

# Monthly Digest – May 2026



MONTHLY STATISTICS  
**MAY 2026**

METRIC	VS PRIOR MONTH	MONTH	YEAR TO DATE
New Listings	▼ -0.2%	<b>8,429</b>	<b>35,912</b>
Total Sold	▲ +5.0%	<b>3,705</b>	<b>15,194</b>
Dollar Volume Sales	▲ +8.9%	<b>\$2.24B</b>	<b>\$8.35B</b>

● Total Users **9,980**

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 June 1st, 2026.

## Square Footage

ITSO has procced a couple incident reports recently that dealt with allegedly inaccurate square footage numbers. We wanted to take this oppportunity to remind all REALTORS® about the importance of ensuring that the square footage numbers on MLS® listings are accurate as buyers and sellers make decisions based on a price per square foot calculation.

There are many different ways to measure properties. MPAC determines its square footage values by only examining a property externally. These numbers can be inaccurate as they often include non-liveable square footage for that reason, such as areas on the main level of a house that are open through the second story. Further, REALTORS® are not permitted to include MPAC square footage values in MLS® listings pursuant to the PropertyLine terms of use.

REALTORS® also should not rely on builder brochures, as those square footage numbers often change when properties are actually built. Further, builders tend to include non-livable spaces in their square footage calculations, like patios and decks.

ITSO adopted the Residential Measurement Standard (RMS) in 2023 to provide guidance to REALTORS® as to how to accurately and reproducibly measure properties. The fact that a property has been measured following RMS can be indicated in the MLS® System by choosing RMS as the AG Fin SQ source.

	<b>MPAC</b>	<b>RMS</b>
Measurement Methodology	Exterior walls	External walls for detached properties, interior perimeter walls for properties with common walls (duplexes, townhouses, and apartments)
Exclusions	Basements, decks, porches, garages	All floors where any portion of the floor is below grade, any area where there is not a minimum of 7' ceiling height , or 5' if ceiling is sloped, all open areas that have no floor, such as vaulted areas.
Inclusions	Open areas (vaulted ceilings), upper floors even if low head room	All additions to the main structure that are above grade, weather proof, and suitable for year round use, all extensions where there is a minimum 5' height such as cantilevers, bay and bow windows, and dormers.

Use of RMS is only recommended – not mandatory – but using RMS helps REALTORS® ensure they are pricing properties correctly and can help avoid liability as REALTORS® are then able to point to how the numbers were obtained and they can be reliably reproduced.

More information about RMS can be found [here](#). ITSO also has a course on RMS that can be accessed through the [OREA My Academy](#) platform.

## Holdover Clause

A holdover clause entitles a listing brokerage to receive compensation if a seller accepts an offer after the expiry of a listing agreement where the buyer was introduced to the property

during the term of the agreement. The length of a holdover clause is relevant information for buyer agents who may have a buyer interested in a property where the listing recently expired. That said, entering the holdover clause into the MLS® System is currently optional. Effective June 15, 2026, ITSO will be making holdover clause a mandatory field for all property types.

## PSC Committee

**Incident 2026-08** involves an agent who allegedly did not attend two showing appointments and failed to cancel the appointments. The PSC Committee investigated the incident and laid charges alleging that the Respondent breached MLS® Rule 3.02 for failing to attend booked showing appointments and failing to cancel the appointments prior to the scheduled commencement time of the appointments, and breached Article 17 of the REALTOR® Code for failing to comply with Board/Association Bylaws. The Respondent chose to enter into a Consent Agreement which included a financial penalty of \$750 and required the completion of the CREA Code of Ethics Course and the ITSO MLS® Rules course. The Respondent has completed all aspects of the agreement and this file is closed.

**Incident 2026-09** in this incident the Complainant alleged that the Respondent contacted her seller twice to solicit services when her client chose 'no' to contact after expired. The PSC Committee investigated the incident and laid charges alleging that the Respondent breached Rule 8.15(g) for using MLS® data for solicitation purposes, breached Article 17 of the REALTOR® Code for failing to comply with Board/Association Bylaws, and breached Article 21 of the REALTOR® Code by engaging in conduct unbecoming of a REALTOR® by contacting a seller when the respondent ought to have known the seller was represented by another REALTOR®. The Respondent chose to enter into a Consent Agreement with a financial penalty of \$1750 and required the completion of the ITSO MLS® Rules Course and the CREA REALTOR® Code course in person at their association office. This file will be closed upon completion of all aspects of the agreement.

**Incident 2026-10** involves a REALTOR® who had watermarked images in their listing and failed to provide new images to their association upon request. The PSC Committee investigated this incident and issued charges alleging that the Respondent breached MLS® Rule 2.15 by using Images in an MLS® Listing that contain a watermark that is a marketing message, breached Article 17 of the REALTOR® Code for failing to comply with Board/Association Bylaws, and breached Article 21 of the REALTOR® Code by breaching the MLS® Rules repeatedly on six MLS® Listings in a manner that goes beyond mere error. The Respondent now has an opportunity to respond to the charges.

**Incident 2026-12** involves a listing that was marketed as a three bedroom condo when the Complainant believes it is a one bedroom condo. The PSC Committee investigated, found there was insufficient evidence of a breach of the MLS® Rules or REALTOR® Code, and closed the file.

