$2,500.00
20. Manipulating listing status, history, or market time (DAM/CDOM) to avoid market history.	12.10	NO	\$1,000.00	\$1,750.00	\$2,500.00

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PROFESSIONAL STANDARDS VIOLATIONS

These violations are referred to the Professional Standards Committee for review and potential disciplinary action.



Violation		Rule
Client & Agency Relationships		
1.	Interfering with another broker's exclusive agreement.	12.4
2.	Soliciting properties, buyers, or tenants under an active, exclusive listing agreement.	12.4
3.	Using the MLS or cooperative information to take another broker's client.	12.4
4.	Not making a reasonable effort to determine if a client is under an exclusive agreement before entering into a representative.	12.4
5.	Contacting or working directly with another broker's client without permission from the current agent.	12.4
6.	Performing substantive services for clients under exclusive agreements without consent or direction from the client.	12.4
7.	Encouraging clients to cancel exclusive agreements when leaving a firm.	12.4
Advertising & Marketing		
8.	Placing a sign without the seller or landlord consent.	
9.	Failure to clearly display brokerage name and license information on websites or advertising.	12.18
10.	False, misleading, or deceptive advertising in any media.	12.10
11.	Unauthorized use of another brokerage's content, branding, or marketing materials.	12.8 & 12.10
12.	Manipulation of listing content or use of deceptive online marketing practices.	12.10
13.	Making false or misleading statements about another real estate professional or brokerage.	12.10
Representation & Disclosures		
14.	Failure to disclose buyer or tenant representation at first contact.	12.16
15.	Failure of a listing agent or subagent to disclose representation to buyers or tenants in a timely manner.	12.16
Professional Standards & Competency		
16.	Failure to provide services consistent with professional standards of practice.	12.20
17.	Providing services outside an agent's expertise without proper disclosure or qualified assistance.	12.20

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