



Rules Enforcement Facilitator

When to Call a Facilitator for Help

When agents working for a Listing Broker and a Cooperating Broker have an issue, they should first bring it to the attention of their brokers, and the two brokers should try to work it out. Unfortunately, sometimes they aren't able to resolve it. So what should they do? Give up? File a complaint?

Well, there is a much better step that brokers can take: the Broker, or an Office Manager, can call on a Rules Enforcement Facilitator that was appointed by the OneKey® MLS Board of Managers who will help smooth things out, and is trained to resolve issues that our REALTORS® may encounter. For our Long Island subscribers, Facilitators are replacing Zone Chairs, which will no longer be an option.

Here are a few examples of when a Broker, or Office Manager, would need to contact a Rules Enforcement Facilitator, if they were having trouble with any of the following:

- Scheduling a showing
- Gaining access to any OneKey® MLS listing (this includes a buyer agents seeking to show an office exclusive, or any agent needing a temporary lockbox code to access a listing from an agent)
- Getting a copy of an owner's written instructions to restrict showings or access
- Presenting an offer (Rules 407, 408), or personally presenting an offer to an owner (Rule 405.4)
- Or timely receiving a duly-signed Offer Acknowledgment Form, or Declaration Statement (Rule 406)

Additionally, here are few tips to remember:

- All MLS Rules concerning showings and offers apply to Office Exclusives with Buyers Agents, so Facilitators will help with buyer agents having a showing or offer issue with an Office Exclusive.
- The Cooperating and Listing Brokers should always FIRST try to work out these issues on their own.
- A list of Facilitators can be found on both Stratus and Matrix, but not until March 24, 2020.