HANDS-ON COURSE WORKBOOK

Add/Edit



Toronto Regional Real Estate Board

Professionals connecting people, property and communities.

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About This Workbook

Learning objectives

This user guide is designed for TRREB Members and office administrators who want to learn how to use the New Add/Edit tool. After completing the material in this user guide, you will be able to:

- Add new listings
- Upload and rearrange listing photos
- Upload and manage document attachments
- Edit listings
- Change a listing's status

The user guide uses the following conventions:

- The names of objects that require user action, such as menu items, buttons, or function keys on the keyboard are in bold. Example: Click **Print View**.
- Labels such as names for dialogue boxes, toolbars or fields are capitalized. Example: The Print dialogue box appears.
- If you must press two or more keys simultaneously, they are separated by a + symbol. Example: To close open programs, press the **Ctrl + Alt + Del** keys on your keyboard.

Throughout the user guide, you will see three types of icons in the left margin:



TIP: The light bulb signals a tip that will help make your task of using Add/Edit easier.



NOTE: The note signals information that you should be aware of.

MLS® RULES & POLICIES: This logo reminds you of an MLS® rule or policy that may be applicable to the procedure. For a complete

set of MLS® Rules and Policies, please refer to the **MLS INFO** menu on TRREB's Home Page, then click **MLS® RULES AND POLICIES**. **As with all MLS® Rules and Policies, failure to comply may result in fines and/or complaints to Professional Standards.**

Although TRREB endeavours to ensure the accuracy and timeliness of information, it is not guaranteed. TRREB accepts no responsibility for any loss arising from any use of the information contained herein.

Prerequisites

For accessing Add/Edit, you should use a laptop or desktop computer, or a tablet computer, like an iPad. Although phones are compatible with Add/Edit, you may find their screen size to be small.

Chapter 1

A Few Tips Before Getting Started



Can any device be used to work in Add/Edit?

Yes. Add/Edit works on any device with any operating system. However, you may find working on a phone awkward due to the device's screen size.

Can anyone use Add/Edit?

No. By default, not all TRREB Members have access to Add/Edit. If you click the link and don't have sufficient permissions, you won't be able to enter or edit a listing. The only person who can change that is your Broker of Record or Manager.

Can listings from any class be entered?

Yes. You may enter listings that are Residential Freehold, Residential Condo & Other, and Commercial. The data entry screens that appear vary by class and whether the property is being offered for sale or for lease.

Can I use my keyboard to move my cursor around the screen?

Yes. You can use your Tab key to move to the next sequential field or Shift + Tab to move to the previous field.

What should I do if I can't complete all data entry in one session?

You may save your draft at any time. The draft is a temporary document, available to the user who created it or an administrator in their office.

Drafts remain active for 30 calendar days and are purged after that time. If you edit the draft, you will only be able to save it for thirty days from the original creation date. Once submitted, drafts become listings that can then be edited by those with appropriate permission levels.

Does REALM™ automatically save my draft?

REALM™ auto-saves the draft every minute, but you can also click the Save button at any time to force a new save.

How do I get from one section of the Listing Detail Form to the next?

Click on any of the ten top tabs to jump to a specific section.

What if I don't know what information goes in a particular data field?

On a device with a mouse, hover the mouse pointer over the Information icon ⓘ at the right side of the field (e.g., Holdover Days) for a pop-up explanation of the field and required data. If using a mobile device, tap and hold your finger on the Information icon ⓘ to view the help text.

How do I know which fields are mandatory?

Required fields are indicated with an asterisk (*) after the field's name. If you skip a required field, a red error message will flag that field and a warning icon ⚠ will appear beside the tab where the missing field can be found.

Required fields may be dynamic, based on what was entered in other fields. For example, if you select Sale (instead of Lease), then Taxes are required.

Required information varies by class. For Commercial listings, the Type field Details tab (specifying Farm, Industrial, Office, etc.) determines most of the listing's required fields.

Is there a way to look up addresses?

Yes. When starting a new listing (Add Listing tab), use the Land Registry Search field and search by Address. Type in the street number and street name of the property into the field and then click **Search**. The address that you typed will be searched in Land Registry's database and matching results will appear. Select the

correct result. In order to avoid typing and spelling errors, it's best to select the address from this list.

Will Add/Edit pre-fill some of the fields?

Yes. For example, once you've selected an address from the Land Registry field, the following will automatically fill in: Street Number, Street Name, Abbreviation, Street Direction, Area, Municipality, Community, and Postal Code, Assessment Role Number, and PIN#. In addition, the map location for the property will also be added.

Is there a way to look up Area, Municipality, and Community?

Yes. If you decided not to use the Land Registry field (which auto-fills Area, Municipality, and Community), you may use the TRREB Map.

- In REALM™, click the **Resources** icon to the left of your Avatar, then select **TRREB Map**.
- In Matrix, find the map in the External Links widget on the Dashboard.
- In Stratus, you'll find TRREB Map in the LINKS menu on the left sidebar.

After the TRREB Map has opened, type the address of the property in the search field, and then click **Search**. The property marker appears on the map. Ensure that all of the map layers are check marked. Zoom out until you can see the desired boundaries.

Does the system flag any errors?

When possible, Add/Edit prevents incorrect data entry. For example, at price fields, you cannot enter a non-numeric character. It ignores dollar signs and commas, automatically preventing you from typing them.

In other fields, Add/Edit flags errors when you miss mandatory fields.

Can I select more than one item in a data field?

Some fields, like Property Features and Other Structures, allow selection of more than one item. The Data Information Sheet indicates the maximum number of selections available, as does the field in Add/Edit. The system prevents selecting too many items.

Is there a specific format for entering dates?

Sometimes the quickest way to enter dates is to use the date navigator, but at other times it may be faster to type **t+90**. Be careful to select a date that is appropriate for the field because some dates will be very specific. Add/Edit uses the mm/dd/yyyy date format.

What is the difference between Edit Listing and Change Status?

The **Edit Listing** option opens the original-looking screen of ten tabs that you see when you add a listing. From there you can:

- change the price
- change the expiry date
- modify remarks
- add a broker open house date and time
- edit property characteristics (e.g., room descriptions)
- etc.

The **Change Status** option can be used to:

- report conditional sales/leases
- report firm sales/leases
- suspend listings
- terminate listings (Broker of Record/Manager only).



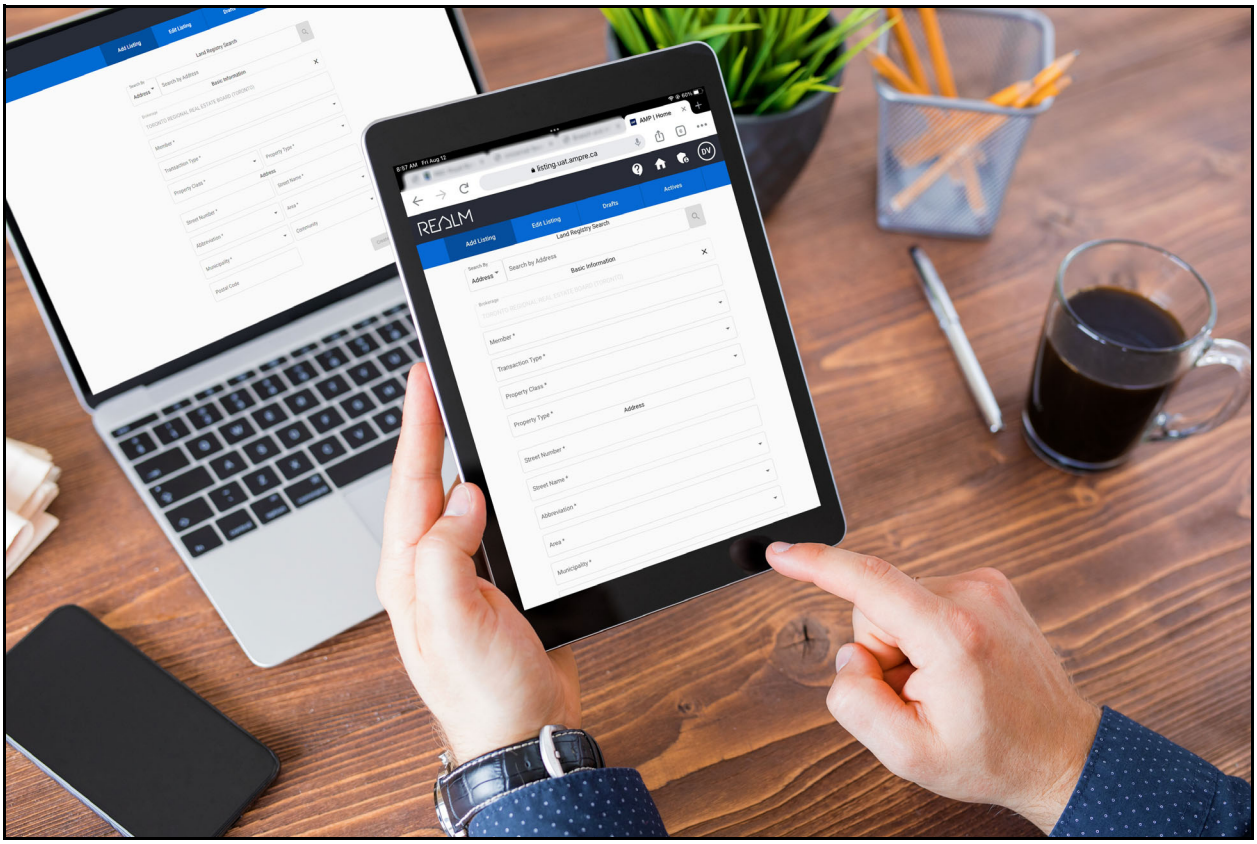
NOTE: Remember to obtain written authorization from the Seller before changing the listing.

Summary

Now that you've read some general tips about Add/Edit, you're ready to learn how to enter listing data which is covered in the next chapter.

Chapter 3

Adding a Listing



Accessing Add Listing

The Add Listing feature of Add/Edit allows you to add listings of any class (i.e., Residential Freehold, Residential Condo & Other, Commercial, Farm, or Land) to TRREB's MLS® System. The Listing Detail Edit form allows you to input property information quickly and easily. You can complete all fields and make the listing available immediately to MLS® System users or save a partially completed listing in Draft form to complete later. Add/Edit automatically saves the partially entered listing as a Draft. Should there be any disruption to the entry process, you may access the listing from the Drafts tab in Add/Edit.



NOTE: You'll be asked to enter the information as it appears on the appropriate TRREB MLS® Data Information Form. Have it ready before proceeding. Printable PDF versions of the MLS® Data Information Forms can be found on TRREB's Home Page under MLS INFO > FORMS AND CLAUSES > ALPHABETICAL ORDER. Online, fillable versions of the MLS® Data Information Forms can be found in WEBForms®.



TIP: When a listing is first added to the database, the Last Status Change or LSC is set to New. It remains New until its status is changed, such as Price Change, Extension, Sold, etc.

MLS® RULES & POLICIES: MLS® Rule R-365 states that "In all instances when an MLS® Listing Agreement commences, the Listing Brokerage shall process the MLS® Listing through TRREB'S MLS® System within two (2) TRREB business days following the commencement date of the MLS® Listing Agreement." TRREB business days are Monday to Friday from 8:30 a.m. to 4:30 p.m. with holidays excepted.

To add a listing:



NOTE: During the transition to from Current (old) Add/Edit in to New Add/Edit, Members may choose which version they would like to work with.



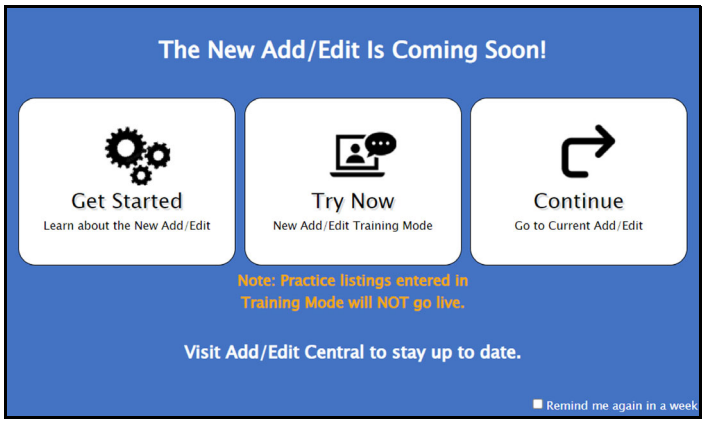
NOTE: As of the writing of this workbook, New Add/Edit is in Training Mode only to allow Members to get used to the new

program. Listing submitted in Training Mode cannot become live listings in the MLS® System.

1. Log in to TRREB's Home Page, if necessary.

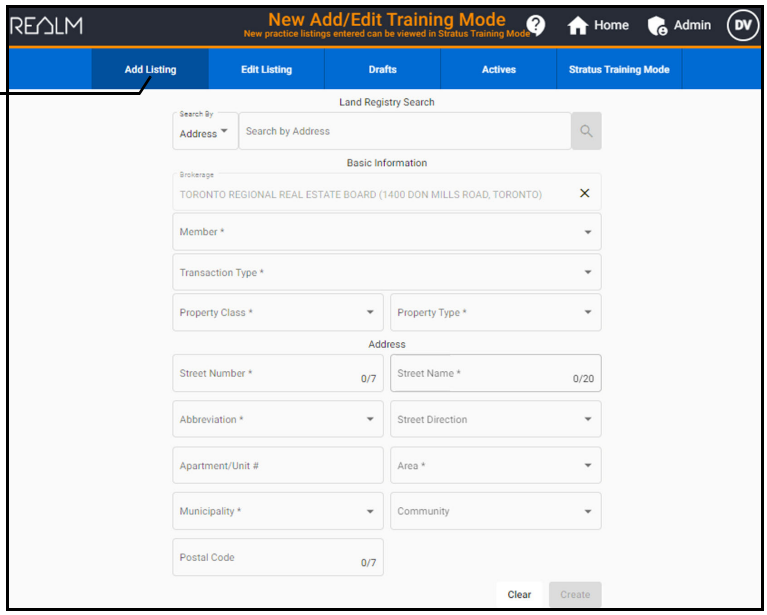
   - If you're a REALM™ user, click **REALM™** and then select **Resources** ▦. In the Resources list, select **Add/Edit**.
   - If you're a Stratus user, select **Search Properties**. In the left-side panel, click **Add/Edit.**
   - If you're a Matrix user, select **Search Properties**. Click **Add/Edit** in the top toolbar.

NOTE: During the transition from Current (old) Add/Edit to New Add/Edit, a dialogue box appears after you click *Add/Edit*. The dialogue box directs you to either Current Add/Edit (Continue button), New Add/Edit (Try Now button), or resources to learn about New Add/Edit (Get Started button).



NOTE: If you don't have Add/Edit privileges granted by your Broker of Record, or you haven't been given a sufficient level of permission, you may not be able to add a listing.

2. In Add/Edit, click the **Add Listing** tab, if necessary.



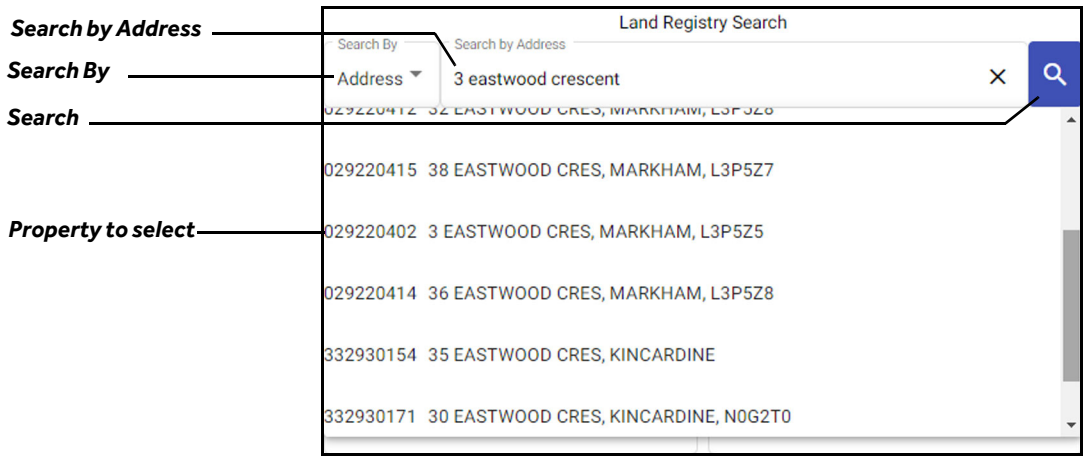
Add/Edit Home page

NOTE: The following sections focus primarily on how to complete mandatory fields for a Residential Freehold For Sale property. The requirements for your particular property may vary. Add/Edit's screens will mirror the fields on the MLS® Data Information Form.

3. On the Add Listing page, click the drop-down for **Search By** and select either Address, Owner Name, PIN, or ARN. In our example, we kept the default of *Address*.

NOTE: Searching by Land Registry information isn't required but it auto-fills some fields on the listings and helps to ensure that the property maps correctly.

4. In the Search by Address field, type the address of the property, and then click **Search** (magnifying glass icon). A list of matching properties appears. Since it is a *contains* search, you'll see results containing your criteria not exact matches.



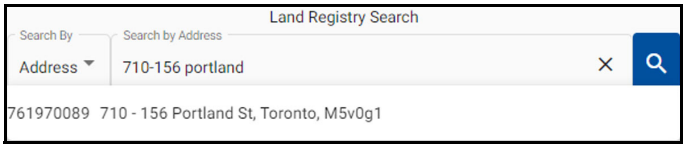
Land Registry Search

TIP: Remember that the Land Registry Search is searching all of Ontario, so there may be many similar addresses. The more you type in the Search field, the more specific your results will be.

TIP: A maximum of 10 search results will appear. If the desired property is not in the list, add the municipality's name to the search criteria.

TIP: If the correct address is not in the list, it is perhaps because it is in a new development. Carefully complete the Address section to ensure that you don't make any mistakes.

TIP: If you're entering a property with a unit number, such as a condominium or a commercial unit, enter the unit number first (for example, 710), followed by a hyphen, and followed by the street address (for example, 710-156 portland).



Format for searching properties with unit numbers in the Land Registry Search

5. Select the correct property from the drop-down list. The property's details will auto-populate in the form.

TIP: If you use the Land Registry Search, the street name may appear in all capital letters. This is how it will appear on the listing. Correct the format either before or after clicking *Create*.

TIP: If you're an Administrator, or are entering this listing for another salesperson, click the **Member Search** field and type the name of the Listing Salesperson. A list of possible matches appears. If you're a salesperson, your name will already appear in this field.

NOTE: Fields marked by an asterisk are mandatory.

6. Click into the **Transaction Type** field and select the appropriate Type. In our example, we chose *For Sale*.

7. Click **Property Class** and choose the appropriate Class. In our example, we chose *Residential Freehold*.

8. Click into the **Property Type** field and choose the appropriate Type. In our example, we chose *Detached*.

9. If you didn't make use of the Land Registry Search, complete the mandatory Address group of fields.

TIP: If there is no street abbreviation, use N/A. This is useful when entering properties on Queens Quay in Toronto, for example.



Create new listing



NOTE: If you used Land Registry data in the first field, the address of the property should auto-populate. If entering a condo or a commercial unit, only the street address will auto-populate. Unit numbers are confirmed after clicking Create.

10. Click **Area** and choose the appropriate region, if necessary. This will auto-fill if the Land Registry search was used.

11. Click **Municipality** and choose the correct municipality, if necessary. The list of choices will be determined by the selection made in Area. This will auto-fill if the Land Registry search was used.

12. Click **Community** and choose the correct neighbourhood, if necessary. The list of choices will be determined by the selections made in Area and Municipality. This will auto-fill if the Land Registry search was used.



TIP: To ensure that you have the correct Area, Municipality and Community, use the TRREB Map and type in the correct address, Municipality and Province into the Find field. Place check marks beside Municipality and Community and then zoom out to a suitable zoom level.



NOTE: An exception to Municipality is Toronto. Area, Municipality, and Community are mandatory fields. Since Toronto is both an Area and a Municipality, you'll need to enter the district code as the Municipality. If you are unsure of the district, use the TRREB Map to see the boundaries.

13. Complete the **Postal Code** field, if necessary. This will auto-fill if the Land Registry search was used. A postal code must be 6 characters *without spaces or dashes.*



NOTE: If you don't know the postal code, you may easily look it up by going to Canada Post's website www.canadapost.ca.

14. Click **Create**. The Edit Listing (Draft #) page of Add/Edit appears. Pay attention to the Draft number that appears at the top of the page. If you can't complete and submit the listing at one time, you can easily retrieve the draft listing by searching for its Draft number.

NOTE: Add/Edit will automatically save the Draft every 60 seconds after you click **Create**.

Add/Edit is made up of ten sections. Click a link at the top of the page to jump to a specific section or use the **Next** or **Previous** buttons at the bottom of each page.

Completing the Location section

TIP: To help you find the correct option in the drop-down fields, you may start typing the first few letters of the desired list item to narrow the number of options.

TIP: Hover your mouse over (or on a mobile device, press and hold your finger on) Information ⓘ (e.g., Holdover Days) for a pop-up explanation of the field and its requirements (e.g., a date range, or numerical or alphabetical data).

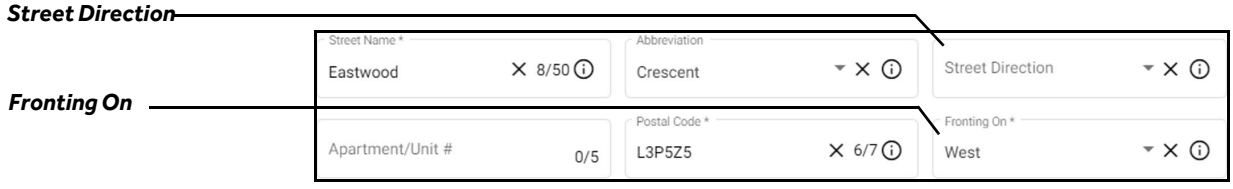
To complete the Location section:

NOTE: The fields that appear in this section will be determined by the Class and Type of property that you've selected.

NOTE: Several of the fields on the Location section will be completed due to the information you input on the Add Listing section. These can be edited, if you choose.

1. Click **Street Direction** and enter the appropriate information, if necessary. For example, if you were entering a property on Queen Street East, *East* is what you would enter. In our example, there is no street direction.

2. Click **Fronting On** and choose the appropriate direction (north, south, east or west). This will be the side of the street where the property is located (not which direction the front door is facing).



TIP: *Fronting On* can cause confusion. It doesn't mean the direction that the front door is facing. It means the side of the street where the front of the property is located. If the property is on the west side of the street, you'd say that it was fronting on the west. Fronting On is not to be confused with Exposure when listing a condominium. Exposure is the direction that the condominium unit is facing.

3. Click the **Legal Description** field and enter the property's legal description.



NOTE: If you wish to verify the Legal Description of this property, you may access GeoWarehouse® and search for this address.

TIP: The Legal Description field is a maximum of 50 characters long. If the legal description of the property is too long to fit, you may use the shorter Assessment Roll Legal Description found in GeoWarehouse®.

