

AGENT LISTING LOAD & BROKERBAY®

Education Department

CONTENTS

INTRODUCTION (5-10min)

MODULE 1

Tips, Tricks and MLS® Rules & Regulations (1hour 15min)

MODULE 2

Loading the Information (1 hour)

BREAK

MODULE 3

Introduction to BrokerBay® (1 hours)

Introduction to BrokerBay® Mobile App (25 min)

ADDITIONAL INFORMATION

ADDITIONAL INFORMATION

BrokerBay® - [How to Book a Showing](#) (online video)

BrokerBay® - [Help & Support](#)

BrokerBay® - [Knowledge Articles](#) (which are available 24/7 for users to access)

[Residential vs. Multi-Family Forms](#) (how to properly use each)

[Members of ITSO](#)

[Zoning Requirements for your MLS® Listings](#)

LSTAR & BrokerBay® - [Training Videos](#)

AGENT LISTING LOAD & BROKERBAY®

Purpose

To provide Members with the appropriate permissions and teach them how to prepare and enter their own property listings into our MLS® System Matrix™.

Duration

3 Hours

Course Goals

- Engage Members in hands-on training so they can successfully upload listings to our MLS® System Matrix™.
- Review relevant ITSO MLS® Rules and Policies to ensure a high level of data accuracy and compliance.

AGENT LISTING LOAD & BROKERBAY®

Resource Links - Should be open and ready for class

- Matrix™
- GeoWarehouse®
- City of London Zones Map
http://lstar-education.com/images/London-Map/London_Map_Front&Back.pdf
- Thames Valley District School Board
<https://www.tvdsb.ca/en/index.aspx>
- City of London
<https://london.ca/>

MODULE 1 (1 HOUR 15 MIN)

Tips, Tricks and MLS® Rules and Regulations

NOTES

1. Photographs / Pictures

- You must have at least one picture to upload your listing.
- The front of the property is no longer a requirement.
- Pictures must be at least 1024 x 768 pixels for optimization.
- You can add up to 50 pictures.

2. Data Sheets

- If PIN or ARN number is unknown, use a single “0”.
- If taxes or assessments are unknown use a single “0”.
- Use the aerial mode to check pin accuracy on the map.
- All mandatory criteria boxes have a “none” option that can be checked if nothing in that mandatory box applies.

MODULE 1 (15 MIN)

NOTES

3. MLS® Rules and Regulations

- You cannot have TBD or TBA in the possession date line.
- The primary/front picture cannot have a legible for “sale sign” in it.
- You cannot have “Showings to start..” ; listings must be able for showings immediately after becoming active on the MLS® System.
- You cannot have an Agent’s phone number or email in the Public Remarks.
- You must have at least one picture and all the mandatory room measurements for the listing to be activated.
- CLAWBACK clauses belong in the Buyer Agency Compensation Remarks, not in the REALTOR® Remarks.
- You may not have “CALL ME FOR....” in the Public Remarks.
- Form 244 must be disclosed on the listing and added under the “Documents” tab.

DEFINITIONS

NOTES

Disclaimers

Members who post listings on the MLS® are responsible for the accuracy of the information. REBBA 2002, and CREA take precedence over ITSO/LSTAR Rules and Policies. Members MAY NOT add any disclaimers to any remarks section. For example: Buyers to verify zoning (room sizes, taxes, etc.).

DEFINITIONS

NOTES

Listings – Are NOT accepted if:

- Contain disclaimers of responsibility by the Listing Brokerage for the accuracy or completeness of the information on the MLS® Listing, or any requirement for Members or Co-operating Brokerages or Buyers to verify the information.
- Are not available for showing immediately when loaded to the MLS® System.
- Listings must be uploaded to the MLS® System no later than 11:59 pm on the Business Day following the commencement date "signing" of the MLS® Listing.
- Rural route is not an acceptable address. Only municipal streets are permitted. House number, fire number, lot number or block number (in this order) may be used.

DEFINITIONS

NOTES

Measurements – need to be correct

- For example, a room size cannot be 0 x 0. All measurements of bedrooms, den, dining room, family room, kitchen, library, living room, loft, media room and office are mandatory.

Taxes and Assessments

- Cannot be “0” unless it is a new build or vacant lot.

Photos

- Images may include surrounding amenities, relating to the property provided they are labeled as such. Photos cannot include advertising or marketing messages (i.e. for “sale sign”, logo or business card). You CANNOT use another Member’s photos without written permission. You cannot remove photos from a listing after a status change. You can change them out, but not remove them. This is seen to lessen the usefulness of the listing for comparison purposes.

DEFINITIONS

NOTES

Public Remarks

- Your phone number, email address or website are prohibited in this area. Also “Call today for an appointment”, or “Call me...” are prohibited. No disclaimers allowed.

Rider

- Rider on a For Sale Sign that says “Coming Soon”, must say “Coming Soon to MLS® or REALTOR.ca” and be loaded within five (5) business days to the MLS® System.”

DEFINITIONS

NOTES

Special Conditions

- If “special conditions” are indicated on the data sheet, they must be identified in the REALTOR®, Showing and/or Offer Remarks. Special conditions consist of statements such as, but not limited to:
 - 24 hr notice for showings
 - Form 244 signed
 - 24 hr irrevocable on all offers

Form 244

- Must be posted in ‘Documents’ tab and posted in the Offer Remarks Section.

DEFINITIONS

NOTES

Clawback Clause

- Belongs in two spots on a listing:
 1. In the legal portion under “Cooperating Brokerage Commission” and;
 2. In the Brokerage section , under Buyer Agency Compensation Remarks, NOT to appear in the REALTOR® Remarks.

NONMEM ID

- Any NONMEM ID posted to a listing in the MLS® System, will require brokerage name, salesperson name, phone number, email and home board.

MODULE 2 (1 HOUR)

NOTES

Loading the Information

1. Learn the different ways to start a new listing on the MLS® Systems:
 - Filling in MLS® number
 - Start new
 - Fill from GeoWarehouse®
2. Learn how to choose the correct listing type to correspond with the data sheets.
3. Recognize the different tabs that you move through as you complete the listing load.
4. Understand that you can validate, save as incomplete, or cancel at anytime during the process, and all yellow fields are mandatory.

MODULE 2 (1 HOUR)

NOTES

5. Learn about the different tabs and pages, most common mistakes, and the key fields in which only certain information can be entered:
- a) GENERAL TAB
 - Sub-type and common interest
 - Property attached or detached
 - b) PROPERTY
 - Possession date cannot be TBD or TBA
 - How to fill in LRO, etc.
 - PIN no longer mandatory (but highly recommended)
 - Rural/urban option (location)
 - School district and school names

MODULE 2 (1 HOUR)

NOTES

c) MAPS

- Use the blue link to see pin on map
- Choose “place new pin”
- Pin must be moved if already populated or listing will not show on REALTOR.ca
- Link to [LSTAR 2015 Map](#)

d) BROKERAGE INFORMATION

- How to change the Agent’s name in a listing (for admin, NONMEM or co-listing Agent)
- Listing starting and expiry dates now on this tab
- Add pictures, virtual tours, YouTube videos, etc.
- Additional images, HST info, Listing Brokerage location and type
- Offer instructions, Buyer Agency Compensation (now the place for clawback clause details or Schedule “A” indication)

MODULE 2 (1 HOUR)

NOTES

e) COMMEN ELEMENTS

- Replaces the CONDO tab and can be used for any sub-type but is not mandatory; becomes MANDATORY for Condo

f) EXTERIOR

- Driveway and garage spaces need to be a number; not “1+”, or “enough”, or “plenty”
- Parking features (garage and parking indications)
- Drop down list to select style (you can only choose one)
- Construction material and roofing under one category
- In services box, first two apply only to lots or new construction
- Split levels now indicated by “multi-levels”
- Pool option now available.

