

## Rules, Regulations, Listing Process, Maintenance, and Protocol

This document will provide you with answers to many questions that arise during the listing process, as to what is allowed, disallowed and protocols for your MLS listing. You will be required to acknowledge that you have fully read this document and understand and agree to its contents and that you will abide by these rules:

1. **COMMISSIONS:** In order for your property to be listed in the multiple Listing Service, you must offer a Buyer's Agent Commission, aka SOC (selling office commission). You will pay ZERO commission to List4FlatFee.com. Please refer to your listing agreement, under commissions. You must write a percent OR a flat fee. For Example, 3% OR \$10,000 (only write in one amount). Please note that many agents will NOT show your property if you are offering a low commission. We will NOT list your property unless you are offering at LEAST 1% to the Buyer's agent. There is a special field in the MLS that is only for the commission amount. This way, agents know right away what they are going to receive if they close a sale representing a Buyer on your property. You are advised to maintain a check in log for all agents and their buyers, and buyers whom come to the property without an agent. You may be responsible for a commission if you sell to a buyer that was working with an agent in which your property was brought to the attention by that agent (procuring cause).
2. **CHANGES TO YOUR MLS LISTING:** All changes must be in writing (except for photos and/or marketing remarks). You will be provided with a change form to make future changes to your listing once it is activated. If you want your photos updated, then email [mls@list4flatfee.com](mailto:mls@list4flatfee.com) with the new photos (named in the order you want them to appear) and include the property address in the subject line. When you make changes to your ad on our site, that does NOT change your mls listing. We must manually update the MLS listing. Please allow one business day for all changes. You are responsible for keeping your ad on our site up to date on your own.
3. **PHOTOS:** YOU MUST own the photos you have provided on our website and for the MLS listing. This means that the photos are owned by you (you took the photos or can provide written permission from the owner). Copywrite laws protect photos and the penalties are strict. Do not copy any photos from any website, including the assessor, google, HOA, etc. Use normal orientation with a 3 x 4 aspect ratio and photos should be 1024 x 768 pixels. To avoid distorted photos on the MLS and public sites, do not use photos with the camera turned 90 degrees, and no panoramic photos. Send your JPEG photos numerically labeled in the order in which you want them to appear (1.jpeg, 2.jpeg, etc.), preferably in a [ZIP](#) file.
4. **VIRTUAL TOURS (VT):** You may provide a virtual tour URL(not an attachment or mp file) for your MLS listing that is MLS compliant and contain ZERO advertising, contact information, etc. This means, no you tube videos. If you took the video, there are companies that offer a platform for you to set up a URL for the VT. You will need to confirm with that company that it is MLS compliant.
5. **PUBLIC WEBSITES:** The seller's contact information does not syndicate to public sites that show MLS listings. This is the rule for ALL MLS services, and all MLS listings. We have no control over this. Hence, when a buyer contacts us on your listing, we email that information to you so you may communicate directly with the Buyer. Only the listing member's name appears on the public sites. Most simply state "Courtesy of List4FlatFee.com, LLC". Most buyers end up at our site because our company name is the same as our website, giving the buyer access to your contact information.

6. **ZILLOW AND TRULIA:** These are not licensed brokers or members of any multiple listing services. They are standalone companies that we allow access to our customers' listings. List4FlatFee does NOT control the quality, content, timing, or have any control over the "Zestimates" displayed by Zillow. Sellers are advised to "claim" their listing on Zillow as a FSBO for best exposure. Claiming a listing on Zillow may allow Seller to better control the listing content. If there are issues with a listing on any public site, the Seller must contact that site directly, as we only have control over the MLS listing, which will have been confirmed accurate by the Seller prior to activation.
7. **OTHER PUBLIC SITES:** There are many sites that show MLS listing because as brokers and members of the MLS, we allow our listings to syndicate to them. This is a bonus for the Seller, however, note that the sellers contact information, email, etc. will NOT appear on these public sites. This is a rule by ALL mls services, so regardless of whom you list with, your contact information will not be on those public sites (windermere, johnlscott, realtor.com, etc.) Additionally, we cannot make any changes to those sites, have no control over their content, how many photos they show, how much information is shown and how long it takes for a listing to appear. Most listings show within a few hours, but sometimes it can be up to 24 -48 hours.
8. **OPEN HOUES:** The NWMLS doesn't allow postings of open houses in the MLS unless a licensed real estate agent is holding it open. You can post it on your ad on our site, however. If you know a licensed agent that would hold an open house for you, then have that agent email us their name and company, time and date and we will post it on the MLS listing. This doesn't guarantee that it will syndicate to public sites. \*The RMLS DOES allow open houses without a licensed agent. If you want an open house and your property is in the RMLS, then email the time, date and property address no later than 2 business days prior to [mls@list4flatfee.com](mailto:mls@list4flatfee.com) and we will add it.
9. **PUBLIC MARKETING REMARKS:** When completing your Listing Data Form, do NOT write any contact information (phone number, email, URL, etc.) in the public remarks. Only provide a description of the property. The MLS does NOT allow any contact info. in this field. All contact information has specific fields AND it is also placed in the agent remarks section.
10. **SHOWING YOUR PROPERTY:** You will be the contact for showing your property. In the MLS listing, under agent remarks, the instructions will state:  
*xa-Limited service listing,Rule 4(e). Call seller at "seller's phone number" to schedule showings & w/property questions. Present offers directly to seller's email: "seller's email".*  
You are advised to keep a log in for all showings for your own buyers and those working with agents.
11. **NOTICE OF ACCEPTED OFFER AND CLOSED TRANSACTIONS:** You MUST notify List4FlatFee.com via email within one business day if a sale has been accepted, has failed or has closed. You are required to provide the details of the sale at the time of acceptance, which is for our log only and is NOT revealed until after closing. The best way to do this is to email a copy of the contract to [mls@list4flatfee.com](mailto:mls@list4flatfee.com). The seller will be required to pay any fines levied because of failure of changing the status in the MLS due to Seller not notifying List4FlatFee.
12. **LEAD BASED PAINT:** If your property was built prior to 1978, you will need to complete the, federally required Lead Based Paint disclosure and email or fax it back signed. We will send this form to you once we review your listing documents.

13. **LOCK BOX VERSUS COMBO BOXES:** The NWMLS only allows MLS electronic lock boxes and not combo boxes, so you may not utilize your own combo box if your listing is in the NWMLS. If an agent calls to schedule an appointment and is instructed to use a combo box, and if they submit a complaint to the MLS, then the MLS will issue a fine. Per our listing agreement, you would have to pay that fine. You may rent an MLS electronic lock box for \$95. See listing agreement for details. If your property is in the RMLS, you may use a combo box, as it is allowed in the RMLS.
14. **LOCK BOX RETURN:** If you have rented a lock box for the property and when the buyer's agent comes to do the final walk-through with the buyer, please have them remove it. You will need to give them the shackle code (will be provided to you beforehand) and meet them to retrieve it. We will send you a self-addressed, pre-paid envelope to have you ship it back.
15. **SEPTIC TANKS:** If your property is on a Septic system and Tax records show the septic is approved for a certain number of bedrooms, then you may ONLY advertise it as such. All other bedrooms may be categorized as den/offices or extra rooms. Washington state rules state that the total number of bedrooms in the listing may not exceed the number of bedrooms for which the on-site sewage system is known to have been approved. If you can provide documentation showing that the septic is approved for more bedrooms, then we can place it as such, otherwise, it would have to be the number of bedrooms in tax records.

**Seller must acknowledge on the listing agreement that they have read, understand and agree to the items on this document.**