

Monthly Digest – September 2026



MONTHLY STATISTICS SEPTEMBER 2026

METRIC	VS PRIOR MONTH	MONTH	YEAR TO DATE
New Listings	▲ +21.8%	7,578	65,833
Total Sold	▼ -12.5%	2,840	29,252
Dollar Volume Sales	▼ -2.6%	\$1.63B	\$16.13B

● Total Users 9,694

ITSOSYSTEMS.CA

*All statistics deemed reliable but not guaranteed. Total Users count includes REALTOR® Members, REALTOR® Subscribers, Super Subscribers, Appraisers, Brokerage Admin, and Personal Admins. Statistics generated on October 1st, 2026.

IntraMatrix with the Victoria Real Estate Board

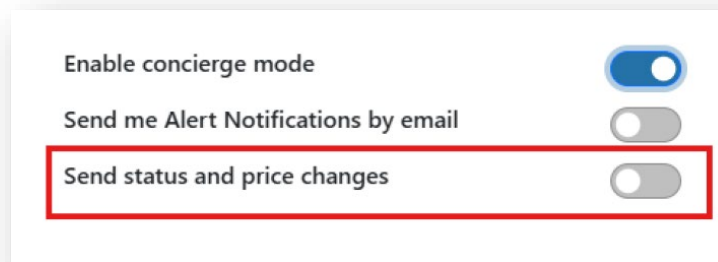
ITSO is excited to announce a new IntraMatrix connection with the Victoria Real Estate Board (VREB). This is the fifth IntraMatrix partnership for ITSO which already includes Sudbury Real Estate Board, First MLS (Georgia), Miami Association of REALTORS®, and OMNI MLS (Mexico & South America). This IntraMatrix connection furthers ITSO's strategic direction to increase transparency and increase access to MLS® data through an expanded IntraMatrix network.

Through this initiative, ITSO MLS® users will gain direct visibility into VREB's MLS® System while the users of the VREB MLS® System will be able to explore listings throughout Ontario.

This is the first Canadian interprovincial IntraMatrix connection, which will enable REALTORS® to generate referrals for clients who are looking to move interprovincially for work, school, or seeking a vacation home. This new IntraMatrix connection will be available to all users on October 6, 2026.

Matrix 12.8 Upgrade

ITSO will be upgrading the MLS® System to version 12.8 on October 6th, 2026. This upgrade will add an enhancement to Concierge mode when users are in the responsive new home screen. There will be an option to send status and prices changes automatically in auto-emails making it easier to keep clients informed.



Ardi Available for Text

Ardi has been answering user questions through Matrix since July 29, 2029. Ardi is now even easier to use. Users can now text Ardi to receive answers about MLS® Rules, Matrix tips, and compliance questions while on the go. Add Ardi as a contact and send a text to 289-819-2267.



LDC Infractions: 4+ Violation Notices

ITSO System users that have incurred 4 or more LDC violation notices on any one infraction type after April 1, 2026 have been issued fines in the following amounts:

4th infraction: \$100 fine

5th infraction: \$200 fine

6th infraction: \$300 fine

7th or higher infraction count: automatic referral to the PSC Committee

System users that have been issued fines may pay the fine, or request the matter be reviewed by the PSC Committee. The following LDC files were active in September.

File #	Rule Violated	Number of Violation Notices	Current Status
L2026-01	Listing Commencement Date	9	Discipline Hearing; PSC Review
L2026-05	Image Compliance - Branded Photo	6	Fine - paid
L2026-08	Unacceptable Realtor Remarks - Offers	4	PSC Review
L2026-09	Unacceptable Realtor Remarks - Offers	5	Fine - paid
L2026-10	Buyer to Verify	4	PSC Review
L2026-11	Zoning	4	Fine - paid
L2026-12	Unacceptable Realtor Remarks - Compensation	4	Fine - paid
L2026-13	Unacceptable Realtor Remarks - Offers	4	Fine - paid

