

# How to Report a Violation

If you encounter a violation of RMLS™ Rules and Regulations, the REALTOR® Code of Ethics, or other concerning behavior, you may take one of these steps:

- Report problems with a listing by submitting a report using the “Report Issue” button on RMLSweb.
- Submit a Rules and Regulations Violation Report (Document #1452), available on RMLSweb.
- Communicate with RMLS™ about your concerns — contact information is available on the back of this brochure.
- Contact your local association with concerns about the REALTOR® Code of Ethics.

## Contact RMLS™

**DATA ACCURACY/RULES**  
(503) 236-7657  
dataaccuracy@rmls.com

**FRONT DESK**  
(503) 236-7657  
frontdesk@rmls.com

**HELP DESK**  
(503) 872-8002  
helpdesk@rmls.com

Best Practices,  
*Courteousness,*  
and  
**GREAT TIPS**  
for REALTORS®

**RMLS™**

# Every job is a self-portrait of the person who did it...

## SHOWINGS

- Before showing a property, **check the listing for showing instructions and follow them.**

You'll avoid embarrassing situations as well as potential rules and ethics violations!

- **Double-check the status of the listing in RMLSweb before you enter the property.** If the listing is not in active (ACT), bumpable (BMP), or short sale pending (SSP) status you may face fines or other repercussions! It is a violation to enter a non-active listing without permission of the owner or listing agent.

- **Leave your business card when you show a property.** Sellers need to know who has recently been in their house.

- **Schedule showings during regular business hours.** This will make it easier for the listing agent to confirm the showing time with the seller(s). Be respectful of others during holidays.

- Need to cancel a scheduled showing appointment? **Call those involved to let them know** to avoid wasting the sellers' or another agent's time.

- If another REALTOR® is showing the property, **wait outside** until the agent has returned keys to the lockbox. Then you may access the keys and escort your clients inside. Not only is this important for SentiLock documentation, but it ensures the privacy of all involved.

- **Watch over your clients during showings.**

Even if the seller or listing agent is present, it is your responsibility to ensure no property is damaged or stolen.

- **Leave everything just the way you found it.** Curtains, blinds, lights, appliances, windows, doors, etc., should be left in the condition they were in before you arrived. Be mindful if the property has animals: inside animals should stay inside, outside animals outside.

- **Contractors and inspectors should not be allowed on or in a property** without the REALTOR® or written permission by the home owner. Using the lockbox system is a privilege and it is everyone's responsibility to protect a property.

- **ALWAYS attend showings with your buyers.** Buyers should *never* be allowed on or inside a property without their REALTOR®. Allowing this degrades the value and security of the lockbox system that we all rely upon.

- **Identify yourself when contacting other REALTORS®.** Share your name, company, and phone number to avoid coming across as a potential safety threat. This is particularly important if texting another REALTOR®, as not everyone has you in their contact list.

- **Immediately report any home damage that occurred during a showing,** or if anything seems amiss. Even minor damage should be reported.

## LOCKBOXES

- **NEVER give out your SentiCard®, SentiLock code, or PIN.** This is a serious security issue and will threaten your access to the lockbox system.

- **NEVER give a SentiSmart™ access code to anyone!** This is no different than sharing your SentiCard® or SentiSmart™ app. (This is not the same as a one-day code—see Document 1422 on RMLSweb for more detailed SentiLock rules.) Failing to comply with the rules outlined in the SentiLock User Agreement can result in fines up to \$2,500 and/or expulsion from RMLS™ as set out in Section 5.1 of the RMLS™ Rules and Regulations.

- **Be mindful of *how* and *where* you place a lockbox.** Do you like hide and seek, trudging through mud in nice shoes? Neither does anyone else. If the lockbox is not placed on the front door, note its location in the Lockbox/Location field on RMLSweb. Lockboxes must remain vertical to avoid certain damage which will void the warranty.

...autograph your work with excellence!