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PAGE 4



STANDARD FORMS

CHANGES:

EFFECTIVE JULY 1

PAGE 40



TAKES

Market Metrics:
Will Upward
Trajectory
Continue?

8

YOU

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Community
Action Day
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26

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RE+VIEW™

JUL+AUG Volume 100, Issue 4

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WHEN IT COMES TO REAL ESTATE, BUSINESS IS PERSONAL

By Bob Adamson

We're probably all familiar with the saying, "It's not personal; it's business." But any successful Realtor® knows that in this business, if it's not personal, we don't succeed.

In this issue's cover story (page 20), Michele Lerner explores ways that Realtors® can connect with clients to build a stronger business relationship. I'll give you a hint: it's personal!

Getting to know our clients and prospective clients is just part of the success equation. The exceptional Realtors® whom I know take this a step further: by getting personal with their communities. Whether it's volunteering at schools or places of worship, coaching a sports team, or even running for public office, community involvement is an important way to relate to the people who are buying and selling homes in our neighborhoods. Many have heard me say, "People don't care what you know until they know that you care."

Check out the Realtor® Community Action Day photos on pages 26 and 27 to see how some of our fellow NVAR members were involved in their communities this past April. Read about our past President Bud Jordan who passed away in May (page 33) to learn how his personal relationships helped to shape his impressive career and his legacy.

As you likely know by now, my mantra this year is NVAR Cares! Not only do we care about our community, but we also care about helping our members achieve success. There are many important non-business reasons for us to give back. Cultivating an exceptional business reputation is simply an added bonus. So get personal!

Please read this issue of *RE+VIEW* for excellent information that can help boost your business potential. The possibility of an outstanding career in real estate exists in each of us. It's personal, and it's good business.

Bob Adamson

2017 Chairman of the Board
chairman@nvar.com



COMMUNITY ENGAGEMENT IS NOT JUST FOR REALTORS® – NVAR BUILDS STRATEGIC RELATIONSHIPS, TOO



In this issue, NVAR Chairman Bob Adamson emphasizes the significance of Realtor® community involvement

(page 3). Building on that principle, it's important to understand the value of NVAR's engagement in local, state, national and international communities – and how that reflects on you and your business.

Strategic leadership is one of NVAR's five strategic plan goals. We aim to be a showcase association, advancing NVAR at every level to serve our members.

This past May, NVAR was selected as the only local Realtor® association to receive a booth at the National Association of Realtors® Legislative Meetings Trade Expo. Our participation at the Expo, as well as our annual showcase tour for national and international Legislative Meeting attendees (page 28), elevates NVAR's national reputation as a leading-edge association. This results in leadership opportunities for our members and staff.

NVAR's involvement with the Northern Virginia Transportation Alliance, together with our participation in regional organizations such as Leadership Fairfax, George Mason University's Center for Regional

Analysis and local chambers of commerce, creates positive standing for Realtors® in the community. In June, NVAR was recognized for our consistent commitment to addressing Northern Virginia's transportation challenges (page 31). This past April, our first-ever Housing Fair put a public face on the services Realtors® offer to Northern Virginia's 2 million residents (page 7).

At the state level, NVAR has an exemplary reputation among Virginia lawmakers. With the support of our volunteer-led Public Policy Committee, our Sr. Vice President of Public and Government Affairs, Mary Beth Coya, has developed significant strategic relationships in Richmond during her tenure with NVAR. These alliances position NVAR and our members as trusted information sources for legislative initiatives related to real estate and homeownership.

On the international level, NVAR has forged strong strategic relationships with Peru, Guatemala, Vietnam, Cambodia, Spain and more. We strive to promote Northern Virginia as a valuable market for international investment, and position our Realtor® members as the front-line resource to make it happen.

When elected officials, industry colleagues, international real estate investors and local residents see "NVAR," they'll think of you – trusted advisors, innovators, dedicated Northern Virginia professionals: Realtors®.

Ryan Conrad, CAE, CIPS, RCE, e-Pro
NVAR Chief Executive Officer
rconrad@nvar.com +

A promotional graphic for the 2017 NVAR Annual Convention & Trade Show. The background is a dark stage with a large audience. The text "SAVE THE DATE!" is at the top in large white letters. Below it, "The 2017 NVAR Annual Convention & Trade Show" is written in a smaller font. The NVAR logo, featuring a house icon inside a magnifying glass, is on the left. To the right, the text "REALTORS: You're Worth It!" is displayed in a mix of bold and script fonts, with "Discover Your Value" underneath. At the bottom, the date "10.10.17" and location "NOVA Community College, Annandale" are listed, along with the website "NVAR.com/WorthIt".

PERSONALITY COUNTS

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for an Exceptional Career

PAGE 20

TAKES

- 7 Housing Fair:
A Successful First Consumer Event
- 8 Market Metrics:
Will Upward Trajectory Continue?
- 16 Commercial Real Estate:
Federal Budget Shifts Create Uncertainty
- 28 Open House During Legislative Meetings:
NVAR Hosts Association Executives,
Global Guests
- 30 Fair Housing:
Annual Luncheon, Training Session
Drive Home Reminders
- 31 NVAR Recognized by Northern Virginia
Transportation Alliance
- 35 May Market Stats:
NVAR Region Five-Year Look-Back
- 46 Ask NVAR:
Rules for Lockboxes, Call Before
Showing Codes, Inspections Explained

The views expressed in this publication may not reflect NVAR policy, and may be the opinions of the writer or interviewee. Reach us by email at re+view@nvar.com.

YOU

- 14 NV/RPAC Night at the Nationals
Sets Records
- 26 Realtor® Community Action Day
Participants Recognized
- 32 General Assembly Resolutions Honor
Christine Todd, Suzanne Granoski
- 33 In Memoriam:
Edward 'Bud' Jordan Remembered
- 34 Realtor® Tom Kerester Shares Soft-Pitch
Strategy
Applications Now Accepted for NVAR
Hero Award
- 36 Multi-Million Dollar Sales Club
Honorees Recognized
- 43 Corrections:
May/June Articles Clarified

DEPARTMENTS

- 3 Chairman of the Board Column
- 4 CEO Column
- 15 NV/RPAC Investors
- 37 NVAR Strategic Partners

FURTHER

- 4 NVAR Convention & Trade Show:
Plan to Attend on Oct. 10
- 18 Finance Summit:
Moderate Growth Projected
- 35 2017/2018 Real Estate Tax Rates
Announced
Save the Date: Kelly O'Donnell
Attend Politics & Pancakes on Oct. 10
- 39 Save the Date:
Aug. 17 Chili Cook-Off/Dog Show
- 40 Standard Forms:
Changes Effective July 1
Save the Date:
CIPS offered Oct. 23-27
- 41 Save the Date:
July 27 Business and
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NVAR WELCOMES CONSUMERS TO FIRST HOUSING FAIR FEATURING EDUCATION SESSIONS, VENDORS, FREE DOCUMENT SHREDDING

By Jill Parker Landsman

LOCAL RESIDENTS FLOCKED to NVAR's Fairfax headquarters on Saturday, April 29 to attend the association's first consumer housing fair. Responding to advertisements placed in magazines, newspapers, news websites and on WTOP radio, more than 200 people passed through tents featuring 30 vendors, enjoyed refreshments, chose from 15-minute education sessions, and had the option to shred up to three boxes of documents. Learn more at nvar.com/housingfair.

The Washington Post published an article and WTOP had a news segment that announced the NVAR event. Consumers who signed up at NAR's homeownershipmatters.realtor for Northern Virginia housing information received e-blasts about this learning opportunity. +



Three tents housing 30 vendor displays provided welcome relief from the sun as Northern Virginia residents visited NVAR's April 29 Housing Fair.



Dozens of boxes of documents were shredded free of charge for NVAR Housing Fair attendees. For added peace of mind, observers could witness their documents being fed into the shredding truck.



Lee Lecea of Movement Mortgage taught a first-time home buyer class about the importance of credit. Lecea's was one of 15 sessions conducted throughout the day. Three tracks were offered: first-time homebuyers, buyer & seller resources, and programs for military and active veterans.



(Left) A television crew from the *Epoch Times* interviewed NVAR Chairman Bob Adamson about homeownership opportunities in Northern Virginia.

(Right) Refreshments awaited arriving exhibitors, instructors and attendees on the morning of April 29. Hot coffee gave way to ice cold water and soft drinks as temperatures climbed.



LOCAL HOUSING MARKET, ECONOMY TO TRACK UPWARD

The Northern Virginia Economy and Housing Market Track Slightly Upward This Year: Will that Stick? It Depends

By Spencer A. Shanholtz

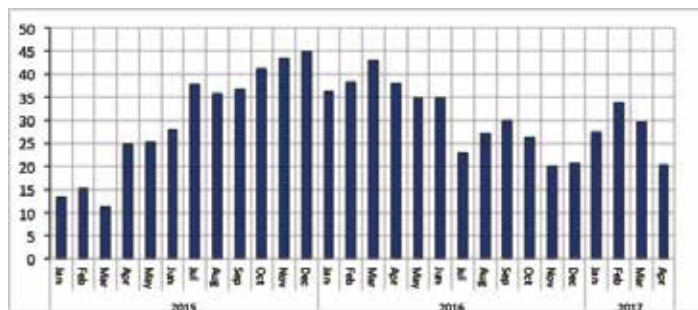
THE BEGINNING OF 2017 has seen steady economic growth and moderate increases in home sales and prices within the Northern Virginia Association of Realtors® region (comprised of Alexandria City, Arlington County, Fairfax County, Fairfax City and Falls Church City). Regional job growth—albeit at a slower annual rate than the beginning of 2016—continues to boost demand. Housing inventory is extremely tight, likely maintaining high prices and suppressing growth in closed sales. Supply is expected to continue contracting while sales will stagnate and home prices will push up.

REGION ADDING HIGHER WAGE JOBS MORE SLOWLY

After adding employment throughout 2015, Northern Virginia’s (defined as Arlington, Clarke, Fairfax, Fauquier, Loudoun, Prince William, Spotsylvania, Stafford and Warren counties and Alexandria, Fairfax, Falls Church, Fredericksburg, Manassas and Manassas Park cities) job growth stalled in the second half of 2016 (Figure 1).

Job growth rebounded slightly during the first quarter of 2017, however, employment growth was down 1.2 percentage points to 20,400 jobs added between April 2016 and April 2017. Employment gains typically spur increased home sales volume, provided there are sufficient numbers of jobs in high-growth sectors and positive demographic and migration trends.

Figure 1. Year-Over-Year Job Change, Northern Virginia (in thousands)

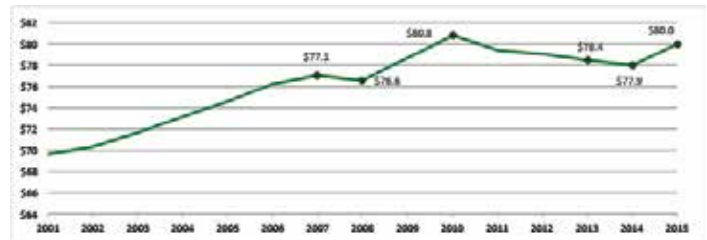


Source: U.S. Bureau of Labor Statistics

The average wage in the NVAR region has risen since 2014 (Figure 2), but declined slightly last year. Between 2015 and 2016, the average annual wage decreased 0.1 percent to \$80,700 when adjusted for inflation. This is slightly below the 2010 peak of \$81,600.

Among NVAR jurisdictions, Arlington’s wage growth was the highest at \$89,952, an increase of 43 percent over the past two years. Based on the sector composition of job growth in the first four months of 2016, average wages should continue to rise throughout the region.

Figure 2. Average Wage, NVAR Region (in thousands of 2015 \$s)

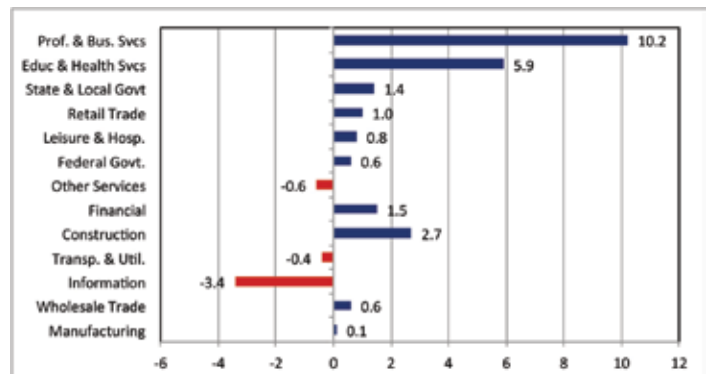


Source: U.S. Bureau of Labor Statistics, adjusted for inflation using annual Consumer Price Index

Growth in the high-paying professional and business services sector continues to spur regional wage growth. The 2016 average annual wage in this sector was \$108,087, comprising half of the region’s job growth in the past year—50.1 percent between March 2016 and March 2017 (Figure 3).