MODULE 2 (1 HOUR)

NOTES

g) INTERIOR

- Laundry features
- Above grade square footage is now required
- Basement size and finish are combined

h) ROOMS / DETAILS / COMMENTS

- There are two boxes on the data sheets, containing the ONLY choices we have for room types; features to choose from room descriptions are now available.
- What is NOT allowed in either of the remarks boxes (refer to MLS® Rules and Policies)

i) AUXILLIARY BUILDINGS

- Not mandatory but can be used for any sub-type

MODULE 2 (1 HOUR)

NOTES

- g) GREEN
 - Not mandatory but can be used for any sub-type
- 6. Save your work as “incomplete” and continue adding to the listing by using the “manage photos” and/or “manage documents” buttons
- 7. Learn how to create a “two-page” data sheet for signature (unsuppressed)

MODULE 2 (1 HOUR)

NOTES

8. Learn how to:
- Add, rotate, move and delete photos and add descriptions
 - Add descriptions and how to move them around or delete them
 - Size pictures appropriately
 - Review MLS® Rules and Policies concerning pictures
 - How to upload and name any documents that go with the listing

MODULE 3 (1 HOUR)

NOTES

Introduction to BrokerBay®

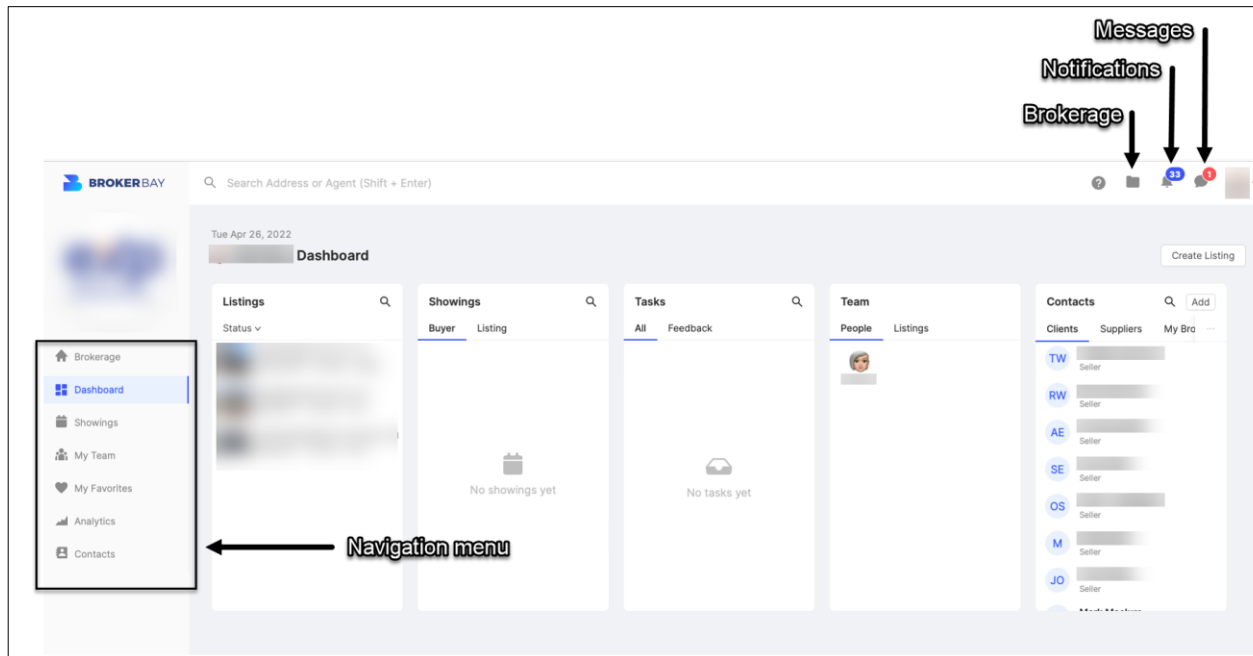
Learning Outcomes

1. How to set-up profile
2. How to complete the Showing Configuration
3. How to message Agents (regarding offers)
4. How to use Offer Registration (and how to set up)
5. How to send a Message (text)
6. How to manually add a Showing (why its important to do it)

MODULE 3 (1 HOUR)

NOTES

The Dashboard

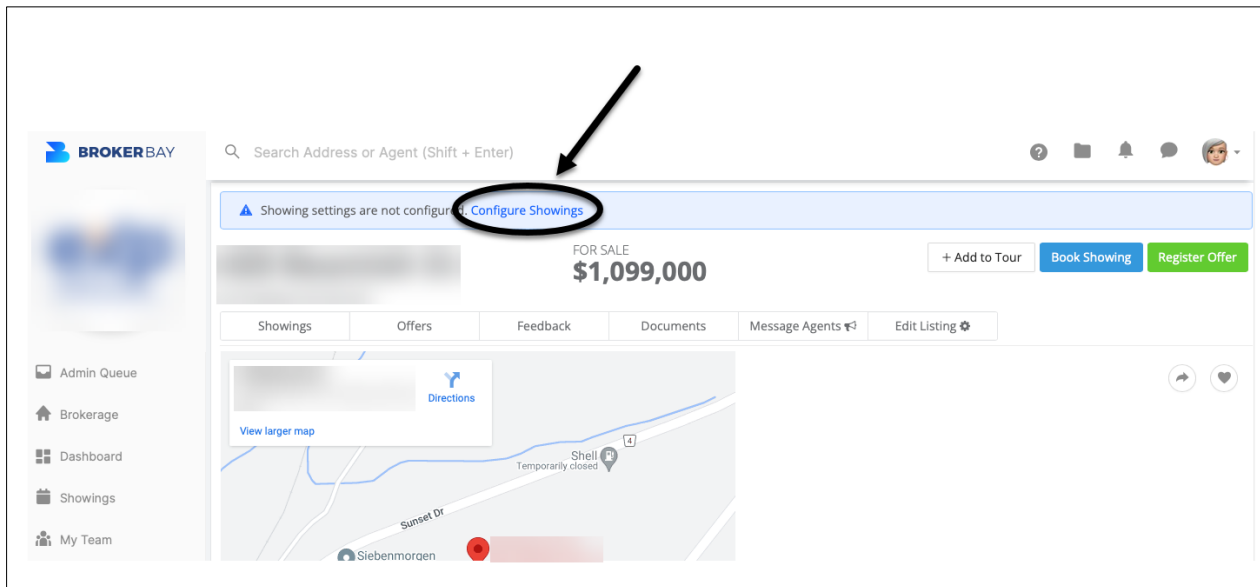


MODULE 3 (1 HOUR)

