

BAREIS

Focus Group Items Addressed

10/26/2010

Communication Items

	Already Have This	Done	In Progress	Not Possible
Data exchange between agents	Feedback on listings is available through Supra key system, email			
Better guidelines on what should be an e-mail alert and what should be a Broadcast Message	Broadcast Messages are only regarding System Maintenance and Downtime Reports			
Newsletter should have no more than 3 or 4 bullet items--there are just so many e-mails going out from the different places	The newsletter has been pared down over the last 2 years to include a few timely articles and not overwhelm the reader		Working on better look and wording to make relevant to members	
I don't think there is a better way but make sure that it isn't sent too frequently or the agents will grow numb to e-mails	Newsletter is sent every other week			
Would like to see MLS information come up on the home page		Links to Twitter and important notices i.e. "Do not download IE9" on the Homepage		
Consider texting on Facebook for communication		Now on Twitter	Considering Facebook	
Ability to unsubscribe from Broadcast Notices				Not Possible
Maybe have a choice to pick the method of communication you receive				Not Possible
A link on the feature that was changed to show "What's New" (example Contacts/Prospects)			Will ask Rapattoni	

Communication Items

	Already Have This	Done	In Progress	Not Possible
Employees of BAREIS giving first person communication--coming to meetings or to offices more often			Evaluating most efficient way to do this	
Do a focus group idea more often--maybe twice a year--but some kind of regular event			Future focus groups may be considered	
Should be a larger print--who can read such tiny print				
Just let members know where they can get this info		BAREIS.com updated with "BAREIS News" and "Board and Committee Notes" sections	Revisting bareis.com links and homepage links	
e-mails are great but they should be clear, concise, and to the point.			Working on better look and wording to make relevant to members	

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Tech/Training/Support Items

	Already Have This	Done	In Progress	Not Possible
Training specifically for Market Metrics	Webinars are available from Clarus			Hard to get enough students for a hands on class
Training available in more places--more local			Developing webinars and training videos to fill this need	
Classes available from your own office or home--Webinars. (This was requested more than once)			Produced one video, working on more	
More support hours--especially weekends	Rapattoni is available Sat 7am-3pm, SUPRA Sat & Sun 5am-7pm			After hour support or weekend support is not available for Clarus Market Metrics or Realist Tax
There are newer enhancements it would be great to have a class that covers some of the new items	Rapattoni has Feature Spotlights and new "Show Me Tutorials"		Working on webinars produced by BAREIS staff and video clips	
Training should be available for established agents, more technical, more cutting edge			Reviewing training classes and looking to add more via webinar	
Would like a better description--a list of things that you would be learning--why would I take this class? What is valuable about this training?			Working on better descriptions	
Would be nice if the class was taped--something you could watch with a trainer available by e-mail to answer questions			Working on webinars produced by BAREIS staff and video clips	
I get solicited for so many webinars that I am suspicious of them all. I would want to know it was something definitely from BAREIS and not someone else trying to pretend		BAREIS webinars/training videos only posted on BAREIS.com		

Tech/Training/Support Items

	Already Have This	Done	In Progress	Not Possible
If we did webinars I think we could even do it from within the Rapattoni system so you log on to Rapattoni and enter the webinar from there		BAREIS webinars/training videos posted on BAREIS.com, but linked to from Rapattoni	Links to live Webinars will most likely be emailed to attendees	Not necessary to login to Rapattoni to attend Webinar
I can never get it straight about who runs what--I will call Rapattoni and they say you should have called BAREIS and I will call BAREIS and they say you should really be talking to Rapattoni		Posted "Who to Call" article in 11/1/10 newsletter and in bareis.com BAREIS News section		
Newly Matched' listings are not always placed in Saved or Rejected the first time you do the process--have called a few times and no one can ever find the problem--makes me crazy		Fixed in nightly maintenance		
Needs to be more responsive, client is pushing for this information, if you need help it is immediate help you are looking for	Many avenues of support available through BAREIS, Rapattoni, and Supra. Urgent after hours technical support available through BAREIS			