4. Enter the Lot Front and Lot Depth data and then enter the corresponding Lot Size Code.

5. If the lot is pie shaped, for example, that would be disclosed in the *Lot Irregularities* field.

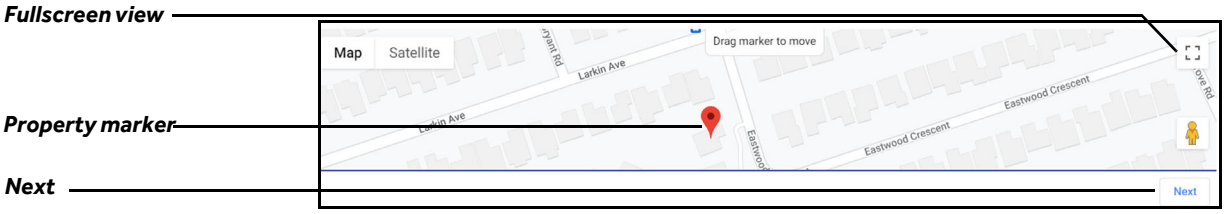
NOTE: It is mandatory to enter a zoning code in the Zoning field for Commercial listings. Zoning codes can be found in GeoWarehouse®.

6. Click the **Direction/Cross Streets** field and type the names of the major cross streets that are close to the property.

TIP: Remember that you're also marketing the property to the buying public, so using a major, recognizable intersection which is

close to the property will help them understand where the property is located.

7. At the bottom of the Location section is a map indicating the position of the property. If it isn't correct, navigate to the correct location of the property in the map and click on it. The red property marker will appear in the new location. Many Realtors and clients search by map location, so it's important that the location is accurate.



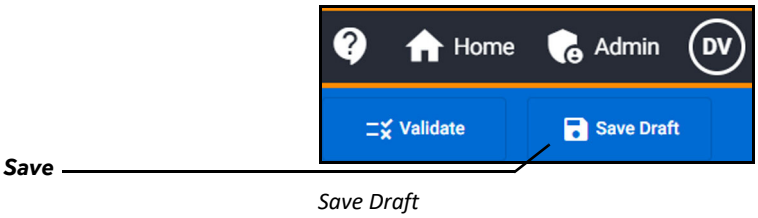


TIP: If you need to move to the marker a great distance, click **Fullscreen view** to expand the map.

8. If you'd like to continue working on this listing later, at any time, click **Save Draft** to save a draft of the listing.



TIP: Add/Edit also auto-saves the listing every 60 seconds. In addition, a save will occur when you move to another section, for example Amounts/Dates.



Save Draft



NOTE: Drafts save for 30 days from the initial saving date.

9. To proceed to the next section, click **Next** or click the desired section name at the top of the page.

Completing the Amounts/Dates section

To complete the Amounts/Dates section:

1. Click in **List Price** and enter the asking price without dollar signs. In our example, we entered *1200000* for $1,200,000.

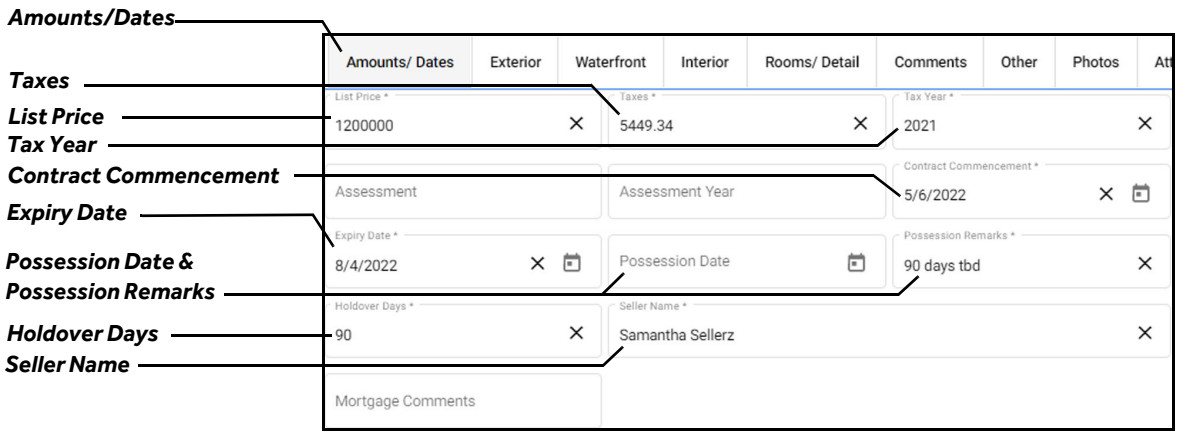
NOTE: Decimals could possibly be used if the property being listed was Commercial. In addition, you'd also use the List Price Code field (which doesn't exist for Residential properties).

2. If the property is for sale, click **Taxes** and enter the most current, annual tax amount. In our example we entered *5449.34* for $5449.34.

TIP: The best source for property taxes is the client's municipal tax bill (not the interim). Be aware that you may have to use the prior year's taxes if the property is being listed in the first half of the year because municipalities often don't publish their tax rates until spring.

3. Next, click **Tax Year** and type the year to which the tax amount pertains.

MLS® RULES & POLICIES: R-390 states that "Where realty taxes are required to appear on TRREB's MLS® System, the amount to be shown shall be the current year's annual taxes or if not available the prior year's annual taxes." Therefore, the only time that tax amounts can be $0 is when the property is brand new (for example, a newly built condominium or house) and taxes have yet to be assessed on the property. If it's a new build, and you enter 0, don't forget to type "Taxes not yet assessed" in the Remarks for Brokerages field.



Amounts/Dates

4. Click in the **Contract Commencement** field and type the commencement date from the first page of the listing contract.

TIP: The Contract Commencement date cannot be greater than today's date. Using a future date would prompt an data entry error.

TIP: A date shortcut exists for Contract Commencement. Entering the letter T will enter today's date. Entering T-1, for example, will enter yesterday's date.

MLS® RULES & POLICIES: R-365 states that "In all instances when an MLS® Listing Agreement commences, the Listing Brokerage shall process the MLS® Listing through the MLS® System within two (2) TRREB business days following the commencement date of the MLS® Listing Agreement."

MLS® RULES & POLICIES: R-330 states that "The term of an MLS® Listing shall not be reduced to fewer than sixty (60) days, calculated from the commencement date."

MLS® RULES & POLICIES: R-325 states that "An MLS® Listing Agreement shall run for a period of not less than sixty (60) days from the commencement date."

5. Click in the **Expiry Date** field and type the expiry date. Referring to MLS® Rule R-330, this cannot be less than 60 days after the Commencement Date.

TIP: A date shortcut exists for Expiry Date. Entering the letter T will enter today's date. Entering T+90, for example, will enter the date 90 days from today.

6. Possession is entered as either a date or text:

- Click in the **Possession Date** field and using the date navigator, enter the date when a Buyer may take possession of the property.

OR

- Click in the **Possession Remarks** field and enter a text description of the possession date (for example, 90 days).

7. Click in the **Holdover Days** field and type the number of days for the holdover.

8. Click in the **Seller/Landlord Name** field and type the name of the seller(s)/landlord(s).

MLS® RULES & POLICIES: R-360 states that "MLS® Listings on TRREB's MLS® System shall contain all information necessary for preparing and Offer for Sale, Lease or Sub-Lease." This includes the real names on title. Do not hide the name(s) on title by stating "undisclosed," or "call me," or "Mr. & Mrs. Seller."



TIP: Use the Mortgage Comments field to add any comments, such as *Treat as Clear* or *Assumable Mortgage*, for example. This is an optional field.

9. To proceed to the next section, press **Next** at the bottom of the current section, or on the Top Tab Menu, click the desired section name.

Completing the Exterior section

To complete the Exterior section:

1. Property Type is already filled in, but confirm that it is correct. If it isn't correct, click the drop-down arrow to the right of the field and select the appropriate property type from the list.

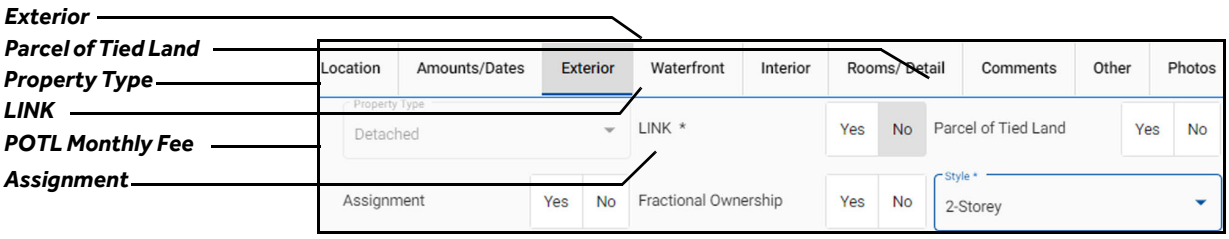
2. Select **Yes** or **No** in the LINK field to indicate if the Detached property is linked below grade or by a garage, for example. This is a mandatory field for Detached properties.



TIP: Always check the property type, even if you feel that you're certain. GeoWarehouse® will display the correct Property Type, Code and Description of the property. If you enter an incorrect Type, it may be deemed to be a violation of TRREB MLS® Rules R-301, R-302, and R-360.



NOTE: The *Type* you choose determines which other fields are required. The following steps discuss the mandatory fields for a Detached property.



Exterior (top of section)



NOTE: Although it seems like Parcel of Tied Land isn't a mandatory field (there's no asterisk indicating that it is), it would be mandatory if the property being listed was a Parcel of Tied Land. If it is, it would be considered to be a material fact and you'd have to select *Yes*. If you select Yes, an additional field, *POTL Monthly Fee* appears and it's a mandatory field to complete, as well.



TIP: Ask the Seller if the property is a POTL. You can also check the legal description of the property in GeoWarehouse® to see if there is a mention of *AN UNDIVIDED COMMON INTEREST IN X COMMON ELEMENTS CONDOMINIUM CORPORATION NO. X* it may be an indication that it is a POTL.

3. *Assignment* is an optional field. If this is an assignment sale, click *Yes*. Before listing an assignment, however, check with your brokerage that you have the legal permission to list the property.

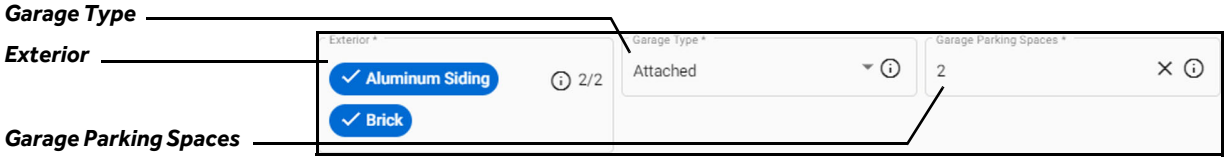
4. Click the **Style** field to choose the style of the property. In our example, we chose *2-Storey*.

5. Click the **Exterior** field and choose up to a maximum of two descriptions for the exterior. In our example, we chose *Aluminum Siding* and *Brick*. Choosing more than two will prompt an error.



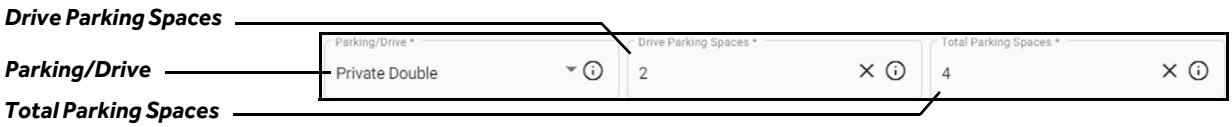
TIP: To deselect an item in a multiple choice list like Exterior, select the item a second time to remove it.

6. Click the **Garage Type** field and select the type of garage on the property, if available. In our example, we chose *Attached*.



7. Click the **Garage Parking Spaces** field and type the number of parking spaces in the garage. The value must be in numerals, not text. In our example, we typed *2*.

8. Click the **Parking/Drive** field and select the driveway type. In our example, we selected *Private Double*.

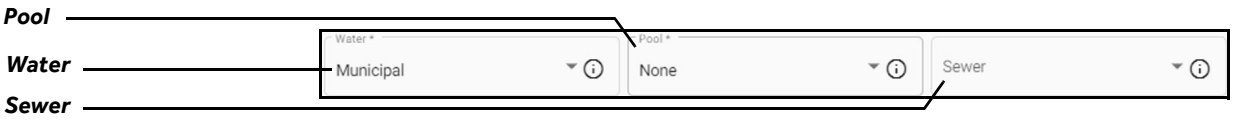


9. Click the **Drive Parking Spaces** field and type the number of car parking spaces available in the driveway. The value must be in numerals, not text. In our example, we typed *2*.

10. Click the **Total Parking Spaces** field and type the total number of spaces for both the garage and driveway. In our example, we entered *4.*

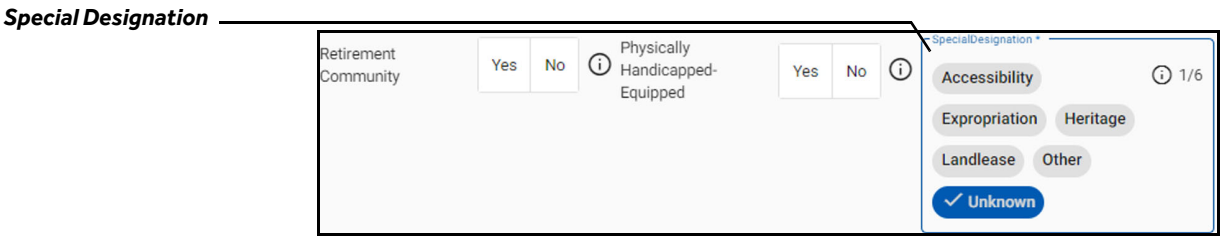
11. Click the **Water** field and select the water supply type. In our example, we selected *Municipal*.

12. Click the **Pool** field and select the appropriate item. In our example, we selected *None*.



13. Click the **Sewers** field and select the type of sewer. In our example, we selected *Sewers*.

14. Click to select the appropriate choice in the **Special Designation** field. In our example, we selected *Unknown*.



NOTE: Approximate Square Footage is an optional field for Freehold Sale properties but is mandatory for Condominiums.

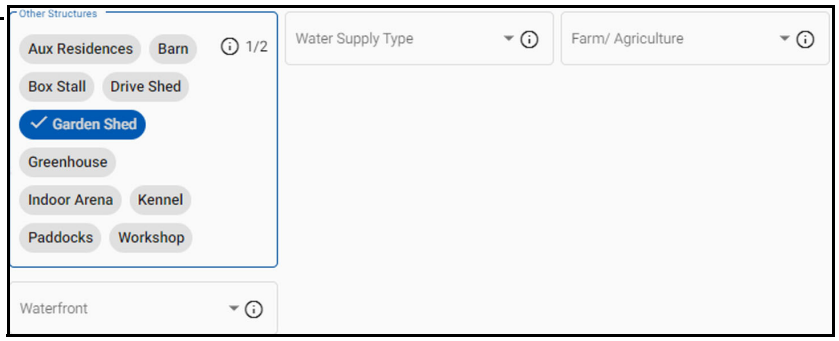
15. Click **Show Property Features/Area Influences**, then select from the list of features in the field that apply to the property. Although Property Features/Area Influences is an optional field for Freehold Sale properties, the items found in this list are searched by buyers so it's worth the time to make several selections.

Property Features/Area Influences



16. Complete any of the remaining optional fields as required. In this example, Garden Shed was selected in Other Structures.

Other Structures



NOTE: The Utilities group of fields are mandatory for Farm, Rural, Rural Residential, and Vacant Land properties but don't apply to our example which is Freehold Sale.



17. To proceed to the next section, press **Next** at the bottom of the current section, or on the Top Tab Menu, click the desired section name.

Completing the Waterfront section

If the property you are listing is a waterfront property, you'll need to indicate both the name and water body type (i.e., lake, river, etc.). Other waterfront fields are optional.



TIP: If this is a cottage, rural, or waterfront property, use the additional TRREB Cottage/Rural/Waterfront MLS® Data Information Form 295. This form contains the fields used in the Waterfront section of Add/Edit. This will serve as part 3 of the Listing Agreement and is only used for Freehold and Condominium type properties.



NOTE: Waterfront refers to a property that fronts onto water or has an easement that allows for waterfront access.

To complete the Waterfront section, if required:

1. Click the **Waterfront** section name at the top of Add/Edit.

2. Click the Body of *Water Name* field and select the name of the desired body of water.

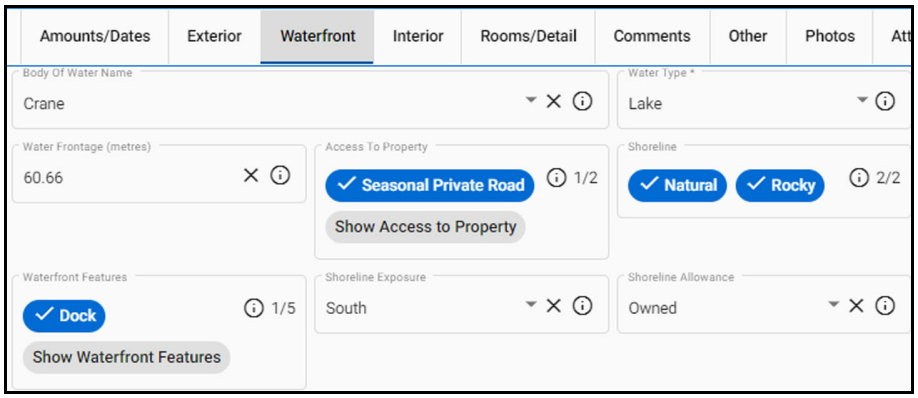


TIP: Since there are so many options, use the search section at the top of Body of Water Name to search for the desired body of water.



TIP: The names of all of the bodies of water in Ontario are listed on Form 295.

3. Click the *Water Type* field and select the water body type.



4. Add any other information to this section as necessary.

5. To proceed to the next section, press **Next** at the bottom of the current section, or on the Top Tab Menu, click the desired section name.

Completing the Interior section



NOTE: The Type you chose (on the Exterior section) affects what other fields are required. The following steps discuss the mandatory fields for a Detached property.

To complete the Interior section:

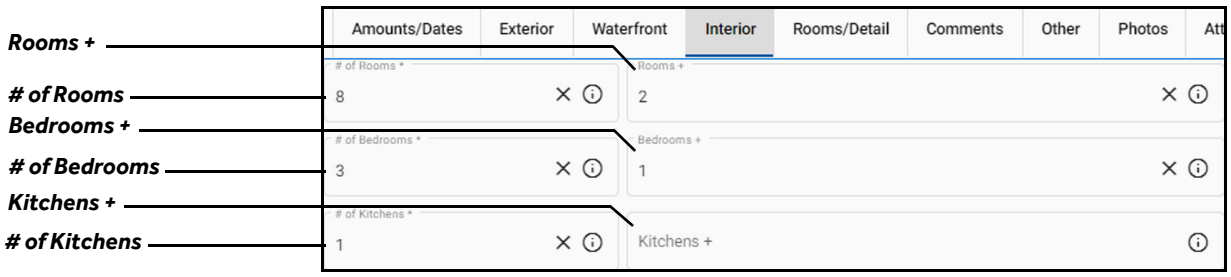
1. Click the **Rooms** field and type the number of rooms (inhabitable and above grade, excluding washrooms).

2. If applicable, click the **Rooms +** field and type the number of rooms (inhabitable, excluding washrooms) below grade.



TIP: A below grade room is one that is below ground level, even slightly.

3. Click the **Bedrooms** field and type the number of bedrooms located grade level and above.



Rooms, Bathrooms, and Kitchens

4. If applicable, click the **Bedrooms +** field and type the number of bedrooms below grade.

TIP: When working with condominiums, the *Bedrooms +* field is used to represent a den and/or a solarium.

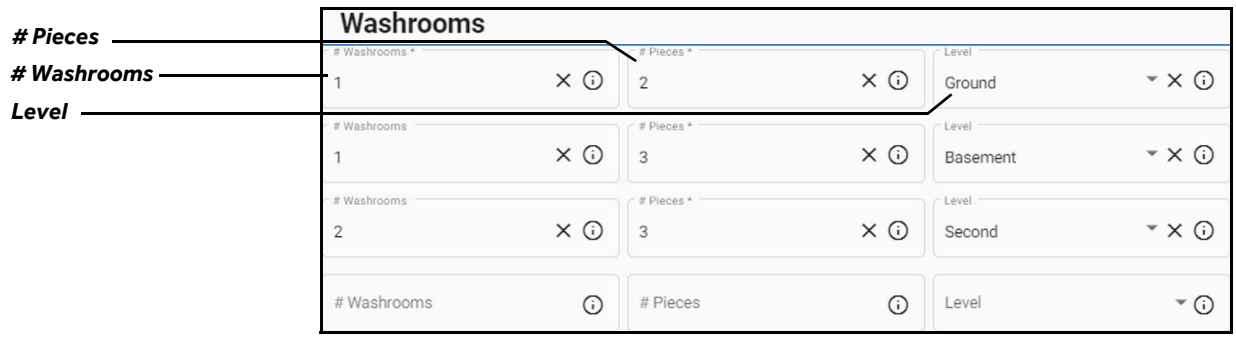
5. Click the **Kitchens** field and type the number of kitchens.

TIP: If the property has kitchens below grade, use the *Kitchens +* field.

6. In the Washrooms section, click into the first **# Washrooms** field and type the number of washrooms (of one kind, e.g., 4-piece) on the same level.

7. Click into the corresponding **# Pieces** field and type how many pieces the washroom has.

TIP: How to count the number of pieces in a washroom is a common question. Pay attention to the use of the item. For example, a tub/shower combination would be two pieces because it can serve as a tub and as a shower.



Washrooms

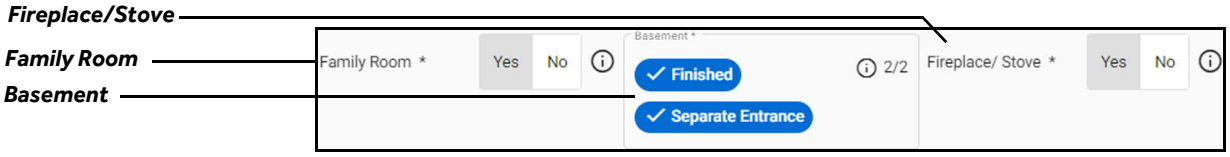
8. Click the corresponding **Level** field and select the level on which the washroom is located.

9. Complete the other Washroom fields, if applicable.

10. Click **Yes** or **No** beside *Family Room*.

TIP: Family Rooms are always grade level or above and never in the basement.

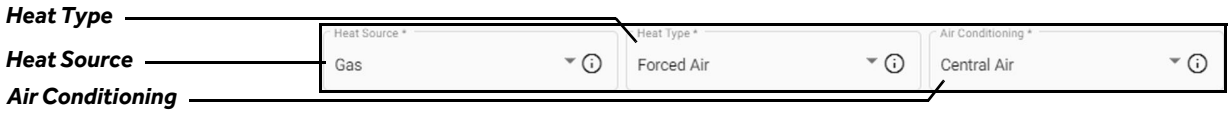
11. Click the **Basement** field and select a maximum of two basement descriptions. In our example, we selected both *Finished* and *Separate Entrance*.



12. Click **Yes** or **No** beside *Fireplace/Stove*. The fireplace must be in working order.

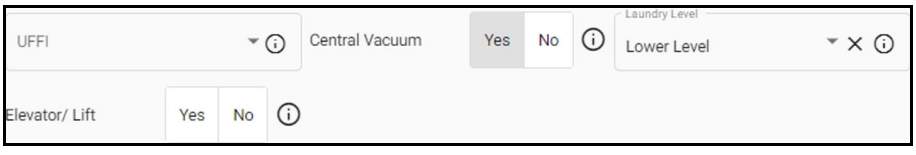
13. Click the **Heat Source** field and choose the heat source type. In our example, we chose *Gas*.

