

Monthly Digest – August 2026



MONTHLY STATISTICS AUGUST 2026

METRIC	VS PRIOR MONTH	MONTH	YEAR TO DATE
New Listings	▼ -19.4%	6,006	58,029
Total Sold	▼ -19.9%	3,020	26,184
Dollar Volume Sales	▼ -23.2%	\$1.58B	\$14.39B

● Total Users 9,755

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 August 31st, 2026.

Image Import when Cloning Listing

When users of the ITSO MLS® System start a listing by filling from a previous listing a number of fields are currently prepopulated. Images are also copied from the previous listing and reproduced in the new listing. However, this has led to issues where the listing brokerage for the new listing does not have a copyright license to use the old Images in the new listing.

ITSO will be limiting the ability to copy Images from previous listings when creating a new listing starting September 15, 2026. Users will only be able to copy over Images if the new listing brokerage is the same as the previous listing brokerage, as it is assumed under those circumstances that the listing brokerage owns the copyright over the Images or has a valid license to use the Images in MLS® listings. Users will still be able to fill from previous listings if the new listing brokerage is not the same as the previous listing brokerage, but the Images will not be copied over to the new listing.

As a reminder, Rule 8.15 provides that REALTORS® are not permitted to use of any Images or other copyrighted Content in an MLS® Listing to create a new MLS® Listing unless authorized in writing by the original Listing Brokerage that uploaded the Images and/or Content to the MLS® System or by the author of the copyrighted Content who has all necessary rights to grant such a license.

Further, users are encouraged to review the Images to verify their accuracy if they are filling from a previous listing, as outdated and inaccurate Images can raise concerns under Article 13 of the REALTOR® Code, which states that all advertising and promotion of properties shall accurately reflect property and other details.

Portal Notification Setting

As we notified you in the June Monthly Digest, the text (SMS) notification option within the Portal Notification Setting section of Matrix will be retired. This functionality will no longer be available as of September 15, 2026.

This feature allowed users to receive text message alerts when clients interacted with their Portal—such as opening an Auto Email or marking a listing as a favorite.

 Saves a Favourite	☐	☐	☐	☒
 Removes a Favourite	☐	☒	☐	☒
 Dislikes a Listing	☐	☐	☐	☒
 Un-dislikes a Listing	☐	☒	☐	☒
 Adds Notes	☐	☐	☐	☒
 Saves a Search	☐	☒	☐	☒
 Visits Portal First Time	☐	☐	☐	☒
 Updates Planner	☐	☒	☐	☒
 Text Opt-In				☒
 Email Unsubscribe				☒

Text Notification Settings

Text notifications are sent as emails to your phone's MMS address and will display on your phone as text messages from ONMLS@matrixemailer.com

Mobile Phone Number:

Cellular Provider:

[Click here to edit your cellular information](#)

The SMS notification option relies on older email-to-text services that are no longer supported by Canadian mobile carriers, including Bell, Rogers, Telus, and others. As a result, text messages are no longer delivered even though users can configure SMS notifications. Several MLS® Systems have already removed this option from Matrix for the same reason.

We expect this functionality will ultimately be replaced with push notifications through Cotality's upcoming OneHome mobile app, providing a more modern and reliable notification experience. In the meantime, email notifications for these client activities will continue to work as expected. Only text (SMS) notifications are affected by this change.

Late Commencement Date

All users of the ITSO MLS® System are required to comply with Rule 2.04, which provides that all listings must be entered into the MLS® System by no later than 11:59p.m. the next Business Day following commencement of the Listing Agreement. Listings that have a commencement date more than 1 business day earlier than the entry date into the MLS® System are flagged by Listing Data Checker (LDC).

Quite often REALTORS® that receive a late commencement date notification through LDC realize that they entered the incorrect commencement date into the MLS® listing by mistake. When this happens, REALTORS® are asked to provide a copy of the listing agreement so that the correct commencement date can be verified by ITSO or association staff and the commencement date can be updated in the MLS® listing.