Nevertheless, the region continues to add jobs in lower-paying sectors, moderating the wage growth effect. For instance the Leisure and Hospitality sector—which typically creates relatively low-wage (annual average of \$30,848 in the NVAR region) and part-time and seasonal jobs—added 3,700 jobs between March 2016 and March 2017, and as of April, this is the 4th largest industry super sector. If job growth in lower-paying sectors continues to rise, sales growth may become constrained. Workers in these sectors will not be able to afford the relatively high home prices prevalent throughout Northern Virginia.

Figure 3. Job Change April 2016 to April 2017, Northern Virginia (in thousands)

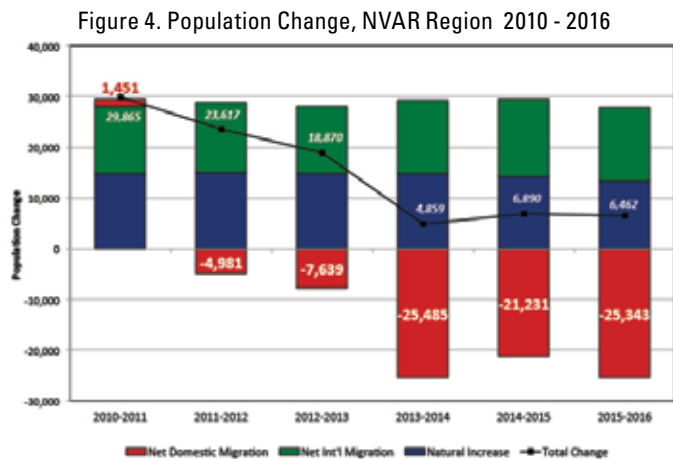


Source: U.S. Bureau of Labor Statistics

NET DOMESTIC OUTMIGRATION SLOWS REGIONAL POPULATION GROWTH

As an area adds jobs and attracts workers, it is important to look at the characteristics and components of population change, which involves migration (domestic and international) and natural increase (births minus deaths). The NVAR region's population growth remained relatively slow, growing at a rate of 0.4 percent between 2015 and 2016; the region added 6,462 new residents during this time period (Figure 4). This is a significantly slower pace of growth than during the 2010-2013 period, but an apparent new normal regional pace since 2014.

More than any other factor, net domestic out-migration has slowed the region's population growth. This is a persistent trend, as the region has lost more domestic residents than it has gained since 2011. In 2016, over 25,000 more people left the NVAR region than moved into the region from elsewhere in the US. This exodus raises concern about the affordability and attractiveness of living and working within the region, and poses a significant threat to the residential real estate market.



Source: US Census Bureau, Population Estimates Program

Although migration has slowed, the region remains relatively young. According to the US Census Bureau's 2015 population estimates, 37 percent of the NVAR region's working age population (18-64) are millennials (age 18-34), mirroring the national average.

However, millennials account for 47 and 40 percent of Arlington and Alexandria's working age population, respectively. Since newcomers tend to be young, they are more likely to rent, and will have less impact on the for-sale housing market, thereby suppressing the potential for greater sales volume. The uncertainty lies in whether young residents decide to stay in the region long-term and transition into homeowners, and if they can afford to do so.

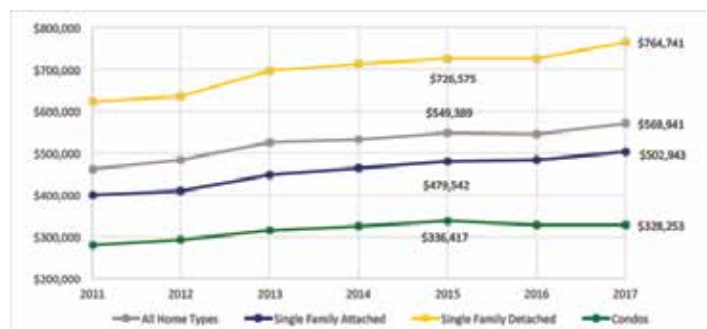
PRICES ARE UP, INVENTORY IS TIGHT, SALES LEVELING AVERAGE SALES PRICE

Extra demand for housing from added regional jobs combined with low inventory drives up sales volume and pushes prices upward. Average existing home sale prices for all regional jurisdictions and property types have now surpassed their pre-recession peak, with no sign of slowing.

After leveling off midway through 2016, the average NVAR region sales price rose moderately in the first five months of 2017 (Figure 5). Compared to the same timeframe in 2016, the 2017 average sales price through May has increased 4.6 percent overall.

This is the highest average sales price in recorded history at \$569,941. Property segment average price growth was led by single-family detached homes (5.4 percent) and single-family attached homes (4 percent), while condo prices remained steady.

Figure 5. Average Sales Price for Property Types in the NVAR Region, January through May of Each Year, 2011-2017

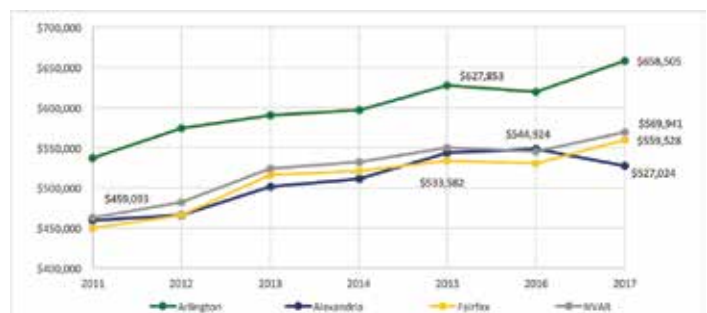


Source: Bright MLS. Statistics calculated 6/5/2017

Among the NVAR jurisdictions, Arlington had the sharpest increase in average sales price, rising 6.2 percent during the first five months of 2017 compared to the same timeframe in 2016 (Figure 6). Fairfax County and Fairfax City also saw increases in average sales price (5.5 and 1.1 percent respectively during this period). The region's two other jurisdictions had declining sales values: Falls Church (-8.2 percent) and Alexandria (-3.8 percent).

High price points can have negative impacts. Even if a region is adding jobs, new workers might choose to remain renters if the cost of homeownership exceeds rental prices.

Figure 6. Average Sales Price for NVAR Region Jurisdictions, January through May of Each Year, 2011-2017



Source: Bright MLS. Statistics calculated 6/5/2017

continued from page 9

High home prices can also suppress the for-sale real estate market if burdensome debt prevents renters from becoming homebuyers. Others are locked into their mortgages, preventing them from upgrading their housing arrangements. This keeps available inventory low, perpetuating the cycle by putting more upward pressure on home prices.

INVENTORY AND CLOSED SALES

Inventory has declined from the previous year for 13 straight months beginning in May 2016. This trend contributes to the sporadic, but generally stagnant, closed-sales growth (Figure 7). The anticipated 2017 spring inventory recovery was down from previous years, as February and March inventory growth compared to 2016 remained at -12 percent and -14.5 percent respectively. Active listings in May stood at 4,300, a decline of 16.1 percent from May 2016.

Figure 7. Active Listings and Closed Sales, Percent Change from Prior Year, NVAR Region, 2014-2017



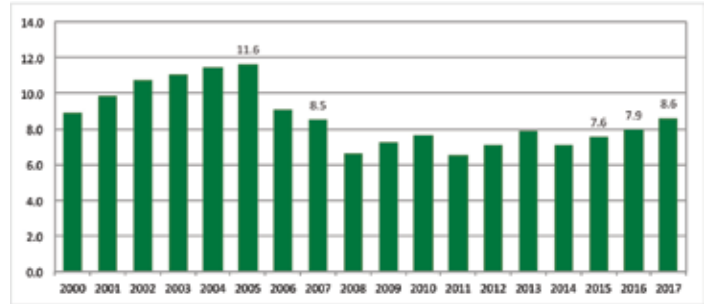
Source: Bright MLS. Statistics calculated 6/5/2017

Closed sales in the first three months of 2017 increased moderately from the year before – rising 15.4 percent in March. April and May saw closed sales numbers more consistent with 2016 values. Expect inventory to remain tight moving into the second half of the year, as existing home sales growth continues to outpace new listings.

As it becomes increasingly difficult for buyers to find a suitable home, low inventory can also suppress demand. Evidence of this has been seen during the beginning of 2017 with sporadic growth in sales numbers. In April, new listings fell 13.4 percent. Although we have not seen an extreme influence, weak inventory growth may moderate the potential for additional sales growth going forward.

During the first five months of 2017, the total number of closed sales was 1.6 percent higher than during the same period in 2016 (Figure 8). Compared to 2016, condo sales led the growth, rising 10.2 percent. Single-family detached homes had 9.9 percent more sales, and single-family detached properties had 3.7 percent more sales.

Figure 8. Closed Sales in the NVAR Region, January through May of Each Year, 2000-2017 (in thousands)



Source: Bright MLS. Statistics calculated 6/5/2017

All jurisdictions in the NVAR region had more closed sales in the first five months of 2017 compared to the same period in 2016: Fairfax City (+32.5 percent), Falls Church (+45 percent) Alexandria City (+8.6 percent), Arlington County (+13.7 percent), and Fairfax County (+6.4 percent).

NEAR-TERM REGIONAL OUTLOOK

The NVAR region will likely continue to benefit from steady economic growth. Sustained increases of high-wage jobs, particularly in the professional and business services sectors, should signal a rise in average wages and thus housing demand, producing a steady sales volume increase in 2017.

However, persistently tight inventory levels are likely to suppress home sales growth and contribute to a gradual increase in home prices through the remainder of the year. Relief from the constricted housing market that faces the region and much of the nation depends on whether wage growth can keep up with price growth.

As wage and incomes rise, residents may be more able – or willing – to upgrade their existing housing situation or become first-time homeowners. It is important to understand that regional growth in specific employment sectors, as opposed to overall job growth, is a reliable wage growth indicator. Job increases in higher wage sectors (i.e. professional and business services) will be a boost to wages and available income, while lower wage sector growth will have the opposite effect. +



Spencer Shanholtz is a research associate at the George Mason University Center for Regional Analysis.

Editor’s Note: To view the housing market forecasts that the Center for Regional Analysis provides to NVAR, click on nvar.com/2017forecast

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Annual NV/RPAC Night at the Nats Fundraiser Sets Records for Fans and Funds

A RECORD-BREAKING 220 ticket buyers supported the Northern Virginia Realtors® Political Action Committee on Friday, June 9 for the annual Night at the Ballpark event. After a tailgate party at NVAR Fairfax headquarters, fans boarded buses to Nationals Park to watch the Nationals play the Texas Rangers. In spite of a frustrating loss, we're calling it a win for RPAC: the evening raised more than \$11,000!

Thank you to our sponsors:



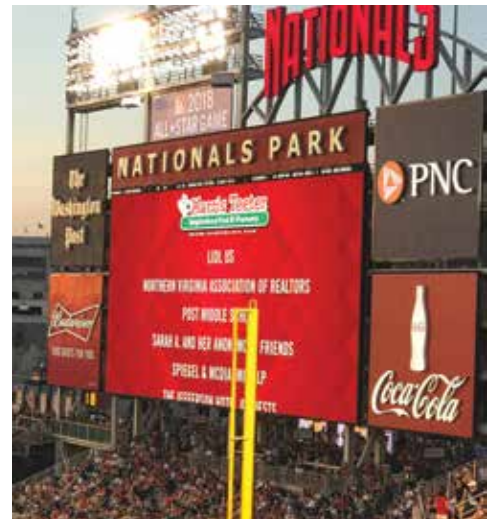
Realtors® and guests enjoyed hot dogs, hamburgers and all the fixings, along with beer, wine and soft drinks before boarding buses for the ride to Nationals Park.



(left) Realtor® and NVAR Instructor Larry Anderson of Fairfax Realty (left) and former NVAR Chairman Mario Rubio of Rubio Real Estate enjoy tailgate festivities at NVAR Fairfax before the June 9 Nationals game.



NV/RPAC Campaign Chair Moon Choi of RE/MAX Executives (left) inspires confidence among bus riders to Nationals Park that the team will retain its league standing after the June 9 game against the Texas Rangers.