14. Click the **Heat Type** field and choose the heating type. In our example, we chose *Forced Air*.



15. Click the **Air Conditioning** field to select the correct option. In our example, we chose *Central Air*.

16. Complete any remaining optional fields as desired.



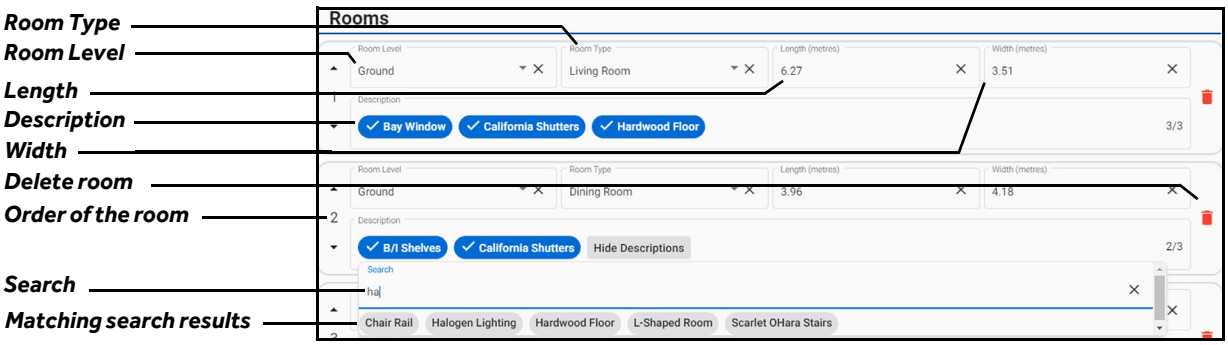
TIP: UFFI, or Urea Formaldehyde Foam Insulation, was a type of insulation approved for use in Canada in 1977. It was banned in Canada under the *Hazardous Products Act* in 1980. Although this field looks optional, since its presence, or former presence, would be considered to be a material fact, it is mandatory to disclose if there is/was UFFI in the property, even if it was partially removed or completely removed.

17. To proceed to the next section, press **Next** at the bottom of the current section, or on the Top Tab Menu, click the desired section name.

Completing the Rooms/Detail section

To complete the Rooms/Detail section:

1. Click the **Room Level** field and select the level that the room is on. In our first example, we chose *Ground*.



Rooms

2. Click the **Room Type** field and select the type of room. In our first example, we chose *Living*.

3. Click the **Length** field and type the length of the room in metres.

NOTE: All room dimensions are to be entered in metres.

4. Click the **Width** field and type the width of the room in metres.

5. In the Description field click **Show Descriptions**. Select up to three descriptions for the room. In our example, we chose *Bay Window*, *Halogen Lighting*, and *Marble Fireplace*.

TIP: Since there are so many options to choose from in Description, use the handy *Search* field to type the first few letters of the item that you want.

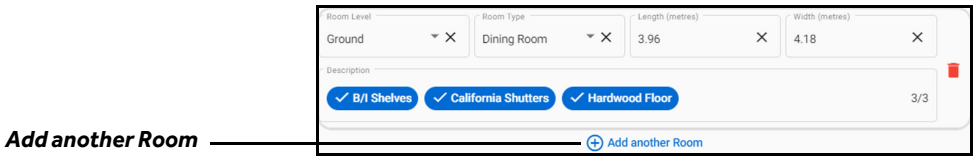
TIP: If you only want to add one or two descriptions, click **Hide Descriptions** to close the list.

TIP: To delete a delete a description choice, click it and it deselects.

NOTE: Description is not a text field. If you don't find what you want in the list of options, and you think that the desired item is a selling feature, you may describe this in the *Remarks for Clients* field.

TIP: To delete a room that you've added, click the red trash can icon.

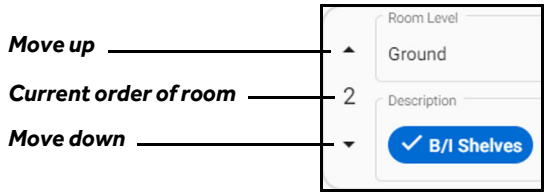
6. Click **Add another Room** to enter an additional room.



7. Repeat the steps above to add a maximum of 12 rooms.

TIP: The number of rooms that you can describe on the Rooms/ Details tab is limited to twelve. If you want to describe other rooms in the property, use the Remarks for Clients field. Remarks for Clients is visible on public websites and is up to 1,000 characters in length.

TIP: After entering the rooms, if you wish to change the order of them, click the Up/Down arrows for the desired room.



Change order of room

8. To proceed to the next section, press **Next** at the bottom of the current section, or on the Top Tab Menu, click the desired section name.

Completing the Comments section

There are six sub-divisions in the Comments section: Remarks for Clients, Extras, Inclusions, Exclusions, Rental Items, and Remarks for Brokerages.

To complete the Comments section:

1. If desired, click **Remarks for Clients** and enter additional descriptive information about the property.

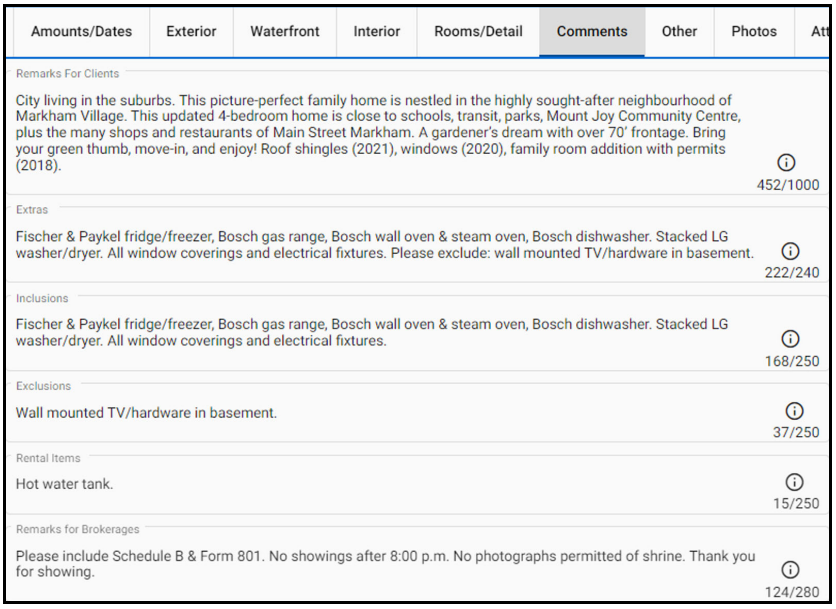


NOTE: The Remarks for Clients field allows up to a maximum of 1,000 characters (as of March 23, 2022). These comments appear in the Broker Full report (Stratus and REALM™ [in REALM™, they appear in the Description section of the listing]), the Member Full report (Matrix), and the Client Full (all interfaces) report. The comments are visible to the public when they view the listing on REALTOR.ca, TRREB.ca, and other websites.



NOTE: Do not type contact information such as Salesperson/ Brokerage name, telephone number, FAX number, email address, website address, etc., into Remarks for Clients; otherwise, this may be considered a violation of MLS® Rule R-105. The information found on a listing must be about the property.

MLS® RULES & POLICIES: MLS® Rule R-105 states that "Information published on TRREB's MLS® System shall relate directly to the listed real estate and the MLS® Listing Agreement, and accordingly shall not include any information that promotes goods and services, provided that the Brokerage Remarks field may include the name, address, telephone and/or facsimile number and/or e-mail address (but not a link to that e-mail address) of Member(s) to be contacted for more information concerning the property."



Remarks fields

2. Click **Extras** to describe chattels and fixtures that are included/ excluded, if required.

NOTE: The Extras field allows up to a maximum of 240 characters. Extras appear in the Broker Full report (Stratus and REALM™), the Member Full report (Matrix), and the Client Full (all interfaces) report. They are also viewed by the public on REALTOR.ca, TRREB.ca, and other websites.

NOTE: Do not type contact information such as Salesperson/ Brokerage name, telephone number, FAX number, email address, website address, etc., into Extras; otherwise, this may be considered a violation of MLS® Rule R-105. The information found on a listing must be about the property.

3. Click **Inclusions** and type the list of fixtures included in the property. This field was added in January of 2023. It displays in TRREB's MLS® System but not in public sites. It may contain much of the same data that is typed in Extras.

4. Click **Exclusions** and type the list of fixtures that will not be included in the sale or lease. This field was added in January of 2023. It displays in TRREB's MLS® System but not in public sites.

5. Click **Rental Items** and type the list of items in the sale/lease that are rented. This field was added in January of 2023. It displays in TRREB's MLS® System but not in public sites.

6. Click **Remarks for Brokerages** and type information that you wish to relay to other salespeople, if required.

NOTE: The Remarks for Brokerages field allows up to a maximum of 280 characters. Remarks for Brokers appear in the Broker Full (Stratus and REALM™) and Member Full (Matrix) reports. Remarks for Brokerages are NOT seen in Client reports and are NOT published on REALTOR.ca or other websites.

7. To proceed to the next section, press **Next** at the bottom of the current section, or on the Top Tab Menu, click the desired section name.

Completing the Other section

To complete the Other section:

1. The Listing Brokerage information will be pre-filled, as will the name of the Listing Salesperson if the salesperson is entering the listing in Add/Edit. Complete the Salesperson 1 Phone number field. Enter numbers with dashes to separate the sections such as 123-456-7890.



2. If there is a second salesperson for the listing, enter the first few characters of their name into the Salesperson 2 Search field. A search will be triggered showing matching results of salespeople within the Listing Brokerage. After selecting the correct name, also type their telephone number in the Salesperson 2 Phone field.

3. Click **Commission Co-op Brokerage** and enter the commission that the Co-operating Brokerage will receive.



MLS® RULES & POLICIES: Commission on an MLS® Listing can never be zero as per CREA Rule 11.2.1.3.

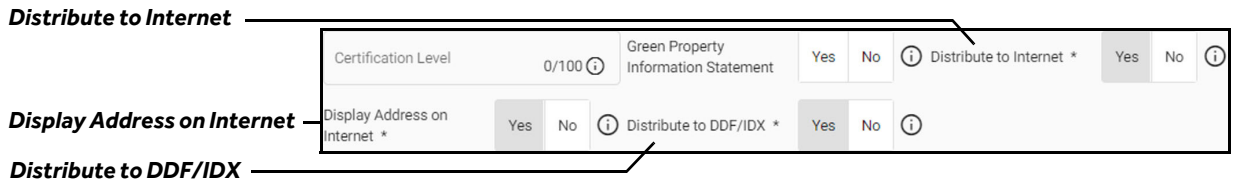
MLS® RULES & POLICIES: MLS® Rule R-715 states that "HST shall be in addition to the amount of commission payable unless otherwise noted in the 'Commission to Co-operating Brokerage' field."

Furthermore, MLS® Rule R-720 states that "If HST applies to a sale then commission to the Co-operating Brokerage shall be based on the sale price less HST, unless otherwise stated on TRREB's MLS® System."

MLS® RULES & POLICIES: MLS® Rule R-725 states that "For a commercial lease or sub-lease transaction, the commission offered to the Co-operating Brokerage shall indicate whether commission is calculated on gross, semi-gross or net basis, and whether based on usable or rentable area."

4. Click **Yes** or **No** beside *Seller Property Information Statement*.

5. Click **Yes** or **No** beside *Distribute to Internet*.



Listing Data Permission Fields

NOTE: The following chart illustrates how the fields *Distribute to Internet* and *Distribute to DDF/IDX* work in combination:

VOW - Virtual Office Website
IDX - Internet Data Exchange
DLA - Data License Agreement
REALTOR.ca - REALTOR® website
DDF™ - Data Distribution Facility

Combination Check		Your Listing
Distribute to Internet	Yes	Goes to: VOW, IDX, DLA, REALTOR.ca, DDF™, REALM™, TRREB.ca
Distribute to DDF™/IDX	Yes	
Distribute to Internet	Yes	Goes to: VOW, DLA, REALTOR.ca, REALM™, TRREB.ca
Distribute to DDF™/IDX	No	Will not go to: IDX, DDF™
Distribute to Internet	No	Will not go to: IDX, DLA, REALTOR.ca, DDF™ Will go to VOWs but the data won't be displayed on a VOW.
Distribute to DDF™/IDX	Yes or No	



NOTE: All listings go to VOWs but listings where *Distribute to Internet* is set to N, should not be visible on any website. With the exception of the circumstances in the chart above, if a Brokerage wishes to advertise another Brokerage's listing, it must have separate written permission from the Listing Brokerage's Broker of Record. If permission is not granted, the Brokerage advertising may be in violation of MLS® Rule R-430.

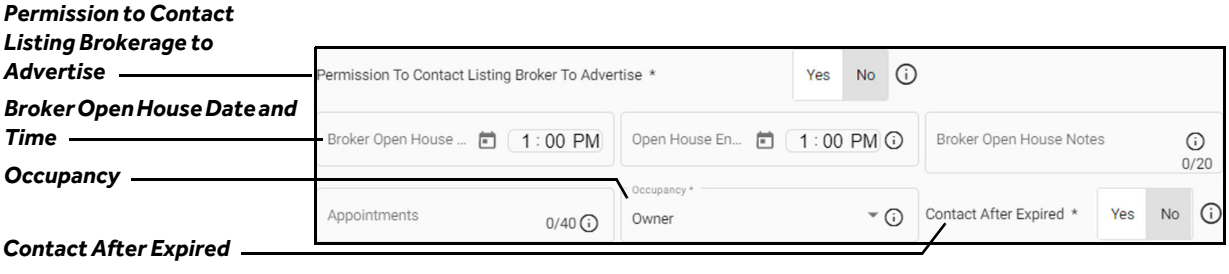
6. Click **Yes** or **No** beside *Display Address on Internet*.



TIP: *Display Address on Internet* determines whether the property address will appear on websites such as REALTOR.ca and TRREB.ca

7. Click **Yes** or **No** beside *Distribute to DDF™/IDX*.

8. Click **Yes** or **No** beside *Permission to Contact Listing Brokerage to Advertise*.



NOTE: If *Permission to Contact Listing Brokerage to Advertise* is set to Y for yes, the other Brokerage would require the written permission of the Listing Brokerage's Broker of Record to advertise the listing. If the field is set to N for no, then no other Brokerage may advertise the listing. If written permission is not granted, the advertising Brokerage may be in violation of MLS® Rule R-430.

9. If applicable, enter a Broker Open House Date and Time, Open House End Time, and any necessary Broker Open House Notes. This information will be visible to other TRREB Members while searching in TRREB's MLS® System but will not be seen by the public.

10. Click **Occupancy** and select the type of occupancy.

11. Click **Yes** or **No** beside *Contact After Expired*. This is also a part of the Listing Agreement and is initialled by the Seller.

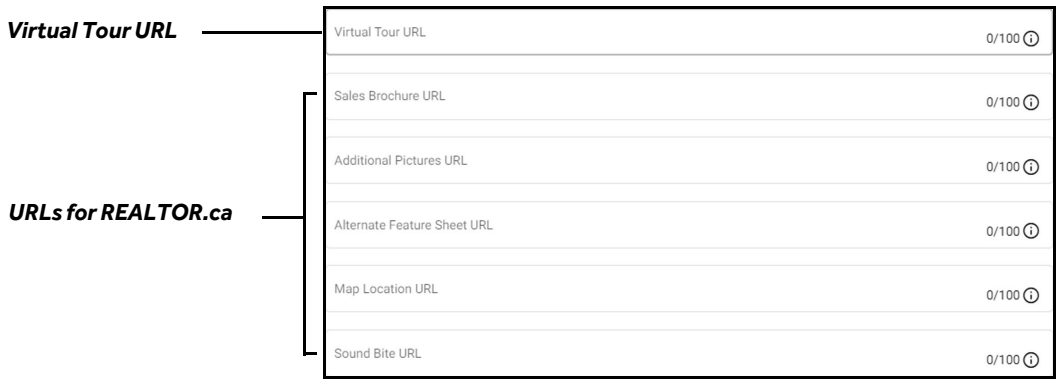
TIP: If applicable, enter a Broker Open House Date and Time, Open House End Time, and any necessary Broker Open House Notes. This information will be visible to other TRREB Members while searching in TRREB's MLS® System but will not be seen by the public.

NOTE: To advertise a **public** open house on REALTOR.ca, TRREB.ca or REALM™, you must add the open house information in the Open House section of Manage My Profile. Access Manage My Profile from within Stratus, REALM™, or Matrix, or from the gear icon at the top of the TRREB Home Page.

NOTE: Brokerages should confirm appointments for showings or inspections through the Co-operating Brokerage office. Confirming appointments directly to the Salesperson's phone does not create a record of the appointment.

12. Enter the URLs for your Virtual Tours, etc., if applicable. The Virtual Tour URL is the only one which appears in TRREB's MLS® System. All other URLs are links to websites that will be visible on REALTOR.ca for public display. The Alt Feat Sheet URL will display on TRREB.ca listings but not on listings in TRREB's MLS® System.

a. The Virtual Tour URL is the website address of the virtual tour for the property. Using this field will place a virtual tour button on the listing in TRREB's MLS® System as well as a link within REALTOR.ca.



URLs for a virtual tour and for REALTOR.ca

MLS® RULES & POLICIES: MLS® Rule R-106 states that "Information published on TRREB's MLS® System and Virtual Tour shall contain information pertaining to the property to which the MLS® Listing Agreement pertains and shall not include: (a) any internet links, e-mail links or references to any internet links; or (b) any information that promotes goods or services. Furthermore, a Virtual Tour on TRREB's MLS® System shall not include any information regarding any identification of the Listing Brokerage, the Listing Broker/Salesperson or the Virtual Tour Company."

b. Sales Brochure URL is the website address of a feature sheet for the property that you wish to display on REALTOR.ca. The brochure must be stored on an Internet server and its URL is typed into this field. This link does not appear on listings in TRREB's MLS® System. **Remember to adhere to RECO's advertising guidelines when creating the brochure.**

c. Additional Pictures URL is a link to additional photos of the property that you wish to display in REALTOR.ca. The photos must be stored on an Internet server, and their URL is what should be typed into this field. This link does not appear on listings in TRREB's MLS® System. **Remember to adhere to the rules and policies governing photos.**

MLS® RULES & POLICIES: MLS® Rule R-385 states that "Photographs or other graphic images of a property, with wording or other embellishments not related to the property, shall not be accepted for an MLS® Listing to be serviced through TRREB's MLS® System."

NOTE: MLS® Rule R-385 also refers to the name of the Salesperson or Brokerage, Brokerage logo, telephone number, etc., on the For Sale sign on the property if the sign is visible in the photograph. Any information identifying the Brokerage or Salesperson on the sign should be blurred in the photo.

d. Alternate Feature Sheet URL is essentially the URL of a website that you've set up for the property, rather than a feature sheet. Like the other five links, it would be stored on an Internet server and its address is typed into this field. Unlike the other five fields it doesn't open within REALTOR.ca, but opens a separate site. This link does not appear on listings in TRREB's MLS® System, but it does appear on TRREB.ca.

e. Map Location URL is the map URL for the property although it is not necessary to use this link to map a listing.

f. Sound Bite URL is for a link to a verbal description of the property. It would have to be stored on a Web server and would be a link that would play within REALTOR.ca. This link does not appear on listings in TRREB's MLS® System.

13. To proceed to the next section, press **Next** at the bottom of the current section, or on the Top Tab Menu, click the desired section name.

Completing the Photos Section

You may upload up to 40 photos, including the primary exterior photo, and reorder them. For best results, take all the photos using landscape orientation. After adding photos, or rearranging them, it is a good idea to click **Save**.



TIP: The maximum photo dimensions are 1920x1200 pixels (Extended High Definition). The maximum file size is 5 MB.



TIP: Imported photos will initially appear in alphabetic order according to their file names. To minimize the effort necessary to rearrange the photos in the correct order, reduce the zoom level of your browser. If you upload additional images later, they will appear at the bottom of the list.

MLS® RULES & POLICIES: MLS® Rule R-385 states that "Photographs or other graphic images of a property, with wording or other embellishments not related to the property, shall not be accepted for an MLS® Listing to be serviced through TRREB's MLS® System." For example, you should never add your own photo, your contact information, your brokerage's contact information or logo, the contact information of the photographer, etc., to any photo. The photographs should only be of the property.

Uploading Photos

You may upload up to 40 JPG photos per listing. However, here are some tips for you to observe before doing so:



TIP ABOUT ASPECT RATIO: Pictures must maintain a 16x9 or 16x10 (landscape) aspect ratio; otherwise, they may appear stretched. If using a phone camera, hold it sideways for landscape photos. Common resolution examples include 1920x1080 or 1920x1200 (pixels).



TIP ABOUT IDEAL IMAGE SIZE: Photos are displayed in various sizes with 1920x1200 pixels (Extended High Definition) being the largest that are accepted. The maximum file size is 5 MB.



NOTE: Only photos with the file name extension .jpg/.jpeg are permitted. Don't try to upload other types such as .gif, .tiff, .bmp, .png, etc.

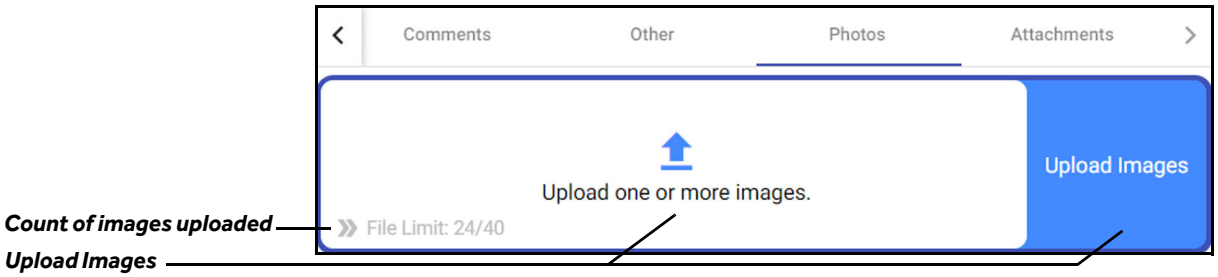
MLS® RULES & POLICIES: MLS® Rule R-431 states that "Members shall not use any marketing materials prepared by or created for another Member, including but not limited to, photographs, floor plans, virtual tours, personal marketing

materials or feature sheets without the written consent of that Member who created or purchased the material."

TIP: The first photograph will become the primary photo of the listing. This is the image that viewers will see when first viewing the listing.

To add photos:

1. In the Photos section of Add/Edit, click either **Upload one or more images** or **Upload Images**. Your computer or device's file management appears.



2. Browse to where the photos to upload are located.

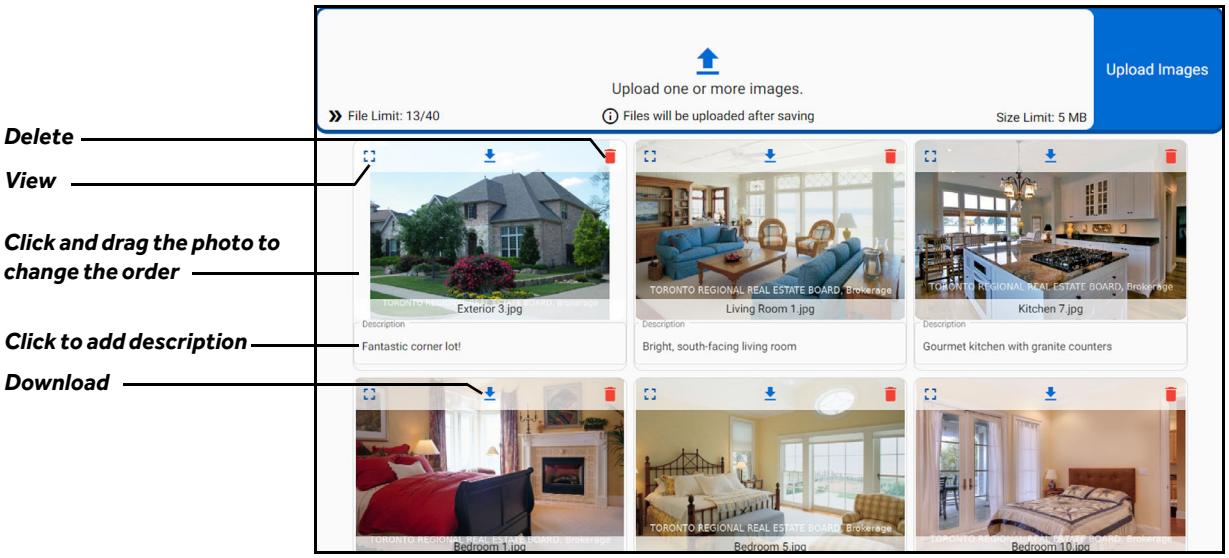
3. Select one or more photos to upload. You may select up to 40. Click **Open**. The selected files begin to upload into Add/Edit.

