

Stellar MLS Common Listing Violations

View Additional Information at: stellarmls.com/rules-and-regulations

Rule & Where to Find It	Warning vs. Automatic Fine	Time to Correct Error Before Fine	Description
Courtesy Expiration Notice (Article 5, Section 16)	Not finable, courtesy notification only	N/A	Agents will receive this notification 10 days before their listing's expiration date. Agents may disregard the notification if they want their listing to expire automatically on the expiration date or update the expiration date of their listing.
Pending Listing with Past Expected Closing Date (Article 4, Section 29)	Warning	5 Business Days	When an expected closing date has changed, the "Expected Closing Date" must be updated to reflect the correct date.
Contact Information /URL in Public Remarks (Article 4, Section 6)	Warning	3 Business Days	i. Contact, personal, or professional information about the Participant or User ii. Any reference to a lockbox agreement iii. Any reference to websites or URL's iv. User or Company information. v. Vendor or third-party service provider information vi. Owner(s) of record name or contact information vii. Showing Instructions viii. Open House information ix. Inappropriate information or language x. Calling/Access/Security/Gate or other codes for systems or equipment designed to ensure the security of the property
Links/Mapping Apps in Driving Directions (Article 4, Section 13)	Warning	3 Business Days	Driving directions may not contain references to GPS, Google Maps, or latitude and longitude coordinates instead of narrative directions.
Possible Incorrect /Incomplete Information (Article 4, Section 26)	Warning or Listing Verify	3 Business Days if Sent as a Warning	All listings must be complete and accurate. Any information that is incomplete or inaccurate would receive this notification.
Incomplete Short Sale Disclaimer in Public Remarks (Article 4, Section 14)	Warning	3 Business Days	Short Sales must be disclosed in the "Special Sale Provision" field by selecting "Short Sale" as well as "Short Sale" being the first words of the Public Remarks. Selecting "Short Sale" in the "Special Sale Provision" field will automatically insert "Short Sale" as the first words in the Public Remarks.
Listing Manupulation (Article 5, Section 11)	Automatic Fine	Immediate Fine	The only valid reasons for creating a new listing with a new MLS number are the execution of a new listing agreement by a new office or the execution of a new listing agreement on a property by the same brokerage which is dated at least 30 days after expiration or withdrawal of the prior agreement. If a listing is relisted with the same listing brokerage within 30 days of the expiration or withdrawn date, the previous listing should be reactivated rather than creating a new listing and the listing agent changed if necessary.
Photo Violation (Article 4, Section 5)	Automatic Fine	Immediate Fine	Photos may not contain company or agent logos, agent photos, commissions, bonuses, contact information for the agent or office. See additional examples in Signage Visible in Listing Photos, Text/Graphics on Listing Photos, and Copyright Infringement.
Signage Visible in Listing Photos (Article 4, Section 5)	Automatic Fine	Immediate Fine	Broker's yard signs may not be present in listing photos.



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Text/Graphics on Listing Photos (Article 4, Section 5)	Automatic Fine	Immediate Fine	Text or graphics on images of any kind (with the exception of the MFRMLS watermark) may not be in the Photo section. No map images may be included in the Photos section.
Failure to Report Sold (Article 5, Section 12)	Automatic Fine	Immediate Fine	Any change in status to "sold" shall be filed with MFRMLS within two days, excluding weekends and federally recognized holidays, of close date of contract.
Incorrect Listing Status (Article 5, Section 12)	Automatic Fine	Immediate Fine	All changes in status shall be filed with MFRMLS within two days, excluding weekends and federally recognized holidays, of the executed change.
Branded Virtual Tour (Article 4, Section 5)	Automatic Fine	Immediate Fine	Virtual tours may not include company or agent logos, agent photos, commissions, bonuses, contact information for the agent or office in the video itself or on the webpage hosting the video. For example, a YouTube channel cannot contain the agent or brokerage name or photo.
Virtual Staging (Article 4, Section 4)	Automatic Fine	Immediate Fine	Agents can modify or render existing furniture and décor in a room or add virtual furniture, décor, or artwork to an empty room. Agents can also add virtual furnishings to attached exterior areas (for example: pool-side lounge chairs and plants or furniture on a deck). Agents may not virtually enhance permanent fixtures like the roof or front door, change paint colors, virtually stage photos of an under construction home, virtually landscape, or add scenic views. Agents may also not cover up eyesores like holes in a wall, upgrade flooring, add or enhance views and/or windows, make a room appear larger or smaller, or swap out dated countertops.
Copyright Infringement (Article 4, Section 5)	Automatic Fine	Immediate Fine	All remarks and photos used in a listing must be original and the rights owned by the Listing agent, or the Listing agent must have written permission to use the images/remarks from the original owner/creator.
Allowing unauthorized access Internal (Article 4, Section 27)	Automatic Fine	Immediate Fine	A Participant/Subscriber may not share a password with or distribute listing information to another individual in the same office or firm as the Participant/Subscriber, regardless if that individual is a Participant/Subscriber with MFRMLS or not.
Allowing unauthorized access External (Article 4, Section 28)	Automatic Fine	Immediate Fine	A Participant/Subscriber may not provide unauthorized access to or use of the MLS by a third party outside the same office or firm as the Participant/Subscriber for any purpose.
Exempt Listing (Coming Soon Listings, not filed with MFR) (Article 5, Section 11)	Automatic Fine	Immediate Fine	If a listing is not going to be placed in the MLS within 2 business days of the latter of a) the dated signature of the owner(s) of record or b) the beginning date on the Listing Agreement, an Owners Waiver of MLS Entry must be sent to the MLS admin department.