

CRMLS Rule Relief

Due to ongoing COVID-19 issues, and in support of C.A.R.'s recommendations, CRMLS has updated its Hold status rule and is temporarily relaxing some other rules. These temporary modifications will remain in effect until further notice.

Changes include:

1. **New Hold status rule definition:** The CRMLS Board of Directors has approved the following definition for the Hold status:

A valid listing contract exists, and no offer has been accepted. The Listing Broker is in possession of a seller written instruction to submit the listing as "Hold". This instruction may be due to various reasons such as multiple quality offers already received, repairs, illness, guests, etc. Marketing and Advertising as defined in Rule 7.9.1 is permitted. The property is not available for showings consistent with Rule 9.3.

2. **30-day Hold limit has been lifted:** This change allows a listing to go into Hold status for longer than 30 days. CRMLS users can now enter the Hold Activation Date to any time in the future. This goes into effect immediately and will remain in effect until further notice. Remember, listings in Hold status do not go out to portals like Zillow, Trulia, and Realtor.com.

Please note: The CRMLS Board of Directors has decided not to move forward with a freeze on Days on Market calculations. This lift of Hold restrictions will accomplish much of what a freeze would, while also maintaining a factually accurate MLS database.

3. **Unbranded Virtual Tours temporarily allowed in Public Remarks:** You may include a link to an unbranded virtual tour in the Public Remarks field. You can view information on [Matrix Virtual Tours](#) and [Paragon Virtual Tours](#) here.
4. **Links to Virtual Open Houses and Virtual Showings temporarily allowed in Public Remarks:** A Virtual Open House is a Listing Agent inviting any number of people to participate in a scheduled event set for a specific time to view the property and interact with the Listing Agent virtually. A Virtual Showing is a scheduled event between the Listing Agent and a specific potential buyer. You may now include a link to and a time for a scheduled Virtual Open House, or a link to a set up a Virtual Showing, in the Public Remarks field. Rule 11.5 (e) in regard to No Branding in the Public Remarks field will be temporarily suspended only for Virtual Open Houses and Virtual Showings until further notice.
5. **Future plans: Virtual Showings and Virtual Open Houses will gain dedicated fields:** To allow real estate professionals to distinguish between in-person showings and open houses and virtual ones, CRMLS plans to update its MLS systems to allow differences between in-person and virtual.

We intend to keep you up-to-speed on how CRMLS is handling the COVID-19 crisis. For frequent updates, [visit our dedicated COVID-19 Updates](#) page on our website.

Thank you,

California Regional MLS