NOTES

The Dashboard of a Listing

Configure your showings (formerly Listing Worksheet)



MODULE 3 (1 HOUR)

NOTES

Showing Configurations – Showing Settings

- Turn off showings if needed
- example: offer received but no deposit cheque
- Mandatory fields are highlighted in yellow

The screenshot shows the BrokerBay 'Showing Configuration' page. At the top right, there is a toggle switch labeled 'TURN OFF SHOWINGS' which is currently turned off. Below this, the page is divided into sections. On the left, a sidebar contains navigation links: Admin Queue, Brokerage, Dashboard, Showings, My Team, My Favorites, Analytics, and Contacts. The main content area has a header 'Showing Configuration' with a sub-header 'Covid-19'. Below this, a red banner states 'INSTRUCTIONS ARE UNCONFIGURED: MISSING - Showing Instructions, Access Instructions'. The 'Showing Settings' section is circled in black and contains options for 'Min. Showing Notice' (1 hour selected), 'Max. Showing Duration' (1 hr selected), and 'Allow Double Bookings?' (checked). The 'Showing Agent Instructions' section is also circled in black and contains a yellow highlighted 'Access Type' dropdown, a yellow highlighted 'Admin Instructions (Internal)' text box, and a list of checkboxes for 'Turn Off Lights', 'Remove Shoes', 'Leave Card', 'Lock Doors', 'Knock First', 'Call if Late or Cancelling', and 'Bring Agent License'. The 'Access Type' dropdown is highlighted in yellow, and the 'Admin Instructions (Internal)' text box is also highlighted in yellow.

MODULE 3 (1 HOUR)

NOTES

Adding Seller to confirm their own showings

- Add contacts to confirm their own showings, and set up Agent preferences for showing requests.

Virtual Showing Settings

3D Virtual Showings ☐

Manage Listing Contacts

Add Contact

Name	Email	Phone	Device Permissions	Subscribed
JANE SMITH Agent - Primary	JANE@EMAIL.COM RECEIVING EMAILS		CONFIRM - YES DENY - YES CAN SOFT SUGGEST TIME	Booked Confirmed Cancelled Deny Time Change Feedback Collected
			CONFIRM - YES DENY - YES CAN SOFT SUGGEST TIME	Booked Confirmed Cancelled Deny Time Change

Showing Availability / Restrictions

Click and drag your cursor to select multiple time slots

MODULE 3 (1 HOUR)

NOTES

Adding Showing Restrictions

- Simply click and drag to select all the time slots that apply.
- You also have the option to select just one entire day for restrictions.

The screenshot shows the BROKERBAY 'Showing Availability / Restrictions' interface. The sidebar on the left includes links for Admin Queue, Brokerage, Dashboard, Showings, My Team, My Favorites, Analytics, and Contacts. The main area has a search bar and a 'Showing Availability / Restrictions' title. Below the title, there are tabs for 'Weekly' and 'Special days', with a yellow tooltip that says 'Click and drag your cursor to select multiple time slots'. A 'Custom Selector' section shows 'Available / Restricted' as the selected option. The main table displays a grid of time slots (7:00 am to 11:30 am) across the days of the week (MON to SUN). Each cell in the grid contains the word 'Available'. A black arrow points from the 'Special days' tab to the 'Available' text in the 8:30 am slot on Monday.

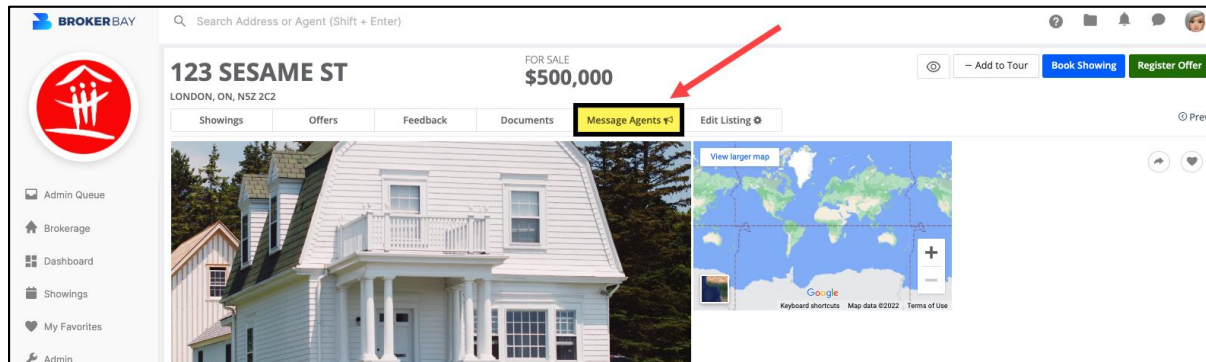
	MON	TUE	WED	THU	FRI	SAT	SUN
7:00 am	Available	Available	Available	Available	Available	Available	Available
7:30 am	Available	Available	Available	Available	Available	Available	Available
8:00 am	Available	Available	Available	Available	Available	Available	Available
8:30 am	Available	Available	Available	Available	Available	Available	Available
9:00 am	Available	Available	Available	Available	Available	Available	Available
9:30 am	Available	Available	Available	Available	Available	Available	Available
10:00 am	Available	Available	Available	Available	Available	Available	Available
10:30 am	Available	Available	Available	Available	Available	Available	Available
11:00 am	Available	Available	Available	Available	Available	Available	Available
11:30 am	Available	Available	Available	Available	Available	Available	Available

MODULE 3 (1 HOUR)

NOTES

Messaging Agents

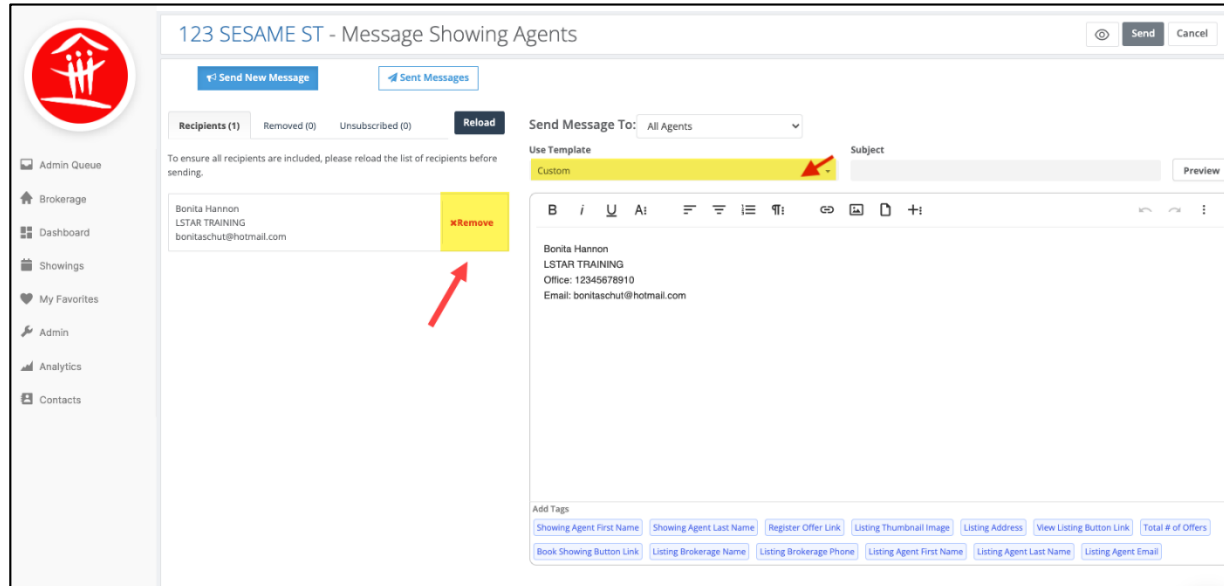
- Click on the listing
- Click on the Tab – Message Agent



