



# Calling a Rules Enforcement Facilitator for Help

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## Here is the scenario:

Meet Larry and Connie, they are both brokers: Larry is the Listing Broker and Connie is the Cooperating Broker.

Larry and Connie each have agents, and their agents are having some difficulty in either scheduling a showing or presenting an offer.

Their agents brought the issue to the attention of their brokers, and the **two brokers tried to work it out**, but unfortunately, they haven't been able to resolve it. What should they do? Give up? File a complaint?

Well, there is a much better step that brokers can take: Here's Frank. He's a Rules Enforcement Facilitator, and he was appointed by the OneKey™ MLS Board of Managers to help smooth things out, and to resolve issues just like this.

**It's more likely that Connie, a Cooperating Broker, would want to call a Facilitator, but any Broker/Participant may call a Facilitator if the broker, or one of their agents is having trouble with:**

1. Scheduling a showing.
2. Gaining access to any OneKey™ MLS listing (this includes a buyer's agent seeking to show an office exclusive, or any agent needing a temporary lockbox code to access a listing from an agent).
3. Getting a copy of an owner's written instructions to restrict showings or access.
4. Presenting an offer (Rules 407, 408), or personally presenting an offer to an owner (Rule 405.4).
5. Or timely receiving a duly-signed Offer Acknowledgment Form, or Declaration Statement (Rule 406).

## Here are some additional tips to remember:

1. All MLS Rules concerning showings and offers apply to Office Exclusives with buyer's agents, so Facilitators will help with buyer's agents having a showing or offer issue with an Office Exclusive.
2. The Cooperating and Listing Brokers should always **FIRST** try to work out these issues on their own.
3. **A list of Facilitators can be found on both Stratus and Matrix.**

So, when the going gets tough, talk with your broker **FIRST**! Have the brokers try to work it out on their own. Keep in mind, that if that doesn't work - any Broker/Participant can call Frank, or any other OneKey™ MLS Facilitator, to help get an issue resolved quickly. That way everyone can get back to business, and continue working in the spirit of cooperation.