However, if a listing has been entered into the system late, then no changes to the commencement date will be made. If it becomes clear that a property will not be ready to list on the MLS® System by the commencement date set out in the listing agreement, then users should be executing an amendment to the listing agreement to change the commencement date. It is also recommended that REALTORS® build in a couple of extra days to their commencement date timeline if there is a chance that they might not get the listing agreement signed in time, photos completed, etc.

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 opened in August.

File #	Rule Violated	Number of Violation Notices	Current Status
L2026-07	Unacceptable Realtor Remarks - Offers	4	Fine paid – file closed

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. This matter is going back to the PSC Committee to determine the next steps.

Incident 2026-27 involves the listing for a condo property, where all the common area images have been duplicated from another listing in the same building. The PSC Committee investigated the incident and found that the Respondent paid a photographer for the images and floorplans and therefore had a copyright license to use the content. The PSC Committee laid charges alleging that the Respondent breached Rule 2.06(b) for including inaccurate floorplans in their listing. The Respondent chose to enter into a Consent Agreement to resolve the matter. The Respondent paid a fine of \$250 and this incident is now closed.

Incident 2026-28 and 29 were instigated by the PSC Committee against the Broker of Record and managing broker in incident 2026-26 for failing to supervise the salespeople in their office. The PSC Committee is investigating this incident.

Incident 2026-30 involved a for sale sign that was still up when the property was no longer listed. The Respondent is no longer a registrant. The brokerage was notified about the for sale sign and this file is now 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 is being investigated.

Upcoming Training Opportunities – September, October, November

MPAC

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

Factors Affecting Residential Property Value

Wednesday September 9th, 2026 10:00am-11:00am:

<https://events.teams.microsoft.com/event/3972667d-7fe4-45f9-a0ed-e431db339a8a@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Monday September 21st, 2026 11:00am-12:00pm:

<https://events.teams.microsoft.com/event/5bf1960d-de4c-4d51-8cb1-42c41d8aa5eb@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Assessment 101 for REALTORS®

Friday September 11th, 2026 10:00am-11:00am:

<https://events.teams.microsoft.com/event/1bdf6ea0-d689-4b1d-9fe5-bc6087051767@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Friday September 25th, 2026 10:00am-11:00am:

<https://events.teams.microsoft.com/event/e90c8c94-9e62-438a-ad0d-fd033800e470@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Assessment 101 for Commercial REALTORS®

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

Wednesday September 2nd, 2026 10:00am-10:30am:

<https://events.teams.microsoft.com/event/928ef3a1-97e5-4a1e-9cd9-4b276a967563@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Tuesday September 15th, 2026 1:00pm-1:30pm:

<https://events.teams.microsoft.com/event/4cb54374-3c50-4497-af29-5e528e4273b3@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

MPAC Automated Valuation Models (AVM) for REALTORS®

Wednesday September 2nd, 2026 1:00pm-2:00pm:

<https://events.teams.microsoft.com/event/9b59eda0-b688-4a36-96f4-ee43a6a1ee8e@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Monday September 14th, 2026 1:00pm-2:00pm:

<https://events.teams.microsoft.com/event/8c17a107-5239-46db-8929-6eb8c4e58773@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

NEW WEBINAR: Data Webinar – Title and Description to be Provided

Tuesday September 1st, 2026 1:00pm-2:00pm: <https://events.teams.microsoft.com/event/dea642b6-965f-4947-a2b2-55a73c59e243@af60fbf3-a582-4b71-9d0e-c1af2d5209db>

Tuesday September 15th, 2026 10:00am-11:00am:
<https://events.teams.microsoft.com/event/3f295763-4b76-4cd0-9f8f-a9fe9c66f970@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. (September 1st, October 6th, November 3rd)

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 (September 8th, October 13th, November 10th)

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

BrokerBay

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