PSC Committee

Incident 2026-26 involves the sale of a mixed use commercial/residential property. The listing had several images that contained proprietary and commercially-sensitive information that the tenant did not consent to being included in the listing. The PSC Committee investigated the incident and laid charges alleging that the Respondent breached MLS® Rule 8.01 uploading Images to their listing without the authority to cause that content to be published on the MLS® System, breached Article 17 of the REALTOR® Code for failing to comply with Board/Association Bylaw, and breached Article 23 of the REALTOR® Code, Interpretation 23.1, for failing to provide requested materials and information in connection with the matter being investigated. The Respondent did not file a Reply by the required deadline and the PSC Committee sent the file to the Discipline Committee. A hearing has been scheduled for November.

Incident 2026-28 were instigated by the PSC Committee against a managing broker in Incident 2026-26 for failing to supervise the salespeople in the office. The PSC Committee investigated the managing broker and declined to file charges as there was insufficient evidence of a breach of the MLS® Rules or REALTOR® Code. This file is closed.

Incident 2026-31 involves a listing that remained active after the seller passed away and therefore was no longer the legal seller of the property. This incident was investigated, and the

PSC Committee declined to file charges as there was insufficient evidence of a breach of the MLS® Rules or REALTOR® Code. This file is closed

Incident 2026-32 involves a new listing that was created with images and public remarks from the previous listing, without the permission of the listing agent. The PSC Committee is investigating this incident.

Incident 2026-33 involves a listing that was not updated with a conditional sale within the timeline required by the MLS® Rules. The PSC Committee is investigating this incident.

Incident 2026-34 involves a listing that was activated by one brokerage, while listings from a different brokerage for the same property were suspended in the MLS® System. The new listing also contained images that were taken from the first listing for the new listing. The PSC Committee is investigating.

Incident 2026-35 involves a REALTOR® who contacted another REALTOR®'s client directly while that client was under contract and sent clients to a booked showing on the same property without attending the showing. The Respondent is a TRREB member, so the Complainant was provided information to file a complaint with TRREB. This file is closed.

Incident 2026-36 involves a brokerage that did not pay out buyer brokerage commission within 7 days of receipt of the funds from the transaction. The PSC Committee is investigating this matter.

Discipline Committee

Incident 2026-13

Background:

This incident involves two properties where the Respondent cancelled the MLS® Listings instead of reporting the Trades in the MLS® System. The PSC Committee investigated and issued charges alleging that the Respondent breached Rule 5.01 by failing to report the Trades, breached Rule 2.18 by failing to disclose a Special Agreement in the private remarks for one of the listings, and breached Article 17 of the REALTOR® Code by failing to comply with the Rules of his Association.

Facts:

The listing agreement for the first property excluded two named Buyers from its terms. The Respondent did not disclose this Special Agreement in the private remarks of the MLS® Listing. When the Seller accepted an offer from the excluded Buyers, the Respondent was instructed to cancel the listing. The cancellation form stated that the property had been purchased privately by a neighbour.

The Respondent and his Broker of Record did not contact the Seller to obtain the sale price because the Broker of Record believed that doing so could raise privacy concerns. The Respondent acknowledged that he did not disclose the excluded Buyers in the private remarks but argued that he could not report the Trade because he did not know the sale price and was no longer the listing salesperson when the property sold.

The second property was co-listed with a salesperson from another association. The Respondent was also representing the Buyers, who he showed the property three times and submitted an offer that was significantly lower than the property's previous sale price. The offer upset the Sellers and, because of the multiple representation situation, the other listing salesperson requested that the co-listing agreement be terminated.

The Respondent cancelled the listing in the ITSO MLS® System when the co-listing agreement ended. The property was reported as sold in the PropTx MLS® System shortly afterward. The Respondent argued that he was acting only as the Buyers' representative when the offer was accepted and therefore he had no obligation to report the Trade. However, the Respondent knew about the accepted offer, sale price, and closing date because he represented the Buyers.

