OnTheMarket Real Time Datafeed:
Property and Lead API
Access and Requirements

Version 2.5

1. **Introduction**

   This document describes the details and requirements for software houses to interact with our Real Time Datafeed API.

2. **Authentication**

   We are following the Rightmove authentication method. In order for us to generate you a certificate we require the following pieces of information from you:

   - A mobile number - to send you the password for the certificate
   - An email address - to send you the certificate
   - An email address for all future Real Time enquiries
   - Your keystore format preference: PCKS 12, PEM (private key and certificate) or JKS
   - Your Rightmove Network ID - if it exists
   - Details of any changes to Branch IDs or Property IDs from those you may be using on an existing BLM feed

3. **Specification and access**

   Our API mirrors the Rightmove Real Time Datafeed API in the sense that request templates are almost exactly the same as the ones described in the Rightmove Real Time Datafeed Specification v1.4 ([here](#)). There are a few differences which will be described in the rest of the document.

   The host for the Real Time Datafeed is https://realtime-api.onthemarket.com.

   If you have an allow-list for your media servers, our user-agent is "Agents Mutual" and you can add this to your system.

   If you maintain an IP allow-list this is not recommended as our IPs could change at any time without communication. However, please reach out to our support team for assistance.

4. **Supported endpoints**

   The following endpoints are supported by the API:

   /v1/property/getbranchpropertylist
   /v1/property/removeproperty
   /v1/property/sendpropertydetails
   /v1/property/sendprospect

   /v1/property/getbranchperformance
   /v1/property/getbranchemails
   /v1/property/getbranchphoneleads

   /v1/property/getbrandemails
   /v1/property/getbrandphoneleads

5. **Differences to the Rightmove API requests**

There are some additional values that OnTheMarket accepts to fields in the Requests sent to the OnTheMarket API compared to Rightmove. These are:

Rightmove field	OnTheMarket value	Description
property_type	1000	Beach hut
property _type	5000	Holiday lodge
property_type	5001	Holiday park home
property_type	5002	Croft
property_type	5003	Woodlands
property_type	5004	Residential portfolio
property_type	5005	Mixed use auction lot
property_type	5006	Residential auction lot
property_type	5007	Virtual office
property_type	5008	Bedsit
tenure_type	50	Not known
outside_space	100	Back yard
outside_space	101	Front yard

There are also two additional fields that OnTheMarket accepts in Requests sent to the OnTheMarket API compared to Rightmove:

Object name	Field name	Data type	Description	Mandatory?
Property - Details	deposit_replacement_scheme	boolean	Whether there is a deposit replacement scheme available on the property	No
Property - Details - EPC information	epc_certificate_id	string	The EPC Certificate ID of the property being sent	No

The epc_certificate_id sits within the epc_information group.

6. **Differences to the Rightmove API responses**

There are some additional values that OnTheMarket uses in its response to the lead APIs, as detailed below. In each case, these will be additional values sent within the response to aid backwards compatibility.

Endpoints	Rightmove field	OnTheMarket value	Description
getbranchemails,	email_types	1000	An OnTheMarket

			sales instant valuation lead
getbrandemails			
getbranchemails, getbrandemails	email_types	1001	An OnTheMarket Ask the Agent lead
getbranchemails, getbrandemails	email_types	1002	An OnTheMarket Reserve buyer lead
getbranchemails, getbrandemails	email_types	1003	An OnTheMarket Sold nearby lead
getbranchemails, getbrandemails	email_types	1004	An OnTheMarket lettings instant valuation lead
getbranchemails, getbrandemails	email_types	1005	An OnTheMarket AgentVal enquiry
getbranchemails, getbrandemails	email_types	1006	An OnTheMarket WhatsApp enquiry
getbranchemails, getbrandemails	comments	"Viewing time requested at: ddd d MMM H:mm"	Where a user has requested a viewing time this will be appended to the comments field in the format noted
getbranchemails, getbrandemails	comments	"Ask the Agent enquiry. Address: [address fields]. Property type: [type]. Bedrooms: [bedroom count]. Bathrooms: [bathroom count]. Features: [feature array]. Comment:"	Where a user has submitted an enquiry for an Ask the Agent (ATA) instruction, the full details of the ATA instruction will be appended to the comment in the format noted to help identify this property where there is not a common agent_ref

There are some differences to the fields in the responses sent by the OnTheMarket API compared to Rightmove. These are:

Rightmove field	OnTheMarket field
rightmove_id	otm_id / portal_id
rightmove_url	otm_url / portal_url

7. Exclusivity Extension

Many of our agents use our Only With Us feature to launch their new sole agency properties exclusively with OnTheMarket first - typically 48 hours before advertising these properties on

any other portal. We apply a 'Only With Us' banner and countdown timer to these properties on our portal for the period of exclusivity specified by their data feed software.

To provide this facility within the RTDF you will have to include the "exclusivity" group in your request within the "property" group.

The exclusivity group should contain the following data:

Field	Data Type	Description	Mandatory
exclusivity_expiry	Timestamp	Date and time of the property exclusivity expiry in format: dd-MM-yyyy HH:mm:ss	No*

A new instruction with this field populated should then only be published on other portals once the date and time specified in the exclusivity_expiry field has been reached. The delay should not be applied to your client's own website.

Ideally, your clients would be able to use this feature at both office-level and instruction-level i.e. the 'exclusivity expiry' could be applied to all their stock within an office, but with the ability to exclude individual instructions if, for example, the instruction was joint agency.

* It is not mandatory for agents to specify an exclusivity expiry if they choose not to use the feature for a given instruction.

8. **Overseas**
   We do not currently offer Real Time for Overseas.