Sporting t-shirts included with their Night at the Ballpark package, NVAR Realtors®, sponsors, staff and guests turned Section 226 red.



Congratulations to the Long and Foster Falls Church office for winning the inaugural office competition to land front-row seats in the NVAR section at the game.

2017 NV/RPAC Investors List

(June 9, 2017)

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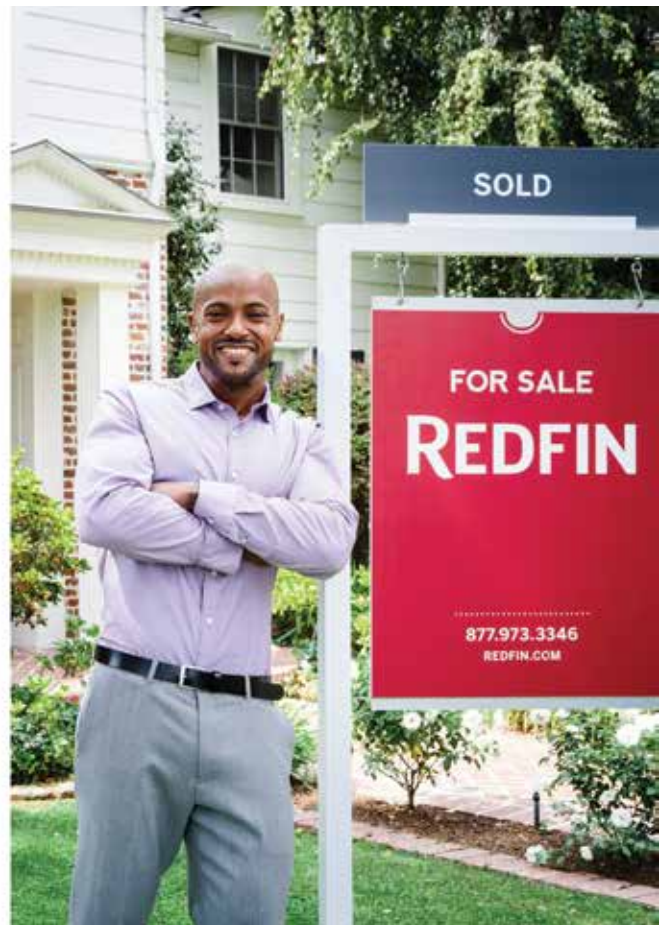
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Federal Budget Shifts Create Uncertainty for Region's Commercial Realtors®

NVAR FINANCE SUMMIT SPEAKERS, OTHER EXPERTS PROVIDE INSIGHT

By Frank Dillow



MORE HEAT THAN LIGHT has been generated by the firestorm gripping American political debate during the Trump Administration's first months. But for commercial real estate brokers and their clients, the Trump Administration's proposal to increase defense spending by \$64 billion was one light that promised a brighter future.

With Northern Virginia's heavy reliance on government spending, both in payroll dollars and in government contracts, the anticipated increased government spending for defense, Homeland Security and anti-terrorism programs might signal the end of a long dark tunnel. The past few years of federal government cutbacks and across-the-board budget cuts increased vacancy rates and caused stagnant rents.

Realtors® attending NVAR's May 24 Finance Summit (see page 18) learned that, unfortunately, the light at the end of the tunnel may just be an oncoming train!

Dr. Terry Clower, director of the Center for Regional Analysis at George Mason University, pointed out that even though the region has recently benefited from "pretty good"

job growth, with 38,000 new jobs created during the past year, overall budget reductions announced by the Trump Administration override any benefits that may result from increased defense spending.

The "Drain the Swamp" focus of Trump's budget proposals, eliminating numerous federal programs and reducing funding for others, creates a major challenge to the continued economic growth of the region, Clower noted.

Even if Congress resists passing many of the proposed budget cuts, the end result is likely to be reduced spending from current levels, according to Clower. He also warned Realtors® of the possibility of continued sequestration in 2017, or even a short-term government shutdown this fall as Congress struggles to adopt an overall spending plan.

In a May 26 report on the federal budget release, *The Washington Post* quoted a response from local Congressman Gerry Connolly (D-VA), who predicted, "The biggest damage that's going to be done is going to be the whack at federal employment and the ripple effect on federal contracting."

“With regional office vacancy rates hovering at slightly more than 14 percent, compared to an historical average of 11.3 percent, the additional space will create challenges for landlords and investors looking to reduce vacancy rates or increase rents.”

Connolly’s dour prediction has been bolstered by economic research conducted by Dr. Stephen S. Fuller, director of the Stephen S. Fuller Institute for Research on the Washington Region’s Economic Future at George Mason University.

In a report on the “Direct Effect of the Trump Budget on Federal Activity in the Washington Region,” Fuller predicted three major economic impacts from the budget proposals:

1. A decrease of 20,000 to 24,600 federal jobs, taking between \$2.3 and \$2.7 billion of federal salaries out of the economy
2. A decrease of \$800 million to \$1.2 billion in federal procurement spending, resulting in a loss of up to 12,000 private sector contractor jobs
3. A decrease of \$1.1 billion in federal grants in the Washington region.

Fuller observed that for commercial real estate professionals working in the office sector, this could result in “jobs being consolidated into owned space, which is more concentrated in D.C., or into longer-term, lower-cost leases.”

In addition, Fuller noted that even possible increases in Defense Department spending won’t help Northern Virginia’s economy significantly, “as most of that money will go towards purchasing new ships and airplanes, repairs to equipment and personnel deployments,” all of which will primarily occur elsewhere.



Not all was gloomy at the summit, however, as Clower pointed out some reasons for optimism among both residential and commercial real estate sectors:

1. Northern Virginia has had some success in diversifying its economy and generating job growth across all wage levels, which should continue but at a lower rate
2. The region is still the center of government and retains a high level of international institutions
3. The region has a diverse highly educated workforce with a high quality of life
4. The region is well connected to the world
5. Jobs are continuing to grow in the self-employed sector.

The slow economic growth in Northern Virginia during the past year has also been reflected in the commercial office market. The CoStar Group’s first quarter analysis of the commercial office market showed a slow but steady improvement during the past year. After being dormant for the past two years, office construction in Northern Virginia has been picking up, with another 1.6 million square feet of office space expected to be added in Tysons alone by 2019, according to Costar.

With regional office vacancy rates hovering at slightly more than 14 percent, compared to an historical average of 11.3 percent, the additional space will create challenges for landlords and investors looking to reduce vacancy rates or increase rents.

In a trend that has continued for the past several years, as tenants vacate existing office leases to move into newer, often smaller quarters, the owners of older buildings face increasing headaches trying to lease these older spaces, or find new uses for those buildings.

While commercial brokers continue to look for answers with the market uncertainty surrounding the federal government and its budget, NVAR Realtors® were advised by Summit presenter Ken Fears, the National Association of Realtors® director of regional economics and housing finance, “2017 is going to be a year of getting to know our President.” +



Frank Dillow is a past chair of NVAR’s Realtor® Commercial Council and is a senior commercial broker in Long & Foster’s Commercial Division. He can be reached at francis.dillow@longandfoster.com.

Finance Summit Speakers Expect Moderate Growth, Tempered by Uncertainty

A SOLD-OUT CROWD attended the annual NVAR Finance Summit in Fairfax on Wednesday, May 24, to hear four expert panelists answer the question, “Will headwinds or tailwinds impact our market forecast?” The program featured Dr. Terry Clower, George Mason University Center for Regional Analysis director; Dr. Lynn Fisher, Mortgage Bankers Association vice president of research and economics; Ken Fears, National Association of Realtors® director of regional economics and housing finance; and John French, Access National Mortgage senior vice president for production.

PowerPoint presentations from the event, which was broadcast on Facebook Live, can be downloaded by visiting nvar.com/realtors/news/blogs-multimedia. View the video on NVAR’s Facebook page: facebook.com/nvar.realestate/ +



Real Estate Finance and Settlement Forum Chairman Marshall Chapman of Access National Bank (at podium) fields audience questions for panelists (left-right): Dr. Terry Clower (standing-left), Dr. Lynn Fisher, John French, and Ken Fears.

Where are we?

Uncertainty reigns!

- We are growing:
 - Some diversification
 - Recent job growth across all wage levels
 - Growth will continue in 2017, but at a moderating pace

- Advantages
 - Government Center
 - International Institutions
 - Connectivity to the World
 - High Quality-of-Life
 - Diverse Population
 - Higher Education
 - Educated Work Force

- Challenges
 - Drain the swamp/Sequester
 - Further market shifts
 - Cost of living/business
 - Mobility
 - Regional cooperation
 - Globally competitive?
 - Understanding changing nature of jobs

Dr. Terry Clower, director of the GMU Center for Regional Analysis, used this summary to share his assessment of the region’s economic landscape.

Q4 2017 Could be a Doozy

- Budget battle
– Tax plan
- Debt Ceiling

- GSE capital
– Also, see tax plan
- FED taper of reinvestment?

Citing unknown factors in the current administration, Ken Fears, NAR director of regional economics and housing finance said that the fourth quarter of 2017 could cause turmoil in the housing market.

Summary of the MBA Outlook	2016	2017	2018	2019
GDP Growth	2.0%	2.1%	1.9%	1.7%
Inflation	1.3%	2.4%	2.3%	2.5%
Unemployment	4.9%	4.4%	4.3%	4.4%
Fed Funds	0.625%	1.375%	2.375%	3.125%
10-year Treasury	1.8%	2.6%	3.1%	3.5%
30-year Mortgage	3.6%	4.3%	5.0%	5.4%
New home sales (000s)	560	631	694	729
Existing home sales (000s)	5,440	5,779	6,020	6,104
Purchase originations (\$B)	990	1,081	1,178	1,245
Refi originations (\$ B)	901	515	410	395
Total originations (\$B)	1,891	1,596	1,588	1,640
Mortgage debt outstanding (\$B)	9,670	10,041	10,437	10,806

Source: MBA Forecast – May 2017

The Mortgage Bankers Association posts a monthly economic forecast on mba.org, explained Dr. Lynn Fisher, its vice president of research and economics. “We expect a continued moderate pace of growth,” Fisher said.

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PERSONALITY COUNTS

Develop Interpersonal Skills for an Exceptional Career

By Michele Lerner

Sales and marketing plans are an essential tool for every successful Realtor®, but exceptional Realtors® also make emotional connections with their clients. To stand out in a competitive field and to build a referral business, Realtors® need to dig deeper with their clients.

Realtors® need to understand their clients' motivations and provide them with the kind of service that surprises them with the Realtor's® empathy for the rollercoaster experience of moving. That kind of exceptionalism requires self-awareness and perhaps time spent strengthening certain personality traits.

“Who you are isn’t ubiquitous, sales plans are,” says Shari Levitan, author of *Heart and Soul: 10 Universal Truths Every Salesperson Needs to Know*, in Park City, Utah. “We’re living in a reputation-based world, so the more you can connect with people, the more successful you’ll be.”

SPREAD OPTIMISM

One essential trait for Realtors® is to feel confidence in the ability to solve any problem, says Frances Irizarry, a Realtor® with AveryHess, Realtors® in Centreville.

“You have to be optimistic, assess each situation and creatively go after a solution,” she says.

Levitan says optimism isn’t something most people are born with.

“The default emotion is ‘flight or fight,’ so it takes a conscious effort to be optimistic and happy,” says Levitan. “Practice ‘constructive delusion’ and recognize that we get what we look for. There was an NPR story on ‘This American Life’ that looked into the neuroscience of why some salespeople are more successful than others. Essentially it’s that the best salespeople see every glass as overflowing rather than half-full or half-empty.”

CULTIVATE CURIOSITY

To cultivate that optimism about solving problems for clients, Realtors® need to understand their clients’ problems and motivations.

“My personality is to be inquisitive and nosy,” says Rhonda Perry, a Realtor® with Century 21 New Millennium in Alexandria. “But I’m

also a ‘Chatty Cathy’ so sometimes it’s hard for me to shut up and listen. Outgoing people tend to be drawn to real estate, but they need to learn to be quiet with their clients and other agents so they can learn from them.”

Perry worked with a relocation buyer last year who seemed somewhat disengaged with house hunting. Perry dug deeper until she learned that the buyer’s daughter was reluctant to move to Virginia because she loved her horseback riding lessons at home. Perry researched stables to find ones that offered the specific type of lessons the daughter wanted for her age group and narrowed the property search to nearby homes.

There’s a mechanical way to ask questions and a way to indicate genuine curiosity and interest in customers and the world around them, says Levitan.