MODULE 3 (1 HOUR)

NOTES

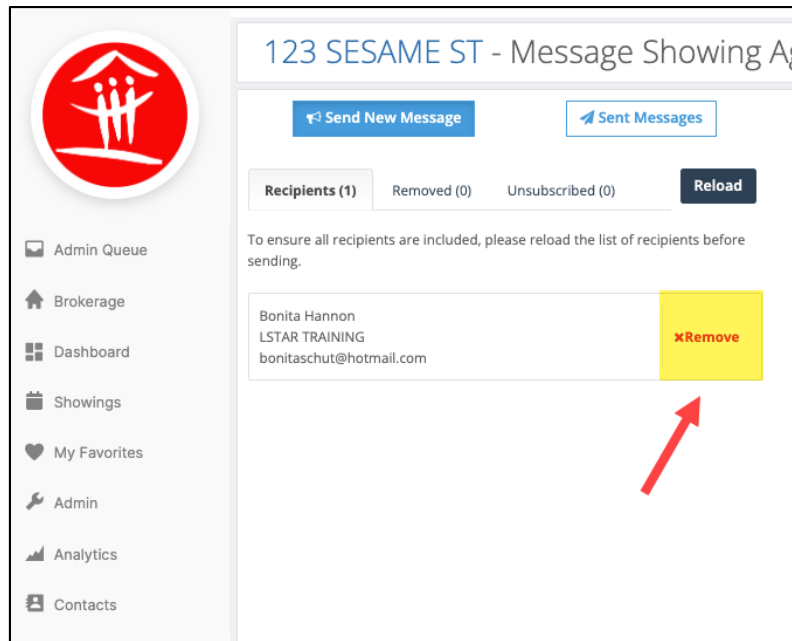
- The Message Showing Agents window will open



MODULE 3 (1 HOUR)

NOTES

- Remove any Agents that you do not want receiving this message
- You cannot add Agent's emails, which makes it even more important that you manually add showing for those that cannot/will not



MODULE 3 (1 HOUR)

NOTES

- Choose which template you want to use.
- You can create custom templates under your profile.

The screenshot shows an email composition window titled 'Agents'. At the top right are 'Send' and 'Cancel' buttons. Below the title bar, there's a 'Send Message To:' dropdown menu currently set to 'All Agents'. To the right is a 'Subject' field. Below these is a 'Use Template' section with a dropdown menu showing 'Custom' (highlighted in yellow) and a 'Preview' button. The main body of the email is a rich text editor with a toolbar containing icons for bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, image, and a plus sign for more options. The email content reads: 'Bonita Hannon', 'LSTAR TRAINING', 'Office: 12345678910', and 'Email: bonitaschut@hotmail.com'. At the bottom, there's an 'Add Tags' section with a grid of buttons: 'Showing Agent First Name', 'Showing Agent Last Name', 'Register Offer Link', 'Listing Thumbnail Image', 'Listing Address', 'View Listing Button Link', 'Total # of Offers', 'Book Showing Button Link', 'Listing Brokerage Name', 'Listing Brokerage Phone', 'Listing Agent First Name', 'Listing Agent Last Name', and 'Listing Agent Email'.

MODULE 3 (1 HOUR)

NOTES

Offer Registration Settings

- Click on offer settings prior to receiving offers.



Offer Configurations

- You can also view the offer notification template when in this section. Cooperating Brokers receiving the messages can opt-out of these notifications themselves. No more scrambling to delete emails of Agents wanting to no longer receive notifications.

MODULE 3 (1 HOUR)

NOTES

Set your Offer Configurations

BROKERBAY Search Address or Agent (Shift + Enter)

Offer Settings Allow Offer Registrations: ☒ View History Save Cancel

Offer Instructions

Offers Accepted: Anytime

Requested Min Irrevocable (Hours): 12

Other Instructions for Showing Agents: PLEASE ALLOW 12 HOURS IRREVOCABLE ON ALL OFFERS

Offer Submission Methods

☐ In Person Location

☒ Email WAYNE@

☐ Other Special Ir

Online Registration Settings

Allow showing agents to register their own offers: ☒

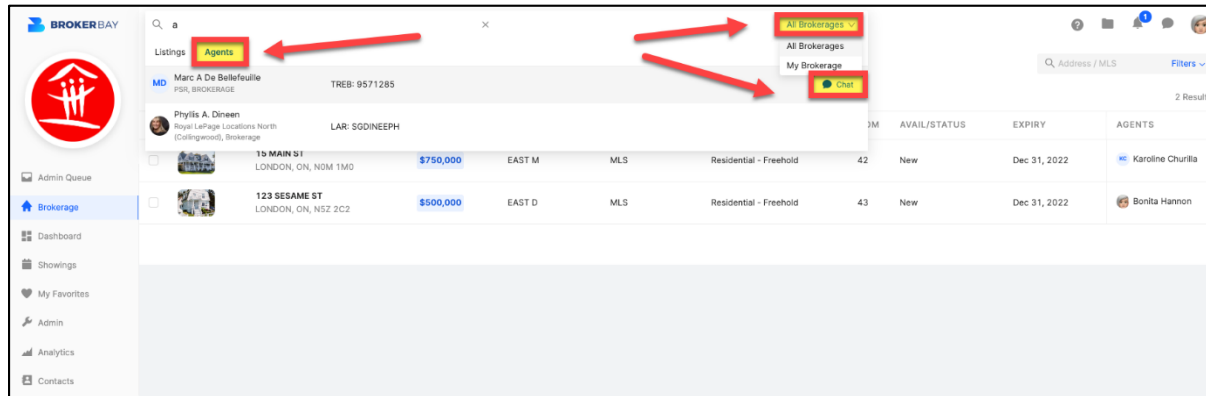
Make Offer Doc attachment mandatory when registering online: ☐

MODULE 3 (1 HOUR)

NOTES

Messaging Agents (text)