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Rules Items

	Already Have This	Done	In Progress	Not Possible
There is a lack of property information--no one is putting in ft ² . Perhaps allow for a choice that clearly says estimate when entering ft ²	Have current choice of "Not Verified" available under ft ²			
Should require a photo, perhaps fine agents if no property photo is included			Being reviewed now	
Stop changing the Authorization to Exclude form every 2 months		Form was updated recently and should be stable now		
The rules need to have more teeth, where everybody is playing on the same field. Need more support here and a sense of fairness		Recently streamlined procedure to be consistent and timely		
Change the wording in the rules--currently have to have a Supra lockbox--but some people from out of area are hanging the box with no key inside (on purpose). Should be something about that in the rules.		"Key or device to enter property must be available" was added to the rule 2/19/10		
Number one complaint--REO agent does not put a Supra lockbox nor put the code on the MLS for the combo box--real problem with calling the agent for the code and then they never call back--the rule has to have teeth	Increasing the fine was discussed but decided against. Rule already in place need agents to report violations so that BAREIS staff can follow up			

Rules Items

	Already Have This	Done	In Progress	Not Possible
Are allowed to put in remarks that it is an REO, Bank Owned, Short Sale--but are not allowed to say the opposite--this is a double standard--this is not fair and should be looked at		May state "not an REO," "not Bank Owned," and "not Short Sale." Note: any reference to Short Sale must be in Confidential/Showing Instructions, not Property Description		
Contingent should be one choice and place the type of contingency in the agent comments			Changing contingent with description in Sales Conditions. Looking into using status modifier field.	
Maybe allow a classification of dual area--instead of entering the listing twice and this could be searched				Not Possible
Category for manufactured homes separate from mobile homes--sellers are insulted to place manufactured homes under mobile home.			Making changes to the Construction Type and Style fields to help clarify Mobile Home vs. Manufactured Home issues.	
How are agents getting away with putting things like "accepting no more offers" in the comments and still leaving the listing as active? Needs better enforcement.	Rule already in place (Regulation 10.2)			
There is something I don't like...I have had a couple of experiences with agents... doing flat rates to enter properties into the MLS and that's where their responsibility stops. They should not be allowed; they should have to provide at least a minimum level of service or not be allowed in at all.	Regulation 9.3.1 states what classifications of listings are accepted into BAREIS			

Rules Items

	Already Have This	Done	In Progress	Not Possible
There should be a way to show a land/residential property in more than one category. Maybe be able to pick from a list all that apply				Not Possible
A separate category for Short Sales				Would require significant database structure changes. Not likely
If there was some sort of checkbox for Seller Concessions where yes requires a comment regarding amount.			Working on adding a new comment field that would be required when checking Yes in Seller Concessions	
Separate field for REO and Short Sale that are Yes/No questions and is required so that agents couldn't get around it by choosing "Other" in the Sale Conditions feature group			No current plans to change Sale Conditions field. Abusers should be reported to BAREIS through "Report Violation" link or other method	
Many people are not changing the status to contingent but are we expected to turn them in?	Every listing has a "Report Violation" link. Your cooperation in utilizing this confidential process would be appreciated			
Does BAREIS have jurisdiction over out of area brokers--how does BAREIS work with the other MLSs to sanction someone who is out of the area?	Regulation 8			
Should have another status or category, why am I wasting my time showing an active listing to a client that already has multiple offers			Adding 'Show Y/N' field	
Have a status be something like AO for Active w/Offer and have the agent be responsible for doing that	This is the purpose of the Contingent status			

Rules Items

	Already Have This	Done	In Progress	Not Possible
Lately BAREIS seems to be more in a policing effort rather than as an advertising mechanism--BAREIS is an advertising mechanism for us to advertise our properties; they seem to be getting involved in all these issues that they really shouldn't be involved in. If you are putting a property into the newspaper or some other place, how you are handling it is up to you!	Regulation 13.1-13.7 and Regulation 14.1-14.4 these explain the what and why of advertising listings in print or internet			

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MLS Committee Items

	Already Have This	Done	In Progress	Not Possible
Data exchange between agents, leave comments about properties protected from the public	This is available through SUPRA feedback system, but not currently on MLS			
A community blog to communicate agent to agent				We had a bulletin board with XMLSWeb that was misused for sale of puppies, comments about agents, etc.
Simpler--technology is available to make the interface more simple	Have a customizable dashboard front screen now			Rapattoni system is only customizable to a point
Better looking reports and interface is available why aren't we using it		Some enhanced reports are available now	Continuing to work on enhanced reports	A data verified system will not be as fast and clean an interface as an internet site like Google that does not cross check between tables for accuracy
A link on the feature that was changed to show What's New (i.e. Contacts/Prospects)			Sending idea to Idea Lab	
Should add a contingent status specifically for short sale--something that would allow you to understand the status of the property without having to click back and forth from detail to list	They can modify the one line grid to display Sale Conditions. They don't like doing this because so many people have Offer As Is selected in addition to Short Sale and it makes the display too wide to see without scrolling.			