TIP: If you're uploading many photos, you may forget how many you've selected. Rather than counting them yourself, the Upload section contains a handy count of the number currently uploaded.

TIP: The first photograph is the one that appears as the primary photograph of the listing. To avoid having to drag a photo into this position, insert this photo first, save the draft, then insert the remainder of the photos.

4. Click **Open**. The images upload into Add/Edit.

NOTE: After the photos have been uploaded, they will automatically be watermarked with the Listing Brokerage's name.



5. Type the name of the room and its features in the Description field. You should limit the number of characters to 80.

6. Click **View** to view a larger version of the photo. You can then navigate to the next photo in order, if you want.

7. Click **Delete** (red trash can) to remove the photo, if necessary.

8. Click **Save Draft** to upload the photos to the draft listing now or after you finish entering the rest of the listing data.

Changing the order of the photos

To move a photo:

1. Click and drag the photo you wish to move to its desired position.

TIP: To make it easier to move the photo a large distance, reduce the zoom level of your browser.

2. Release the mouse button to drop the photo at the new location.

3. Drag and drop additional photos as needed.

4. To proceed to the next section, press **Next** at the bottom of the current section, or on the Top Tab Menu, click the desired section name.

Completing the Attachments section

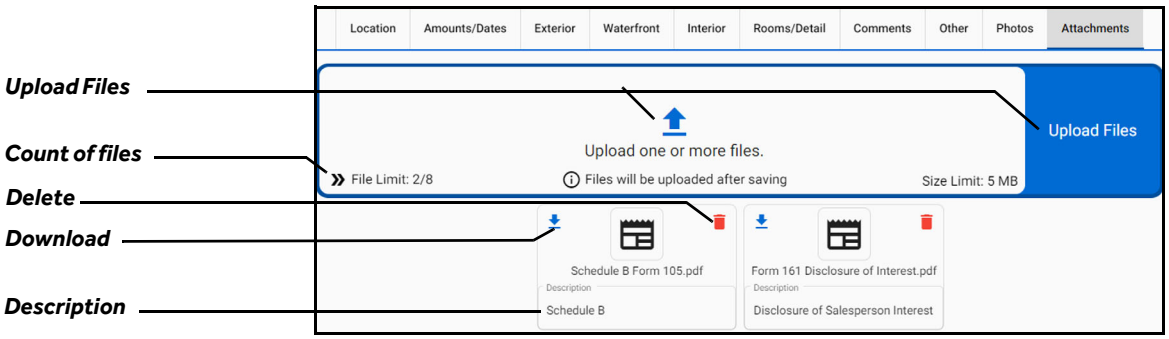
Using the Attachments section of Add/Edit, listing documents such as Floor Plans, Seller Property Information Statements, Financials, Feature Sheets, Environmental Reports, Schedules, Disclosures and Other Property Information can be attached to a listing. You can attach up to eight documents. Each document has a maximum size limit of 5 MB.



TIP: Any file type can be uploaded with the exception of .EXE files.

To attach documents to the listing:

1. In the Attachments section, click **Upload Files**.



Attachments

2. Browse to where the files to upload are located.

3. Select one or more files to upload. You may select up to 8.

4. Click **Open**. The selected files begin to upload into Add/Edit.

5. Type a brief description under each file that you're uploading to help other salespeople understand the purpose of the attachment, for example, Schedule B.

6. Click **Save Draft** to upload the attachments to the draft listing.

TIP: To download a copy of an attachment, click its **Download** link.

TIP: To delete an attachment, click **Delete** (red trash can icon).

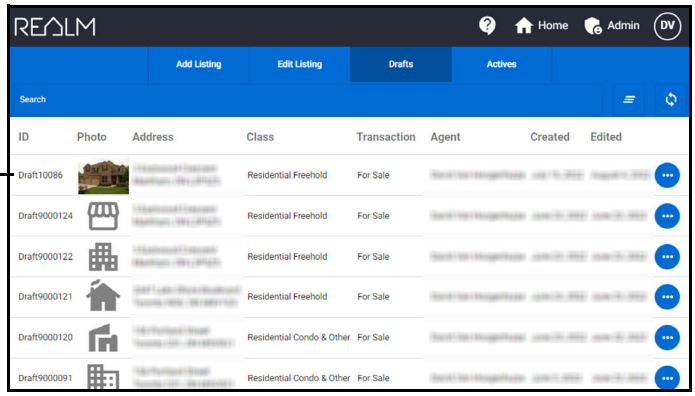
Editing a Draft

You may edit a Draft listing as often as you wish prior to the Commencement Date. You will not be able to submit the listing until the Commencement Date, but you can access it from Drafts for 30 calendar days from the date it was first saved. If the entry process of a listing is disrupted (time-out, power failure), it will be automatically saved as a draft.

As a Salesperson

To edit a saved draft:

1. From the Add/Edit Home page, click **Drafts**. The list of your drafts appears.



Select draft listing to edit

2. Click the listing to continue to edit it.

3. Click any section tab, then add or change the data in any field.



TIP: If the draft is incomplete and you need to add information to it later, click **Save**. Add/Edit saves your draft for 30 calendar days from the first time it is saved.

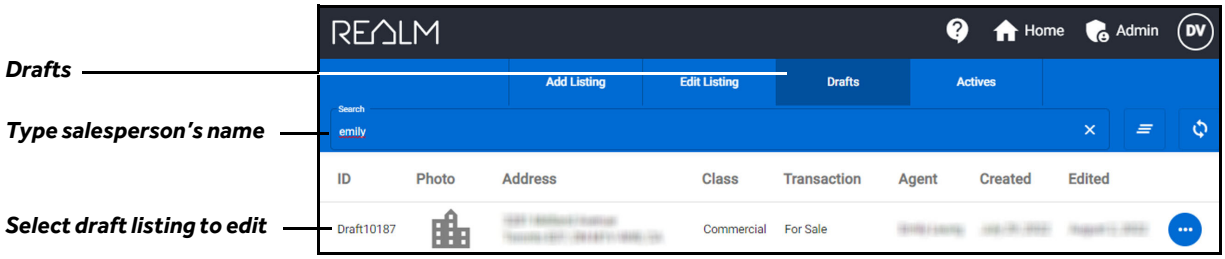
As an Administrator

If you're an Administrator, you may have a lot of listings to search through. Using Edit Listing may be easier for you.

To edit a saved draft:

1. From the Add/Edit Home page, click **Drafts**. The list of the brokerage's drafts appears.

2. Click the Search field and type the Listing Salesperson's name, the address of the property, or the Draft's number. A list of matching listings appears.



3. Select the correct listing to edit it.

Deleting a saved draft

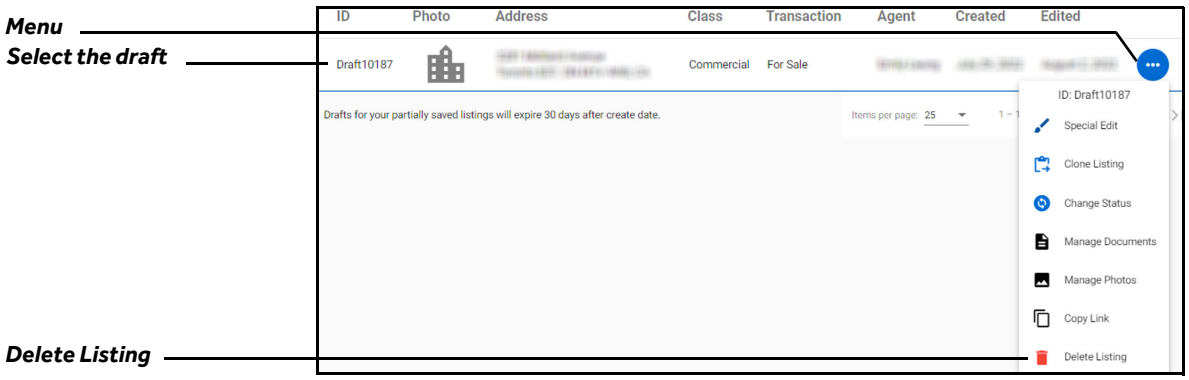
Draft listings will automatically be deleted 30 days after their initial creation date. You can delete them earlier than this, if you wish.

To delete a saved draft:

1. Search to obtain the draft listing using one of the methods discussed above.

2. At the right of the draft listing, click the Menu (ellipsis) button. A drop-down appears.

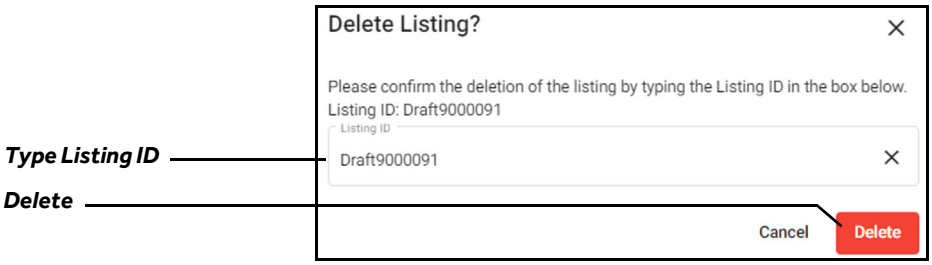
3. Click **Delete Listing**. A Delete Listing confirmation dialogue box appears.



4. Type the Listing ID of the draft into the Listing ID field. It is case sensitive.



TIP: You can also copy the Listing ID and paste it into the field to avoid typing.



5. Click **Delete**. The draft is deleted.

Generating a Listing Preview

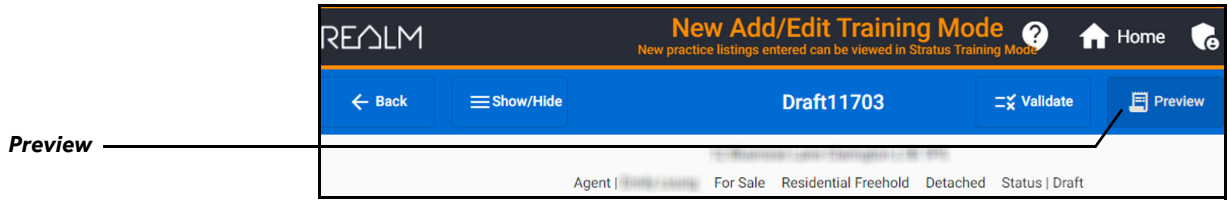
If you wish to preview the draft before submitting it as an active listing, you may do so from the Drafts tab. This is an excellent way to see if the listing is to your satisfaction.

While viewing the Draft

At any point during the creation of the listing, you may preview it to see what it would look like if it was a live listing.

While working on the draft:

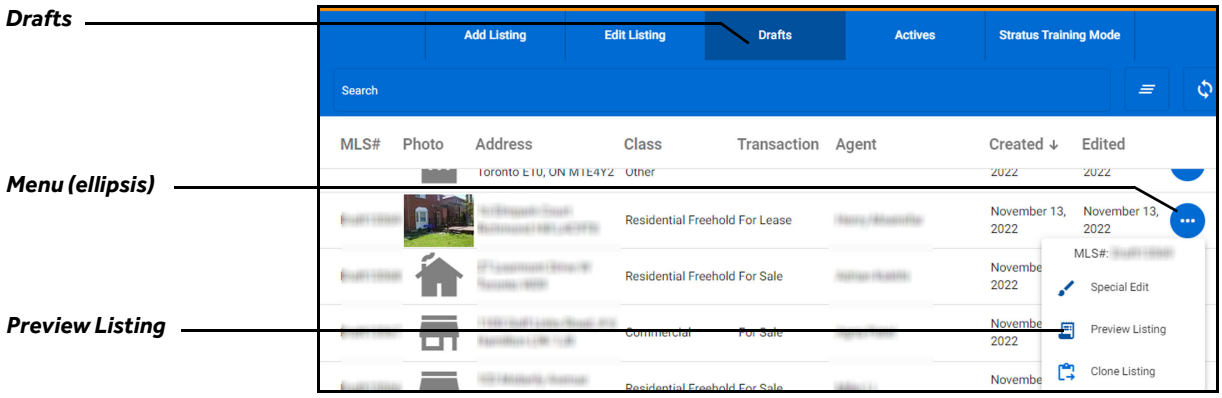
- Click **Preview**. The listing appears in a pop-up dialogue box.



From Drafts

To obtain a Listing Preview while looking at the list of drafts:

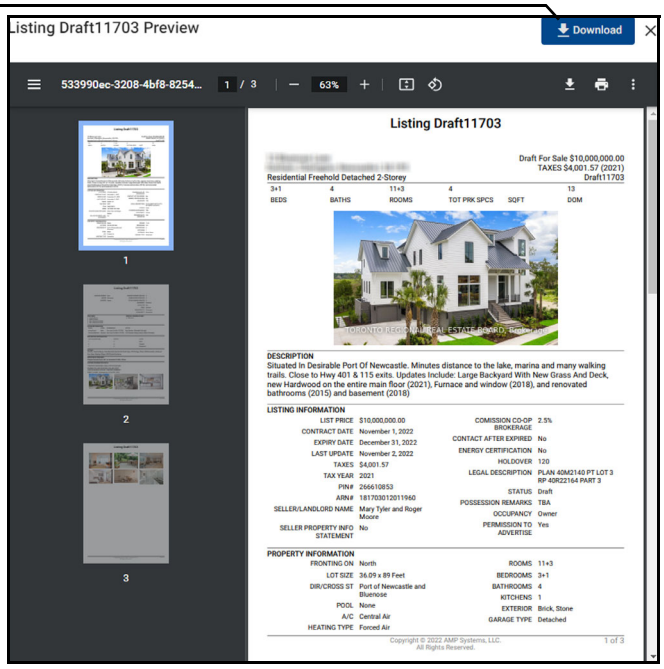
1. Select the **Drafts** tab, if necessary. Your list of draft listings appears. To the right of the desired draft listing, click the Menu (ellipsis) button. A drop-down menu appears.



Drafts

2. In the drop-down menu, click **Preview Listing**. A PDF document opens in a pop-up dialogue box showing the listing as it might appear at this stage of its development in TRREB's MLS® System. Since this is a PDF file, you may easily download it or print it.

Download



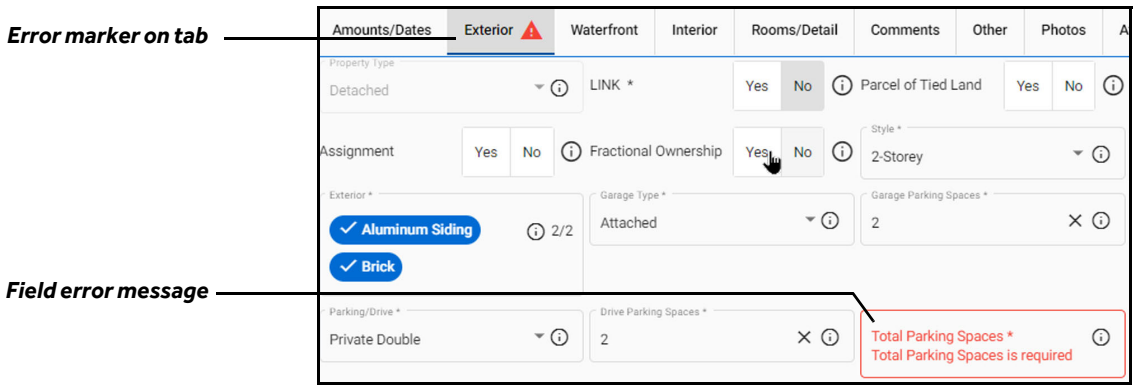
Preview of draft listing

Review the Listing

Before submitting the listing, ensure that the information is complete and accurate by following the five-step error checking system below:

1) Click **Validate** to check if all mandatory fields have been completed.
2) Check that the address appears as on the signed contract.
3) Check the list price and taxes, ensuring that there are not too many zeros. Compare these numbers to the signed contract.
4) Check that the room dimensions are correct and in metres.
5) Check for any typing errors in the Comments section.

1. If there are errors, such as required fields being left blank, the tab of the section where the error is found will have a red error marker.



2. Correct each of the missing fields.

3. When the last error has been corrected, the red error messages and markers disappear.

Cloning

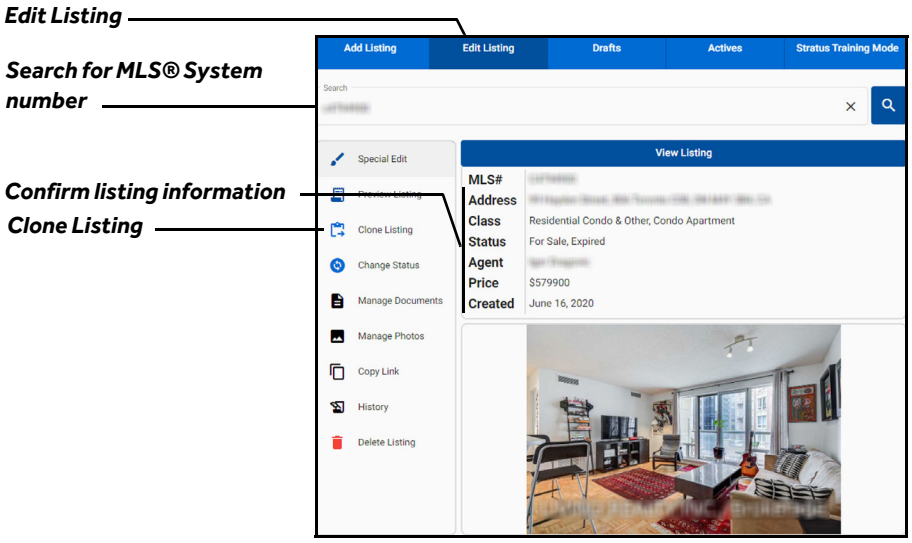
Cloning is an easy, quick method to create a listing from a sold, expired, or terminated listing of the same property. There is a danger in cloning: if you clone a listing that contains errors, you and your brokerage will be responsible for those errors, not the previous salesperson or brokerage. It is much safer to clone your own listing.

To clone a listing:

1. Access Add/Edit.

2. Click the **Edit Listing** tab.

3. Click into the Search field and type the MLS® System number of the listing that you'd like to clone and then click **Search** (magnifying glass icon).

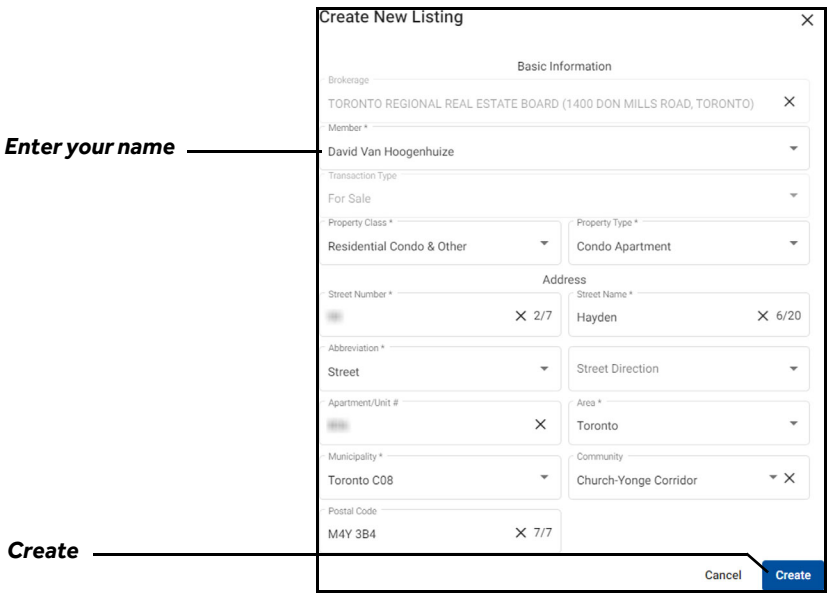


4. Confirm that the listing information is correct.

5. Click **Clone Listing**. The Create New Listing dialogue box appears.

6. Confirm that the information in the dialogue box is correct.

7. Enter your name in the Member field.



8. Click **Create**. The Draft listing is created. The Locations tab will be completed as per the previous listing. Pay careful attention to the information and confirm its accuracy.

9. Click the **Amounts/Dates** tab. The fields will be empty. Complete the fields on this tab.

10. The Exterior, Waterfront, Interior, and Rooms/Detail tabs will be filled in as per the previous listing. Pay careful attention to the information and confirm its accuracy.

11. Click the **Comments** tab and complete the fields.

12. Click the **Other** tab and complete the fields.

13. Upload any photos and attachments on those tabs.

14. Perform a thorough error checking of the listing before submitting.

To learn how to submit the draft as a live MLS® System listing, go to the next section.

Submitting the Listing

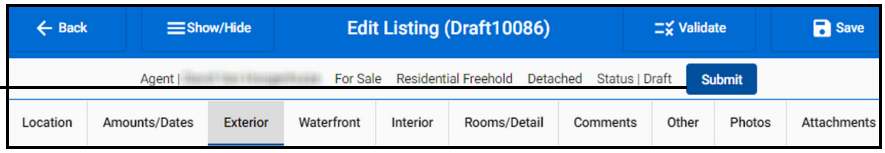


NOTE: Once a listing has been submitted to TRREB's MLS® System, it cannot easily be deleted and certainly not by a salesperson or office administrator. The listings are intended to last forever. If a listing was submitted in error, you must ask your Broker of Record to submit a special edit form to TRREB's MLS® Services Department who will in turn delete the listing, however, this process will take time.

To submit the listing once the listing form is accurate and complete:

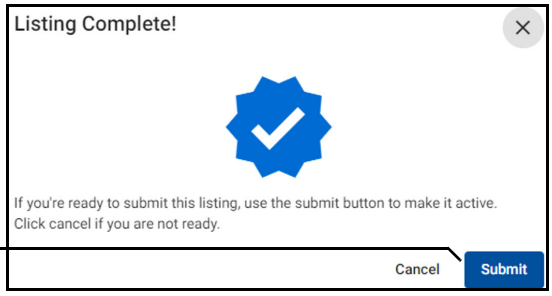
1. Confirm that all mandatory fields have been completed, that the data in all fields is accurate, and that there are no spelling or grammar mistakes.

2. Click **Submit**. The Listing Complete dialog box appears.



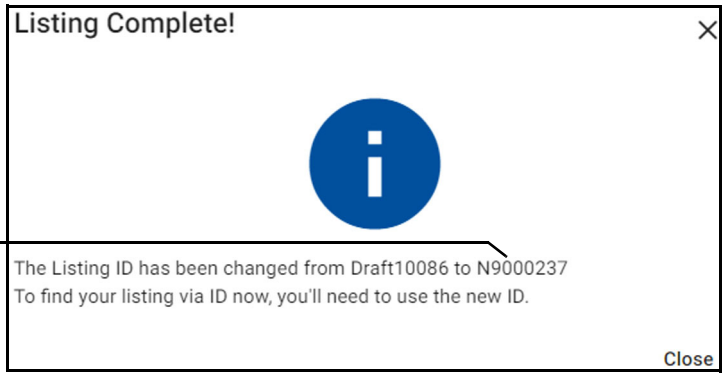
Submit

3. If you're ready to submit the draft as a live listing, click **Submit** in the dialogue box. A check will take place to ensure that this is not a duplicate listing.