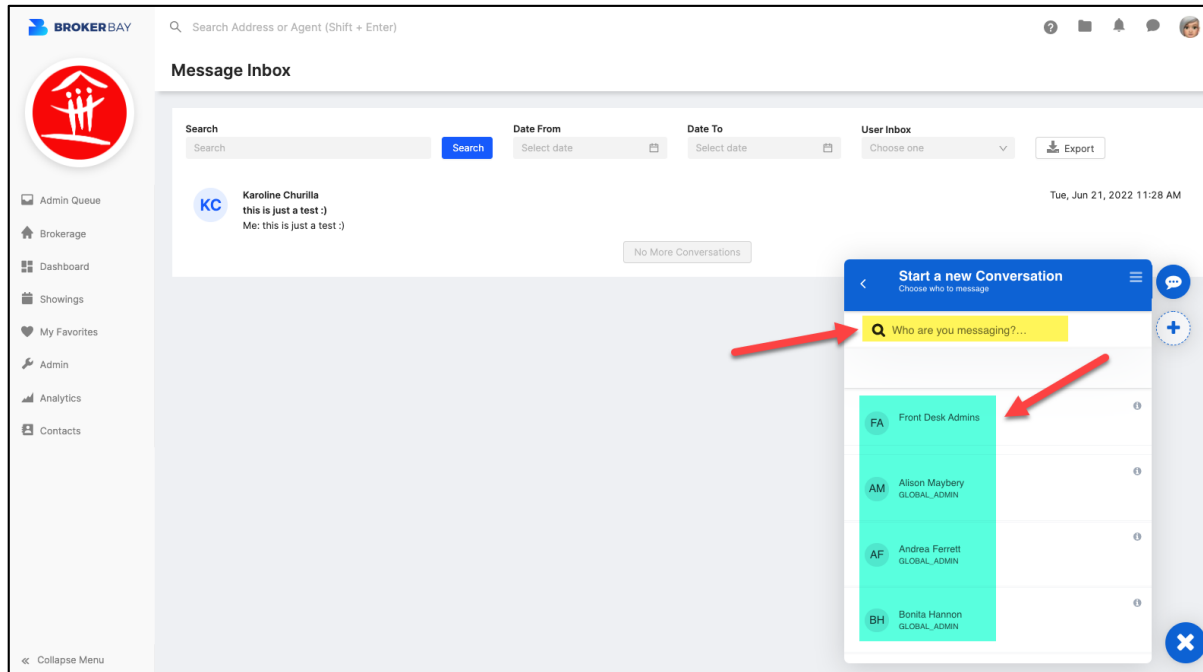
- Sending a message to an Agent(s) outside of your brokerage, use the search bar to find their name.



MODULE 3 (1 HOUR)

NOTES

- You can message multiple users within your brokerage
- Click from your list to select or add through search.

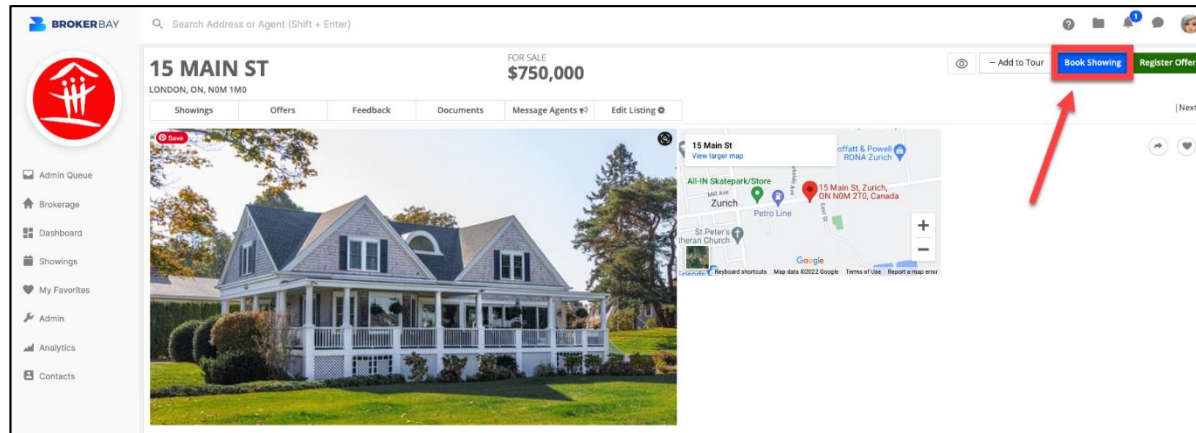


MODULE 3 (1 HOUR)

NOTES

Manually Add a Showing

- Choose the listing you want to show
- Select – Book Showing



MODULE 3 (1 HOUR)

NOTES

Manually Add a Showing – STEP 1

- Search for the Agent's name
- All Agents in Ontario will be on the list

15 MAIN ST > Book Showing

Step 1 - Select Agent

Agent Lookup

Agent Name

Enter Custom Contact

Listing Agent to Confirm

Book all showings through BII

Listing Contacts:

Name	Email	Phone	Device Permissions	Subscribed
Karoline Churilla	karolinec@istar.ca	12345678910	CONFIRM - YES DENY - YES CAN NOT SUGGEST TIME	Booked Confirmed Cancelled Deny Time Change Feedback Collected

MODULE 3 (1 HOUR)

NOTES

Manually Add a Showing – STEP 2

- Select a date
- Then either Book Showing to send to your Sellers to confirm; or Book & Confirm if you have already confirmed with the Sellers

BROKERBAY Search Address or Agent (Shift + Enter)

15 MAIN ST > Book Showing

Step 1 - Select Agent

Agent Lookup Appraiser / Home Inspector

Agent Name: Enter Custom Contact

Name: KAROLINE CHURILLA
London and St. Thomas Association of REALTORS
342 COMMISSIONERS ROAD WEST, LONDON, ON, N6J 1Y3

Mobile: Phone

Send Instruction By
☒ Email: karoline@lstar.ca
☐ Office: 519-641-1400

Showing Type: Buyer/Broker

Add Note

Step 2 - Select Date

2022 June

Sun Mon Tue Wed Thu Fri Sat

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30

Duration (max 30 min)
☐ 15 minutes
☒ 30 minutes
☐ 60 minutes
Custom Duration

Done

Step 3 - Select Time

Times reflect the listing's timezone (EDT)

9:45 AM

10:00 AM - 10:30 AM

10:30 AM

10:45 AM

11:00 AM

11:15 AM

11:30 AM

11:45 AM

Book Showing Book & Confirm Cancel

MODULE 3 (1 HOUR)

NOTES

Manually Add a Showing – STEP 3

- Select time and add details

BROKERBAY Search Address or Agent (Shift + Enter)

15 MAIN ST > Book Showing

Book Showing Book & Confirm Cancel

Step 1 - Select Agent Step 2 - Select Date Step 3 - Select Time

Agent Lookup Appraiser / Home Inspector

Agent Name: Enter Custom Contact

Name: KAROLINE CHURILLA
London and St. Thomas Association of REALTORS
342 COMMISSIONERS ROAD WEST, LONDON, ON, N6G 1Y3