Decision:

Rule 2.18 requires the existence of a Special Agreement that modifies the listing agreement to be identified in the private remarks. The Hearing Panel concluded that the Respondent breached Rule 2.18 by failing to disclose the Special Agreement in the remarks section of the listing for the first property.

The Panel then considered Rule 5.01, which requires conditional and unconditional Trades to be reported within the prescribed time and prohibits Members from avoiding this obligation by cancelling a listing between receipt (or anticipated receipt) and acceptance of an Offer, or encouraging a Seller to do so.

The Panel rejected the argument that contacting the Seller to confirm the sale price of the first property would have raised privacy concerns. The listing agreement expressly authorized the Listing Brokerage to place listing and sales information in the MLS® System, and that consent continued after the agreement was cancelled or terminated.

The Panel noted that when a property may be sold privately, the Listing Brokerage should require the Seller to provide the completed Agreement of Purchase and Sale so that the Trade can be reported. The Panel emphasized that users rely on complete sales information when representing Buyers and preparing comparative market analyses. Missing information can result in an inaccurate understanding of current market conditions. The Panel therefore concluded that the Respondent breached Rule 5.01 by cancelling the listing for the first property after an offer had been accepted instead of reporting the Trade.

For the second property, the Panel accepted that the Respondent had been asked to terminate the co-listing agreement. However, ending the co-listing arrangement did not require him to cancel the listing in the ITSO MLS® System. As the Respondent was the primary listing salesperson in the ITSO MLS® System and knew the sale price and closing date, he remained responsible for reporting the Trade. The Panel concluded that he breached Rule 5.01 by cancelling the listing instead.

As the Respondent breached Rules 2.18 and 5.01, the Panel also concluded that he breached Article 17 of the REALTOR® Code, which requires REALTORS® to comply with the Rules of their Association. The Panel acknowledged that the Respondent had sought advice from his Broker of Record and believed that the brokerage bore some responsibility for the situation.

Penalty:

- Pay a financial penalty of \$2,500
- Complete the CREA REALTOR® Code course
- Complete the ITSO MLS® Rules course
- Watch the *Introducing the New Matrix™ Listing Manager* course in person at a Cornerstone Association of REALTORS® office
- Have both MLS® Listings updated to Closed by ITSO staff using the sale information obtained from GeoWarehouse

Incident 2026-14

Background:

This incident involves a listing where the Respondent attempted to book a showing and then accessed the property and spoke to the landlord when the appointment was not immediately confirmed. The PSC Committee investigated this file and issued charges alleging that the Respondent breached Article 21 of the REALTOR® Code for engaging in unprofessional conduct as a result of contacting a Seller directly when the Respondent knew the Seller was represented by a REALTOR®.

Facts:

The property in question had a café and a variety store on the main level and residential units above. The listing for the property said it was vacant and could be shown any time.

The Respondent was contacted by a new client that was in a rush to find a new property as he was starting a job in two days. The Respondent made appointments to see two properties that day and submitted a request to see the property in question. When the appointment was not confirmed within 30 minutes the Respondent called the Complainant. The Complainant was in at a showing with a client and was not able to take the call.

The Respondent went to the property with her client and told her client they could look outside. The Respondent then went into the variety store and talked to the tenant, who gave her the Seller's phone number. The Respondent called the Seller and discussed accessing the property, who then contacted the Complainant. The Complainant had completed his showing by that time and confirmed the showing appointment an hour and a half after the initial request.

Decision:

The Panel looked at the wording of Article 21 of the REALTOR® Code, which provides that a REALTOR® shall not engage in conduct that is disgraceful, unprofessional or unbecoming of a REALTOR®. The interpretation explains that this Article is intended to deal with conduct that, having regard to all of the circumstances, is egregious in nature and goes beyond simple error.

The Panel empathized with the Respondent who was dealing with a client that created a sense of urgency. However, they noted the importance of setting a culture of professionalism. They felt that acting in a timely manner is necessary for all REALTORS® but at the same time REALTORS® need to manage their clients' expectations and help them understand that clients cannot expect instantaneous responses.

