



# VA MLS Workgroup

February 27, 2019



# Forum for feedback, suggestions, & solutions



## Today's Discussion

1. Stabilization & Satisfaction
2. Requested Changes & Known Issues
3. Additional Items



# Stabilization and Satisfaction

1. Days on Market methodology
2. Subdivision searching
3. Required Fields
4. **Transaction Brokerage/Sub Agency in VA**
5. Different reports
6. Public Records sources
7. Support volume
8. System performance

## Requested Changes & Known Issues

- **Corrected** Gallery Report added
- **Corrected** DOM
  - Recalculation for CONT NO KO listings
  - DOM accumulation in the Coming Soon status
  - Misinformation re CDOM behavior for WTH listings
- **Corrected** Listing Links in Property History
- **Corrected** Market Watch doesn't appear in the Chrome browser unless you refresh the screen
- **Corrected** Age Field calculated based on subtracting the current year from the year built
- **Corrected** Adding the labels "Agent" and "Client" to reports *(not available on One-Page reports, as it would affect printing)*

## Requested Changes & Known Issues

- **Corrected** The MLS numbers for the listings associated with the property are now sorted in chronological order on the 360 Reports.
- **Corrected** Open Houses are not removed from Homesnap when a listing changes to an off-market status.

# Requested Changes & Known Issues

- Listing Management
  - **“Date Under Contract” Field:** Add this field back in to identify when a listing went under contract. If a client is/was interested in a particular property and it goes under contract, the question of "when did it go under contract" is always asked.
    - **Already Exists** Agreement of Sale Date is already listed.
  - **No HOA Field:** Consider not suppressing the HOA fields if there is no HOA. Agents no longer have the ability to search for listings without an HOA since the field is suppressed.
    - **Under Consideration** Don't suppress fields until information is added. Subscribers find it hard to locate fields since they shift depending upon if info is added.

# Requested Changes & Known Issues

- Listing Management
  - **Residential v Farm:** Current requirement to identify a property either a farm or a residence or both.
    - **Q2/Q3** Add the ability to copy a listing from residential sale to residential lease or other property types
  - **Rentals:** Rental listing options do not reflect types listed in the rental listing agreements but rather for sale properties.
    - **Q2/Q3** More specific statuses and field options for Residential Lease listings



# Requested Changes & Known Issues

- Search
  - **Ability to Search by Proximity to Transportation:** Need to be able to search for listing close to any public transportation and not specific locations
    - **Under Consideration** Adding the ability to search by transportation
  - **Subdivision Search:** Multiple variations on subdivision names make it difficult to reliably search
    - **60** Multiple spellings of subdivision names

# Requested Changes & Known Issues

- **Public Records**
  - **County Tax Record Errors** When you look up the history of a listing, then the tax record on the county website, then compare it with the Bright MLS tax record certain fields do not match the county website.
    - **60** Making sure tax records include the information available from county data files
  - **Reinstate Hotlink to County GIS Mapping System**
    - **Under Consideration** Adding a link to county GIS maps for listings and in public records

# Requested Changes & Known Issues

- Reports & Exports
  - **Return the One Page Client Synopsis and Agent Synopsis Report** The current report has excess information to white space unnecessarily extending the page count. When touring homes agents do not need the picture of the house or map. We have already decided to look at the house and have GPS'd / set up a tour route. Room dimensions can be handy, but certainly don't need the floor type.
    - **Under Consideration**
      - Adding the CMA Results Report (previously available in MRIS)
      - Adding the CMA Summary Screen (previously available in MRIS)
      - Adding the 9-Up Report (previously available in MRIS)



## Requested Changes & Known Issues

- Customer Support
  - **Unacceptable Response Times** Need quicker, timelier customer support access and response times
    - **30** Extended wait times
    - **30** Chat unavailable



## Additional Items

- Listing Management
  - **Parking Field Clarity:** The parking fields could be improved. It says: *Attached Garage, 1-Car Garage, 1 Attached Garage Spaces, Underground Garage, 1 Total Garage and Parking Spaces, Parking Space Conveys*. Consider adding a field for *Assigned Number of Spaces* and *Garage Number of Spaces*. Providing information on the number of assigned spaces helps to clarify information for buyers.

## Additional Items

- Search
  - **Auto Email:** Remove limit of 250 results.
  - **Residential v Farm:** Current requirement to identify a property either a farm or a residence or both.
  - **Inconsistent Search Results:** Revising search criteria (adding/removing subdivision) produces inconsistent results. Is this cookie or cache issue?

## Additional Items

- Public Records
  - **Inconsistent Field Order within Tax Record** There is not a consistent order of how names are displayed (first, last or last, first) when viewing tax records. More importantly, incomplete ownership fields are displayed which is important when selling for a legal entity other than a person.

## Additional Items

- Reports & Exports
  - **One Page Tax Report** need to show the information that we need not just to complete contracts and verify ownership, but to do comparative market analysis before listing appointments and meeting with buyers. More robust info available from county. Examples: Builder Model name, type of basement (English), exterior materials, number of fireplaces, number of garage spaces.



## Additional Items

- **Client Portal**
  - **Auto Emails/Setting up an Auto Search for Client** Client must activate the auto email in 30 days or agent receives a message that it will be deactivated. There should not be a time limit. Even after clients activate auto email and they haven't been in for two weeks, then agent receives an email says that they haven't gone in to view and it's going to deactivate. Agent does not receive consistent notification on client activity as they did before in MRIS.
  - **Auto Emails/Random Emails Sent** Auto emails should be sent when there are new listings or when there is a change to an existing listing. Sometimes random emails are sent for a neighborhood that tracks all statuses will go out that lists 2 of the 7 closed properties as having "sold". In reality, they sold months earlier and there is no reason for the email.

## Additional Items

- **Client Portal Notifications Sent If:**
- The welcome email has not been viewed by your client within 3 days of it being sent. You will receive another notification after 10 days of it being sent. After 30 days of it being sent the Auto Email will be disabled if not clicked on by the client. In the event that your client is not clicking on the initial welcome email, consider [resending the welcome email](#). If your client does not click the link within this second welcome email within 30 days the Auto Email will be disabled.
- The client has not clicked on any subsequent Auto Emails within 10 days after clicking on the Welcome email. This is only an alert to let you know the client is not viewing the new matches. The emails with new matches will continue to be sent for up to 80 days of client inactivity. You will receive a second notification the day before the auto email is deactivated.
- Results have not been found for an Auto Email within 30 days of the initial results being sent. If you take no action, the search will continue to run. If no matches are found for 365 days, then the search will be deactivated. In the event that the Auto Email is not finding any matches, consider [revising the search criteria](#).

## Additional Items

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Questions?