

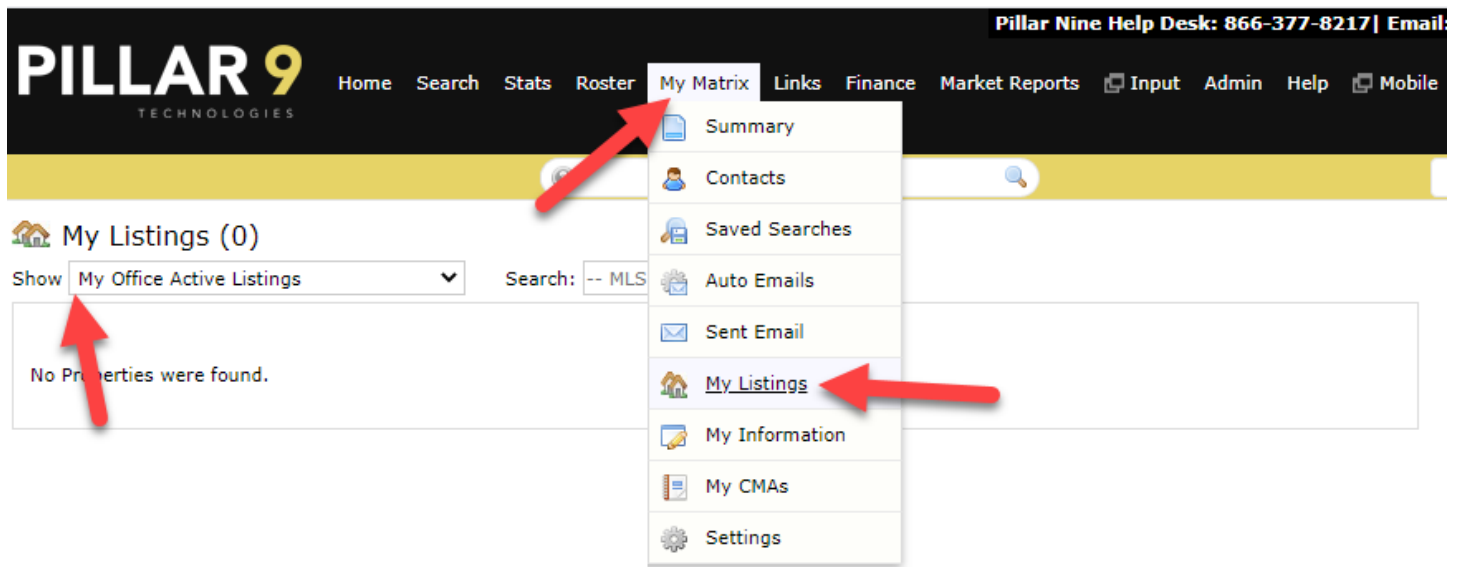
PILLAR 9 Frequently Asked Questions No. 2

Q: HOW DO I SEARCH FOR ANOTHER REALTORS®/BROKERAGES LISTINGS?

A: This new system does not support members searching the active listings of another member/brokerage. Click [HERE](#) to read why Pillar 9 made this decision.

You can see your own brokerages active listings:

My Matrix – My Listings –change to SHOW: My Office or My Firm listings.



Q: WHAT IS THE '911 ADDRESS' field?

A: The Pillar 9 help desk has advised that the 6 digit 911 address that is required for rural listings is the 6 digit house number referenced on the blue emergency address sign. This is typically the same as the Street Number (or house number) field under the Address and Location tab.

Q: RESIDENTIAL VACANT LOT NOT SHOWING AS A RESULT WHEN SEARCHING UNDER RESIDENTIAL?

A: All vacant land is now under the Land property type. Search under Land or by Cross Property (recommended).

Q: HOW DO I SET UP TEAMS?

A: Click [HERE](#) for step by step instructions (also found under the Help tab by searching 'Teams').

Q: WHY DOES MY LISTING DISAPPEAR WHEN IT'S MARKED PENDING?

A: Listings in Pending status will not be marketed to REALTOR.ca or third-party IDX websites. If a seller wants to continue marketing their conditionally sold property on REALTOR.ca and third party websites, the listing must be reported Active in the MLS® System, with the seller providing disclosure instructions regarding the status of the property. AREA's [Conditional Sale Instruction Disclosure form](#) can help you discuss and document your seller's disclosure instructions – please contact your broker for your documentation requirements.

Q: HOW DO I CANCEL A LISTING?

A: Cancelled is now called Terminated. Only your **Broker** can terminate a listing.

Q: ERROR MESSAGE 'CONDO TYPE REQUIRED' WHEN I SUBMIT MY LISTING?

A: In this new system, Condo Type is a mandatory field. If the property is not a condo you must always select NOT A CONDO. This field is located under the General tab.

Q: WHAT IS THE 'OWNERSHIP INTEREST' FOR A REGULAR SALE?

A: A real estate transaction from a civilian seller to a buyer is considered 'Private'.

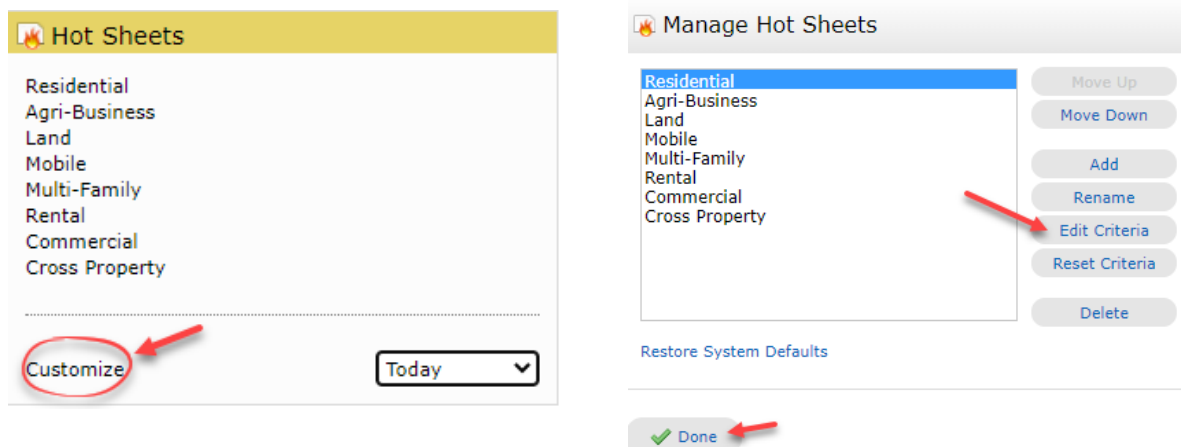
Q: WHAT ARE THE 'DISTRICT' FIELDS WHILE SEARCHING?

A: These fields are for CREB Chief Economist Ann-Marie Lurie and are not meant for members to use. Mrs. Lurie uses these fields for the provincial market statistics.

Q: HOW DO I EDIT MY HOT SHEETS/MARKET WATCH TO SHOW ONLY CARA LISTINGS?

A: You cannot select by Association anymore, but you can edit the criteria easily to include the counties in CARA. Click [HERE](#) for CARA communities.

HOT SHEETS: Select 'Customize'. Select the property type you want to update and then select 'Edit Criteria'. Edit the criteria to your liking, insert the Cities or Counties you want to watch. Ensure you Save and then hit Done.



MARKET WATCH: Select your property type and then hit 'Customize'. Edit the criteria to your liking, insert the Cities or Counties you want to watch. Ensure to Save.