“Buyers and sellers will give you hints and clues that you can extract and use to show them that you’re really listening to them and that you want to be of service,” says Michelle Sagatov, a Realtor® with Washington Fine Properties in Arlington. “Agents need to train themselves not to talk so much about themselves. They need to pause and listen and pull the real story from their clients.”

Sagatov says it’s important not to rush through initial questions with clients and to notice when they perk up at a topic or ask a question. The Realtor® can then follow-up with deeper discussion instead of moving on to the next question on the list.

“It’s a good idea to avoid ‘why’ questions, because that can put people on

the defensive,” says Bernice Ross, CEO of **RealEstateCoach.com** in Austin, Texas. “Don’t ask, ‘why did you make a low offer?’ It’s better to ask ‘how’ and ‘what’ questions to find out what motivates your customers.”

David Adams, a Realtor® with Coldwell Banker Residential Brokerage in Reston, says he and his wife and business partner JoAnne Adams want to get to know their clients personally.

“We truly listen to them and take ourselves out of the equation,” says JoAnne Adams. “It’s what they want, not what you think they want.”

David Adams says sitting down for an in-depth conversation about what’s important to the buyers and to their family members is a good place to start.

“We also listen closely when we’re looking at properties together and when they’re talking to each other in the car to really understand what they like and what they don’t want,” says David Adams.

Irizarry says agents should also be curious about trends in the market, new financing options, new developments and how to improve their business to provide the best service to customers.

CONNECT EMOTIONALLY

Realtors® who have the ability to identify their clients’ goals and challenges and know how to create solutions to those challenges really set themselves apart, says Jon Wolford, a broker with McEneaney Associates in McLean.

“People buy and sell to solve a problem or achieve a goal,” says Wolford.

“One essential trait for Realtors® is to feel confidence in the ability to solve any problem.” – Frances Irizarry, AveryHess, Realtors®

“Truly understanding those needs is critical. It takes life experience and field experience as a Realtor® to have the empathy and the vision to look at situations and find solutions.”

JoAnne Adams says building an emotional connection requires honesty and a cooperative mindset.

“We try to avoid being too aggressive,” says JoAnne Adams. “It can be off-putting to clients and to other agents.”

Getting to know sellers and what they love about their house and their neighborhood can not only deepen the connection with them, but it also helps sell their property, says JoAnne Adams.

“You need to be humble and really hear what your clients are saying,” says Irizarry. “They need to know you are receptive and actively listening to everything they say. I tell them ‘there’s no conversation we can’t have.’”

Ross suggests talking to customers

about things beyond the real estate transaction such as what they like to do for fun.

“The best way to build a relationship is to find commonality with someone such as a shared interest,” says Ross.

“People naturally gravitate to those with whom they have a connection. You even see it at parties, where the people who love to cook gather in the kitchen, and the golfers talk to each other.”

Perry says listening closely to her clients helps her find ways to connect with them.

“I worked with clients who were selling their house after 60 years and I could tell it was hard to disconnect from it emotionally,” says Perry. “I commissioned a painting of their house for them as a gift to give them at the closing.”

Connecting emotionally with your clients requires understanding, says Levitan.

“That means you are really listening to them wholeheartedly and paying attention not only to what they say but also to their body language and the things they are leaving unsaid,” she explains.

Levitan recommends writing down questions to ask customers that go beyond just qualifying them to buy a house. She recommends asking about where they have looked for homes before and what is happening in their lives now that makes them want to move. She suggests asking deeper questions such as “How would you feel about living in this neighborhood?” in addition to basic questions about how many bedrooms and bathrooms buyers want.

EARN TRUSTED ADVISOR STATUS

Levitan says there are four essential traits required to build trust: empathy, integrity, reliability and competency.

“Competency is more important than ever because customers know more than ever about real estate,” says Levitan. “You need to know your market to give value to your customers.”

She says Realtors® sometimes fail to be reliable, even with small things like answering emails and calls promptly and keeping up with paperwork.

“To build trust, you should under-promise and over-deliver so your customers are always getting more than they expect,” says Ross.

David Adams says he and his wife talk about their former careers and share testimonials about their honesty and integrity.

“We also show sellers facts about comps so they can see from day one that we are telling the truth,” says JoAnne Adams.

Levitan says Realtors® can demonstrate their integrity by pointing out what’s right and what’s wrong with a property and by admitting when they are wrong about something.





“Becoming an exceptional Realtor® is easier if you love what you do, since that enthusiasm is expressed to clients in numerous ways.”

“Full disclosure and honesty are essential to building trust, even if that honesty sometimes costs you business, such as when you tell someone their house isn’t worth \$1.5 million,” says Irizarry. “The losses don’t come near the gains when you’ve built a reputation for honesty.”

Trust develops with good communication between a Realtor® and client.

“It’s important to communicate to both buyers and sellers that you are their partner and that it’s ultimately their decision to set a price or make an offer,” says Sagatov. “With buyers, it helps to explain the process and be ready to explain how you are embedded in the marketplace in a way that can help them handle competition.”

Customers need to believe that their interests are being represented.

“Realtors® need to understand that it’s not about them – it’s about the buyers and the sellers,” says Wolford. “The more you understand that, the more you can focus on the client and their interests rather than your self-interest.”

PRACTICE PERSEVERANCE

Agents need to be patient and persistent to be successful, says Wolford.

“Sometimes people need time to let go of emotional attachments to a house or to do what’s necessary,” says Wolford.

Irizarry points out that every real estate transaction involves numerous people with different cultures, work ethics and personalities.

“People kill transactions all the time, so it’s important to be very patient with everyone involved,” says Irizarry.

Realtors® also need to be patient with themselves.

“In real estate, successes and failures come in batches,” says Wolford. “Don’t pat yourself on the back too much or beat yourself up too much because only some of what happens is because of your actions.”

Becoming an exceptional Realtor® is easier if you love what you do, since that enthusiasm is expressed to clients in numerous ways.

“It’s not a job to us,” says David Adams. “We love to help people.” +



Michele Lerner, a freelance writer based in the Washington, D.C. area, has been writing about real estate and personal finance for more than 20 years.

Questions to Ask Clients to Generate Deeper Understanding

Bernice Ross, CEO of **RealEstateCoach.com** in Austin, Texas, recommends asking as many open-ended questions as possible to allow clients the opportunity to provide in-depth answers that can reveal their motivations and potential objections. Here are some examples:

- Ask clients what they hope to achieve with their purchase or sale
- Ask sellers why they chose their house initially
- Ask sellers what they love about their house
- Ask sellers about their experiences in the neighborhood
- Ask buyers what is motivating them to move and how soon they are ready to move
- Ask buyers where else they have looked for homes in the past and what they liked or disliked about those areas
- Ask buyers where they spend their time at home
- Ask buyers if they work at home or do crafts or play an instrument
- Ask buyers what they do for fun.

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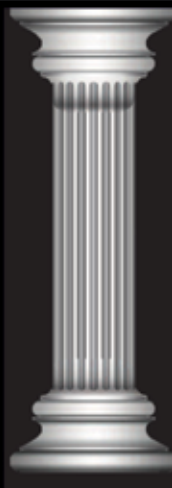
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The Business of Giving Back: Realtors® Are Active In Their Communities in More Ways than One!

MEMBERS VOLUNTEER IN APRIL FOR NVAR'S REALTOR® COMMUNITY ACTION DAY

By Jill Parker Landsman

FOR THOSE WHO ATTENDED the 2016 installation ceremony for our 2017 Chairman Bob Adamson, you heard him say, “We must care for the communities we work in and the people, schools and businesses that make up those communities.

“We must care for those less fortunate than ourselves and make our giving back an integral part of who we are as Realtors®.”

To ensure that our members did take his theme to heart and show that “NVAR CARES,” Adamson invited members to choose any day in April for the association’s first-ever NVAR Realtor® Community Action Day. April is not only National Volunteer Month, but Adamson knew that whether our members give back as a group or alone, the dividends to this community are priceless.

Connecting with others as a volunteer, as a donor or as a mentor should be part of every practitioner’s strategy to build an excellent, well-rounded reputation, which is why Adamson chose this theme. No matter the size and reach of the effort, the principle is the same: Giving back proves that NVAR members are #MoreThanRealtors and that #NVARCares.

Here are those NVAR Realtor® Community Action Day contributors who shared their outreach in April, 2017: +



Dan Muller



Elena Mantyka



Arlington's McEneaney Associates donates to Animal Welfare League of Arlington.



Glen Lewis



Stacy Hennessey



Roz Nearing



Tracy Titus



(left) Heather Embrey, Better Homes & Gardens Real Estate Premier, Food for Others.



Susan Minnick



Leslie Wilder



Jacqui Bullock, Keller Williams, organized a veteran's home clean up with her affiliate colleagues and Jacqui's daughter.



(left) The Nellis Group donated part of their earnings in April to their favorite charities.



(right) Jonathan Henkel of Properties on the Potomac and four-legged friend Koda.



Jonathan Henkel volunteers at Wheatland Farm, a Therapeutic Riding Center in Purcellville.



Keller Williams hosted a charity fundraiser on April 22 for Rock Solid Foundation and Main Street Child Development Foundation.



Century 21 Redwood Realty hosted a fundraiser game night for ARC of NOVA.



Coldwell Banker Residential, Vienna, held a clothing drive to benefit The Lamb Center, Rising Hope Mission Church, and Alternative House Culmore Resource Center.



Robin Gebhardt and her colleagues at Pearson Smith Realty donated food in a "pop up pantry" for the Loudoun Hunger Relief in Loudoun County.

NVAR Hosts International, U.S. Realtors® During NAR Legislative Meetings, Has Strong D.C. Presence

DURING ONE WEEK EACH MAY, the National Association of Realtors® convenes in Washington, D.C., offering professional development and legislative action opportunities for attendees. Realtors® come to Washington from all over the country for special issues forums, committee meetings, legislative activities and the industry trade expo.

This year, NVAR participated as the only local association with a booth at the trade expo. The display highlighted global initiatives and innovative projects. Thousands of Realtors® navigated the expo, and were offered the chance to win a big screen TV and virtual reality headsets, featured in NVAR's technology display.

For the fourth consecutive year, NVAR hosted a Washington, D.C. mini-tour and Open House Showcase of Innovative Ideas for association executives and visitors from across the U.S. and around the globe. Eighty guests boarded buses from the D.C. meetings, enjoyed tours of local landmarks and the NVAR Fairfax headquarters, heard presentations highlighting top NVAR programs and returned to D.C. with boxed lunches. +



NVAR staff and volunteer leaders took turns manning the trade expo booth on Wed., May 17 and Thurs., May 18 during the NAR Legislative Meetings.



Visitors to the annual showcase open house gather for a group shot before touring NVAR's LEED Gold headquarters facility.



Social Media Steve posed for selfies with passers-by on the trade expo floor during NAR's Legislative Meetings, offering chances to win a 4K TV or a virtual reality headset. He is pictured here with NVAR member Veronica Seva-Gonzalez of Compass.



Christine Richardson, NVAR Secretary-Treasurer, displays the award she earned for filming Carnegie Group video during the NAR Legislative Meetings. The video will be added to the Carnegie Group library.



(left) NVAR CEO Ryan Conrad (left) and COO Frank Doyle roll out the red carpet welcome for open house guests at the Fairfax headquarters on Thursday, May 18.



NVAR Chairman Bob Adamson was filmed by the Carnegie Group during the NAR Legislative Meetings, speaking about topics that included flood insurance, the mortgage interest deduction and the importance of using a Realtor®. The segments will be used in videos produced for NAR.

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Fair Housing Forum Drives Home Reminders about Enforcing Fair Housing Laws, Providing Fair Treatment to Everyone

By Jill Parker Landsman

HOUSING DISCRIMINATION is against the law and the issue still faces challenges. More than 200 guests learned about enforcing fair housing laws at the Thurs., April 27 Fair Housing training session and luncheon at the Waterford at Fair Oaks.

“Each year Realtors® recognize the significance of [April as Fair Housing Month] and reconfirm our commitment to upholding fair housing laws,” said NVAR Chairman Bob Adamson, who greeted the audience.

“This April marks the 49th anniversary of the 1968 landmark Fair Housing Act,” Adamson said. “But it is not that we honor this law only in April; we must uphold this law 24/7/365.”

“If you’re discriminated against, you remember that,” said Marvin Turner, Washington, D.C., field-office director with the U.S. Department of Housing and Urban Development (HUD). “It has a destabilizing effect.” He pointed out that housing discrimination hurts people’s ability to find a success track for “quality jobs, schools and economic opportunity.”