Mobile: Enter Custom Contact

Phone: Enter Custom Contact

Send Instruction By
☒ Email: karoline@lstar.ca
☐ Office: 519-641-1400

Showing Type: Buyer/Broker

Add Note

2022 June

Sun Mon Tue Wed Thu Fri Sat

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30

Duration (max 30 min)

☐ 15 minutes
☒ 30 minutes
☐ 60 minutes
Custom Duration

Done

9:45 AM

10:00 AM - 10:30 AM

10:30 AM

10:45 AM

11:00 AM

11:15 AM

11:30 AM

11:45 AM

MODULE 3 (1 HOUR)

NOTES

Introduction to BrokerBay® Mobile App

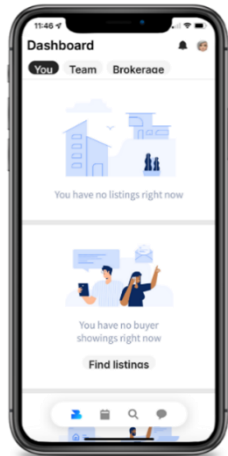
Learning Outcomes

1. How to message an agent (text-type) for a listing
2. How to add Showing Configurations and Offer Settings
3. How to Register an Offer or Book a Showing
4. How to Message Agents to send out a notification about offers
5. On the dashboard, learn to use the tools at the bottom to send a text-type message to an agent (not tied to a listing), search for a listing, and check your showings

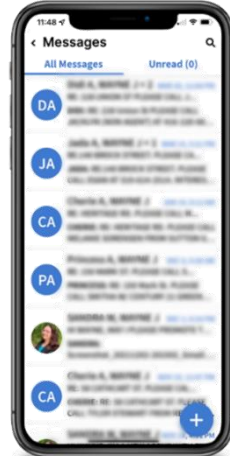
MODULE 3 (1 HOUR)

Introduction to BrokerBay® Mobile App - Overview

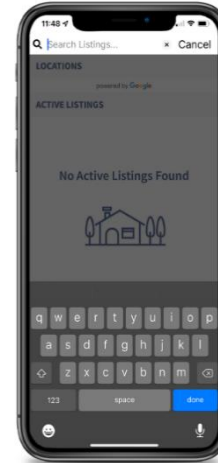
The Dashboard



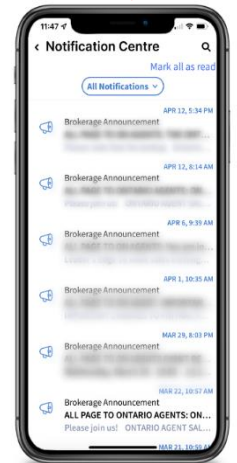
Agent Message Centre



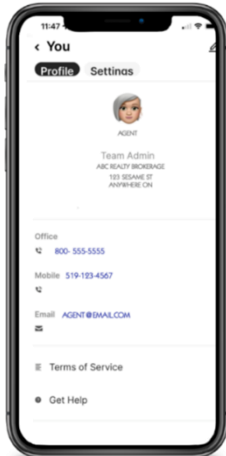
Search for listings or register an offer



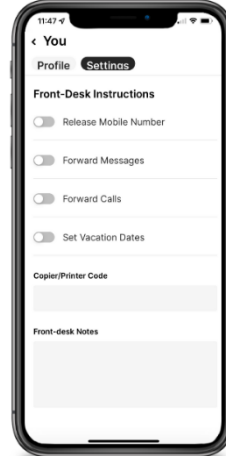
Board or Brokerage notifications



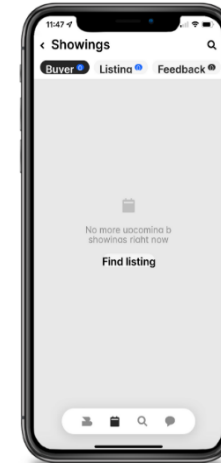
Agent Profile



Settings and Front Desk instructions



See your scheduled showings or those booked on your listings





















MODULE 3 (1 HOUR)

NOTES

How to Book a Showing in Matrix™

- Select the Showing Icon on Matrix™

# Beds Tot	# Baths Tot	AG	BG	DOM				
(3+1)	(2+0)	1,026		3				
(3+0)	(1+1)	945	900	3				
(3+0)	(1+1)	2,030	700	3				
(3+0)	(2+1)	1,877	360	4				
(3+0)	(1+0)	1,104		4				

- Accept the COVID Form – No Showing without accepting.
No need to use a Brokerage Form separately.



COVID-19 SAFETY PRECAUTIONS:

By pressing "I AGREE" you confirm, to the best of your knowledge,
that no one attending this showing:

MODULE 3 (1 HOUR)

NOTES

How to Book a Showing in Matrix™

STEP 1 – Your Profile

- Choose how you want to be notified

123 Sesame St. > Book Showing

Step 1: Your Profile

Name: Jane Smith
abc Realty Brokerage

Mobile:
Phone

Send Instruction By
☒ Email: jane@email.com
☐ Office: 800-555-5555

Showing Type
Buyer/Broker

Add Note

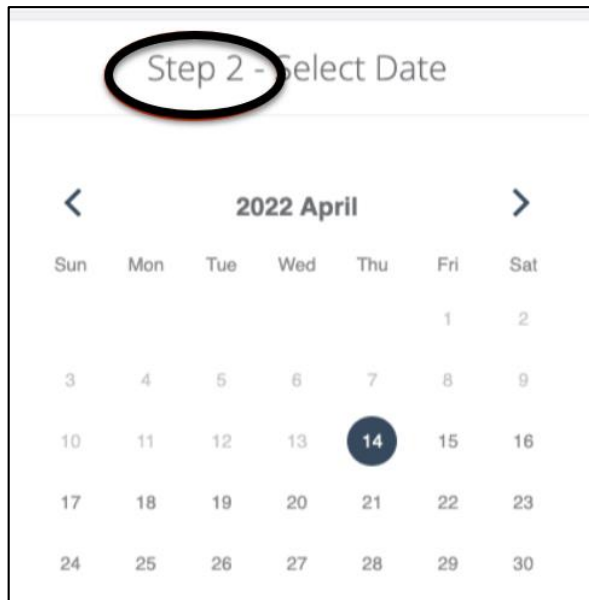
MODULE 3 (1 HOUR)

NOTES

How to Book a Showing in Matrix™

STEP 2 – Select Date

- Choose a date



MODULE 3 (1 HOUR)

NOTES

How to Book a Showing in Matrix™ STEP 3

- Choose a time and then book showing

Book Showing

☒ Notify me regarding registered offers

Step 3 Select Time

Times reflect the listing's timezone (EDT)