Submit

4. If the listing is acceptable, a Listing Complete dialogue box appears. Write down the MLS® System number displayed. This is the MLS® System number of the active listing. After closing the dialogue box, you'll notice that the title bar in Add/Edit shows the MLS® System number and the status of New.



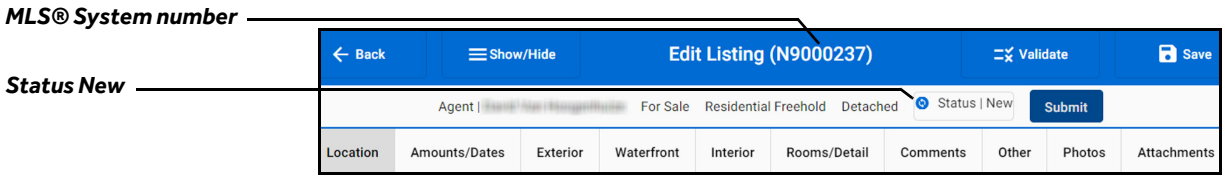
MLS® System number



NOTE: If the Seller decided to have the listing appear on the Internet, TRREB sends its data to REALTOR.ca every other hour between the hours of 7:00 a.m. up until 1:00 a.m. the following day.

This is also true if they agreed to have the listing appear in the DDF®.

NOTE: After submitting the listing, you could make edits to the listing and then submit those changes, although it would be more likely that you will make edits later.



You have successfully submitted the listing. To learn how to edit a listing, go to the next chapter.

NOTE: Ontario Regulation 579/05 made under the *Real Estate and Business Brokers Act, 2002* in the section regarding Educational Requirements, Insurance, Records, and Other Matters with respect to the Retention time for records states that "A brokerage shall retain for at least six years all documents and records that it is required to make under the Act or the regulations."

Summary

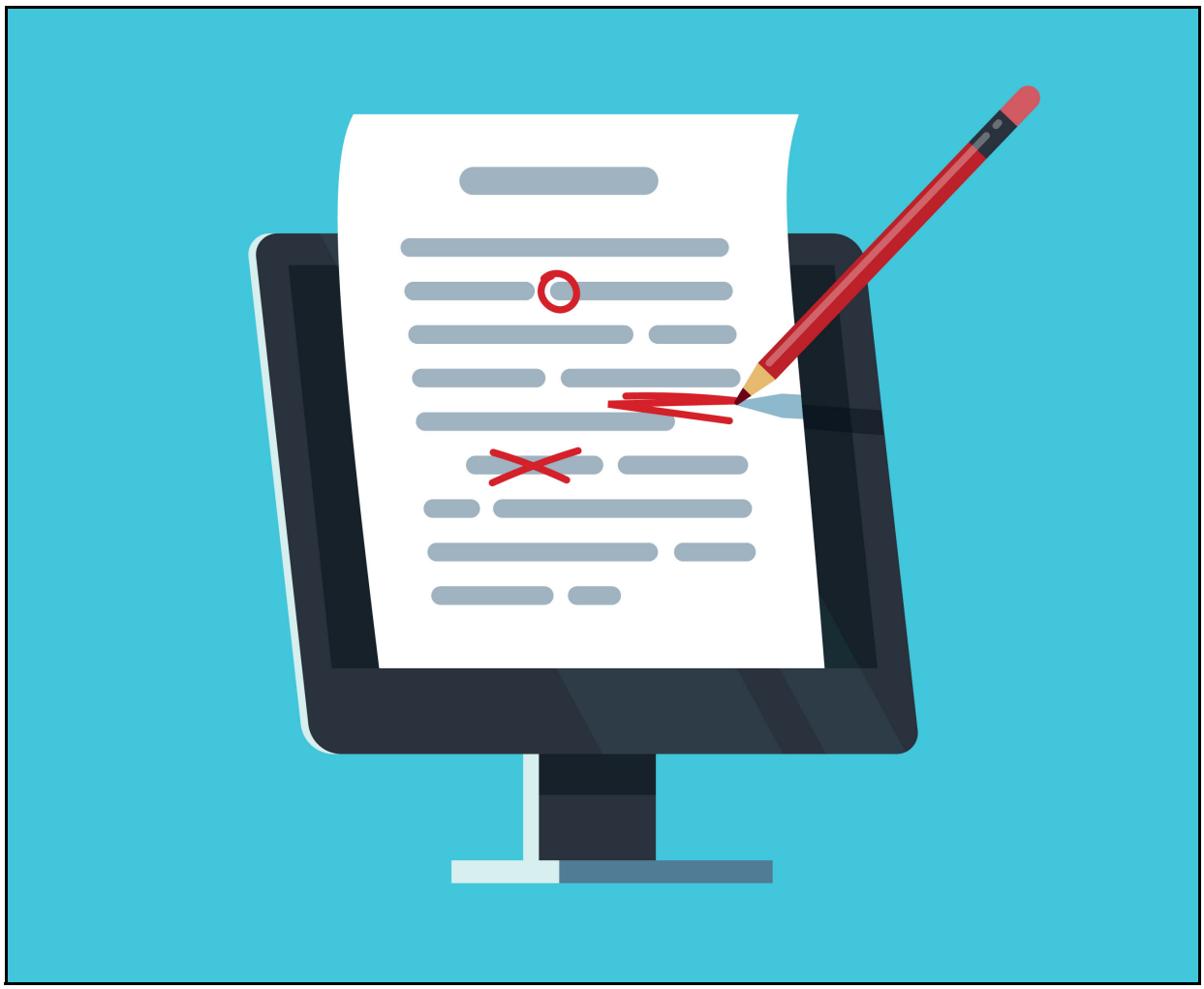
After completing the material in this chapter, you should be able to:

- access the Listing Detail Edit Form sections
- complete the Location section
- complete the Amounts/Dates section
- complete the Exterior section
- complete the Waterfront section
- complete the Interior section
- complete the Rooms/Details section
- complete the Comments section
- complete the Other section
- complete the Photos section
- complete the Attachments section
- edit a saved draft
- submit the listing.

Now that you know how to add a listing to the database, you are ready to go to the next chapter, which describes how to edit a listing and perform status changes.

Chapter 4

Editing a Listing and Changing Status



Editing a listing

Use Edit Listing to make changes to listings that haven't closed. Edits might be as simple as changing wording in a text field, or as important as changing the price or expiry date. Important changes, such as price changes, would need to be backed by signed paperwork (see rules below) to comply with contract law. Edits include, but are not limited to:

- Price changes
- Expiry date changes (contract extensions)
- Modifying text on a listing such as in the Remarks for Clients field
- Adding broker open house information
- Managing property characteristics, for example, basement features
- Managing photos and attachments
- Correcting a listing's map location.

Please note, however, that MLS® System Rules prevent the editing of some fields such as the Contract Commencement date and Listing Brokerage and contact information.

MLS® RULES & POLICIES: If you'd like to undo an edit, such as an incorrect Price Change, from appearing in the Listing's history *while it is still active,* you may send a letter requesting this change, signed by the Broker of Record or Manager, to the MLS® Services Department at TRREB (soldchanges@trreb.ca). For changes required to a sold listing, complete the "Change and/or Correction to an MLS® Listing That Has Been Reported Sold" form which you can view on page 106.

Members should be aware that TRREB MLS® Rule R-302 (see below) requires that any change to an MLS® Listing be supported by a completed amendment to that listing. Changes to a listing not supported by an amendment may be considered a violation of MLS® Rule R-302.

MLS® RULES & POLICIES: MLS® Rule R-302 By submitting a MLS® Listing to TRREB's MLS® System, the Listing Brokerage represents and warrants to TRREB and to all Members that a valid, complete and accurate MLS® Listing Agreement and Document Attachments that comply with the applicable requirements of the MLS® Rules and Policies is in effect between the Seller and the

Listing Brokerage. The submission of a listing to TRREB's MLS® System that otherwise complies with the MLS® Rules and Policies shall not affect the Listing Brokerage's ownership rights in the Listing Brokerage's MLS® Listing Agreement and Document Attachments with the Seller including the Listing Brokerage's right to market the property in accordance with the MLS® Listing Agreement and Document Attachments.

Furthermore, when you amend a listing, remember that OREA Form 240 Amendment to Listing Agreement, signed by the Seller, must be saved on file with the listing.

MLS® RULES & POLICIES: Any requests for changes to Listings by a Listing Brokerage, after seven (7) business days from the date the property has been reported sold firm or expired, a fee of $50 plus applicable taxes will be charged for each MLS® Listing Number that requires the change. The exceptions to this Policy would be changes to the initial sold price or a change to the Closing Date for which the Listing Brokerage will be invoiced. For a copy of the necessary form, please see "Change and/or Correction to an MLS® Listing That Has Been Reported Sold" on page 108.



NOTE: When you edit a listing to change its status, it will appear again in Today's Listings in Stratus, the New and Updated listings in My Market Areas in REALM™, and in Hot Sheets and Market Watch in Matrix.



TIP: You can edit a listing through the methods described below. If you're the listing's Salesperson, a Stratus or REALM™ user, and have appropriate Add/Edit privileges, you may also edit the listing by clicking a link on the listing itself when in Stratus or REALM™.

Editing text fields



NOTE: Editing a listing's text fields will not cause the listing to appear in Stratus's Today's Listings, REALM™'s New and Updated listings, nor in Matrix's Hot Sheets or Market Watch.

There are two main ways of editing a listing:

- Click the **Edit Listing** tab and then search for the listing's MLS® System number, address, or the Listing Salesperson's name.
- Click the **Actives** tab and then select the appropriate listing to edit.

In this example, we'll click the Actives tab to edit a listing because it is the easiest method for a Listing Salesperson to use.

To edit a listing's text fields:

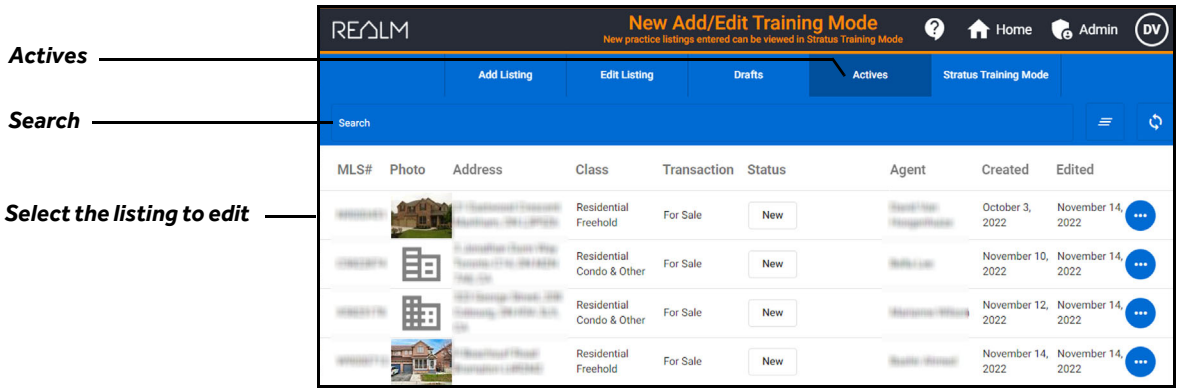
1. Access Add/Edit. The Add/Edit Home page appears.

2. In the top tab menu, click **Actives**. Your list of active listings appears.



TIP: If you're an Administrator, you may see too many listings to easily identify the correct one. Use the Search field and search for an MLS® System number, address, or the Listing Salesperson's name.

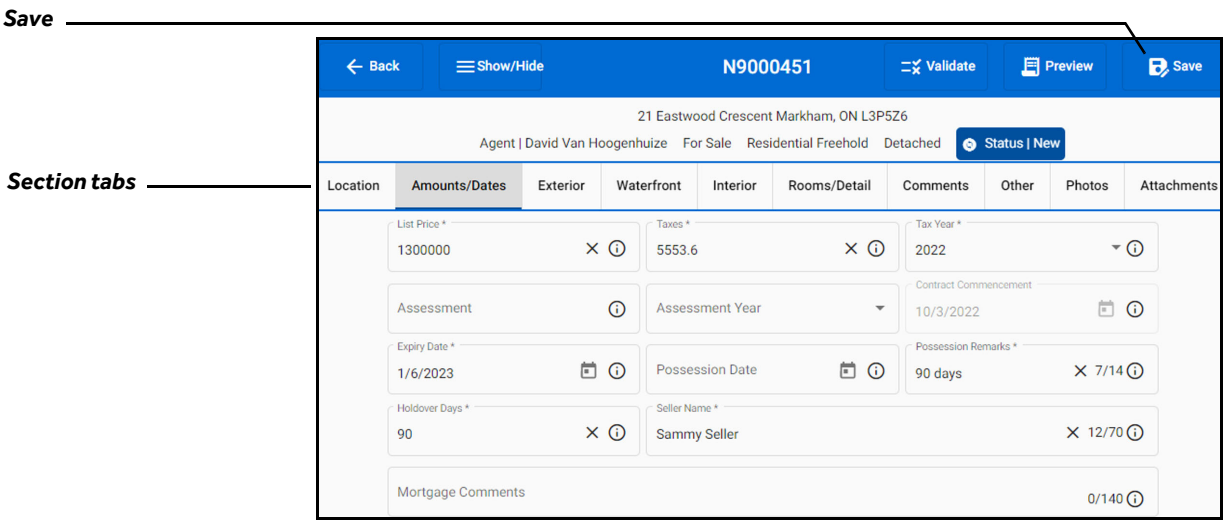
3. Click to select the correct listing. The listing opens for editing.



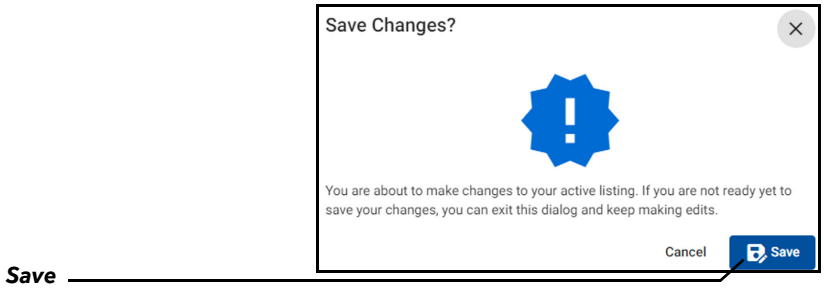
Your options for editing the data are almost the same as when the original Draft was created. The fields that cannot be edited, however, include:

- Contract Commencement date
- Listing Brokerage
- Listing Brokerage Phone
- Listing Brokerage Fax.

4. Click any section tab, and then add or edit data in any available field.



5. When you're finished editing the listing, click **Save**. The Save Changes dialogue box appears.



Save Changes dialogue box

6. Click **Save** in the Save Changes dialogue box. A pop-up message appears stating that the listing has been saved.



NOTE: If the Seller decided to have the listing appear on the Internet, TRREB sends its data to REALTOR.ca every other hour between the hours of 7:00 am up until 1:00 am the following day. This is also true if they agreed to have the listing appear in the Data Distribution Facility® (DDF®).

Price changes

Although reporting a price change alters the status of the listing, this action is not performed under the Change Status option but instead under Edit Listing.

NOTE: When you amend a listing, remember that OREA Form 240 Amendment to Listing Agreement, signed by the Seller, must be saved on file with the listing.

NOTE: If you perform a Price Change (PC) and an Extension (EXT) at the same time, only the PC status will display.

To report a price change:

1. Access Add/Edit. The Add/Edit Home page appears.

2. In the top tab menu, click **Actives**. Your list of active listings appears.

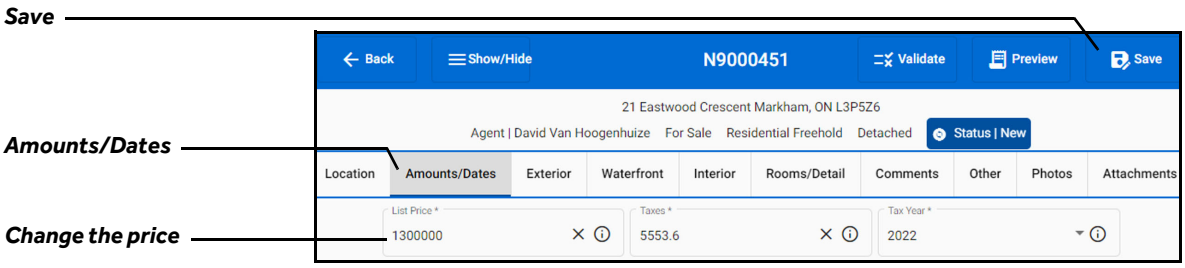
TIP: If you're an Administrator, you may see too many listings to easily identify the correct listing. Use the Search field and search for an MLS® System number, address, or the Listing Salesperson's name.

3. Click to select the correct listing. The listing opens for editing.

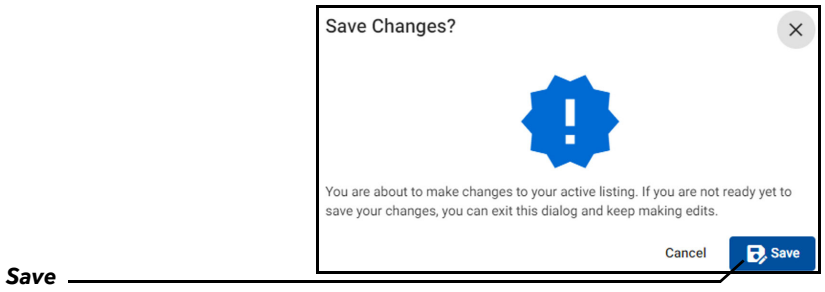
Your options for editing the data are almost the same as when the original draft was created. The fields that cannot be edited, however, include:

- Contract Commencement date
- Listing Brokerage
- Listing Brokerage Phone
- Listing Brokerage Fax.

4. Click the **Amounts/Dates** tab and edit the price of the listing.



5. When you're finished editing the listing, click **Save**. The Save Changes dialogue box appears.



Save Changes dialogue box

6. Click **Save** in the Save Changes dialogue box. A pop-up message appears stating that the listing has been saved. Since you have edited the price of the listing, the listing's status will now be Price Changed or PC.



TIP: After confirming the price change, it's a good idea to print a copy of the listing for your records.



NOTE: If the Seller decided to have the listing appear on the Internet, TRREB sends its data to REALTOR.ca every other hour between the hours of 7:00 am up until 1:00 am the following day. This is also true if they agreed to have the listing appear in the DDF®.

Extensions (Expiry Date)

Although changing the Expiry Date alters the status of the listing to Extended or EXT, this action is not performed under the Change Status option but instead under Edit Listing.

NOTE: When you amend a listing, remember that OREA Form 240 Amendment to Listing Agreement, signed by the Seller, must be saved on file with the listing.



NOTE: If you perform a Price Change (PC) and an Extension (EXT) at the same time, only the PC status will display.

To report an Extension:

1. Access Add/Edit. The Add/Edit Home page appears.

2. In the top tab menu, click **Actives**. Your list of active listings appears.

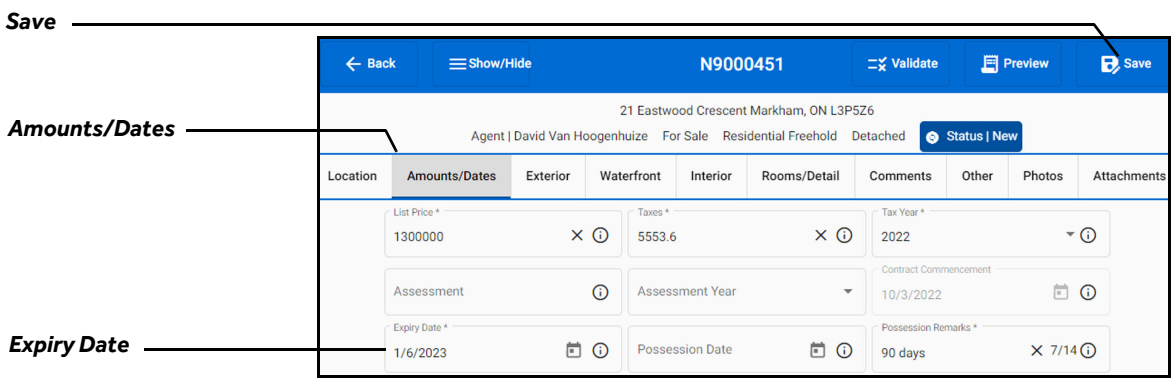
TIP: If you're an Administrator, you may see too many listings to easily identify the correct listing. Use the Search field and search for an MLS® System number, address, or the Listing Salesperson's name.

3. Click the correct listing. The listing opens for editing.

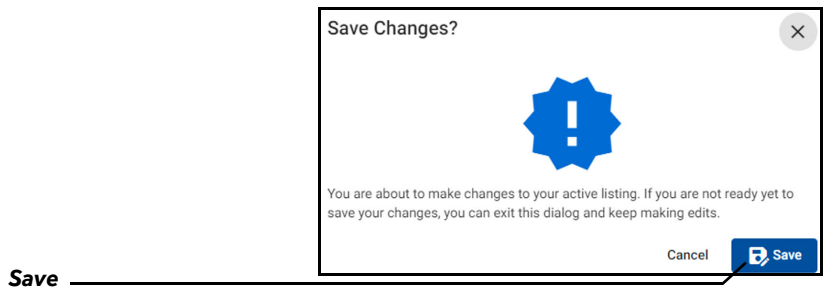
Your options for editing the data are almost the same as when the original draft was created. The fields that cannot be edited, however, include:

- Contract Commencement date
- Listing Brokerage
- Listing Brokerage Phone
- Listing Brokerage Fax.

4. Click the **Amounts/Dates** tab and edit the Expiry Date of the listing.



5. When you're finished editing the listing, click **Save**. The Save Changes dialogue box appears.



Save Changes dialogue box

6. Click **Save** in the Save Changes dialogue box. A pop-up message appears stating that the listing has been saved. Since you have

edited the expiry date of the listing, the listing's status will now be Extended or EXT.



TIP: Sometimes a commercial listing contract expires before the conditions on a conditional sale can be completed. Contact MLS® Services at TRREB and request a special edit to the listing to correct the problem.



TIP: After confirming the extension, it's a good idea to print a copy of the listing for your records.

Changing status

Depending on your Add/Edit permission level, you may or may not be able to use the Edit Listing or Change Status features. Please contact your office administrator or manager to perform these tasks on your behalf.

When performing a Status Change, you may:

- Report conditional sales or conditional leases with or without escape clauses
- Report a Deal Fallen Through (DFT)
- Change back to New or PC (after a DFT)
- Report sales or leases
- Suspend/unsuspend a listing
- Terminate a listing (available only to Brokerages, not Salespeople).



TIP: Price changes and contract extensions, although they trigger status changes, are performed using Edit Listing where field data can be altered.



NOTE: The requisite forms signed by the Seller for suspensions, cancellations, conditional and firm sales must be kept on file with all the listing contracts and forms. As stated in **REBBA 2002**, "**A brokerage shall retain for at least six years all documents and records that it is required to make under the Act or the regulations.**" This documentation is to be made available to TRREB on demand (MLS® Rule R-305).

