

NEREN BOD Meeting Talking Points

January 13, 2021

- The Board was updated on several new NAR policies that were recently adopted at NAR's annual meeting. The following seven policies are required to be adopted by MLSs by March 1, 2021.
 - MLS Participants and Subscribers can receive no more than three (3) administrative sanctions in a calendar year before they are required to attend a hearing for their actions and potential violations of MLS rules, except that the MLS may allow more administrative sanctions for violations of listing information provided by Participants and Subscribers before requiring a hearing.
 - That a copy of all administrative sanctions against a subscriber be sent to the subscriber's participant and that the participant be required to attend hearing(s) of a subscriber who has received more than three (3) administrative sanctions within a calendar year.
 - That MLSs be required to process a complaint without revealing the complainant's identity and that the MLS Committee, Grievance Committee, MLS staff, or other representative serve as the complainant if the complaint is forwarded to a hearing and the original complainant does not consent to participating in the process or disclosure his or her name.
 - That Web API data feeds must include no less than the same data fields provided to participants and subscribers via other data feeds, such as RETS or FTP systems. Also, MLS fields that exist in the RESO Data Dictionary must be delivered in conformance with that RESO Data Dictionary standard.
 - That participants and subscribers be required to submit accurate listing data and be required to correct any known errors.
 - That MLSs be required to display customer service and technical support contact information on the MLS website.
 - That MLSs implement a process for identifying potential violations of fair housing laws and advising participant and subscribers to remove or correct potential violation(s).
- The Board approved a request from the White Mountain BOR to have "Snowville" added as a Village in the Town of Eaton, NH.
- The Board observed a demonstration from staff of a new software feature created by Paragon called Affiliate Connect. The Board has authorized staff to test and integrate this new product into our system. This feature will provide the ability for agents to connect with persons and companies that provide real estate and home related services, such as loan officers, home inspectors, contractors, title companies, etc. These service providers will then be visible to the agent's customers and clients via the Paragon Collaboration Center. This feature is completely optional for agents to participate in and is offered at no additional cost to the agent. Affiliates who wish to take advantage of this program can do so by joining NEREN as a limited member and would pay normal quarterly subscriber fees. They would then have access to a separate Affiliate dashboard where they can participate in the Affiliate Connect features.
- The Board was updated with usage stats pertaining to the Paragon Collab Center. NEREN currently has the highest usage of Paragon's Collaboration Center out of their 200 MLS customers with 4,691 NEREN agents having an active Collab Center. Stats for last quarter show: Consumer Logins = 514,016. This is a 12.7% increase from the same period in 2019. Also auto generated CC Emails = 1,213,561. This is a 13 % increase from 2019.