

# Northern Nevada Regional MLS Inc.

## MLS Orientation Policy

**Purpose of MLS Orientation:** To provide a training session for new MLS members with a focus on the Rules, Regulations and related policies. Particular attention to be paid to the citation policy, hearing process, value of MLS, protecting access, allowable use of MLS content, etc.

### Section 1 - Who Must Attend:

1.A. Any new member participant or subscriber must attend the MLS Orientation session within 60 days of application with either their local Association of REALTORS® or NNRMLS (MLS Only members).

1.B. Any member who has been on “exempt” status but re-activates MLS services must attend the MLS Orientation session if : a) he/she has been on exempt status for more than two years; or, b) he/she has been on exempt status for less than two years but did not attend the MLS Orientation prior to becoming exempt.

1.C. There will be no exceptions to this requirement. The class is mandatory, regardless of the geographic location of the member’s place of business or his/her current participation in another MLS.

**Section 2 - Who May Attend:** Brokers are invited to sponsor pre-licensees who are waiting to receive their license. Additionally brokers, agents or their respective staff members may attend to learn more about the policies and procedures of NNRMLS.

### Section 3 - Penalty for Not Attending:

3.A. If attendance at an Orientation session is mandatory (see Section 1) and the member does not complete the course within the required sixty (60) days, MLS access and services will be suspended until the member completes the course. Loss of services includes, but is not limited to: MLS access, lockbox system access, and direct agent billing.

3.B. Once suspended, the member’s status with NNRMLS will change to non-member and his/her broker will be billed future monthly fees on his/her behalf in accordance with the current NNRMLS Billing Policy.

**Section 4 – Reactivation of Services:** If a member’s services have been suspended, his/her services (including but not limited to those noted in Section 3.A above) and REALTOR® membership status will be restored upon completion of the orientation session and payment of the current service reactivation fee and any other outstanding financial obligations to NNRMLS.

**Section 5 – Right to a Hearing:** Members who wish to protest against loss of services (Section 3) and/or to request a waiver of the reactivation fee (Section 4) may submit a request in accordance with the current Hearing Policy and procedures. An initial request for waiver must be received within thirty (30) days of service deactivation.

### Section 6 – Cost for Orientation Session

6.A. There will be no additional cost to new members who are required to attend the session.

6.B. There will be no cost to optional attendees who make a reservation and attend the session.

6.C. A fee will be assessed for a reservation that is not cancelled within 24 hours of the session. If the no-show registrant is not a member, his/her sponsor will be billed; if the no-show registrant is a member, his/her account will be billed.

### Section 7 – Frequency and Location of Orientation Sessions

7.A. At least two MLS Orientation sessions will be held per month.

7.B. At least one out of every four sessions will be held in the Carson City area, with the remaining sessions in the Reno/Sparks area.

7.C. Attendance at a location is not related to the geographic location of the member’s REALTOR® Association. Members may attend at the location of their choice but must complete the course within 60 days of joining.