RULES AND POLICIES NOTE: MLS® Rule R-610 states that "The sale, lease or sub-lease of a residential or commercial MLS®

Listing shall be reported by the Listing Brokerage through TRREB's MLS® System, whether conditional or firm, to TRREB within two (2) TRREB business days following acceptance of an Offer.

Reporting by the Listing Brokerage of a commercial sale/lease price shall contain the unit of measurement in which the original listing was posted. All changes in the status of a previously Reported conditional sale shall be reported to TRREB within two (2) TRREB business days of the change.

(a) The residential sale price shall be reported to TRREB within two (2) TRREB business days of either:
(i) reporting of a firm transaction; or
(ii) removal of all condition(s).

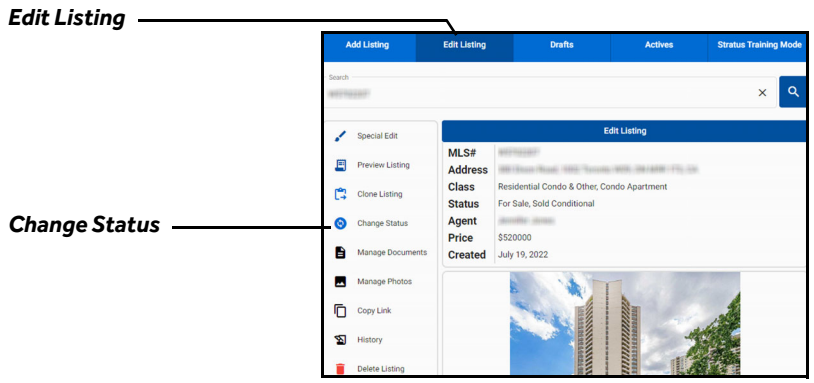
(b) A commercial sale price shall be reported either:
(i) at the time of reporting a firm transaction; or
(ii) at the same time as reporting a firm transaction, and request that the price be suppressed until after closing; or
(iii) within five (5) TRREB business days of the closing date of the transaction.

MLS® RULES & POLICIES: MLS® Rule R-306 states that "A Member submitting an MLS® Listing or Cancellation or a suspension of an MLS® Listing to TRREB's MLS® System represents and warrants to TRREB that the Member had been so authorized by the person legally entitled to sell the property and agrees to indemnify and hold TRREB harmless from all claims of third parties if this is not the case."

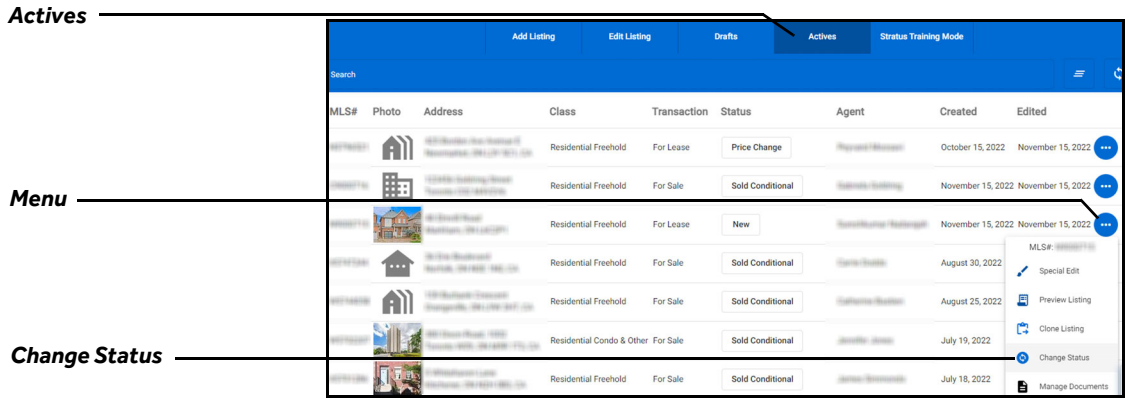
Furthermore, MLS® Rule R-381 states that "The Listing Brokerage shall update TRREB's MLS® System within two (2) TRREB business days following Cancellation or suspension of an MLS® Listing Agreement."

Like text changes, you can change a listing's status in one of three locations:

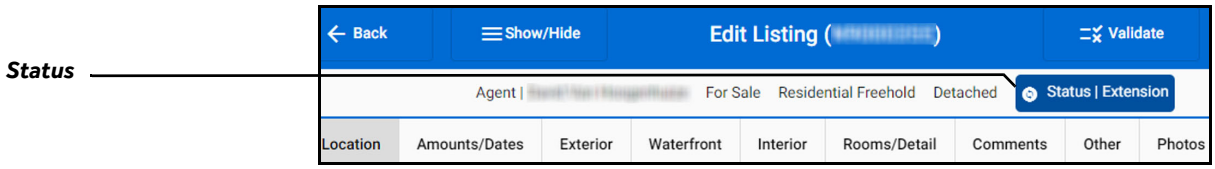
- from the Edit Listing menu



- from the Menu button (ellipses) in your Actives list.



- from within Edit Listing.





NOTE: When performing a status change, there is no ability to change any data on the listing.

Using the Actives list

Although there are several places to trigger a status change in Add/Edit, as noted above, we'll examine how to perform this task from the Actives list.

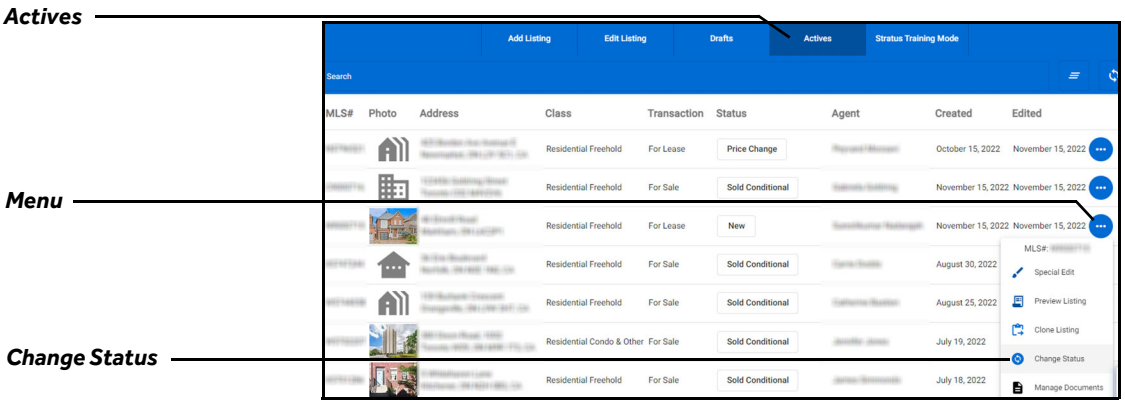
To change a listing's status:

1. Access Add/Edit. The Add/Edit Home page appears.

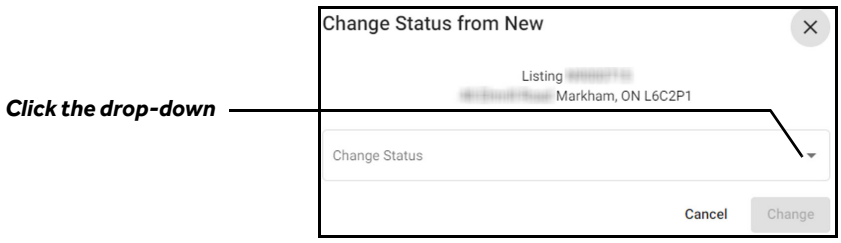
2. In the top tab menu, click **Actives**. Your list of active listings appears.

TIP: If you're an Administrator, you may see too many listings to easily identify the correct listing. Use the Search field and search for an MLS® System number, address, or the Listing Salesperson's name.

3. Click the **Menu** button (ellipses) to the right of the listing you wish to edit. A drop-down menu appears.

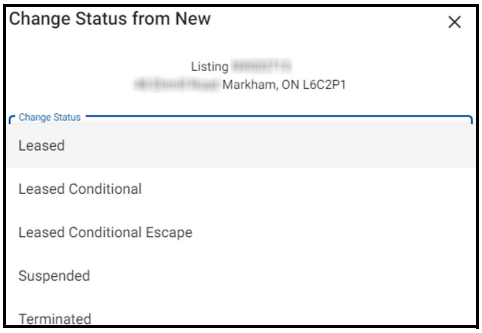


4. In the drop-down menu, click **Change Status**. The *Change Status from* dialogue box appears. The dialogue box is sensitive to the current status of the listing (meaning that your options are determined by the current status). In this example, we're changing the status of a Price Changed listing and therefore the dialogue box reflects that in its title, Change Status from Price Change.



Change Status from dialogue box

5. Click the drop-down menu in the dialogue box to change the listing's status. The options in the drop-down list depend on the listing's current status. In this example, the listing is Price Changed and the options are Sold, Sold Conditional, Sold Conditional Escape (contract has an escape clause), Suspended, and Terminated. This list of choices would be the same if the status of the listing was New.



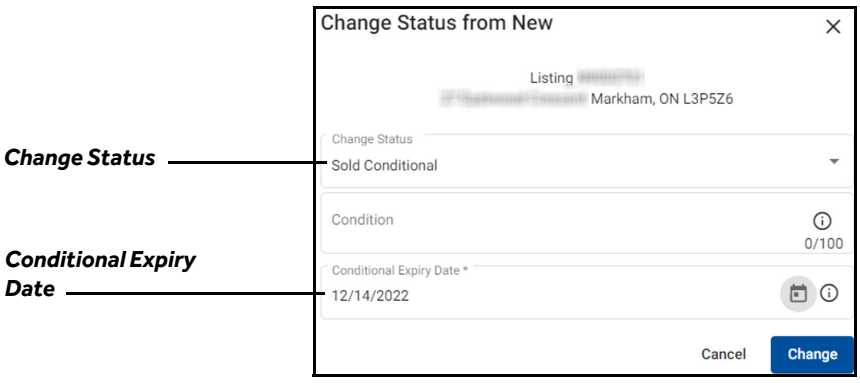
Change Status options in the drop-down list

NOTE: Terminations can only be done by brokerages, not salespeople. The Cancellation of Listing Agreement form, fully signed by the Seller and Broker of Record/Manager must be kept on file.

6. Once a status change is selected, the dialogue box changes to display the required fields based on the selection. These are as follows:

Sold Conditional (all property types)

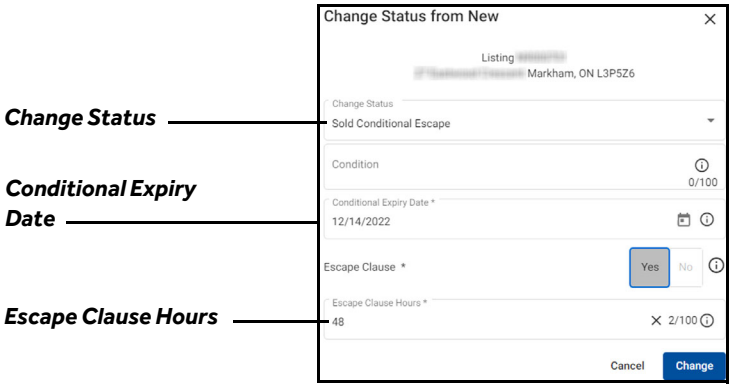
When reporting a listing as Sold Conditional, you don't have to state the conditions. The Conditional Expiry Date, however, is mandatory.



New to Sold Conditional

Sold Conditional with an Escape Clause (all property types)

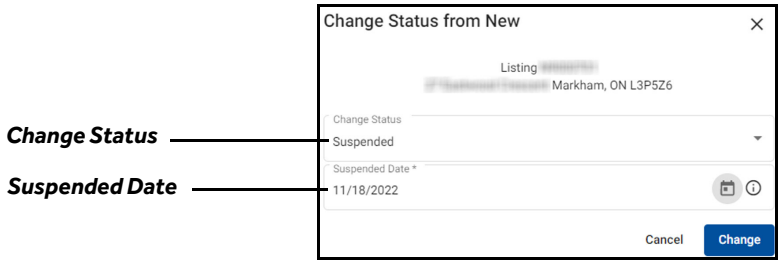
When reporting a listing as Sold Conditional with an Escape Clause, you don't have to state the conditions. The Conditional Expiry Date, however, is mandatory, as is reporting the Escape Clause Hours.



New to Sold Conditional with Escape Clause

Suspended (all property types)

If a property is unavailable for showings, inspections, or registrations of offers, as stated in Rule-345 below, the listing must be suspended. When reporting a listing as Suspended, you must enter the date that the suspension starts.



New to Suspended

MLS® RULES & POLICIES: R-345 states that "MLS® Listings appearing on TRREB's MLS® System shall be immediately available (subject to applicable legislation, the rights of and reasonable accommodation to the occupancy) for showings, inspections and registration of Offers.

In the event an existing listing becomes unavailable for showings, inspections or registrations of Offers, the listing shall be suspended.

While under suspension, a record of all requests by Co-operating Brokerages for showings, inspections, and registrations of Offers shall be kept by the Listing Brokerage.

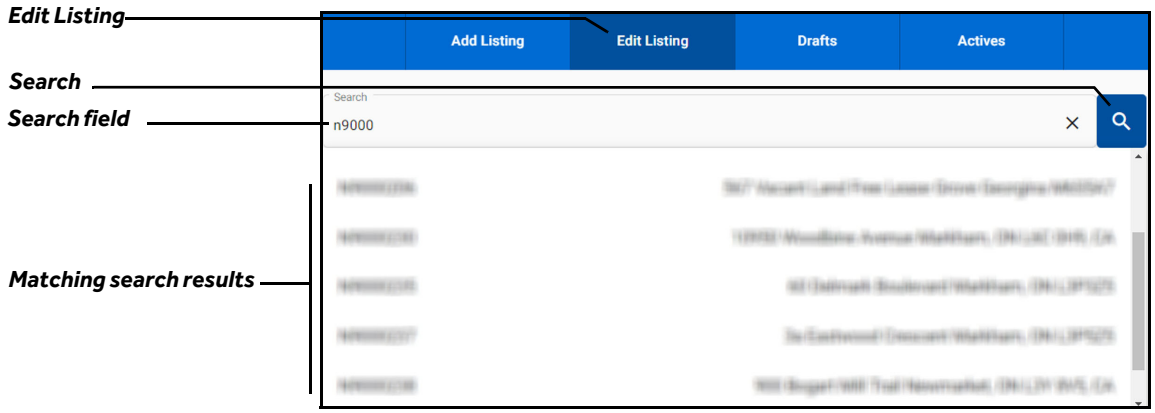
Upon the Seller rescinding the suspension, the Listing Brokerage shall immediately notify all Co-operating Brokerages who have requested showings, inspections or registration of Offers."

Unsuspended (return to previous status)

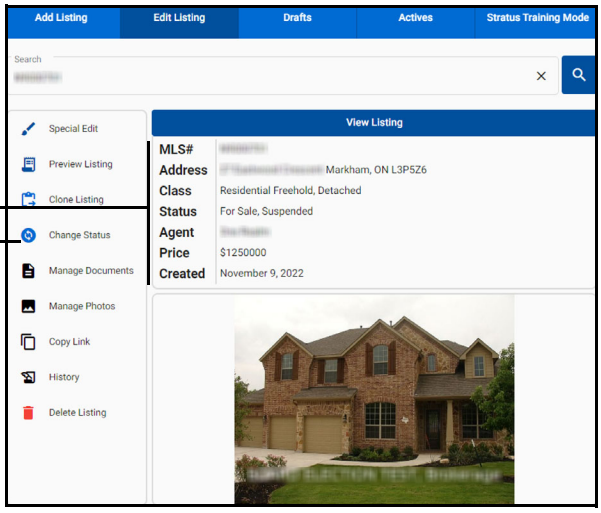
If you want to return a Suspended listing back to the market, you won't find it in your Actives list. In this scenario, use the Edit Listing tab.

1. Click the Edit Listing tab in the top tab menu of Add/Edit.

2. Click the **Search** field and enter the MLS® System number of the listing, the address of the listing, or the Listing Salesperson's name. Select **Search** (magnifying glass icon). Matching search results appear.



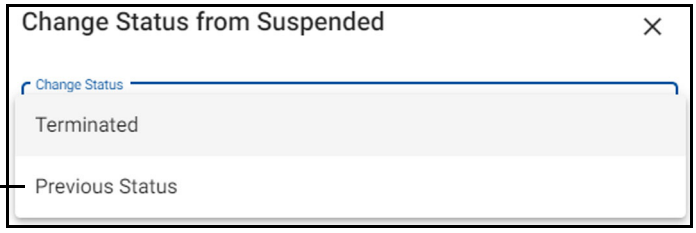
Select the correct search result. The Edit Listing page displays which edits can be performed on this listing given your Add/Edit permission level.You'll see identifying information for the listing including the MLS® System number (ID), the Address of the property, its status, and the Listing Salesperson's name. Ensure that it is the correct listing.



Edit Listing showing all editing options

3. Click **Change Status**. The Change Status from Suspended dialogue box appears.

4. Click the **Change Status** drop-down field and select either Terminated or Previous Status. In this example, we clicked **Previous Status**.

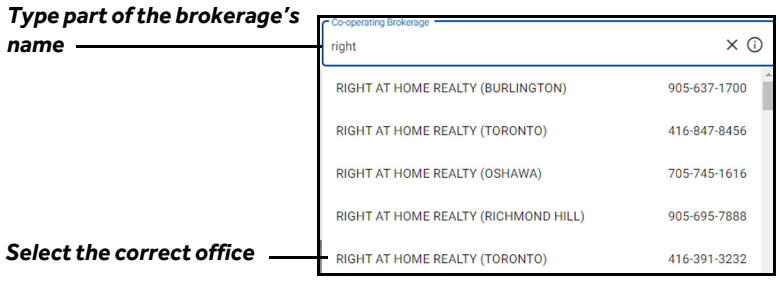


5. Click **Change**. The dialogue box closes and the listing returns to its previous status.

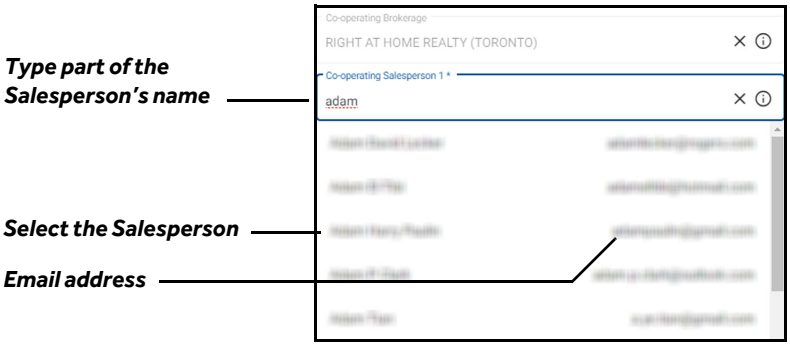
Sold (Residential)

1. When reporting a Sold Conditional listing as Sold, report the Close Price (Sale Price), the Sold/Leased Date, and the Close Date.

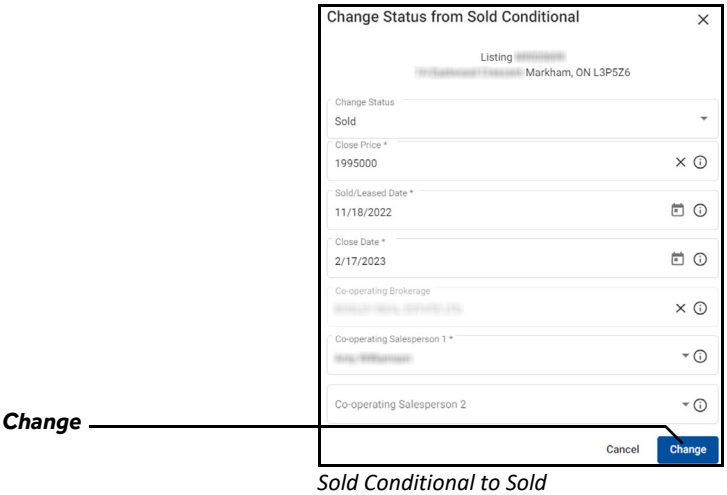
2. Type the first part of the Co-operating Brokerage's name into the Co-operating Brokerage field and select the firm and office (as identified by telephone number).



3. After entering the co-operating brokerage, click into the Co-operating Salesperson 1 field and start typing the Salesperson's name. Select their name from the drop-down list of salespeople from the selected brokerage. If there are more than two people with the same name, use their email address to identify them.



4. Click **Change**. The dialogue box closes.



Sold Conditional to Sold

NOTE: The Sold Date field on the MLS® System refers to the date when the property becomes unavailable. Some scenarios include:

a) In the event of a Firm Offer (when there is/are no condition(s) on the Offer at all), the Sold Date would be the date the Offer was accepted by the Seller, or

b) In the event of a Conditional Offer, the Sold Date would be the date when the condition(s) on the Offer was/were removed/ waived.

TIP: When reporting residential or commercial listings as sold, and the Co-operating Brokerage is not a TRREB Member, click in the Co-Operating Brokerage field, type **non**, and then select **NON-TRREB BOARD OFFICE (TORONTO)**. In the Co-operating Salesperson 1 field, type **non**, and then select **Member Non-Trreb**.



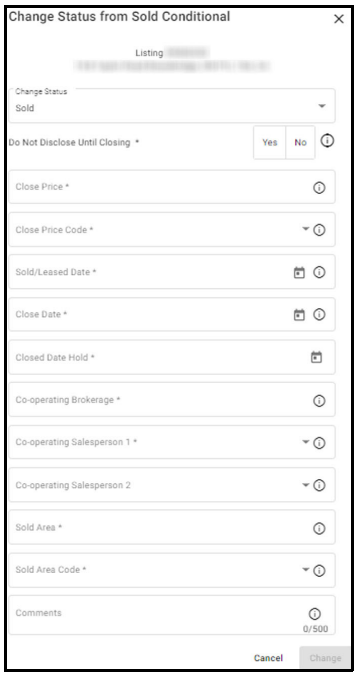
Co-operating Brokerage & Co-operating Salesperson who are not TRREB Members

Sold (Commercial)

When reporting solds for Commercial listings, you have three choices with regard to reporting the sold price. You can:

- report the sold price now
- enter the sold price but suppress it on the system until the closing date using the option Do Not Disclose Until Closing
- defer entering the sold price until the closing date by entering a "0" (zero) in the Close Price field. In this case, the sold price must be reported within five (5) TRREB business days of the closing of the transaction.

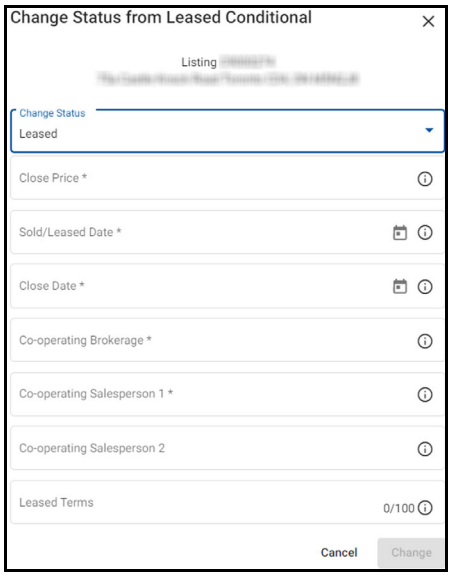
NOTE: When the option Do Not Disclose Until Closing is used, the Close Price field will change to Close Price Hold where you'd enter the sale price.