**Incident 2026-13** involves a listing that was cancelled on the ITSO MLS® System when it had been sold. The PSC Committee investigate and issued charges alleging that the Respondent breached MLS® Rule 5.01 by cancelling two MLS® Listings instead of reporting the Trades in the MLS® System, breached Rule 2.18 in an MLS® Listing by failing to disclose a Special Agreement in the private remarks section of the listing, and breached Article 17 of the REALTOR® Code for failing to comply with Board/Association Bylaws. The Respondent now has an opportunity to respond to the charges.

**Incident 2026-14** 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®. The Respondent chose to enter into a consent agreement to resolve the matter. The incident has been referred to the Discipline Committee to determine the penalty.

**Incident 2026-16** involves a listing where the photos were copied from a previous listing without consent from the previous listing brokerage. The PSC Committee investigated, found there was insufficient evidence of a breach of the MLS® Rules or REALTOR® Code, and closed the file.

**Incident 2026-17** involves a listing that the Complainant believes contains inaccurate square footage information. The PSC Committee investigated, found there was insufficient evidence of a breach of the MLS® Rules or REALTOR® Code, and closed the file.

**Incident 2026-18** involves a listing where the virtual tour and floorplans were copied from a previous listing without consent from the previous listing brokerage. The PSC Committee investigated, found there was insufficient evidence of a breach of the MLS® Rules or REALTOR® Code, and closed the file.

**Incident 2026-19** involves an agent that made an appointment to see a property, confirmed by phone that they were going to show the property, then did not attend the showing or cancel the appointment. The agent involved was a member of the Windsor-Essex County Association of REALTORS® and the Complainant was directed to file the complaint with that association. This file is closed.

**Incident 2026-20** involves a brokerage that did not pay out the commission owed to a cooperating brokerage within 7 days of receipt. This issue is being investigated.

**Incident 2026-21** involves an agent that made a showing appointment, then did not attend the showing and did not cancel the showing. An investigation was commenced, and during the time when the PSC Committee was investigating, the showing agent and the listing agent were in contact with each other. The showing agent made amends, and the listing agent withdrew the complaint. This file is closed.

**Incident 2026-22** involves an agent who booked a showing, then did not attend or cancel the showing. The PSC Committee is investigating.

**Incident 2026-23** involves a Cornerstone agent who did not include an image on a TRREB Interboard listing. The Complainant was provided the information to file a complaint with TRREB, and the file is closed.

## Upcoming Training Opportunities –June

### MPAC

For more information on MPAC webinars please contact [propertyline@mpac.ca](mailto:propertyline@mpac.ca).

#### Factors Affecting Residential Property Value

Wednesday June 3<sup>rd</sup>, 2026 10:00am-11:00am:

<https://events.teams.microsoft.com/event/b0fb8e9d-2d79-479c-b5de-09d7417b1138@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Thursday June 18<sup>th</sup>, 2026 1:00pm-2:00pm:

<https://events.teams.microsoft.com/event/23ab7c1c-31fe-431d-bdd9-b028090dc575@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

#### Assessment 101 for REALTORS®

Monday June 1<sup>st</sup>, 2026 10:00am-11:00am:

<https://events.teams.microsoft.com/event/8cceed7b-7445-4254-816d-fcf55d73e446@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Tuesday June 16<sup>th</sup>, 2026 1:00pm-2:00pm: <https://events.teams.microsoft.com/event/e481f3fc-197d-48aa-9f6f-0c5db275350a@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

#### Assessment 101 for Commercial REALTORS®

Friday June 12<sup>th</sup>, 2026 10:00am-10:30am:

<https://events.teams.microsoft.com/event/96437a73-2668-46cb-8c4b-34a0d84f990a@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Thursday June 25<sup>th</sup>, 2026 10:00am-10:30am:

<https://events.teams.microsoft.com/event/bd3ead00-cca4-4259-81c2-bfca8b5a2821@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**

Friday June 5<sup>th</sup>, 2026 10:00am-10:30am: <https://events.teams.microsoft.com/event/7fefe236-bc0c-4a73-8d18-d9ea8c88caa0@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Friday June 19<sup>th</sup>, 2026 10:00am-10:30am:

<https://events.teams.microsoft.com/event/0d452e77-0bc4-4b0f-8685-9b0d620d06a4@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

**MPAC Automated Valuation Models (AVM) for REALTORS®**

Monday June 8<sup>th</sup>, 2026 10:00am-11:00am:

<https://events.teams.microsoft.com/event/1d0f7bdd-ff9d-4550-accd-ab964ed1dcff@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Wednesday June 24<sup>th</sup>, 2026 1:00pm-2:00pm:

<https://events.teams.microsoft.com/event/d2d59d26-e31c-4a8f-a940-f43fbd287b1c@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. (June 2<sup>nd</sup>)

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](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 2<sup>nd</sup> Tuesday of each month beginning at 10:00am (June 9<sup>th</sup>)

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\\_rgPq0bjCTtiz0nbf87Jt0A#/registration](https://us02web.zoom.us/webinar/register/WN_rgPq0bjCTtiz0nbf87Jt0A#/registration)

## **BrokerBay**

### **Supra Showing Management Q&A Essentials**

June 2nd 11:00am, June 16th 3:00pm

[https://honeywell.zoom.us/webinar/register/WN\\_rpc3zT2NQYGFmXC69MaSDw#/registration](https://honeywell.zoom.us/webinar/register/WN_rpc3zT2NQYGFmXC69MaSDw#/registration)

A 60-minute training course for you to begin using and scheduling showing for listings. You will also learn how to set up your account settings, pre-configure listings, search listings & book showings, complete each listing configuration, respond to showing requests, notification settings and so much more.