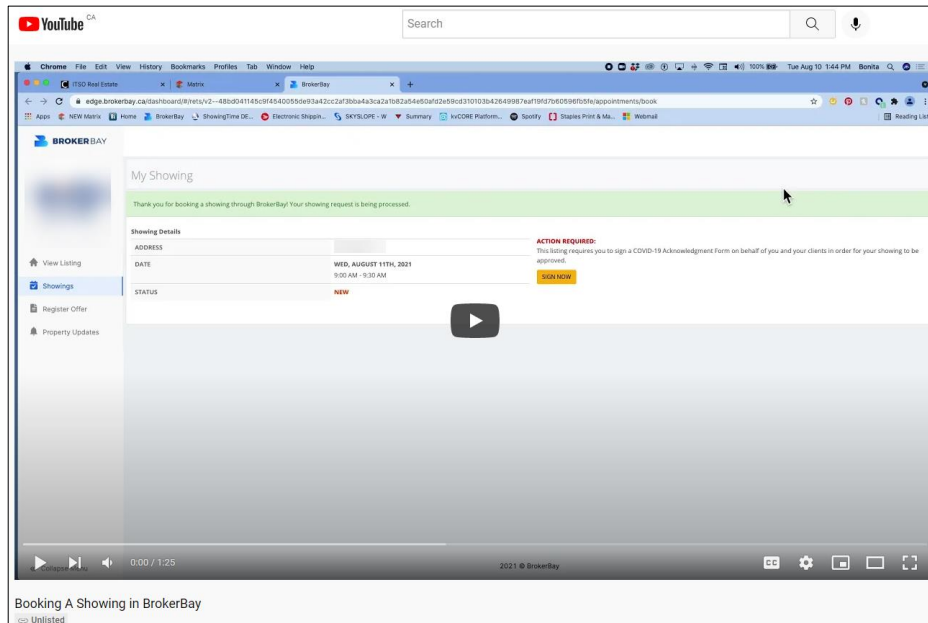
12:15 PM
12:30 PM
12:45 PM
1:00 PM
1:15 PM
1:30 PM
1:45 PM
2:00 PM
2:15 PM

ADDITIONAL INFORMATION

BROKERBAY® - VIDEO (how to book a showing)

View how to schedule a showing with BrokerBay® select link below


[Booking A Showing in BrokerBay - YouTube](#)

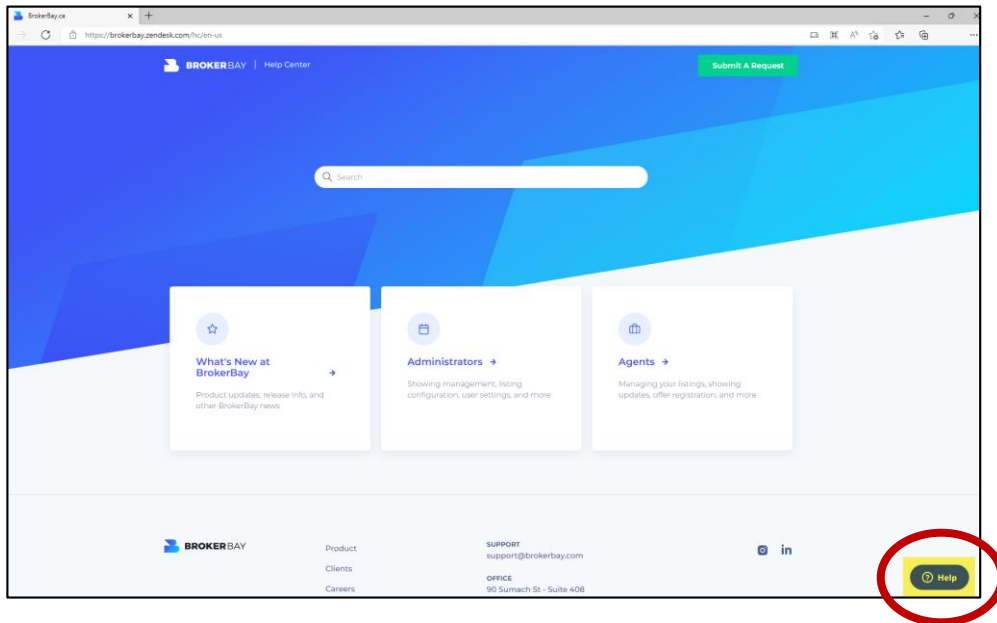


ADDITIONAL INFORMATION

BROKERBAY® - Help & Support

Go to: <https://brokerbay.zendesk.com/hc/en-us>

Locate the  button located at the bottom right of the screen



ADDITIONAL INFORMATION

Residential vs. Multi-Family Forms – How to Properly Use Each

Residential Form

USE IT FOR

- Single family or townhouse freehold Single family or townhouse condo
- Single family lease (including townhouses and apartments)
- Apartment condo
- Modular home or Mobile home
- Cottages or waterfront properties
- Any home that has a common element fee but is not a condo
- Deeded parking

DO NOT USE IT FOR

- Any sort of multiple family home

Multi-Family Form

USE IT FOR

- Duplexes
- Triplexes
- Homes with 4+ units

DO NOT USE IT FOR

- Single family homes of any type
- Condos of any type

IMPORTANT THINGS TO NOTE

If you list your multi-family home using a single family residential form, it will get loaded as residential listing, and buyers looking for a multi-family home may NOT find your listing.

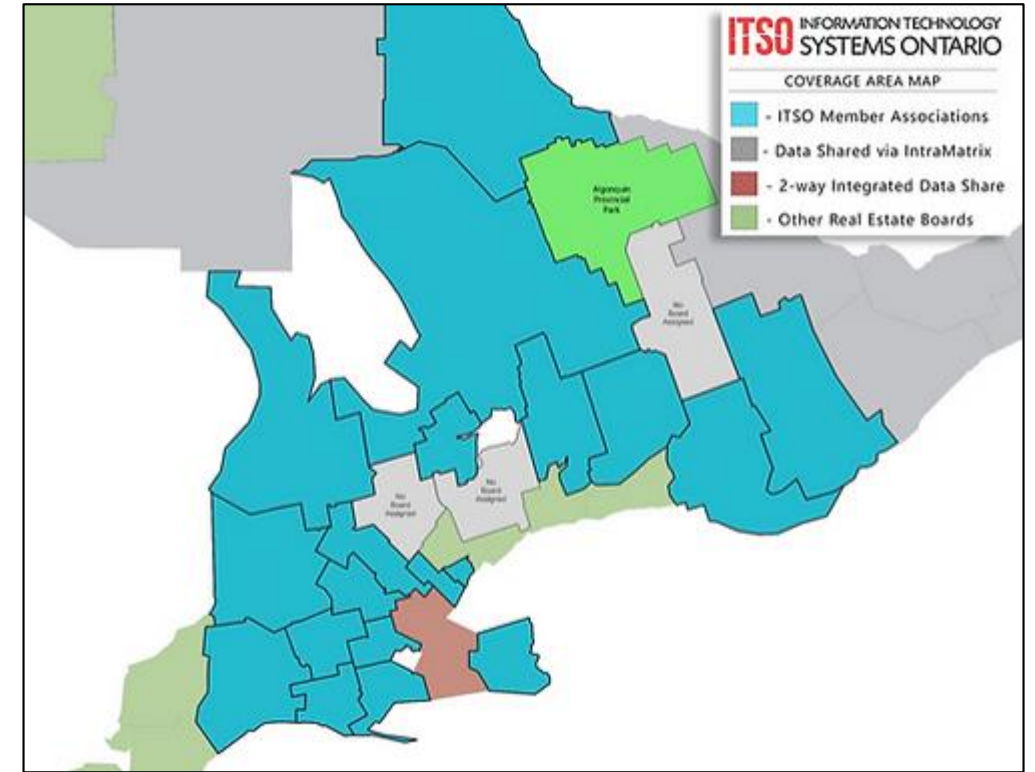
You may list your multi-family as both multi- family and single family residential, but, primarily, it must be listed as multi-family.