Commercial Sale, Sold Conditional to Sold

Leased (Residential)

When reporting a Leased Conditional listing as Leased, you must report the Close Price (Leased Price), the Sold/Leased Date (or the date that the property was leased), and the Close Date. Type the first part of the co-operating brokerage's name into the Co-operating Brokerage field and select the firm and office (as identified by telephone number). After entering the co-operating brokerage, click into the Co-operating Salesperson 1 field and start typing the Salesperson's name. Select their name from the drop-down list of salespeople from the selected brokerage.

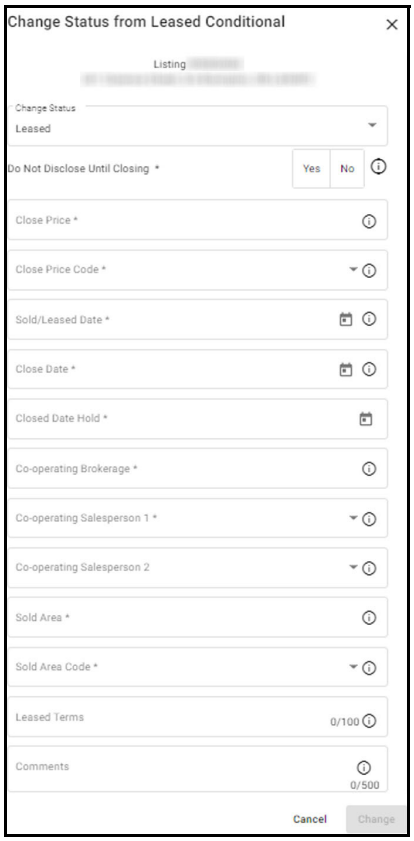


Residential Lease, Leased Conditional to Leased

Leased (Commercial)

When reporting leased for Commercial listings, you have two choices with regard to reporting the leased price. You can:

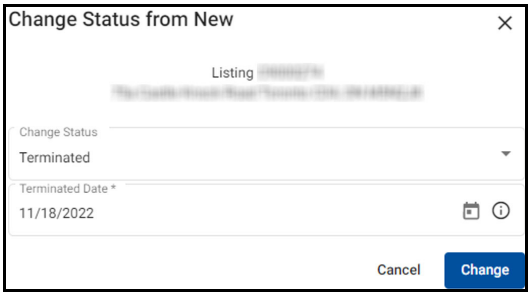
- report the leased price now, or
- enter the leased price but suppress it on the system until the closing date using the option *Do Not Disclose Until Closing*.



Commercial Lease, Leased Conditional to Leased

Termination (all property types)

Only a brokerage may terminate a listing. Salespeople don't see this option. When reporting a termination, the Termination Date (the date that the contract was terminated) is mandatory.



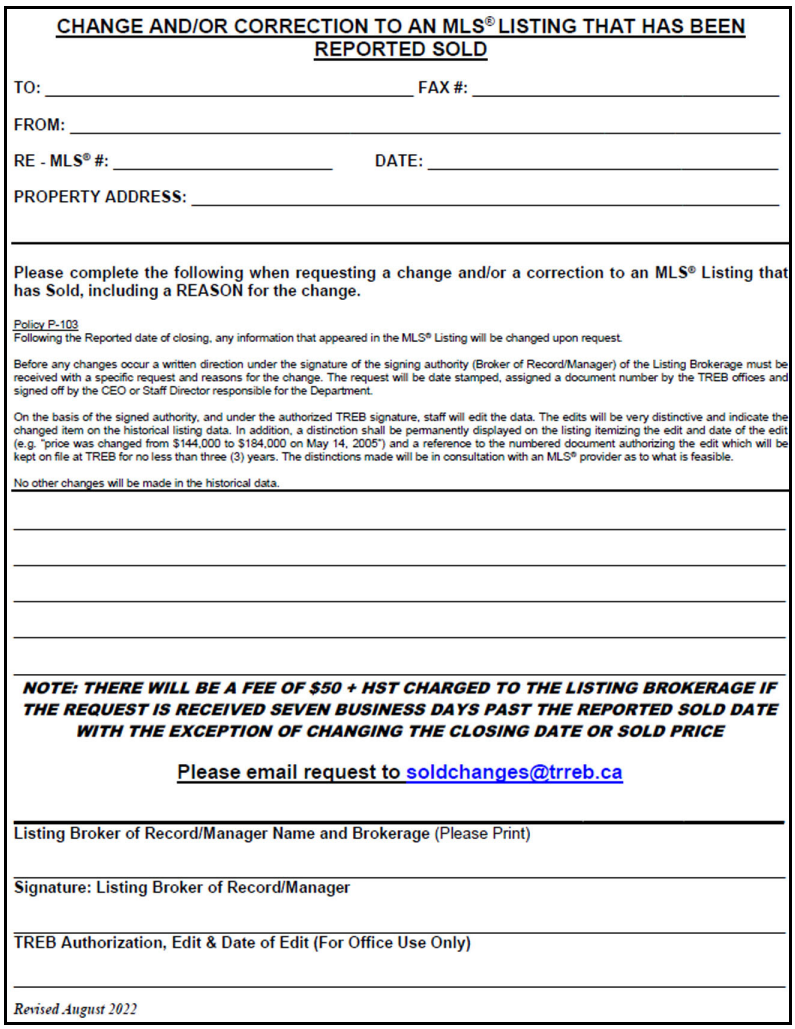
New to Terminated

Requesting a Special Edit

There are times when you may need to edit a listing and you won't have the ability to do so. This is especially true if a property was updated as Sold. On other occasions, perhaps you entered a new listing with the wrong price. Once you edit the price to make it accurate, that triggers a status change to Price Changed or PC. To fix these mistakes, your brokerage (Broker of Record, Manager, or anyone else with signing authority) may request a Special Edit from TRREB.

To request a Special Edit of an available listing, simply email a letter explaining the reason for the change to **soldchanges@trreb.ca** and have your Broker of Record or Manager sign it.

To request a Special Edit to a Sold listing, you will need to fill out and submit a form (see below) which again will need to be signed by the Broker of Record or Manager. This form can be obtained by emailing **soldchanges@trreb.ca**



CHANGE AND/OR CORRECTION TO AN MLS® LISTING THAT HAS BEEN REPORTED SOLD

TO: _____ FAX #: _____

FROM: _____

RE - MLS® #: _____ DATE: _____

PROPERTY ADDRESS: _____

Please complete the following when requesting a change and/or a correction to an MLS® Listing that has Sold, including a REASON for the change.

Policy P-103
Following the Reported date of closing, any information that appeared in the MLS® Listing will be changed upon request.

Before any changes occur a written direction under the signature of the signing authority (Broker of Record/Manager) of the Listing Brokerage must be received with a specific request and reasons for the change. The request will be date stamped, assigned a document number by the TREB offices and signed off by the CEO or Staff Director responsible for the Department.

On the basis of the signed authority, and under the authorized TREB signature, staff will edit the data. The edits will be very distinctive and indicate the changed item on the historical listing data. In addition, a distinction shall be permanently displayed on the listing itemizing the edit and date of the edit (e.g. "price was changed from $144,000 to $184,000 on May 14, 2005") and a reference to the numbered document authorizing the edit which will be kept on file at TREB for no less than three (3) years. The distinctions made will be in consultation with an MLS® provider as to what is feasible.

No other changes will be made in the historical data.

_____

_____

_____

_____

_____

NOTE: THERE WILL BE A FEE OF $50 + HST CHARGED TO THE LISTING BROKERAGE IF THE REQUEST IS RECEIVED SEVEN BUSINESS DAYS PAST THE REPORTED SOLD DATE WITH THE EXCEPTION OF CHANGING THE CLOSING DATE OR SOLD PRICE

Please email request to soldchanges@trreb.ca

Listing Broker of Record/Manager Name and Brokerage (Please Print)

_____

Signature: Listing Broker of Record/Manager

_____

TREB Authorization, Edit & Date of Edit (For Office Use Only)

_____

Revised August 2022

Summary

After completing the material in this chapter, you should be able to edit a listing, report a price change, report an extension, and change a listing's status. Now that you know how to edit a listing, you're ready to learn about verifying changes made to a listing, which is covered in the next chapter.

Chapter 6

Verifying Changes Made to a Listing



You can verify changes made to a listing by looking at the listing's history. One way of checking its history is to search for the listing's MLS® System number in either Stratus, REALM™, or Matrix. Another way of checking history is to use the History link in Add/Edit.

Using History

You can use History in Add/Edit to verify Status changes, such as a Conditional Sale. Although Add/Edit flashes a confirmation message on the screen after a successful edit or status change, there's no confirmation number given when these important transactions are reported. Therefore, print the History report, which includes all transactions that have been made to the listing, as your confirmation. Store the printed transaction report, along with any contracts and related forms, in the listing's file folder.

There are two ways to access History in Add/Edit: from the Edit Listing tab and from the Actives tab.

Using the Edit Listing tab

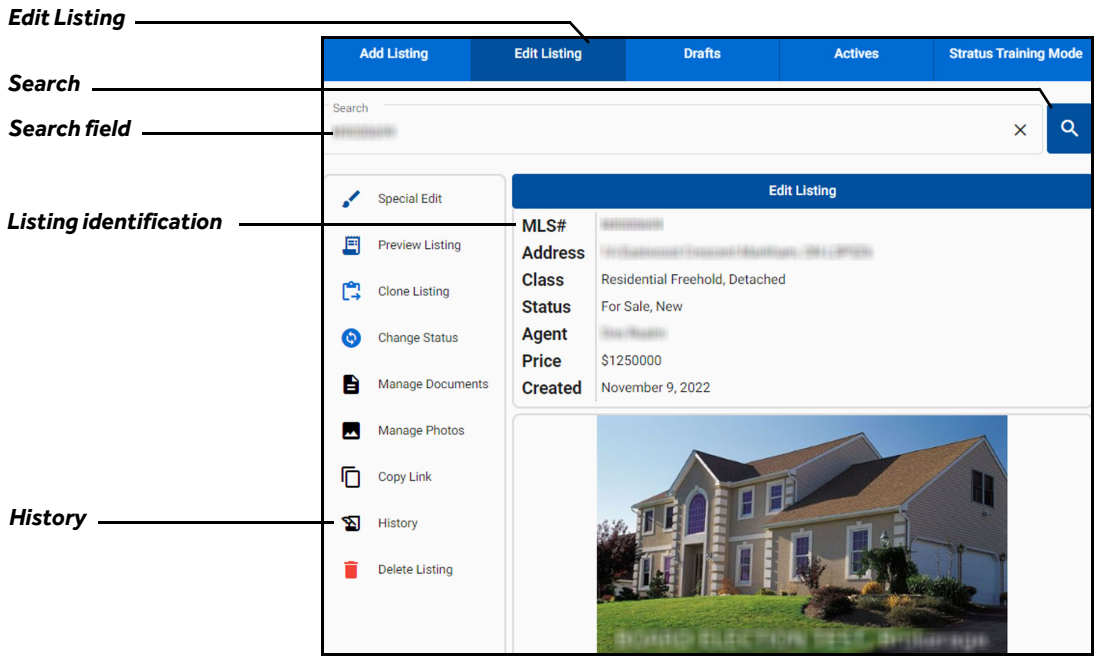
To look up a listing's history from the Edit Listing tab:

1. Access Add/Edit. The Add/Edit Home page appears.

2. In the top tab menu, click **Edit Listing**. The Edit Listing page appears.

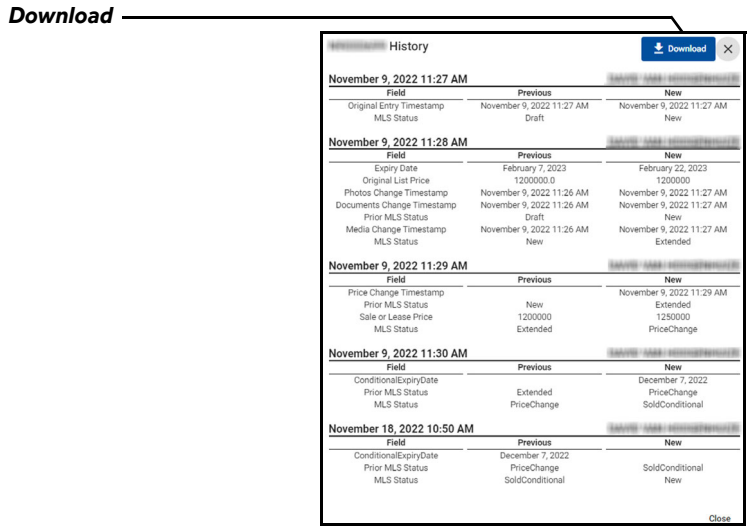
3. Click the **Search** field and enter the MLS® System number of the listing, the address of the listing, or the Listing Salesperson's name. Select **Search** (magnifying glass icon). Matching search results appear.

4. Select the correct search result. The Edit Listing page displays where edits can be performed depending on your Add/Edit permission level.



Edit Listing

5. Click **History** in the menu. A dialogue box containing a record of all changes made to the listing appears.



Download

6. To print/download the listing's history, click **Download** in the dialogue box. The history report opens in the PDF reader of your computer or device.

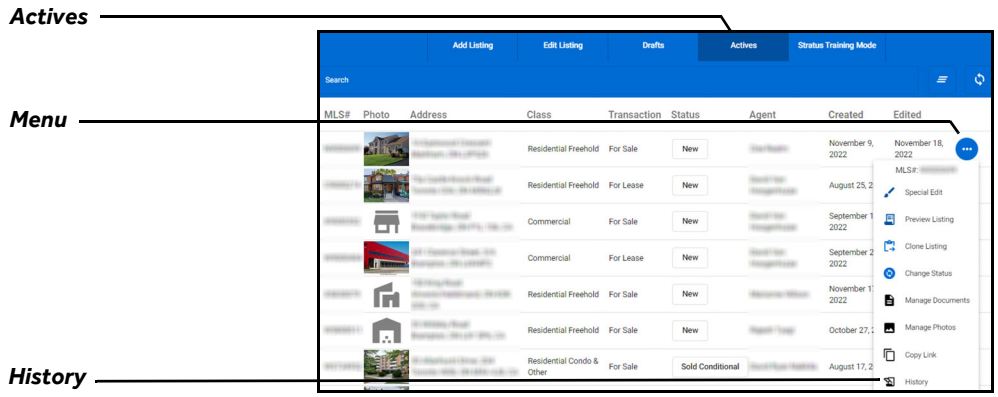
7. Print or save the history of the listing.

Using the Actives tab

To look up a listing's history from the Actives tab:

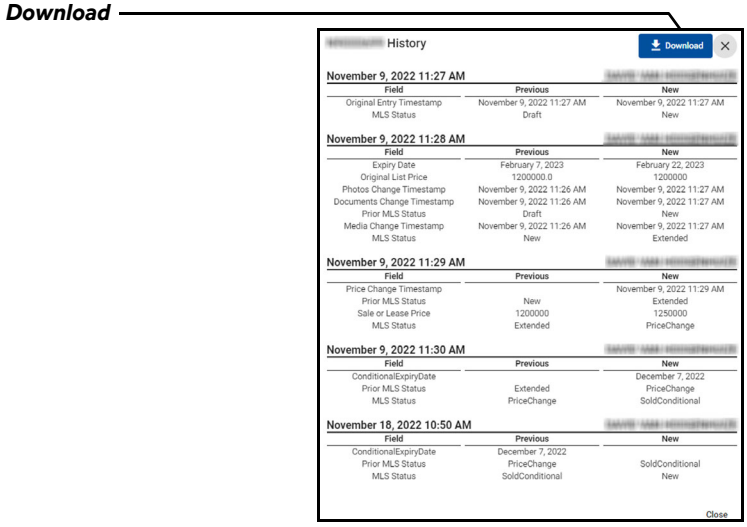
1. Access Add/Edit. The Add/Edit Home page appears.

2. In the top tab menu, click **Actives**. Your list of active listings appears.



3. Click the **Menu** icon (ellipses) to the right of the desired listing. A drop-down menu appears.

4. Click **History** in the drop-down menu. A dialogue box containing a record of all changes made to the listing appears.



5. To print/download the listing's history, click **Download** in the dialogue box. The history report opens in the PDF reader of your computer or device.

6. Print or save the PDF history of the listing.

You have successfully learned to search for a listing's history and to print or save the report.

Summary

After completing the material in this chapter, you should be able to check the History of a listing. Now that you know how to verify changes made to a listing, you're ready to learn how to search brokerage listings, which is covered in the next chapter.

Chapter 7

Searching for Brokerage Listings



Searching in REALM™

Since Add/Edit displays a brokerage's active listings, you'll be searching REALM™ for past, inactive listings. REALM™ has two methods of obtaining brokerage listings: using Listing Inventory and using a listing search.

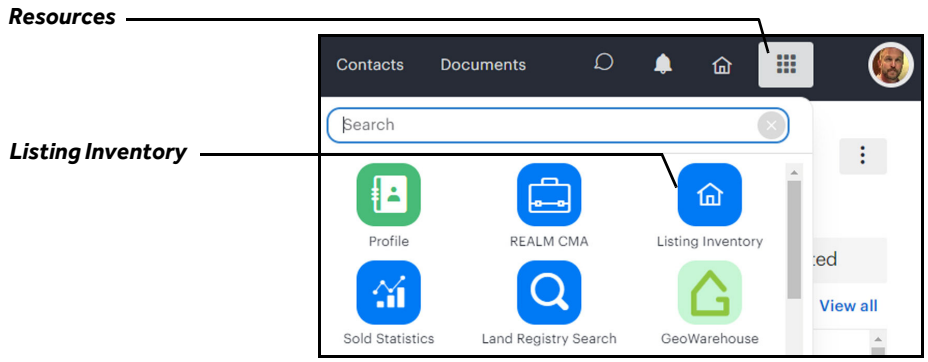
Using Listing Inventory

Listing Inventory is a fast way to see recent available and unavailable listings by brokerage.

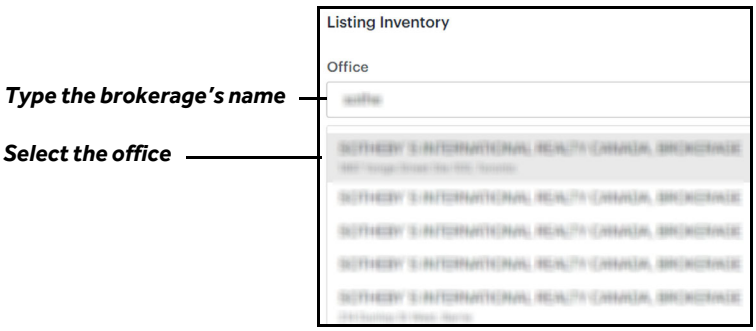
To search for your brokerage's listings:

1. Log into REALM™, if necessary.

2. Click **Resources** and then select **Listing Inventory**.

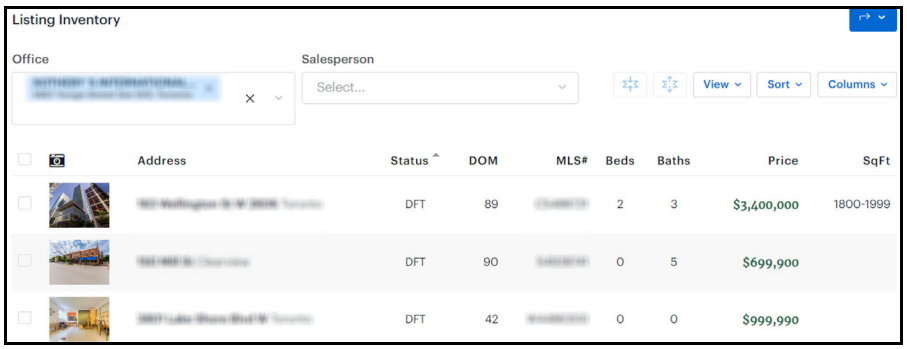


3. Click in the search field under **Office** and type your brokerage's name. A list of matching results appears.



4. Click to select the correct office. The brokerage office's listings appear. You'll see the office's active listings and approximately 2 years of its listing history.

5. Results can be sorted by address, status, days on market, MLS® System number, bedrooms, bathrooms, price, and square foot range. You may also customize the results table to add additional columns of data which may also be sorted.



6. Click a listing to view it.

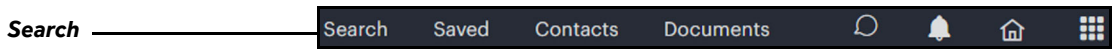
Using a listing search

You may search TRREB's MLS® System using your brokerage's name, telephone number or fax number. Since a firm may have many offices, searching by telephone number is the best option. If you want to search more than 2 years of history for residential listings or 4 years of history for commercial listings, you'll need to use a date field.

To search for your brokerage's listings:

1. Log into REALM™, if necessary.

2. Click **Search** in the top toolbar.



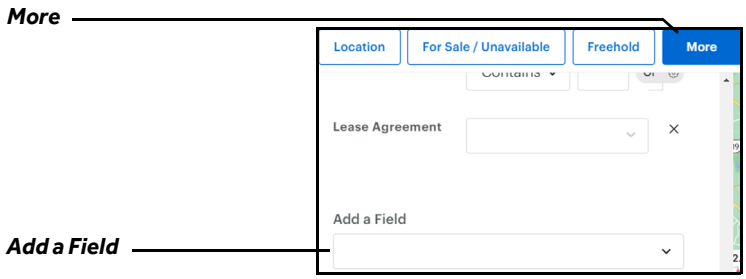
3. In the list of search filters, click **For Sale/Available**.

4. Select the appropriate *Sale or Lease* option and *Availability*. In this example, we clicked **Available** to de-select it, and then clicked **Unavailable**.

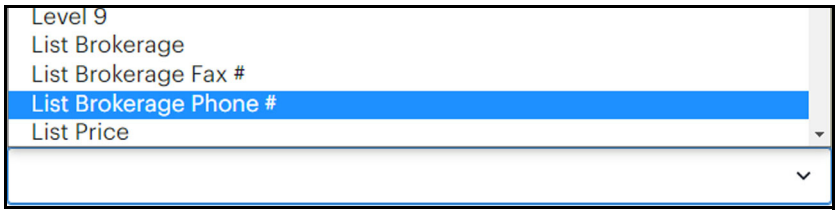


5. Click **Done**. If searching for unavailable listings, you'll automatically receive 2 years of residential listings and 4 years of commercial listings.

6. Click the **More** filter and scroll to the bottom of the list.



7. Click the **Add a Field** drop-down and select **List Brokerage Phone #**.



Add List Brokerage Phone # field

8. Click into the List Brokerage Phone # field and type the telephone number of the brokerage in the xxx-xxx-xxxx format.

9. Click **Done**. Listings matching your criteria appear.



TIP: It's likely that your search will produce more than 200 listings. There are a couple of simple ways to narrow the results list down:

- Click the **Freehold** filter and choose a Class of property and a Type, if necessary.
- Limit the time frame by entering a more recent date into the Last Update Date field found under More.



Last Update Date field

Searching in Matrix

Matrix users can search for office listings by using search criteria, as well, but they also have another option on the Dashboard: My Listings.

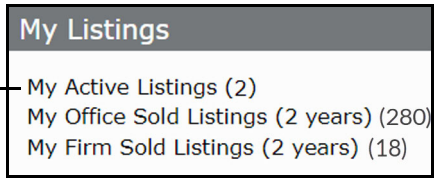
Using My Listings

To view listings found through My Listings:

1. Log into Matrix. The Dashboard appears.

2. Scroll down, if necessary, to see the My Listings widget.

3. Click **My Firm Sold Listings**, or **My Active Listings**, for example. The listings display in Matrix's Member Single Line format.



Click to view listings

My Listings as seen by a salesperson

4. Click a listing to view its details.

NOTE: Administrators will see a very different view in My Listings. They see the brokerage's activity and more options than a salesperson would.