Brian McKenzie, the Equal Rights Center’s senior coordinator, provided the training with HUD’s Steven Paikin. McKenzie noted that federal law prohibits housing discrimination based on race, religion, national origin, familial and marital status, disability and skin color. Virginia also prohibits discrimination on the basis of “elderliness,” which is 55 years or older.

Keynote speaker Michael Allen, partner in the law firm Relman, Dane & Colfax, gained prominence by serving on the legal team that helped win the landmark desegregation agreement in Westchester County, New York in 2009. “Integration is the primary objective,” Allen said. “We should be able to live together.”

The Fairfax County Office of Human Rights and Equity Programs hosts this program each year along with co-sponsors NVAR and the Equal Rights Center. NVAR provided checks to the 2017 Fairfax County student winners of the annual fair housing contest. +

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The 2017 Annual Fair Housing Forum had record-breaking attendance. Pictured here are some of the VIPS involved in the success of the Thurs., April 27 program.

(Top left to right) Steven Paikin, HUD; Marvin Turner, HUD; Bob Adamson, NVAR; Stephanie Palumbo, Fairfax Country OHREP; Michael Allen, Relman, Dane & Colfax; Nicole Rawlings, Fairfax County OHREP; Brian McKenzie, ERC; and NVAR CEO Ryan Conrad. (Bottom left to right) Lena Albibi, Fairfax County OHREP and Sarah Kim, Art Winner – WT Woodson High School.



Jill Parker Landsman is the NVAR vice president, communications & media relations

NVAR Recognized as Transportation Trailblazer

THE NORTHERN VIRGINIA TRANSPORTATION ALLIANCE recently celebrated 30 years of successful multi-modal transportation progress and recognized public officials, individuals and organizations that made these projects possible. NVAR, a founding member of the Alliance, was recognized at a June 7 celebration as a Regional Transportation Game Changer for our 30-year partnership with, and support for, NVTA. +



NVAR Executive Committee members and staff were on hand to accept the award: (from left) Senior Vice President Mary Beth Coya, Chair-Elect Lorraine Arora, NVTA CEO David Birtwistle, NVTA President Emeritus Bob Chase, NVAR Secretary-Treasurer Christine Richardson and NVAR CEO Ryan Conrad.



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Former NVAR Leaders Receive General Assembly Recognition

DURING THE 2017 GENERAL ASSEMBLY SESSION, Delegate Marcus Simon (D-53), an NVAR affiliate member with Ekko Title, introduced resolutions celebrating the life of Suzanne Granoski—NVAR chair-elect at the time of her August 4, 2016 passing—and commending Christine Todd—former CEO of NVAR—for their years of dedication to the Association and the real estate industry. +

2017 SESSION history | html | pdf | print version

HOUSE JOINT RESOLUTION NO. 945

Commending Christine M. Todd

Agreed to by the House of Delegates, February 17, 2017
Agreed to by the Senate, February 22, 2017

WHEREAS, Christine M. Todd, a respected real estate industry leader and an active member of the Northern Virginia community, retired in 2016 after 26 years of service; and

WHEREAS, Christine Todd was hired by the Northern Virginia Association of Realtors in 1989 as its first female chief executive officer and help lead the organization into the age of technology; and

WHEREAS, the Northern Virginia Association of Realtors thrived under Christine Todd, who converted the outdated multiple listing system to a new program that could handle the size and demands of growing membership; and

WHEREAS, Christine Todd upgraded the Northern Virginia Association of Realtors' mechanical lockbox system and restructured and streamlined its operating staff; and

WHEREAS, highly respected in the field, Christine Todd held numerous leadership positions at the National Association of Realtors and on the boards of SmartLock and Metropolitan Regional Information Systems; and

WHEREAS, as a consultant, Christine Todd also offered her leadership and expertise to fellow real estate professionals in Eastern Europe and Peru; now, therefore, be it

RESOLVED by the House of Delegates, the Senate concurring, That the General Assembly hereby commend Christine M. Todd; and, be it

RESOLVED FURTHER, That the Clerk of the House of Delegates prepare a copy of this resolution for presentation to Christine M. Todd as an expression of the General Assembly's admiration for her contributions to the real estate industry in the Commonwealth;

2017 SESSION history | html | pdf | print version

HOUSE JOINT RESOLUTION NO. 945

Celebrating the life of Suzanne Granoski

Agreed to by the House of Delegates, February 17, 2017
Agreed to by the Senate, February 22, 2017

WHEREAS, Suzanne Granoski, a respected member of the Northern Virginia community and as influential leader in real estate, died on August 4, 2016; and

WHEREAS, Suzanne Granoski attended Trinity College in Washington, D.C., from 1985 to 1989 and studied at Oxford University in England during her sophomore year; and

WHEREAS, Suzanne Granoski became a realtor in 2005 and was well-known for her colorful personality and natural leadership abilities; she always put clients first and worked to ensure that the industry was always moving forward; and

WHEREAS, Suzanne Granoski helped strengthen the real estate field as an active member of both the Northern Virginia Association of Realtors (NVAR) and the Virginia Association of Realtors; and

WHEREAS, Suzanne Granoski was the NVAR chair-elect at the time of her passing; and

WHEREAS, Suzanne Granoski will be fondly remembered and greatly missed by numerous family members and friends; now, therefore, be it

RESOLVED by the House of Delegates, the Senate concurring, That the General Assembly hereby note with great sadness the loss of Suzanne Granoski; and, be it

RESOLVED FURTHER, That the Clerk of the House of Delegates prepare a copy of this resolution for presentation to the family of Suzanne Granoski as an expression of the General Assembly's respect for her memory.

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NVAR's Own E.F. Hutton: Everybody Listened!

REMEMBERING 1984 BOARD PRESIDENT EDWARD 'BUD' JORDAN

By Jill Parker Landsman

POETIC JUSTICE EXAMPLE: Former Commander in the U.S. Navy Edward "Bud" Jordan, our beloved 1984 president of the Northern Virginia Board of Realtors®, passed away in his Alexandria home with family nearby on May 23. His services took place at the end of the 2017 Memorial Day weekend, attracting more than 300 well-wishers. Bud died due to complications from heart failure.

Bud's presidency coincided with 1995 Board President David Howell's rookie Realtor® year. "He never shied away from his leadership role. He served during the formative years that led NVAR to become what it is today," Howell said.

"Bud was never one to speak unless he had something to say, so everyone paid attention when he opened his mouth; he was NVAR's E.F. Hutton," Howell continued. "Warm, funny, great husband, father, grandfather, and always the consummate gentleman. Although he never talked about it, he was a distinguished naval aviator, and it is particularly fitting that Bud passed away just before Memorial Day. At a time when we all pause to remember this nation's fallen heroes, another one was welcomed into the fold."

In an era – the 1980s, when issues such as gender inequality grabbed headlines, the Jordans, Bud and his wife Jacqueline, were a special duo, both with strong leadership genes.

Jacqueline was the family's pioneer, entering the real estate industry while Bud finished up his Navy stint. She served as the 1994 president of the Prince William Association of Realtors®. The Jordans were lifelong supporters of each other.

Said NVAR Chairman of the Board Bob Adamson, "It always amazes me about the character and positive influence of our past NVAR leaders. Bud was an inspiration to all of us. He was loyal to NVAR, and we will miss the passion that he showed for us and our industry."

Following Bud's leadership was Tom Stevens, the 1985 NVBR President. "I really thought Bud was in [the real estate industry] to make improvements," Stevens said. "He was in it for all the right reasons. He wanted to help homeowners across the metro area; no ego at all.



"He never really got upset at anything, always had a smile on his face," Stevens continued. "People are back and forth at each other in board meetings, but not Bud Jordan! No matter how intense, he [was in charge] with a smile."

The market was tough during President Ronald Reagan's term, recalled 1988 President of the Board Ed Pagett, as interest rates were just starting to ratchet down from 17 and 18 percent record highs to the much better 13 percent, he said. "Reagan was a 'pull yourself up by the boot straps' kind of president. Bud and I would say, 'Then send us some bootstraps.'"

Kip Laughlin, the 1986 NVBR president, recalled that "Bud never talked about the fact that he was a World War II Navy carrier pilot. I heard from a friend that Bud made [an estimated] 400 carrier landings during World War II. He was not only a Veteran leader and our board president, he was a true American patriot."

2008 Chairman of the Board Jane Quill recalled, "What struck me always was [Bud's] genuine interest in God, family, friends and, of course, Realtors®.

"Whenever I met him," Quill continued, "he smiled as if I were his only friend, and then proceeded to say hello to everyone with the same warmth as he shared the news of the day or a funny story. How lucky we all are to be inspired by such a person."

Susan Holbrook Daly taught Bud in her continuing education courses at the NVBR. He even delivered an apple to her!

"He taught me, 'You learn how to work in the market that you are in,'" she said. "I value those who had experience. I knew when to say 'I don't know,' and I knew you could talk to Bud. Bud was always a person [who] would make time for you," she recalled.

Always exuding a positive vibe, Bud was happiest when he was with his family or commiserating with colleagues. He provided a road map for the Northern Virginia Board of Realtors® when he served as the board's leader.

Bud is survived by his children Kathleen Pace, Edward Jordan Jr., Amanda Jordan, three grandchildren, one great grandson and other family members.



Jill Parker Landsman is the NVAR vice president, communications & media relations.

Experienced Realtor® Goes To Bat To Share ‘Soft Pitch’ Strategy For Young Athletes

By Steve Russell

TOM KERESTER of Realty Investment Advisors says he talks to a lot of parents at open houses. The conversation sometimes turns to softball.

“I won’t let my daughter pitch,” they tell him.

For 24 years Kerester has worked as a Realtor® in Northern Virginia, and for the last 12 he’s volunteered with local youth softball teams. He teaches young pitchers about a method of delivering the ball that is considered by some to be safer, known as the “figure eight” technique.

According to a May 2014 Johns Hopkins Medical Center report, more than 40 thousand youth softball players were injured from 2014-2015. Kerester believes there is a strong connection between certain injuries and popular “windmill” pitching styles.

“Kids as early as nine and 10 years old are throwing-out their rotator cuffs,” Kerester says.

“When they pitch with the windmill, they jump, and that small jump causes them to be closer to the batter when they release the ball, which is more dangerous. Kids become afraid to bat,” he continued.

A neighbor asked Kerester, while watching the kids’ softball game, if Kerester could help. Kerester says that while volunteering for local teams he noticed more and more parents coming to him about his technique.

He mentions the shift of parents’ interest from dropping their kids off at softball to being engaged and asking how to become more involved.



“More parents were asking questions; they were becoming more aware of the risks and understanding why technique is an important key to safety,” Kerester said.

Kerester made a YouTube video (<http://ow.ly/PXgq30csITb>) to share with neighbors and coaches, spreading the word about the safer technique.

“Coaches and parents are telling me to do a clinic, and that is something we are looking at,” said Kerester, of his expanding influence as a local instructor.

“What’s interesting about all this is the people you meet,” Kerester said of his time volunteering.

“Nobody ever said, ‘How is real estate?’” Kerester added. “I never pushed it and would only offer information when they asked. My main thought was teaching the kids and teaching the teachers that there are other methods.” +



Steve Russell is the NVAR editorial and social media specialist.

