




## PHOTO SUBMISSION POLICY

Revised 3/6/2020

### **If you are posting a listing to MLS PIN, please be aware of the following Photo Submission Policy:**

- Listings in the SF, MF, CC, CI (except CI type “Land”), MH, and RN types require at least one photo of the listed property.
- Listings in the SF, MF, CC, MH, and RN types, additionally, must include at least one photo of the exterior of the structure that is for sale, lease or rent.
- The requirement for a photo applies to listings in the NEW, ACT, CTG, ACT , WDN, EXT, RAC, PCG, UAG, SLD, RNT, and BOM statuses.
- **MLS PIN must receive a photo of the property within 5 business days after a listing is posted to the MLS as “NEW”. A subscriber is subject to fines of \$25 for each period of 5 business days that a listing remains in the MLS without a photo of the subject property.**
- The content of all photos must be limited to objective information about the listed property’s physical attributes and/or location. **A photo that violates this content restriction is subject to removal by MLS PIN staff, and the violating participant and/or subscriber may be subject to sanctions for non-submission of a photo (fines of \$25 per 5-business-day period that the listing remains in MLS without a compliant photo) and/or for prohibited content (fines of up to \$500 per violation and/or suspension of service).**
- If your listing is of a “To Be Built” or “Under Construction” property, the “Year Built Description” field of the listing should be marked either (E) To Be Built or (F) Under Construction. A listing that is so marked does not require a photo until the property sells. Once such a property sells, a photo must be submitted within 5 business days to avoid fines.
- If your seller does not want a photo of the property in MLS, you must send us a copy of the seller’s signed request to this effect, in order for your listing to be exempted from the photo requirement. You may send the notice either by email to [QA@mlspin.com](mailto:QA@mlspin.com), or by fax to 508-845-7820, or by mail to Quality Assurance at MLS PIN, 904 Hartford Turnpike, Shrewsbury, MA 01545.
- If you clone a prior listing of yours that includes photos, you should click “Save and Clone Photos” immediately after you clone the prior listing. Otherwise, you will have to manually re-submit the photos to your new listing.
- You are responsible for ensuring that your photos make it onto your listing in MLS. You can upload your own photos by logging into the Pinergy system (maximum 42 photos allowed). We accept photos in the following file formats: JPG, JPEG, GIF, BMP, PNG, TIF, TIFF.
- Alternatively, you can mail hard-copy photos to MLS PIN, Attn: Photos, 904 Hartford Turnpike, Shrewsbury, MA 01545. The back of the photo must be marked with the MLS number, property address, town, and listing agent’s full name. If you would like your photos sent back to you, please submit them with a self-addressed, stamped envelope.
- MLS Property Information Network, Inc. does not assume any responsibility for photos lost in the mail or lost in the process of uploading to the system.

***Any questions regarding the Photo Submission Policy should be directed to  
MLS PIN Quality Assurance at (800) 695-3000, option 6, or by email to QA@mlspin.com.***

**904 Hartford Turnpike · Shrewsbury, MA 01545 · 800-695-3000 · FAX 508-845-7820**