



**Imagine**MLS

**Compliance & Fine Policy**

**February 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](mailto:help@imaginemls.com). Error reports submitted through Flexmils, 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](mailto: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](mailto: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](mailto: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

*Please note: the following list of administrative sanctions is not exhaustive, and warnings/fines may be levied against a member who is deemed to have violated MLS policy.*



Summary	Rule	Fine
<b>Minor Sanctions</b>		
Failure to properly disclose New Construction, Designated Builder Lots, and/or Model Homes	Section 1 – Listing Procedures	\$100
Misreporting the buyer's agent in the closing information	Section 1.2 – Detail on Listings Filed with the Service	\$100
Directive communication in public remarks	Section 1.2.1 – Prohibition of Personal Marketing in Public Remarks	\$100
Contact information in photos, forms, public remarks and/or recognizable people or photos of people in photos	Section 1.2.2 – Prohibition of Contact Information in Photos, Forms, Public Remarks or Recognizable People in Listing Photos	\$100
Hyperlinks under public remarks and/or photo descriptions	Section 1.2.3 – Prohibition of Hyperlinks in Listing Content	\$100
Virtual media containing broker/agent branding or contact information	Section 1.2.4 – Unbranded Multimedia Submissions Only	\$100
Failure to move listing from Contingent to Pending within 48 hours upon release of all contingencies	Section 1.4.2 – Pending with Contingency	\$100
Submitting a listing date or expiration date that differs from the date in the listing contract	Section 1.11 – Termination Date on Listings	\$100
Uploading a blank Seller Disclosure	Section 1.16 – Legally Required Seller Disclosure & Lead Based Paint Form(s)	\$100
Failure to report status changes including final closing of sales and sales prices within 48 hours after they have occurred	Section 2.5 – Reporting Sales to the Service	\$100
Violations of For Sale and Sold sign rules	Section 4.1 – "For Sale" Signs Section 4.2 – "Sold" Signs	\$100
<b>Moderate Sanctions</b>		
Failure to report a price change or any other change in the original listing agreement within 48 hours after the authorized change is received by the listing broker	Section 1.4 – Change of Status of Listing	\$250
Failure to report Pending or Pending with Contingency within 48 hours of acceptance of a contract (excludes property contracts with kickout clause)	Section 1.4.1 – Listing Status for Properties with an Accepted Contract	\$250
Active listing promoted or advertised delayed showing (not permitted)	Section 1.4.3 – Delayed Showings	\$250
Advertising a listing without prior consent of the listing broker	Section 2.7 – Advertising of Listings Filed with the Service	\$250
Failure to disclose potential short sales	Section 5.0.1 – Disclosing Potential Short Sales	\$250
Failure to obtain a buyer representation agreement when working with buyers and/or touring a home	Section 5.0.2 – Written Buyer Agreement	\$250



## Major Sanctions

Failure to submit a listing within 1 business day of publicly marketing the property	Section 1.01 – Clear Cooperation	\$500
Failure to complete the proper paperwork for a Coming Soon or Office Exclusive	Section 1.2.5 – Detail on Listings Filed with the Service	\$500
Showing a Coming Soon listing before the On Market/Active Date	Section 1.2.5 – Detail on Listings Filed with the Service	\$500
Failure to properly withdraw or delete a listing from the MLS	Section 1.5 – Withdrawal of Listing Prior to Expiration	\$500
Providing MLS access to any non-MLS Subscriber/Participant	Section 10.0.1 – Sharing Credentials, MLS Access, or Forms with Non-Members	\$500
Displaying an offer of Compensation on the MLS	Section 5 – No compensation specified on listings	\$500