The Panel concluded that the Respondent called the Seller of the property in question directly. The panel felt that the Respondent's choice to call the Seller instead of waiting to hear from the Complainant was intentional and beyond a simple error. MLS® Systems are cooperative systems – it is essential for all communication to go through the REALTORS®. Talking to a client directly goes against this underlying premise of a member-to-member system and is unprofessional. As such, the panel concluded that the Respondent breached Article 21 of the REALTOR® Code by engaging in unprofessional conduct that is unbecoming of a REALTOR®.

Penalty:

The Respondent was required to:

- Complete the REALTOR® code of ethics course
- Complete the ITSO MLS® Rules and Policies course
- Complete the REIC Ethics Intensive for Real Estate Professionals Course
- Pay a fine of \$500

Upcoming Training Opportunities – October, November, December

MPAC

For more information on MPAC webinars please contact propertyline@mpac.ca.

Factors Affecting Residential Property Value

Thursday, October 1, 10:00 AM - 11:00 AM

<https://events.teams.microsoft.com/event/dbcba1ec-499d-45f3-8db3-6f2473ab1bef@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Wednesday, October 14, 10:00 AM - 11:00 AM

<https://events.teams.microsoft.com/event/9795d8af-85fb-4e4e-96d2-96ddff51d2ce@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Monday, October 26, 1:00 PM - 2:00 PM <https://events.teams.microsoft.com/event/41e2e35a-b909-4b78-a34b-b68adb51ef34@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Friday, November 13, 10:00 AM - 11:00 AM

<https://events.teams.microsoft.com/event/18706009-f3c1-4042-8871-83ef5a449df8@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Tuesday, November 24, 10:00 AM - 11:00 AM

<https://events.teams.microsoft.com/event/2b0a9a43-7cd8-43d2-aec2-e75a39c2e5d6@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Monday, December 7, 1:00 PM - 2:00 PM <https://events.teams.microsoft.com/event/2f8c307b-b7b0-4111-aa00-76fabb47110c@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Assessment 101 for REALTORS®

Tuesday, October 13, 1:00 PM - 2:00 PM <https://events.teams.microsoft.com/event/87ee949b-54a7-4c39-b977-6a94d151ae75@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Wednesday, October 21, 10:00 AM - 11:00 AM

<https://events.teams.microsoft.com/event/7c766baa-b672-4769-a19a-9e9191024455@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Thursday, November 5, 10:00 AM - 11:00 AM

<https://events.teams.microsoft.com/event/dc982a65-b174-46d1-b6a5-1611ff2d242e@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Thursday, November 19, 1:00 PM - 2:00 PM

<https://events.teams.microsoft.com/event/da17895c-993f-49b4-bb01-7bb8a7cfda7a@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Tuesday, December 1, 10:00 AM - 11:00 AM

<https://events.teams.microsoft.com/event/66808d9c-55d6-4b5f-89f7-fbbbcaef0a@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Monday, December 14, 1:00 PM - 2:00 PM

<https://events.teams.microsoft.com/event/a06ba3dc-a540-47d7-ba8e-e8157550b7b9@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

MPAC Assessment Data, REALTOR® Insights, and Bundle Savings – A look at the MPAC data in GeoWarehouse and PropertyLine e-store

Tuesday, October 6, 10:00 AM - 10:30 AM

<https://events.teams.microsoft.com/event/24d9ad46-9e3e-47b8-8df0-2672e26de551@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Monday, October 19, 1:00 PM - 1:30 PM <https://events.teams.microsoft.com/event/c3dfefd6-fb16-4a34-82c2-ef94a60e55a5@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Tuesday, November 3, 10:00 AM - 10:30 AM

<https://events.teams.microsoft.com/event/a327d2ce-1cde-419a-8d55-c76dbcb2913c@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Tuesday, November 17, 1:00 PM - 1:30 PM

<https://events.teams.microsoft.com/event/84c51552-4420-42d6-b1a8-39565d04cdf2@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Thursday, November 26, 10:00 AM - 10:30 AM