Do you know an NVAR Hero? It Might be YOU

APPLICATIONS ACCEPTED FOR NVAR’S FIRST-EVER NVAR HERO AWARD FOR VOLUNTEERISM

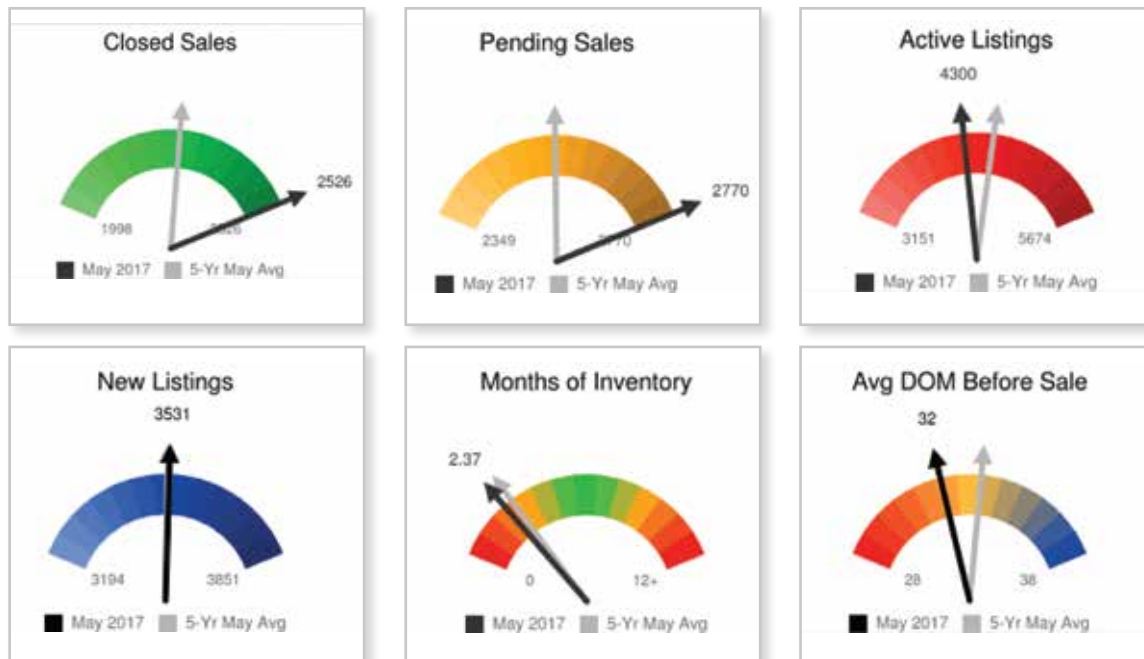


NVAR’S NEWLY CREATED HERO AWARD will recognize one of our members who has made an extraordinary impact in our community through volunteer work.

This year’s inaugural winner, who will receive a \$1,000 grant to the member’s charity, will be recognized at the 2017 NVAR Convention during the annual meeting. In addition, NVAR will distribute a press release to the media and provide coverage in NVAR communication resources.

To find eligibility criteria and the application for the NVAR Hero Award, go to nvar.com/HeroAward. This year’s application deadline is Friday, Sept. 8, 2017. Questions? Email nvarcares@nvar.com or call Jill Landsman at 703-207-3226. +

NVAR Region 5-Year Look-Back: May Data



Access current and historical market data at nvar.com/stats and getsmartcharts.com



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2017-2018 REAL ESTATE BASE PROPERTY TAX RATES

EFFECTIVE JULY 1, 2017

Residential real estate property taxes changed for many Northern Virginia homeowners on July 1. Below is a list of those tax rates for local jurisdictions, as well as transportation surcharge rates for commercial properties in certain jurisdictions. +

FY 2017 - 2018 REAL ESTATE TAX RATES

All rates are per \$100 of assessed value.

City of Alexandria	\$1.13
Arlington County	\$1.006
City of Fairfax	\$1.0645 (Old Town Serv. Dist. +\$0.06 per \$100)
Fairfax County	\$1.13
City of Falls Church	\$1.33
Town of Herndon	\$0.265 + Fairfax County Tax
Loudoun County	\$1.125
Prince William County	\$1.125
Town of Vienna	\$0.225 + Fairfax County tax

COMMERCIAL PROPERTY TAX – TRANSPORTATION SURCHARGE

These amounts are in addition to the general tax rate above.

Arlington County	\$0.125
City of Fairfax	\$0.095
Fairfax County	\$0.125

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Multi-Million Dollar Sales Club 'Celebrities' Receive Red Carpet Recognition, Photo-Opps at Annual Awards Celebration



MORE THAN 120 NVAR MEMBERS

gathered at the Fairview Park Marriott in Falls Church on Monday, May 1 to honor Realtors® who achieved sales milestones in 2016. Members who earned sales of \$3 million or 24 units are eligible for club membership. Top Producers have \$6 million in sales, or 48 units.

Members were invited to attend this event to accept recognition at the awards breakfast, and their brokers were invited to help them celebrate. Award milestones ranged from first-timers to the 45-year anniversary. Last year, 119 NVAR members earned first-time member honors in the sales club.

To learn more about the Multi-Million Dollar Sales club, and view annual directories visit nvar.com/multimillion. +



Multi-Million Dollar Sales Club honorees and their brokers were treated to breakfast at the Fairview Park Marriott prior to the May 1 award presentations.



During the Monday, May 1 Multi-Million Dollar Sales Club Awards breakfast, NVAR CEO Ryan Conrad congratulated honorees and challenged them to continue their quest for excellence.



NVAR rolled out the red carpet for Multi-Million Dollar honorees as they approached the stage to receive their awards.



Chairman-Elect Lorraine Arora assisted Chairman Bob Adamson (right) by reading names of award recipients. Steve Deleyiannis of Coldwell Banker Residential Brokerage, pictured here, accepts his 40-year Club membership gift.

Ellie Wester of Long & Foster Real Estate is surprised by a video greeting from her broker Paul DiCicco after receiving her 45-year award.



Event sponsor MBH Settlement Group provided a door prize for one lucky winner.



NVAR Chairman Bob Adamson awarded the door prize donated by event sponsor Everbank.

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Welcome New Members

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Haitham Abdelhalim	Dagmawi Daniel	Margaret Hatfield	Brad Link	Brian Prendergast	Sherri Stewart
Wegaheta Abraham	Guy Danley	Juli Hawkins	Kent Lowe	John Pruski	Tonya Stewart
Richard Acosta	John Darnell	Naiyer Hazraty	Mark Lowham	Ellery Queen	Annie Sunny
Kiva Addley	Kim Davis	Ehab Hennawi	Junxia Lu	Wesley Rack Jr.	Maselah Surmaty
Aditi Agrawal	Jason De Araujo	Gloria Henry-Stewart	Michelle Lynch	Mohammad Rahman	Tiffany Tapp
Shani Alcorn	Claudia Carreno de Cavero	Leslie Herrera	Kayla Lyon	Anthony Rahner Jr.	Frank Tavares
Linda Alejo	Emory Dean	Lipi Hingu	Amanda Maddox	Padmavathi Rajakakarlapudi	Christian Teutsch
Omeed Alizada	Tennele Debysingh	Jon Hitchcock	David Magaruh	Koteeshwar Ramuni	Jennifer Toole
Freddy Amaya	Wendi Delaney	Hye Hodges	Erin Mahler	Andrea Raposa	Elizabeth Towner
Shane Anderson	Valerie Dellandre	Richard Holliday	Marion Marshall	Abdul Rasheedy	Christiansen Tran
Lorena Andrade	Jennifer Dennis	Derrick Holmes	Hoda Martorana	Sultan Rassoul	Jonathan Tripp
Bethany Andrews	Sheri Derco	Ryan Hoover	Ahmad Mattin	Hoda Mojadidi Rayek	Amy Trumbull
Alexandre Ardon	Kathleen Desch	Kathryn Horner	Kyle Mazaris	Marisela Reyes	Chantreishia Turner
Ladan Aref	Joseph Dettor	Marcia Hortik-Sheehan	Shardohn McClendon	Bruce Richardson Sr.	Christine Turner
Miguel Arias	Papa Dieng	Andrea Howard	Michael McConnell	Linda Riley	Melanie Turner
Amjad Ashkar	Michelle Dillard	Anthony Howard	Tara McElroy	Sara Rinehart	Jean Ulmer
Josue Aviles	Jeffrey Dindlebeck	Brenda Hrynkiw	Carolyn McGavock	David Rios	Heidi Urcia
Arclean Azar	Leslie Dixon	Ting Huang	Melissa McGowan	Jarred Roberts	Kalpna Vallabhaneni
Zsuzsanna Baldiviezo	Jennifer Donaldson	Jessica Hubley	Sean McGuire	Gerald Robinson II	Jonathan Vaughn
Monique Barbour	Ashley Doss	Roshawnda Humphries	Deirdre McNulty	Lynn Robinson-Gant	Clarence Vaughn III
Michelle Barton	Felix Duarte	David Hung	Stuart McVey	Fernando Ramallo Rojas	Valerie Vega-Lenway
Junaid Bashir	Teksin Duman	Kathleen Hunt	Stephen Meadows	Katya Romo	Denis Velasquez
Surenderjit Batra	Natalya Dunlap	Alexandra Iamandi	Heather Medina	Eric Roschuni	Hugues Verrier
Kelly Baxter	Tien Duong	Akif Ibraheem	Michael Medwedeff	Teresa Rotela	Gabriel Villarreal
Lynda Belfiore	Steven Dussek	Shayna Ignaszewski	Christopher Mehrdash	Ramona Ruiz	Christine Vincent
Gabriela Bennett	Paul Early	Kaya Ikuma	Albab Melaku	Maria Ruiz-Flores	Boni Vinter
Roderick Bennett	Darnell Edwards II	Amanda Ingram	Cynthia Metcalf	Rudolph Sacco	Rory Virostko
Elizabeth Bergquist	Daphne Edwin	Nora Isasi	Allison Metzger	Jaswinder Saini	Melissa Viswanath
Samruddhi Bhobe	Stacey Ervin	Dana Jackins	Arthur Meyers	Walid Salama	Thomas Vitale
Stephen Bilko	Maria Tapia Escobar	Jana Jackson	Madeline Middlebrook	Karen Santos	Thanh Vo
Kessa Bohman	Zainab Fahim	Ashley Jenkins	Scott Miller	Zina Santos	Thomas Vo
Marisa Boone	Shaun Ferrari	Mark Jenkins	Ram Mishra	Christine Schrader	Andres Garcia Voelkl
Beverly Bradford	Steven Fowler	Nicole Jennings	Kelsey Moran	Mariana Seidell	Sankalpa Vyakaranam
Lisa Breighner	Marissa Friedman	LaNiece Johnson	Jonathan Moran	Deniz Senyurt	Mohammed Waheed
Freda Brew	Evan Fuentes	Laverne Johnson	Daniel Muller	Suhayl Shafiq	Virginia Walker
David Brewrink	Monica Gadd	Hicham Jouahri	Alan Muradi	Rachana Shah	Jimmie Walsh
Lucille Bridges	William Gair	Yassin Kadir	Keri Murphy	Sharafat Shah	Dongwei Wang
Robert Brittingham III	Luis Galarza	Viktorii Kafando	Roya Nabil	Vugar Shahtakhtinskiy	Christopher Warren
Deborah Brooks	Pablo Gallegos	Chandra Kakani	Larry Napier	Dina Shaminova	Schermeen Washington
Vannessa Brown	Kimberly Garrett	Rakesh Kapoor	Sanjin Nezirc	Kari Shapiro	Robert Weaver
Oscar Monje Buitrago	Matthew Gemon	Frank Keel II	Sarah Nguyen	Ryan Shaw	Sharon Weaver
Myron Bush	Paul Gemon	Kimberly Kelly	Lorie Nijjar	Li Shen	Steven Welch
Guillermina Calles	Anna Harris Ghen	Monica Kemp	Muayyad Nour	Jonathan Shim	Melanie Werner
Michelle Cano	Roberths Gil	Brandon Kenific	Anna Novak	Zelikha Shoja	Sharon Wessal
Kris Carter	Robert Gil Jr.	Christian Kerge	Andrea Medina Nunez	Michael Siberts	Roderick White
Donald Carter II	Randi Gladstone	Alaa'a Kewan	Atseez Nushin	Kevin Sills	Alexandra Wicker
Patricia Castellano	Amalia Munoz Gonzalez	Kevin Khim	Ernest Oppong	Eric Silver-Merriweather	Shannon Willett
Yu-Ting Chao	Behrooz Goudarzi	Min-A Kim	James Oxley II	Gary Simpson	Robert Willey
Heather Chapman	Abraham Grace	Jessica Kimble	Ayse Ozbilge	Patricia Sipher	Emily Williams
Gangadhar Chity	Abraham Gray	Jonathan King	Cesar Paredes	Diane Skirkanic	Francine Williams
Samina Choudhry	Bernard Gray	Larry King II	Hakkyu Park	Caroline Smith	Junella Williams
Debomala Choudhury	Daniel Greenwood	Judy Kinzler	Christine Pascarella	Cristal Smith	Lavangelene Williams
Laurence Christie Jr.	Heather Grossman	Justin Klunk	Amanda Patierno	Jason Smith	James Wilson
Rhonda Clanton-Davis	Santiago Guerrero	Sreenivas Konanki	Randall Patterson	Michelle Smith	Reba Winstead
Christie Clark	Colin Gunderson	Vivianne Krol	Carolyn Peet Libano	C. Norman Soles	Ruth Woods
Kristan Cole	Kelly Hagarty	Anup Kumar	Kecia Penn	Luis Sosa	Joyce Woodson
Jennifer Collins	Rebecca Hakola	Elissa Laderach	Christina Pereira	Margo Sotet	Jie Xu
Beverly Copeland	Melanie Hall	Shayla LaFreniere	Taylor Pereira	Amani Spicer	Leigh Yates
Catherine Coridan	Gregory Hamil	Danielle Merida Larkins	Aimee Perry	Lori Spooner	Joanne Yoo
Joseph Correy	Badreddine Haoujar	Luis Larrazabal	Elizabeth Pierce	Vivek Srivastava	Richard Yoon
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2017 NVAR Standard Forms Changes: Effective July 1

