

## NEREN BOD Meeting Talking Points

March 10, 2021

- The Board approved NAR's mandatory rule changes pertaining to the new MLS standards that NAR recently adopted. The following seven policies are now in effect.
  - 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.
  - 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.
  - MLSs are 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 of his or her name.
  - 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.
  - Participants and subscribers be required to submit accurate listing data and be required to correct any known errors.
  - MLSs are required to display customer service and technical support contact information on the MLS website.
  - MLSs must implement a process for identifying potential violations of fair housings laws and advising participant and subscribers to remove or correct potential violation(s).
  
- The Board approved the following Paragon system changes:
  - Under the SqFt Source field; add the following enumeration choices: Assessor, Estimated, Owner, and also change the current selection of Municipal to Public Records.
  - Under the Style field; add the following enumeration choice: Four Square.
  - Under the Flooring field; add the following enumeration choice: Vinyl Plank.
  - Add the following Document Type names to the attached document name selections: Income & Expenses, Receipts, Heating System Inspection, Sewer Inspection, and Well Report.
  - Add a new non-mandatory field called "Estimated Completion Date" (will be placed below the Construction Status field and only be available when Pre-Construction or New Construction is selected).
  
- The Board made an alteration to the rule that prohibits branded attachments to be set to public view within Paragon. Hence forth, unaltered attachments sourced directly from a state Realtor Association forms vendor, and not further enhanced with additional branding upgrades, may be set to public view.

- The Board observed a demonstration from Domii, a new showing service that will soon be integrated within Paragon. There will be a free basic service available for use by NEREN members. Advanced abilities will be available for agents who wish to purchase upgrades, all of which include a free trial period. The link for more information is in the NEREN Dashboard and also here: <https://secure.domii.io/real-estate-agent/NEREN>



- The Board observed a demonstration from Remine. NEREN has offered the Remine Pro front-end of choice option to members since late 2019. This month the Board examined Remine’s new add/edit ability along with its new document management service. Learning about these additional capabilities is part of the Board’s ongoing task of keeping up with the leading industry software providers. The Board will be in a position again in the not-too-distant future to evaluate its MLS system contracts. Remine has also been selected to provide an API (Application Programming Interface) service to enhance NEREN’s data feed ability, and to maintain compliance with NAR’s new MLS standards.
- The Board was advised on the progress of FreshDesk, NEREN’s soon-to-be released customer support system. Email, phone and chat interactions with NEREN staff will be captured in “tickets” that members can access and review 24/7. In addition, an online support “HelpDesk” populated with user guides, articles, documents and videos will empower members to search for assistance based upon key words.
- The Board was updated on the latest information available from NAR pertaining to the pending NAR-Department of Justice settlement. There are changes expected to result from the settlement once finalized. According to NAR, some examples include:
  - NAR will have a policy that will prohibit buyer agents from representing that their service is free.
  - MLSs must display compensation on their public facing websites and consumer reports.
  - MLSs must include compensation fields in IDX and VOW feeds.
  - Agents must disclose compensation to clients before an offer on a listing is made.
  - Searches (within the MLS and on member public facing websites) cannot be filtered based on compensation or brokerage / agent name.
  - MLSs must provide the ability for non-member real estate licensees to have access to lockboxes.
  - MLSs can require the above licensees to execute a lockbox agreement and pay a reasonable fee.
- The Board was made aware that in the most recent industry analysis NEREN has been ranked as the 38<sup>th</sup> largest MLS out of the 556 MLSs in the country.