MLS Committee Items

	Already Have This	Done	In Progress	Not Possible
The ability to customize your results display--like you can customize reports	Can customize one-line grid.		Will submit to idea lab for other results displays	
Add sale conditions to the Agent One Page report		Done		
Multiple areas--there is no consistency--there should be sub-areas for some of these contested spots such as south east Kenwood or Forestville--if politics are causing a problem in determining adding an area then consider sub-areas			Should be sent to MLS Committee with further details for review through "Submit an Idea" link on Rapattoni home page	
Maybe allow a classification of dual area--instead of entering the listing twice--and this could be searched				Not Possible
CMA won't calculate per acre, won't calculate per square foot, averages. Also the averages when you do go in and make adjustments on different listings you get to the statistical pages it's not showing your adjustments sometimes. It doesn't all work together. One graph will show these averages... and this one will show the averages with your adjustments in it			None of the 'Statistical Formats' are ideal for our regional setup. We should probably have the reports sub-committee work on a couple of custom Statistical Reports or Statistical Formats. The Statistical Formats would have to be done by Rap but we may have some statistical abilities in Dev Express	Need to determine specifically which parts of the CMA are being referred to. CMA Package, CMA reports, the 'Statistics' screen from search results, etc. Maybe a good Idea Lab item
There aren't fields for land in CMA	The CMA package does have a list of default fields for land as do all property types.		Need more info about what fields are wanted or that should be there and aren't	

MLS Committee Items

	Already Have This	Done	In Progress	Not Possible
The agents need to place the map pin correctly; but the point is that agents aren't doing that	Definitely need more education, They are mixing up Realist Map features with Rap map features.			More flexibility with the Rap Map feature if you pay for Rap's Parcel Mapping feature. MetroList and SFAR are using it which adds to their confusion when they don't see the same thing on BAREIS
Have a check box right away when entering a listing where you can select Short Sale		Sale Conditions field has been moved on Listing Input to make it easier to see.		
A way to find vineyards somehow--maybe you can pick it up in pictures or in remarks but it is incredibly difficult	The field 'Land Use' on RESI has a choice of Vineyard, however it is not a required field so doesn't get filled in much			
Is there any way to remove the 'Suggested Sales Price' or to change the label that is showing, maybe edit the titles and headers. (in CMA)				Possible Idea Lab item-- would impact all Rap sites
There is a grammatical error on the cover letter. There is a comma where there should be a period.--where it abbreviates on a field				
System should force an update of confidential remarks every time the status is changed			Could probably have an 'Informational Message' display when they select a particular status	Confidential Remarks is in Revise Listing Information and Status changes are in Revise Status Information you cannot make one conditional on the other.

MLS Committee Items

	Already Have This	Done	In Progress	Not Possible
Inaccuracies regarding Multi-Units are huge- they are figuring Cap Rate in different ways using pro forma numbers and that isn't right. They should be required to use actual numbers and not pro forma numbers	Originally we had Cap Rate auto calculate then decided that it should not be because there are two methods for calculating Cap Rate. Originally used a simple method for auto-calculating.			
Putting in the street name type is now required... but there are not enough choices or in some properties there isn't any type. It shouldn't be required	There is an option for streets without a street type to enter 'Unknown.' This should display as blank on displays/reports		Need to double check that 'Unknown' in Street Type is showing blank on RETS feeds, FTP feeds and Exports	We require street type so that agents are kept from entering duplicates simply by entering one listing with a street type and one without.
Have a tax tab at the top of the listing instead of scrolling down to the APN# link within the listing	If you select 'Full Detail' as your display type the tax icon is on the top right of every page/listing.		If you click on the listing number from search results the tax tab doesn't display in the top right. Has been reported to Rap but there has been no definitive answer from them.	
I don't like that you have to search Residential Foreclosures and Land Foreclosures separately because you lose additional criteria if you try and search them together. Things that are generic like foreclosure and short sale it would seem to be easy to go to all categories				Sale Conditions choices for Land are not identical to those for RESI; but I don't think Rap could do this anyway as this is not a basic field.
I like the CMA and use it quite frequently but maybe there could be a way to change the look--customizable formats			Possible Idea Lab item--Would need more specific details to submit to Rap in order for it to get considered	