USDA FINANCING ADDENDUM NOW AVAILABLE

1. K1371 – USDA FINANCING ADDENDUM TECHNOLOGY
 - a. This addendum was created at the request of the membership. The addendum was drafted to address the specific requirements associated with a USDA loan (appraisal; amendatory clause; pest inspection).
2. K1321 – RESIDENTIAL SALES CONTRACT
 - a. **Paragraph 2** was modified to add USDA financing addendum as an option.
 - b. **Paragraph 3** was modified to add the word “deposit” before both delivery options.
 - c. **Paragraph 10** was modified to delete the words “and/or other inspections” when the buyer waives his or her right to a home inspection.
 - d. **Paragraph 12** was modified to add that the Septic Waiver Disclosure must be provided by seller (if applicable) per Section 32.1-164.1:1 Code of Virginia, and that State Board of Health septic system waivers are not transferable.
3. K1342 – HOME INSPECTION AND RADON TESTING CONTINGENCY ADDENDUM
 - a. This form was modified to distinguish between a contract that is contingent on a full home inspection and one where the buyer would only have the right to void the contract and not negotiate repairs or credit. This second option was created to clarify the practice of home inspection for informational purposes only.
4. K 1344 – CONTINGENCIES AND CLAUSES ADDENDUM
 - a. **Paragraph 1(C) Seller’s Purchase of Another Home:** This paragraph was modified to clarify the purpose of the
- e. **Paragraph 24** was updated to add that the seller should provide keys and key fobs, access codes and digital keys at settlement.
- f. **Paragraph 41:** USDA financing addendum was added as an option.

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contingency. This contingency is designed to allow a seller to ratify a contract for the purchase of another home and conduct any due diligence the seller deems necessary, such as home inspections, radon inspections etc.

- b. **Paragraph 2(F) Real Estate Cooperative:** This is a new paragraph to the contingencies and clauses addendum which is to be used in the event the property is part of a cooperative. This clause provides for the buyer's right to void, upon receipt of the required public offering statement. This clause tracks the statutory requirements associated with a sale of a unit in a cooperative.

5. K 1360— WELL AND SEPTIC ADDENDUM

- a. **Paragraph 1(B) Well and Well Water Inspection Contingency:** This paragraph was modified to clarify that this contingency applies to the well itself and the well water. This means that a buyer could conduct well water testing in addition to the water potability test outlined in paragraph 1(A). In addition, this paragraph was modified to mirror the home inspection contingency process by creating an inspection deadline, a negotiation period and a buyer's election period.
- b. **Paragraph 2(A) Alternative System Maintenance Contract:** This language is not new to the contingency. It has been moved to a separate paragraph to highlight its importance.

- c. **Paragraph 2(B) Septic Inspection Contingency:** This contingency was modified to mirror the home inspection contingency process by creating an inspection deadline, a negotiation period and a buyer's election period. In addition, the description of the inspection has been modified based on recommendations from the field. As a result, every inspection will include a walk-over visual inspection and probing of the drain field area for a conventional system, or a visual inspection of the alternative system. In addition, the buyer may elect to conduct pumping and inspection of all treatment tanks (excluding pump and recirculation tanks) and/or excavation as necessary to visually inspect the distribution boxes, test pumps and controls and evaluate the function of pumping or pressure dosed dispersal systems. Finally, in the event the buyer voids the contract, he or she agrees to restore the property to substantially the same physical condition as it was prior to the septic inspection.

6. K1020 AND K1225 – PRE AND POST SETTLEMENT OCCUPANCY AGREEMENTS

No substantive changes were made to these forms. The changes to these forms were required in order to ensure that these occupancy agreements continue to be exempted from the VRLTA and VLTA. +

BUSINESS & BEERS *Wine*

Thursday, July 27 | 5:30-7:30 p.m.
Northside Social, Arlington
NVAR.com/Wine



CONTINUING EDUCATION (CE)

8 hr Mandated Course

Time: 8:45 a.m. - 4:45 p.m.
 Date/Location: July 10Herndon
 August 1Fairfax
 September 12Herndon

CE Elective: Green Building

Time: 8:45 a.m. - 12:25 p.m.
 Date/Location: July 11Herndon

CE Elective: New Rules of Real Estate Finance

Time: 1 - 4:45 p.m.
 Date/Location: July 11Herndon

Broker CE : Brokerage Risk and Liability

Time: 8:45 a.m. - 12:25 p.m.
 Date/Location: July 12Fairfax
 August 9Fairfax
 September 6Fairfax

Broker CE : Productive Agents and Offices

Time: 1 - 4:45 p.m.
 Date/Location: July 12Fairfax
 August 9Fairfax
 September 6Fairfax

16 hr - Day 1

Time: 8:45 a.m. - 4:45 p.m.
 Date/Location: July 15Fairfax
 August 12Herndon
 September 9Fairfax

16 hr - Day 2

Time: 8:45 a.m. - 4:45 p.m.
 Date/Location: July 22Fairfax
 August 19Herndon
 September 16Fairfax

16 hr CE - Evening

Time: 6 - 9:30 p.m.
 Date/Location: July 18 (Part 1A).....Herndon
 July 20 (Part 1B)Herndon
 July 25 (Part 2A).....Herndon
 July 27 (Part 2B)Herndon
 August 15 (Part 1A).....Fairfax
 August 16 (Part 1B).....Fairfax
 August 22 (Part 2A).....Fairfax
 August 24 (Part 2B).....Fairfax

CE Elective: Buyer Beware

Time: 8:45 a.m. - 12:25 p.m.
 Date/Location: August 2Fairfax

CE Elective: How to Start A Brokerage Firm

Time: 1 - 4:45 p.m.
 Date/Location: August 2Fairfax

Specialty CE: Estates, Wills and Trusts

Time: 9 a.m. - noon
 Date/Location: August 23Fairfax

Commercial CE: Discovering Commercial Real Estate

Time: 9 a.m. - noon
 Date/Location: September 7Fairfax

CONTINUING EDUCATION (CE) - CONTINUED

Commercial CE: Commercial Leasing

Time: 1 - 3 p.m.
 Date/Location: September 7Fairfax

CE Elective: Construction Essentials

Time: 8:45 a.m. - 12:25 p.m.
 Date/Location: September 13Herndon

CE Elective: Detection and Prevention of Contract Fraud

Time: 1 - 4:45 pm
 Date/Location: September 13Herndon

Specialty CE: Conquering Contracts

Time: 9 a.m. - 4 p.m.
 Date/Location: September 15Herndon

POST-LICENSING EDUCATION (PL)

Post Licensing (Day 1) - VA Agency Law & Ethics

Time: 9 a.m. - 4 p.m.
 Date/Location: July 17Fairfax
 September 18Herndon
 September 30Fairfax

Post Licensing (Day 2) - Contract Writing

Time: 9 a.m. - 4 p.m.
 Date/Location: July 18Fairfax
 September 19Herndon
 October 7Fairfax

Post Licensing (Day 3) - Real Estate Law and Board Regulations

Time: 8:45 a.m. - 4:45 p.m.
 Date/Location: July 19Fairfax
 September 20Herndon
 October 14Fairfax

Post Licensng (Day 4) - Risk Management & Escrows

Time: 9 a.m. - 4 p.m.
 Date/Location: July 20Fairfax
 September 21Herndon
 October 21Fairfax

Post Licensing (Day 5) - Fair Housing and Current Industry & Trends

Time: 10 a.m. - 3 p.m.
 Date/Location: July 21Fairfax
 September 22Herndon
 October 28Fairfax

NEW MEMBER ORIENTATION

Time: 9 a.m. - 1 p.m.
 Date/Location: July 14Herndon
 July 29Fairfax
 August 15Herndon
 August 30Fairfax

Time: 6-9:30 p.m.
 Date/Location: September 12Fairfax

FEATURED OFFERINGS

RPR Basic

Time: 10 a.m. - noon
 Date/Location: July 12Herndon
 August 17Fairfax
 September 6Herndon

Property Management Lunch 'n Learn

Time: 11:30 a.m - 1 p.m.
 Date/Location: July 12Fairfax

GRI 508: Real Estate Law & VA Regulations

Time: 9 a.m. - 4 p.m.
 Date/Location: July 13Herndon

RPR Mobile App for Smartphones

Time: 10 a.m. - noon
 Date/Location: July 19Herndon

Friday Focus

Time: 9 - 11 a.m.
 Date/Location: August 4Fairfax

GRI 504: Working with Buyers

Time: 9 a.m. - 4 p.m.
 Date/Location: August 10Fairfax

Refresher Series: The Not So Secret Secrets of the Pros

Time: 9 a.m. - 1 p.m.
 Date/Location: August 16Fairfax

Using RPR to Reach and Retain Clients at Your Next Open House

Time: 10 a.m. - Noon
 Date/Location: August 24Fairfax

GRI 501: Agency In Virginia

Time: 9 a.m. - 4 p.m.
 Date/Location: September 7Fairfax

Senior Real Estate Specialist - Day 1

Time: 9 a.m. - 5 p.m.
 Date/Location: September 11 (Day 1).....Fairfax
 September 12 (Day 2).....Fairfax

RPR Advanced: 10 Ways to Earn More Business than Your Competition

Time: 10 a.m. - noon
 Date/Location: September 13.....Herndon

D.C. CONTINUING EDUCATION (CE)

D.C. Fair Housing and D.C. Legislative Update

Time: 9 a.m. - 4:15 p.m.
 Date/Location: July 11Fairfax
 September 12Fairfax

D.C. Fair Housing and D.C. Financing Issues

Time: 9 a.m. - 4:15 p.m.
 Date/Location: August 8Fairfax

PRE-LICENSING EDUCATION

Principles of Real Estate: Day 1 -11

Time: 9 a.m. - 5 p.m.
 Date/Location: November 6 - 20.....Fairfax

BROKER PRE-LICENSING

Broker Law

Time: 9 a.m. - 5 p.m.
 Date/Location: July 13 - August 17.....Fairfax

To register for a course listed, view a class description or find other offerings, visit

RealtorSchool.com

FAIRFAX HQ ACCESSIBILITY:

Underground parking is available with direct access to lower level classrooms. Elevator is available, accessible from main entrance on building's west side.



What We Meant to Say...

We inadvertently published incorrect information in two articles in the May/June 2017 RE+VIEW magazine. The correct text is included below. The corrected version can be viewed at nvar.com/1703.

TAKE NOTE: VIRGINIA'S NEW LAWS 2017 (PAGE 32)

The last section under the heading "Amendments to the Residential Disclosure Act" should read:

(ii) any pending violation of the local zoning ordinance that the violator has not remedied.

ASK NVAR: UNDERSTAND THE LIMITS OF A PROSPECTIVE LANDLORD'S RIGHT TO KNOW (PAGE 46)

The answer to the second question should read as follows:

The application may only be provided to the landlord with the applicant's written permission, although it is not a recommended practice. Additionally, the credit report or credit score may NEVER be provided. The landlord hired you to do the screening based on a written set of policies. Should the landlord persist, you may provide him or her with portions of the application that are relevant to the applicant's worthiness as a tenant. This would include the applicant's history as a tenant and employment verification.



