



Compliance & Fine Policy

October 2026

Compliance Policy & Schedule of Fines

The purpose of the MLS compliance policy is to maintain the quality and integrity of the MLS database. Fines will be issued and processed in accordance with this compliance process. Violations and fines are subject to change upon approval of the MLS Board of Directors.

Reporting Errors/Violations

Subscribers may report an error/violation by using the "Report Error/Violation" function in FlexMLS, using the online reporting form ([click here](#)) or contacting the MLS directly at (859) 276-3503 or help@imaginemls.com. Error reports submitted through Flexmls, email, or phone calls are confidential and will not be shared with other members.

Notice Of Error/Violation

Upon receipt of a possible violation, a Notice of MLS Violation will be sent via email to the offending agent(s), this includes co-agents on listings, and principal broker(s). Violations must be corrected, or evidence of non-violation provided to help@imaginemls.com within one (1) full business day from the notice of violation being sent. A non-conforming listing may be subject to modification or removal by MLS staff after this time.

Filing For A Review Of An Error/Violation

Any participant/subscriber of the MLS can request a review of their sanction within ten (10) calendar days of the notice of violation by doing so in writing to the MLS Compliance Advisory Group at help@imaginemls.com. The responsible participant/subscriber will then have twenty (20) calendar days to respond, in writing, with substantiating evidence of non-violation or reason by which the sanction should be waived or modified. The MLS Compliance Advisory Group will review the submitted evidence and make a decision to uphold, modify or waive the sanction.

Decisions of the MLS Compliance Advisory Group may be appealed to the MLS Board of Directors within twenty (20) days of notice by submitting such notice in writing to help@imaginemls.com.

Fines Payable

Fines will be payable no later than thirty (30) days after a Notice of Violation or the conclusion of appeal, whichever is later. If a fine is not paid within the allotted time, the offending agent's MLS service will be deactivated until such fine is paid according to Section 9.1.1 of the MLS Rules & Regulations.



Warning Policy

Each member will receive one (1) letter of warning per rule for minor or moderate violations each calendar year, subsequent violations will be fined according to the MLS Fine Schedule. Major violations MAY result in a fine with no warning. The MLS Compliance Policy and Fine Schedule are set by the MLS Board of Directors.

Repeat Offenders

Any member who accumulates more than three (3) moderate or major administrative sanctions in a calendar year will be required to attend a hearing before the MLS Board of Directors for their actions and violations of the MLS policy and are subject to additional discipline and/or termination of MLS service pursuant to Section 9.1.1.

Escalation Of Fines for Repeated Violations

Fines for repeated violations of the same nature will escalate as follows: If a member receives a violation for the same issue within the calendar year after an initial warning has been issued, the fine will increase accordingly. The escalation structure is detailed below:

- Minor Violations: \$100 - \$200 - \$300
- Moderate Violations: \$250 - \$500 - \$750
- Major Violations: \$500 - \$1,000 - \$1,500

To see a list of the fine amounts for most violations, visit the Common Violations & Fine Amounts page [here](#).