My Listings as seen by an Administrator

Using search criteria

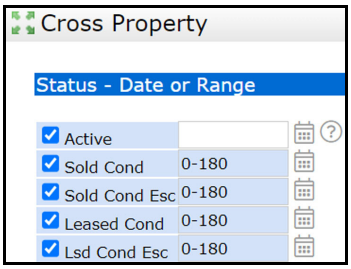
You may search TRREB's MLS® System using your brokerage's name, telephone number or fax number. Since a firm may have many offices, searching by telephone number is the best option.

To search for office listings in Matrix:

1. Log in to Matrix. The Dashboard appears.

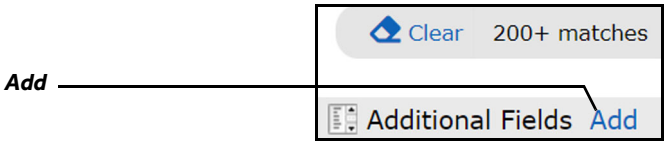
2. Click **Search** and in the drop-down list, select the appropriate class of property. In this example, we want to view all of the brokerage's listings, so we selected **Cross Property**. The search form appears.

3. Select the statuses to search. If necessary, edit the time frame beside the statuses.



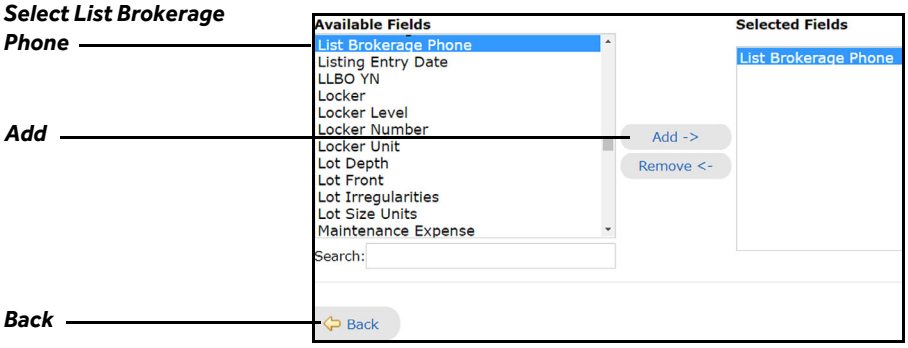
4. Select any other criteria.

5. Scroll to the bottom of the search form and click **Add** beside Additional Fields.



6. In the list of Available Fields, select **List Brokerage Phone**.

7. Click **Add**, and then select **Back**. The search form reappears.



8. Scroll down to the bottom of the search form and click into the **List Brokerage Phone** field.

9. Type the brokerage's telephone number in the xxx-xxx-xxxx format.

10. Click **Results**. The listings display in Matrix's Member Single Line format.

11. Click a listing to view its details.

Summary

After completing the material in this chapter, you should be able to search for Brokerage listings in either REALM™ or Matrix.

Appendix A

Granting Add/Edit Permissions



Setting Add/Edit Permissions

The Permissions Manager can be found under the Admin button in Add/Edit. Only Brokers of Record and Managers can see it and have access.

NOTE: When a new brokerage is established, there's only one person in the brokerage who has access to Add/Edit: the Broker of Record. The Broker of Record needs to access the Permissions Manager to grant Add/Edit permission to everyone in the brokerage who requires it.

To set the Add/Edit permissions of a Manager, salesperson, administrator, or assistant in an office:

1. Access Add/Edit. The Add/Edit Home page appears.

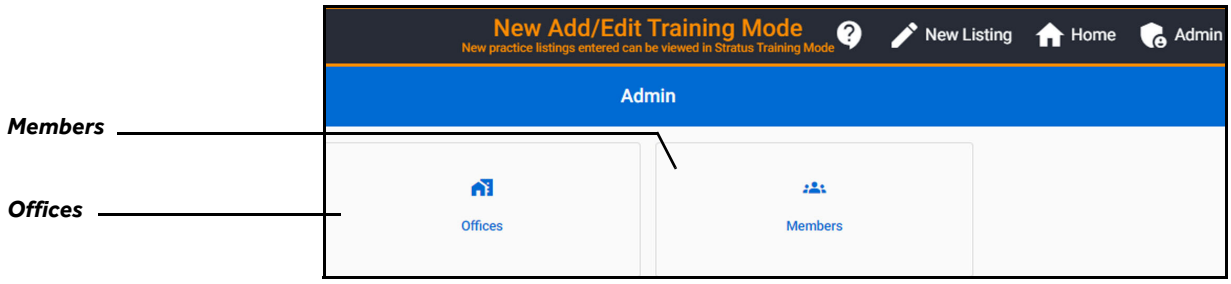
2. Click **Admin**. The Admin page appears.



NOTE: Only Brokers of Record and Managers will see the Admin link.

3. The Admin page displays two links: Offices and Members.

   - If you want to search someone by name, click **Members**.
   - If you want to see everyone within an office, click **Offices**.



Admin page

Searching by Name

In most cases, if you're a Broker of Record or a Manager, and a salesperson in your office asks for permission to use Add/Edit, you'll search for them by name. It's much faster than scrolling through the list of everyone in the office.

To search by name:

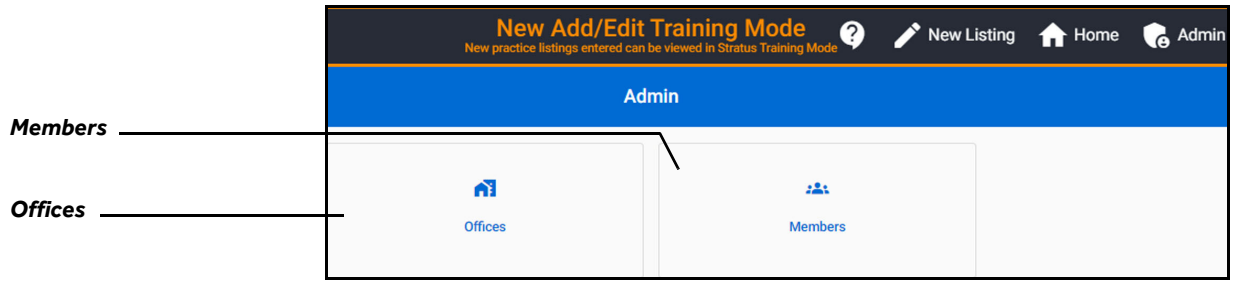
1. Access Add/Edit. The Add/Edit Home page appears.

2. Click **Admin**. The Admin page appears.



NOTE: Only Brokers of Record and Managers will see the Admin link.

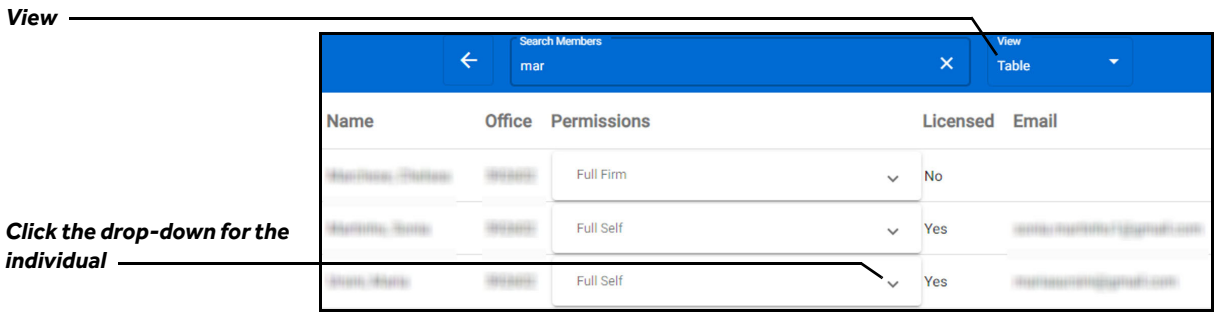
3. Since we're searching by name, click **Members**.



Admin page

4. Click the **Search Members** field and start to type the individual's first or last name. The search is dynamic, so as you type, results start to appear. The more you type, the narrower the results become. In this example, we searched the letters **mar** and three results appeared.

NOTE: If you are a Manager, you'll only be able to search for people within your office. If you search for someone in a different office, no results will appear.



Search by name

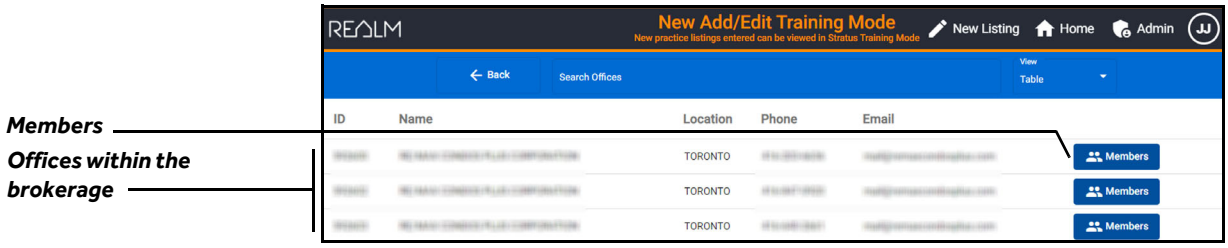
TIP: Search results may also be viewed in a Card view by clicking **View** and selecting **Card**. Results viewed in Table view are the easiest to navigate, however.

5. Click the drop-down to set permissions for the individual.

To learn what the different permissions mean, see "Editing Permissions" on page 100.

Searching by Office

1. In this example, we've logged in as a Broker of Record of several offices and we clicked **Offices** to edit the permissions of salespeople and staff in an office.



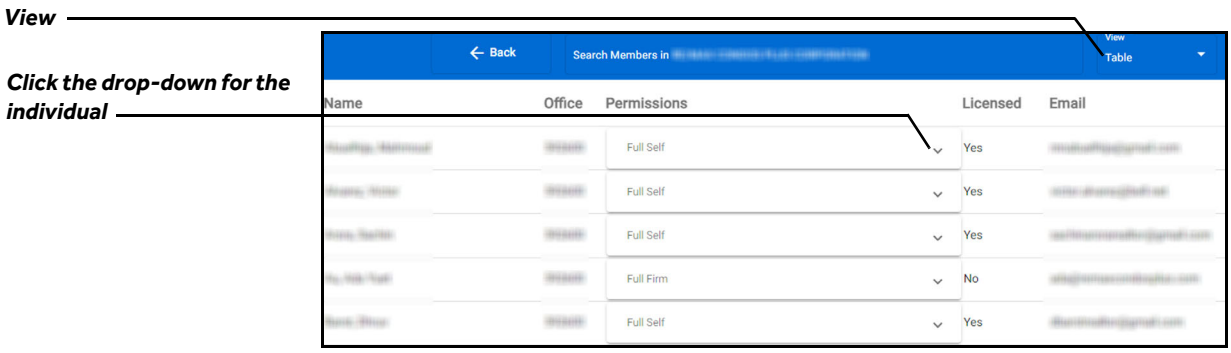
List of offices within a brokerage

2. Click **Members** beside the desired office. A list of Managers, salespeople, administrators, and assistants within the office appears. They're listed alphabetically by last name.

TIP: When all offices in the brokerage have the same name, use the telephone number or the office ID to identify the correct one.

3. Find the person in the list and click the drop-down arrow beside their name. A list of permissions appears.

To learn what the different permissions mean, go to the next section.



List of salespeople and administrators in an office



TIP: Search results may also be viewed in a Card view by clicking **View** and selecting **Card**. Results viewed in Table view are the easiest to navigate, however.

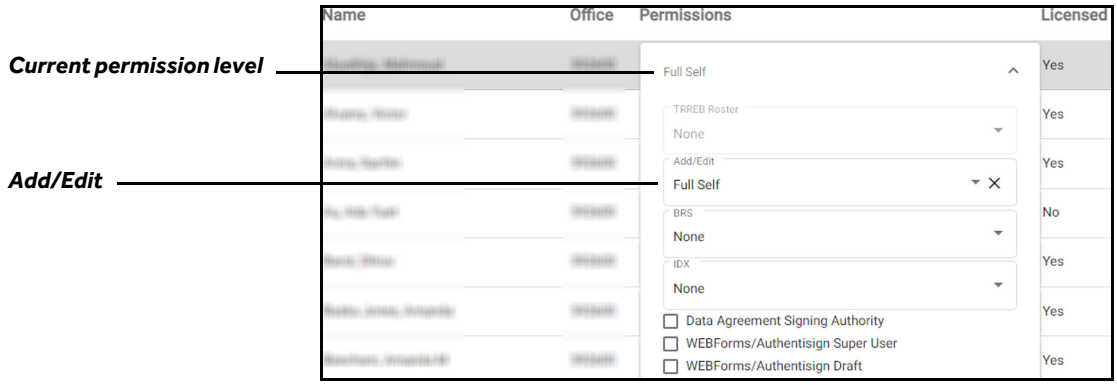
Editing Permissions

The drop-down menu displays the individual's current permission status and a list of possible permissions.

Add/Edit Permissions

Permissions associated with Add/Edit include:

- **None**: No access to Add/Edit
- **Extras-Only Self**: Manage Photos, edit map location & document attachments for oneself
- **Extras-Only Office**: Manage photos, edit map location & document attachments on listings within the office
- **Extras-Only Firm**: Manage photos, edit map location & document attachments within the firm
- **Full Restricted Self**: Full access for oneself except for status changes, price changes & extensions
- **Full Restricted Office**: Full access to add and edit listings in the office except for status changes, price changes & extensions
- **Full Restricted Firm**: Full access for the entire firm except for status changes, price changes & extensions
- **Full Self**: Full Add/Edit privileges for oneself
- **Full Office**: Full Add/Edit privileges to add and edit listings in the office
- **Full Firm**: Full Add/Edit privileges to add and edit listings in the firm.



NOTE: Listing Terminations can only be done by a Broker of Record or Manager. Keep in mind that all changes to a listing need a paper trail with appropriately signed authorizations.

4. Click the drop-down arrow beside Add/Edit and select one of the following:

   •None
   •Extras-Only Self
   •Extras-Only Office
   •Extras-Only Firm
   •Full Restricted Self
   •Full Restricted Office
   •Full Restricted Firm
   •Full Self
   •Full Office
   •**F**ull Firm.

5. As soon as the permission level is changed, the choice is automatically saved. Click **Back**, **New Listing**, or **Home** to exit from the Permissions Manager.

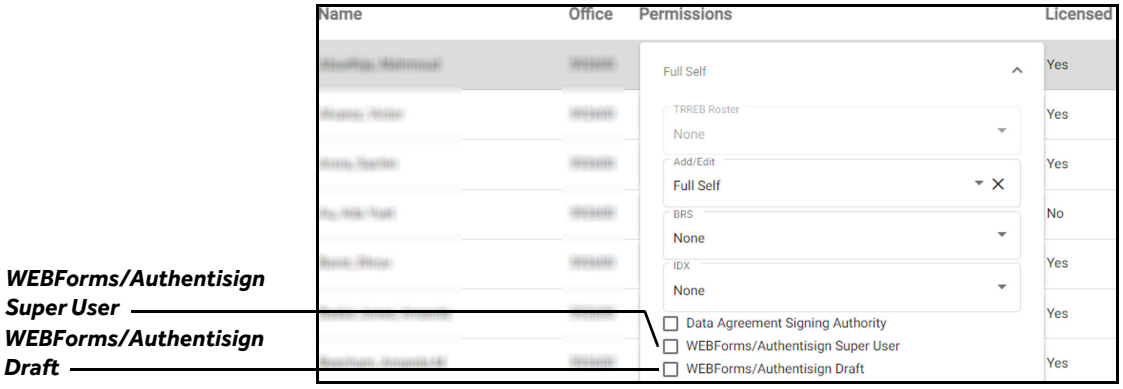
NOTE: The change in permission level for Add/Edit will take immediately. However, if there is a change made to WEBForms/ Authentisign Super User (see below), the change will occur overnight and will be active the next day.

WEBForms®/Authentisign® Permissions

In 2019, WEBForms® listing upload functions were added to the Permissions Manager. They include:

- **WEBForms/Authentisign Super User**. Selecting this option gives the individual the same level of access to WEBForms® as a Broker of Record who has a default, non-subscription account.
  - The Broker of Record is a Super User by default.
  - The Broker of Record is the only person who can change the Super User permission for another user in the brokerage.
  - A change to Super User permissions will occur overnight and be active the next day.

- **WEBForms/Authentisign Draft**. Selecting this option gives the individual the ability to access MLS® Data Information Forms filled in using WEBForms® and uploaded by salespeople as a draft in Add/Edit within the brokerage or the branch office. The individual with this permission level would then be able to edit the draft and load the listing created by another user into TRREB's MLS® System.
  - In order for the Draft permission change to take effect, the user **must** have an Add/Edit permission level of either Full Office or Full Firm.
  - The Broker of Record has Draft permission by default.
  - The Broker of Record is the only person who can change the Draft permission for another user in the brokerage.
  - Drafts created in Add/Edit (rather than through WEBForms®) will continue to be seen only by that user.
  - Draft permission changes will take approximately 10 minutes to take effect in Add/Edit.



NOTE: The Super User and Draft permissions mentioned above relate to the main level of Add/Edit access granted to the individual (for example, Full Office or Full Firm). For an individual to

upload a draft MLS® Data Information Form from WEBForms® created by another Member, they would have to be granted either Full Office or Full Firm access.

You have successfully set Add/Edit privileges.

Appendix B

MLS® Rules in the Data Integrity Service



Data Integrity Service (DIS)

Members may make verifiable complaints regarding MLS® Listings by email to dis@trreb.ca or to a facsimile hotline number at 416-386-0281.

In contrast to making a formal Professional Standards complaint, this process for requesting corrections to MLS® Listings provides an easier opportunity for all Members to contribute to the integrity of the MLS® System and receive more immediate results.

DIS concerns are specific to infractions to the following MLS® Rules.

1) When the MLS® Listing contains information that does not pertain to the property or that promotes goods or services

R-105
Information published on TRREB's MLS® System shall relate directly to the listed real estate and the MLS® Listing Agreement, and accordingly shall not include any information that promotes goods and services, provided that the Brokerage Remarks field may include the name, address, telephone and/or facsimile number and/or e-mail address (but not a link to that e-mail address) of Member(s) to be contacted for more information concerning the property.

2) When Virtual Tours contain any identifying information of the Brokerage/Broker/ Salesperson or the third parties or internet links that do not relate directly to the property

R-106
Information published on TRREB's MLS® System and Virtual Tour shall contain information pertaining to the property to which the MLS® Listing Agreement pertains and shall not include:

(a) any internet links, e-mail links or references to any internet links; or
(b) any information that promotes goods or services.

Furthermore, a Virtual Tour on TRREB's MLS® System shall not include any information regarding any identification of the Listing Brokerage, the Listing Broker/Salesperson or the Virtual Tour Company.

3) The Listing Brokerage is responsible for the accuracy of the listing information

R-301
The Listing Brokerage is responsible for the accuracy of all information submitted by the Listing Brokerage to TRREB's MLS® System. TRREB is not obligated to or responsible for reviewing the accuracy or propriety of any MLS® Data Information Form, MLS® Listing Agreement or Document Attachments. It is the Listing Brokerage's responsibility to verify the accuracy of the photograph, information and documentation and to correct any inaccuracy or notify TRREB of any inaccuracy immediately of same as may be necessary in the circumstances.

4) When mandatory fields are not completed (e.g., taxes, maintenance fees, lot sizes, legal descriptions)

R-304
(a) No Member shall submit an MLS® Listing to TRREB's MLS® System that contravenes the TRREB MLS® Rules or Policies and/or the TRREB By-Law. TRREB may, in its sole discretion, deem any such MLS® Listing to be invalid and either remove it from TRREB's MLS® System or refuse to publish such MLS® Listing.

(b) Without limiting the generality of the foregoing and the other provisions of the MLS® Rules or Policies, any such MLS® Listing shall not be accepted by TRREB as an MLS® Listing:

(i) if it excludes any Members from showing the property;
(ii) if it excludes any Members from acting as a Co-operating Brokerage;
(iii) if it does not provide compensation to the Co-operating Brokerage for the sale of the listed property;
(iv) if all Mandatory Fields have not been completed.

(c) If a submitted MLS® Listing is deemed invalid as hereinbefore provided, TRREB shall send notice to the Listing Brokerage who shall, within two (2) TRREB business days, remedy the information through a Re-run, or process a Cancellation. On an "Incomplete" MLS® Listing that requires changes to Mandatory Fields, the Listing Brokerage is required to process a Re-run by the date specified in the notification to the Member provided by TRREB.

5) When there are two or more MLS® Listings on the MLS® System for the same trade from the same Seller for the same property

R-312
Only one MLS® Listing for any one Trade function signed by the same Seller may be placed on TRREB's MLS® System at any one time.

6) When an MLS® Listing contains wordings such as "No showings," "Off the market," "No inspections," "No registration of Offers."

R-345
MLS® Listings appearing on TRREB's MLS® System shall be immediately available (subject to applicable legislation, the rights of and reasonable accommodation to the occupancy) for showings, inspections and registration of Offers.
In the event an existing listing becomes unavailable for showings, inspections or registration of Offers, the listing shall be suspended.

While under suspension a record of all requests by Co-operating Brokerages for showings, inspections and registration of Offers shall be kept by the Listing Brokerage.

Upon the Seller rescinding the suspension the Listing Brokerage shall immediately notify all Co-operating Brokerages who have requested showings, inspections or registration of Offers.

7) When the Sellers' Name(s) is not disclosed on the MLS® System

R-360
MLS® Listings on TRREB's MLS® System shall contain all information necessary for preparing an Offer for Sale, Lease or Sub-Lease.

8) When an MLS® Listing is designated as an "Office" Listing

R-370
Where an MLS® Listing is designated as an "Office" listing in the Listing Salesperson field, the Broker of Record/Manager's name or the name of a Member who is familiar with the property shall also appear after the word "Office".

9) When wordings or other embellishments not related to the property appear on the photograph

R-385
Photographs or other graphic images of a property, with wording or other embellishments not related to the property, shall not be accepted for an MLS® Listing to be serviced through TRREB's MLS® System.

10) When taxes are inputted and they are not the current or prior year's annual taxes

R-390
Where realty taxes are required to appear on TRREB's MLS® System, the amount to be shown shall be the current year's annual taxes or if not available the prior year's annual taxes.

11) When the sold conditional date has expired and the status has not been updated

R-610
The sale, lease or sub-lease of a residential or commercial MLS® Listing shall be reported by the Listing Brokerage through TRREB's MLS® System, whether conditional or firm, to TRREB within two (2) TRREB business days following acceptance of an Offer.

Reporting by the Listing Brokerage of a commercial sale/lease price shall contain the unit of measurement in which the original listing was posted. All changes in the status of a previously Reported conditional sale shall be Reported to TRREBTRREBTRREBTRREB within two (2) TRREB business days of the change.

(a) The residential sale price shall be Reported to TRREB within two (2) TRREB business days of either:
(i) Reporting of a firm transaction; or
(ii) removal of all condition(s)

(b) A commercial sale price shall be Reported either:
(i) at the time of Reporting a firm transaction; or
(ii) at the same time as Reporting a firm transaction, and request that the price be suppressed until after closing; or
(iii) within five (5) TRREB business days of closing of the transaction.

12) When there is no commission offered to a Co-operating Brokerage

CREA Rule 11.2.1.3 Compensation to Co-operating Broker
The listing REALTOR® member agrees to pay to the co-operating (i.e. selling) REALTOR® member compensation for the cooperative selling of the property. An offer of compensation of zero is not acceptable.

Where to Find More Information on Rules

The rules contained in this document are only a few of the MLS® Rules. Refer to the *MLS INFO* section of the TRREB Home Page for a complete reference list.

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