<https://events.teams.microsoft.com/event/839ffe45-3996-451c-98b6-fca7e553feb2@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

MPAC Automated Valuation Models (AVM) for REALTORS®

Monday, October 5, 1:00 PM - 2:00 PM <https://events.teams.microsoft.com/event/bfdd280f-03cf-47b7-912b-796b6ad4f1c3@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Thursday, October 15, 10:00 AM - 11:00 AM

<https://events.teams.microsoft.com/event/b3ed7e18-3edf-4036-b725-dcc26ffca34e@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Tuesday, October 27, 10:00 AM - 11:00 AM

<https://events.teams.microsoft.com/event/a20eb6d2-3f19-435e-a546-5d43243f8df8@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Friday, November 13, 1:00 PM - 2:00 PM <https://events.teams.microsoft.com/event/3a8b4cc5-bf36-468c-a43b-3fc3b3ddaf3d@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Wednesday, November 25, 10:00 AM - 11:00 AM
<https://events.teams.microsoft.com/event/17d268d6-bfcd-4322-982f-8795baacb554@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Wednesday, December 2, 10:00 AM - 11:00 AM
<https://events.teams.microsoft.com/event/1a4a632d-98c1-4401-afe2-da7b60c10634@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

NEW WEBINAR: Using MPAC Data to Geofarm and Generate Leads

Friday, October 9, 10:00 AM - 11:00 AM <https://events.teams.microsoft.com/event/14a069b6-5145-453b-9a0b-dfde312bba84@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Tuesday, October 20, 10:00 AM - 11:00 AM
<https://events.teams.microsoft.com/event/a3ae2506-38eb-4d3a-a37c-d61b06a76e2f@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Wednesday, November 4, 10:00 AM - 11:00 AM
<https://events.teams.microsoft.com/event/41d26f54-e6ce-4394-88d4-eb62607d30d2@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Wednesday, November 18, 1:00 PM - 2:00 PM
<https://events.teams.microsoft.com/event/bb31de6b-5376-426c-93e8-bd713c9a20fe@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Monday, November 30, 1:00 PM - 2:00 PM
<https://events.teams.microsoft.com/event/fa76bcd9-3e4c-4aa8-9d79-ba04b6862fc7@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Tuesday December 1st, 2026 10:00AM- 11:00AM
<https://events.teams.microsoft.com/event/66808d9c-55d6-4b5f-89f7-fbbbecaeaf0a@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Fintracker

Topic: FINTRACKER - Compliance Made Easy for AGENTS

This webinar will be held the first Tuesday of each month beginning at 10:00am. (October 6th, November 3rd, December 1st)

Join us to find out more about your new member benefit. Fintracker is an end-to-end FINTRAC digital solution, available on mobile and desktop. Scan government issued IDs, auto-populate

forms or send out remote links for identifying non-physically present clients. Scan, authenticate and auto-populate.

Register in advance for this webinar:

https://us02web.zoom.us/webinar/register/WN_e5HwToBYQsO9UOPOkEyQEg#/registration

Topic: FINTRACKER - Compliance Made Easy for Brokers, Admins and Compliance Officers

This webinar will be held the 2nd Tuesday of each month beginning at 10:00am (October 13th, November 10th, December 8th)

Join us to find out more about your new member benefit. Fintracker is an end-to-end FINTRAC digital solution, available on mobile and desktop. Available for agents on mobile or desktop. Agents can scan client identifications in person or remotely, authenticating and auto populating the recommended forms. We offer an admin portal with AML and sanction screening, ongoing monitoring, and consultations with experts to assist with training manuals and office policies.

Register in advance for this webinar:

https://us02web.zoom.us/webinar/register/WN_rgPg0bjCTtiz0nbf87Jt0A#/registration

BrokerBay

BrokerBay does not have any training sessions scheduled at this time. Member Associations may contact ITSO to coordinate BrokerBay training sessions for their associations.