

# RANW MLS Lockbox Sanctions and Fines

September 2020

The following sanctions are for the misuse of the RANW MLS Supra Lockbox System, these are approved *suggested guidelines* for the RANW MLS Rules Committee and Staff and the Board of Directors to use for Lockbox Key violations:

## SUPRA Lockbox System Violations “Giving Unauthorized Access” to any Property and the Offense for each

<u>Use of Key By</u>	<u>1st Offense</u>	<u>2nd Offense</u>	<u>3rd Offense</u>	<u>4<sup>th</sup> + Offense(s)</u>
1. Any Unauthorized Key User	Warning Notice Broker Warning Notice Agent	\$100 each Broker \$100 each Agent	\$500 each Broker \$500 each Agent 1-Month loss Agent Key use	To BODs for Action
2. Keyholder Accesses a Property w/out Appointment  A “Team Member” or a Company Representative may schedule an appointment for showing only if they are an active Keyholders.	Notice Broker Warning Notice Agent	\$100 each Broker \$100 each Agent	\$500 each Broker \$500 each Agent 1-Month loss Agent’s use of Key	To BODs for Action
3. Agent gives Key to member who would be An Eligible-Keyholder, who did not get a Key	Warning Notice Broker Warning Notice Agent	\$100 each Broker \$100 each Agent	\$500 each Broker \$500 each Agent 1-Month loss Agent Key use	To BODs for Action To BODs for Action
4. Allow another Keyholder to use your Key	Warning Notice Broker Warning Notice Agent	\$100 each Broker \$100 each Agent	\$500 each Broker \$500 each Agent	To BODs for Action
5. Use of Supra 1- Day Code for other than authorized MLS members participating in WIREX *	Warning Notice Broker Warning Notice Agent	\$100 each Broker \$100 each Agent Loss of 1-day code use By Agent for 3 months	\$500 each Broker \$500 each Agent Loss of 1-day code use By Agent for 6 months	To BODs for Action

**\*A RANW Keyholder may give out one time – a Supra one-day code for one time use, to a member who is eligible to be a Reciprocal Keyholder.**

See page 2, For the Process regarding complaints.

**The Process:**

**No action will be taken on anonymous complaints received by RANW MLS.**

**1<sup>st</sup> Offenses:** Once a complaint has been received the RANW MLS Staff may administratively handle the 1<sup>st</sup> offense, by receipt of the complaint, notifying the parties with a letter of warning, stating there was a complaint received and what the RANW MLS Rules are, including any further breach of RANW MLS Rules could have further consequences of fines and system use. The BODs will be notified of the Warnings as issued.

**2<sup>nd</sup> and Further Offenses:** Once a complaint has been received the RANW MLS Staff will send a request to the alleged offending member with the complaint, requesting a response from member(s). The complaint and the response(s) will be submitted to the MLS Rules Committee Panel for their review and resolution of complaint. The Committee's determination will be given to both parties, the offending party may request an appeal to the BODs as part of the process.

**Members Denied Key:** At any time, a complaint that is made about a member who had been denied a Key (by the BODs) is to be submitted to the BODs and Attorney for review prior to processing of the complaint.

**The MLS Rules Committee: Is comprised of MLS Participants and or Managers, who are annually approved by the RANW MLS Board of Directors.** This Rules Committee will be the body who (Body: Per Professional Standards procedures, 3 or 5 Members are selected to review the complaint) will be acting on the complaints received and imposing the sanctions as outlined in the ELB System Sanctions. Full appeal rights to the Board of Directors is part of the process.

**Broker(s) and Agent(s):** If more than one Company is involved, then the sanctions would be for all Brokers and Agents involved.