



Showings

Effective Booking of Showings - "No One Answers the Phone!"

Meet Larry and Connie, they're both brokers:

Larry is the Listing Broker and Connie is the Cooperating Broker.

Larry and Connie each have agents, and Connie's agent (Agnes) is having a tough time scheduling a showing for 123 Maple St.

Agnes following the listing instructions, called the listing agent to schedule a showing. But no one answered the phone. So, Agnes left a detailed message asking to show 123 Maple St tomorrow at 4:00pm. She also left her callback phone number.

Time is now ticking! Once contacted, the listing agent (or broker) must arrange for a showing within three (3) hours, unless there are verifiable circumstances beyond their control (Rule 404.4). This also applies to an Office Exclusive listing if a buyer agent calls to show it.

About an hour goes by with no response. Agnes does the smart thing and calls the listing broker's office because the broker is always primarily responsible for allowing access to their listings. But... There's no answer on that phone either, so Agnes leaves the same detailed message.

Another hour or so has gone by...still, NO response.

While we wait, let's take a quick look at other issues you might encounter when trying to schedule an appointment:

1. The Listing Agent is away on vacation, or the owner is sick, so there will be no showings for a week or so (listings must be Temporarily Off the Market "TOM" if they cannot be shown for 3 or more days - Rule 404.3).
2. "Accepted Offer, No More Showings" (remember, an offer is not "accepted" until the contract is fully-signed).

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Now back to Agnes, she knows that once a problem arises concerning cooperation with other agents, that she should let her broker (or office manager) know right away. So, Agnes tells her broker, Cooperating Broker Connie, about the situation, and Connie calls the Listing Broker, Larry. That's usually enough to get the ball rolling.

But in this case, even Connie gets no answer. So now what? Should Agnes just give up? No! There is a much better alternative.

Connie, who is the Cooperating Broker, calls Frank, a Rules Enforcement Facilitator, who was appointed by the OneKey™ MLS Board of Managers to help and resolve issues just like this. The Facilitator calls Larry the Listing Broker, and within an hour or two, Agnes gets the appointment she requested.

Additional tips to remember:

1. The Cooperating and Listing Brokers should always FIRST try to work out these issues on their own.
2. Only Broker/Participants may call Facilitators, not individual agents.
3. All MLS Rules concerning showings and offers apply to Office Exclusives with Buyers Agents, so Facilitators will help with buyer agents having a showing or offer issue with an Office Exclusive.
4. A list of Facilitators may be found on both Stratus and Matrix.
5. To learn more about Facilitators, visit [onekeymlsny/helpcenter](https://onekeymlsny.com/helpcenter).

So, when the going gets tough, talk with your broker! Have the brokers try to work it out on their own. If that doesn't work - any Broker/Participant can call any Facilitator, to help get it resolved quickly. That way everyone can get back to business, and continue working in the spirit of cooperation.