All of the new ITSO forms can be found in WEBForms® under the LSTAR folder, as well as the ITSO folder.

ADDITIONAL INFORMATION

MEMBERS OF ITSO

- Barrie and District Association of REALTORS®
- Brantford Regional Real Estate Association
- Guelph and District Association of REALTORS®
- Huron Perth Association of REALTORS®
- Kawartha Lakes Real Estate Association
- Kingston and Area Real Estate Association
- London and St. Thomas Association of REALTORS®
- Mississauga Real Estate Board
- Niagara Association of REALTORS®
- North Bay Real Estate Board
- Peterborough and the Kawartha Association of REALTORS®
- Quinte and District Association of REALTORS®
- REALTORS® Association of Grey Bruce Owen Sound
- Simcoe and District Real Estate Board
- The Lakelands Association of REALTORS®
- The Oakville, Milton and District Real Estate Board



<https://www.itsosystems.ca/members-of-itso>

- Waterloo Region of Association of REALTORS®
- Woodstock Ingersoll Tillsonburg & Area Association of REALTORS®

ADDITIONAL INFORMATION

Zoning Requirements MLS® Listings

Zoning Requirements for your MLS® Listings and Resources

As a friendly reminder, LSTAR is now required to make sure that all the additional listing content on its MLS® system respects the rules set by ITSO regarding the accuracy of information. Zoning is part of the additional listing content that LSTAR must screen for accuracy. A zone of 'residential' or 'commercial' without any additional information is not permitted. Choosing 'Agricultural' for zoning is acceptable as long as that is the actual zoning code set by the municipality/township for the area where the listing is located.

The Listing Brokerage is responsible and accountable for the accuracy of the information submitted to the Association for inclusion in its MLS® System database.

Below are some resources meant to help you provide accurate zoning information for your listings:

City of London – Interactive Zoning Map

<https://london.maps.arcgis.com/apps/webappviewer/index.html?id=20327d3bcfb34bb488a7c3f74c05d2d3>

For any additional inquiries, please contact the City's Zoning Department at:

zoning@london.ca

519-930-3510

ADDITIONAL INFORMATION

Zoning Requirements MLS® Listings

Middlesex County

There is an interactive map of the County showing the zoning for all the Municipalities located in Middlesex County. The link below takes you to a website where you can select the “Public Middlesex Map”. After making that selection, you will need to turn on zoning for Municipalities and search for properties.

https://www.middlesex.ca/departments/mapping#interactive_mapping

If still unsure about the zoning of a specific property, you can contact the Middlesex County's Administrative Office at 519-434-7321 or complete a ticket on the “Contact Us” page to get in touch with one of the municipality's Planners.

ADDITIONAL INFORMATION

Zoning Requirements MLS® Listings

City of St. Thomas

Currently, the City of St. Thomas does not have an interactive zoning map but is in the process of creating one.

If you require zoning information for a property in this area, you will need to contact the City of St. Thomas at 519-631-1680.

Elgin County

At this time, Elgin County does not have a mapping system that shows zoning for each municipality within the County. Anyone who needs to obtain zoning information for a property in this area must contact the municipality the listing belongs to. Please see below contact information for all the municipalities that fall under the jurisdiction of Elgin County.

ADDITIONAL INFORMATION

Zoning Requirements MLS® Listings

Municipality of Bayham

https://www.bayham.on.ca/pages/municipality-of-bayham-zoningby-law?_pos=1&_sid=8e0fbce07&ss=r

Contact: Margaret Underhill
munderhill@bayham.on.ca
519-866-5521

Township of Malahide

<https://www.malahide.ca/en/business-anddevelopment/resources/Planning-/Zoning-By-law-Consolidated-/2021---18-22/2021-02-01---Consolidated-Zoning-By-law-18-22.Pdf>

Contact: Christine Strupat
cstrupat@malahide.ca
519-773-5344

ADDITIONAL INFORMATION

Zoning Requirements MLS® Listings

City of Aylmer

<https://aylmer.ca/town-hall/planning-building/zoning/>

Contact: Christie Kent

ckent@town.aylmer.on.ca

519-773-3164 ext. 4915

Municipality of Central Elgin

Central Elgin has three zoning by-laws; any zoning inquiries should be directed to the staff working for the municipality.

Contact: Kevin McClure

kmccclure@ssthomas.ca

519-631-1680 ext. 4164

ADDITIONAL INFORMATION

Zoning Requirements MLS® Listings

Township of Southwold

<https://www.southwold.ca/en/business-anddevelopment/resources/Documents/Southwold-zoning-by-law-2020-consolidation.pdf>

Contact: Bryan Pearce
planning@southwold.ca
519-769-2010

Municipality of Dutton/Dunwich

<https://www.duttondunwich.on.ca/sites/default/files/ZONING%20BY-LAW%202004-04.pdf>

Contact: Tracey Pillon-Abbs
planning@duttondunwich.on.ca
519-762-2204

ADDITIONAL INFORMATION

Zoning Requirements MLS® Listings

Municipality of West Elgin

<https://www.westelgin.net/en/business-and-development/zoningby-law.aspx>

Contact: Bryan Pearce

planning@westelgin.ca

519-785-0560

ADDITIONAL INFORMATION

TRAINING – Video Links

LSTAR

[How to Setting up your Profile/Account in BrokerBay®](#)

[Showing Configuration in BrokerBay®](#)

[Setting up a Showing in BrokerBay®](#)

[Offer Registration in BrokerBay®](#)

(how to use and to set up)

[Navigating Through the BrokerBay ® Mobile app](#)

[Adding A Team in BrokerBay®](#)

ADDITIONAL INFORMATION

TRAINING – Video Links

BROKERBAY®

Admin training – [video link](#)

Agent training – [video link](#)

BrokerBay® - [Mobile App Guide](#)

BrokerBay® - [How to Set Up Teams](#)

How to complete the Showing Configuration
[How do I configure offer instructions for my listing? – BrokerBay.ca \(zendesk.com\)](#)

How to message Agents (regarding offers)

[How Do I Message All Agents Who Have Shown The Property? – BrokerBay.ca \(zendesk.com\)](#)

How to send a Message (text)

[How Do I Send A Message? – BrokerBay.ca \(zendesk.com\)](#)

How to manually add a showing (why its important to do it)

[How To Add Showing Instructions – BrokerBay.ca \(zendesk.com\)](#)