PROFESSIONAL SERVICES

1031 EXCHANGE
 Realty Exchange Corporation..... William Horan..... 703-754-9411

ASSOCIATIONS
 Credit Union Mortgage Association..... Kimberly Petrey..... 703-425-1204
 Veterans Assoc.of Real Estate Prof..... Marshall Williams..... 703-822-1107

COMMERCIAL REAL ESTATE SERVICES
 Cushman & Wakefield..... 703-757-5155

COMMISSION ADVANCE
 Commission Express..... John Stedman..... 703-560-5500

FINANCIAL
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 Access National Bank..... Tom Ciolkosz..... 703-871-2100
 Access National Bank..... Vicki Cooper..... 703-871-2110
 Access National Bank..... John French..... 703-871-2100
 Access National Bank..... Don Wipf..... 703-871-1833
 ACOPIA Home Loans..... Bruce Park..... 703-930-6434
 AnnieMac Home Mortgage..... John White..... 703-828-5876
 BB&T Mortgage..... Kevin Connelly..... 703-855-7403
 BB&T Mortgage..... Cheryl Jackson..... 703-259-2477
 BluePoint Financial..... Brian Hutt..... 301-214-6790
 Chain Bridge Bank, N.A..... Marv Stanger..... 703-748-2005
 Churchill Mortgage Corporation..... Marshall Blackwelder..... 703-350-4990
 Citizens One Home Loans..... Andy Tran..... 571-214-2097
 Eagle Home Mortgage..... Victoria Kiser..... 703-852-1276
 Embrace Home Loans, Inc..... Susan Banville..... 800-333-3004
 Embrace Home Loans, Inc..... Harry Biehl..... 800-333-3004
 Embrace Home Loans, Inc..... Ben Hogan..... 800-333-3004
 Embrace Home Loans, Inc..... Patrick Holland..... 800-333-3004
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 Embrace Home Loans, Inc..... John Stamm..... 800-333-3004
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 Fairway Independent Mortgage Corporation..... Arthur Smith..... 571-261-3462
 Fidelity Bank Mortgage..... Eric Bumgardner..... 703-466-4080
 Fidelity Bank Mortgage..... Richard Donohue..... 703-466-4057
 Fidelity Bank Mortgage..... Steve Salvatore..... 703-466-4035
 Fidelity Bank Mortgage..... Bob Shupp..... 703-466-4050
 Fidelity Bank Mortgage..... John Slye..... 703-466-4050
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 First Home Mortgage Corporation..... Ana Tolentino..... 703-652-1233
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 Fidelity National Law Group..... Michael Tompkins..... 703-245-0286
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 Joseph A. Cerroni, Esq..... Joseph Cerroni..... 703-941-3000
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 Atlantic Closing & Escrow, LLC..... Jonathan Villalobos..... 202-730-2635
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 Centerview Title Group, LLC..... Greg Oxley..... 571-318-5030
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AMC Appraisal Group	Keith Smith	571-282-5952
Anthony Appraisers	Michael Magnotti	703-319-0500
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AREAS Appraisers, Inc.	Cindy Coffman	703-866-6000
AREAS Appraisers, Inc.	Gilbert Rogers	703-866-6000
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Capitol Appraisal Service, Inc.	Richard Bowman	703-691-8800
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CMS Appraisals, Inc.	Silvia Bennis	703-209-9123
D&R Appraisal Services, Inc.	Dawn Blalock	540-751-2220
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dm Appraisal, LLC	David Maeng	703-449-0281
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Gee Appraisers, Inc.	Robert Gumbrewicz	703-451-9020
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Karas, Inc.	Melissa Jones	703-753-5635
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Omni Appraisal Services	Nathalie Palmer	703-591-4001
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Preston Hummer	James Hummer	703-929-0857
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Suburban Appraisers & Consultants	James Loizou	703-591-4200
Tech Appraisal Group, LLC	Amy Switzer	703-631-1111
Terra Appraisals, LLC	James McGraw	703-963-3988
The Benjamin Group, Inc.	Joseph Grouby	703-684-3577
Washington Appraisal Group, Inc.	David Shin	703-813-8160
William C. Harvey & Associates	Richard Olsen	703-759-6644
Westover Appraisals LLC	Ray Taylor	954-218-1602
World Mortgage	Patricia Kearns	703-934-5502

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Affordable Carpet & Flooring	David Reading	703-360-7777
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ENVIRONMENTAL SERVICES

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Capital Environmental Testing, LLC	Todd Hix	202-257-9291
Dominion Environmental Testing, LLC	Rex Brouillard	703-496-3799
Guardian Radon	Terry Strange	703-425-7001
Mose Services, Inc.	Douglas Mose	703-929-7092
PEARL Home Certification	Cynthia Adams	434-825-0232
Pollard Environmental LLC	John Pollard	804-749-3339
Radon Defense	Nicholas DeFelice	703-688-3797
RDV Environmental Services	Richard Vance	540-303-7667
Renewed Living, Inc.	Elaine Gibson	703-451-6355
VESCO	Ken Conte	703-722-8851
VESCO	Gregory Caudill	703-722-8851
Yuck Old Paint, LLC	Raea Leinster	888-509-9825

GUTTER REPAIR

Gagnon's Gutterworks	Timothy Gagnon	703-716-0377
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HOME INSPECTION AND PROPERTY DISCLOSURE

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Anderson Inspection Consultant	Gary Anderson	301-855-3337
Beltway Home Inspections	Dennis Pelczynski	703-957-0155
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Burnett Home Inspections, LLC	Chris Burnett	703-965-5260

Clingenpeel Properties, Inc.	Vince Clingenpeel	703-409-5292
District Home Inspection LLC	Scott Robertson	202-577-4489
Donofrio & Associates, LLC	Stephanie Donofrio	571-289-4144
Excel Home Inspections, LLC	Ian McNaught	571-281-3846
Great Inspections, Inc.	Richard Henry	571-577-0864
Hampton Home Inspection	Mark Hampton	703-929-4944
HomeScope	Martha Hamner	703-590-0348
Home Sweet Home Inspections, LLC	Andrew Gardner	703-677-2009
HomeTeam Inspection Service	Carl Craig	571-765-7799
HomeTeam Inspection Service	Tony Griffin	703-475-5577
HomeTeam Inspection Service	Stephen Park	703-927-7758
HomeTeam Inspection Service	Garritt Parsons	571-236-2747
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Hurlbert Home Inspection	Seth Hurlbert	703-577-7127
Inquiz Home Inspections	Peter Anspach	703-244-9141
JIMCO Inspection Services	James Purvis	703-402-4699
Master Home Inspection, LLC	Richard Park	703-851-3339
NextDay Inspect	Michael Dowling	703-450-6398
No Surprises Home Inspection	Paul Cummins	703-472-9020
NOVA Home Inspection, LLC	Sergio Delhoyo	703-929-8349
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Pillar to Post	Eric Boll	703-657-3207
Pillar to Post	Lisa Lloyd	703-520-1440
Pillar to Post	Michael Ward-Dahl	703-402-2475
ProSpect Inspection Services, LLC	Anthony Kelly	703-407-7841
Pro-Spex Inc	Glenford Blanc	301-675-8411
Protect Inspection Services	Amy Devine	301-972-8531
Protect Inspect, LLC	Timothy Zenobia	703-401-8881
Royal T Home Inspection	Troy Vogt	703-910-3251
Square One Home Inspections	James Fletcher	703-345-8380
The Robert Paul Jones Company	W. Scott Gудely	703-385-8556
Top To Bottom Services, Inc.	Daniel Deist	301-938-9100
Top To Bottom Services, Inc.	Matthew Kaufman	301-938-9100
US Inspect	Raymond Montminy	301-717-1073
White Consulting	Nanette White	888-572-7860

HOME STAGING

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Market Ready Staging Solutions	Susan Driscoll-Blount	703-660-8727
Preferred Staging	Monica Murphy	703-851-2690
Staged Interior	Trish Kim	703-261-7026

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2-10 Home Buyers Warranty	Lisa Clements	800-795-9595
First American Home Warranty	Ana Thompson	703-859-2700
Home Warranty of America	Anne Lang	703-220-9633
HMS Home Warranty	David Pikovsky	800-843-4663
Old Republic Home Protection	Molly Flory	800-282-7131

JUNK REMOVAL

123JUNK	Shane Gaboury	703-348-6662
1-800-GOT-JUNK	Richard Galliher	800-468-5865
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Atlas Services, LLC	Shannon Hildreth	703-201-3084
Atlas Services, LLC	Lori James	703-201-3084
Atlas Services, LLC	Claire McLeay	703-201-3084

MOLD SERVICES

AHS Mold Aid	John Taylor	877-932-7177
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MOVING & STORAGE

Interstate Moving Relocation Logisitics	Michelle Ball	703-569-2121
Interstate Moving and Storage	Sherry Skinner	703-569-2121
JK Moving Services	Brian McGuinness	703-260-4282
Paxton Van Lines	Brittany Hampton	571-499-3186
Quality Services Moving	Cindy Calhoun	703-495-8900
RG Quality Moving and Storage	Remberto Gonzalez	571-505-2775

OTHER REAL ESTATE NEEDS

Belfor Property Restoration	Roger Laing	703-450-3900
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PEST CONTROL SERVICES

Asian Pest Services, LLC	Chau Tran	703-752-1634
Asian Pest Services, Inc.	Richard Diggs	703-752-1634
Holiday Termite Pest Control	Cleveland Dixon	703-569-9333
Holiday Termite Pest Control	Scott Hohein	703-569-9333
Holiday Termite Pest Control	Aaron Wilkenson	703-569-9333
Hughes Pest Control, Inc.	Robert Hughes	703-481-1460
My Exterminator, LLC	William Trefrey	703-615-4028
My Pest Pros	Brett Lieberman	703-665-4455
Rat Pack PC LLC	Jairo Hernandez	703-906-7094

PLUMBING

Friedman Plumbing Express	Kirk Ballenger	703-201-1399
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RENTAL FURNITURE

CORT	Frances Boller	703-379-8846
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ROOFING

DryHome Roofing & Siding, Inc.	Steve Gotschi	703-891-4663
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SIGNS

Lowen Sign Company	Jeb Sommers	620-960-5229
One EZ Post	Randy Jorgensen	423-765-2118



Interested in becoming an NVAR Partner or Affiliate Member, or have a correction to this list?
[Visit nvar.com/services](http://nvar.com/services) or email info@nvar.com.

List is current as of May 15, 2017.

Lockboxes, Call Before Showing Codes, Inspections

ARE THERE RULES?

By Stevie Fisher and Sarah Louppe Petcher



Q. Help! I forgot my SentiCard®! How can I access a lockbox for a scheduled showing?

A. SentiSmart™ is a mobile application that allows a SentiCard® owner to generate a mobile access code. The mobile access code will provide access to the lockbox. Please keep in mind that sharing a mobile access code with another person may be a violation of the Code of Ethics and the Regional Rules and Regulations of the SentiLock Lockbox System. For information about the SentiSmart™ mobile application, including how to download the app, please visit nvar.com/android or nvar.com/apple.

Q. A home inspector has requested access to one of my listed properties. How can I allow access?

A. Home inspectors who are affiliate members of NVAR are permitted to use a limited-access SentiCard®. Since they are not Realtor® members acting as real estate agents or appraisers, their SentiCard® requires a “Call Before Showing” code. This code is unique to each lockbox and must be provided by the listing agent to the affiliate member who is requesting access. The CBS code will then be used by the affiliate member in combination with his or her SentiCard® to access the lockbox. For information about CBS codes, including how to obtain a CBS code for your box, please visit nvar.com/cbs.

Q. Is the buyer allowed more than one walk-through inspection, even if there is nothing for the seller to repair or replace?

A. Under paragraph 11, access must be reasonable in order to comply with the terms of the contract. The buyer is allowed to do a walk-through inspection even in the absence of a home inspection contingency to ascertain that the property is in substantially the same physical condition as the time selected in paragraph 10 of the contract (date of contract, date of home inspection or other).

Q. What happens when a buyer conducts a walk-through inspection the day before (or the day of) settlement, only to discover outstanding items the seller agreed, but failed, to repair?

A. This scenario creates an impediment to a smooth closing because lenders often do not allow a credit or escrow adjustment at closing. Providing for more than one walk-through inspection gives buyers the ability to check on the progress of work (or confirm the completion of work) as early as one week before settlement. This also preserves the standard and recommended practice of conducting a final walk-through the day before or morning of settlement. The seven-day walk-through period provides the buyer time to check on the progress of work and follow-up with the seller if work is incomplete, thereby allowing time for the parties to make alternative arrangements.

Q. How many walk-through inspections is a buyer allowed? Can the seller limit the buyer to only one walk-through inspection?

A. The contract does not set a limit on the number of walk-through inspections. However, the buyer can agree to be limited to one walk-through inspection.

Q. Can a buyer bring his/her contractor or home inspector to the walk-through to ensure that work was completed in accordance with the home inspection report? Can a buyer bring his/her decorator, painter or contractor onto the property as part of a walk-through inspection?

A. Yes, as long as the contractor or home inspector is on the property or in the premises for purposes of ensuring that work was completed in accordance with the contract’s terms. Buyer representatives must be in the premises for purposes of complying with the terms of the contract. Decorators, painters and buyer’s contractors (who will be performing work after settlement) do not qualify. +



Sarah Louppe Petcher is general counsel for NVAR. Stevie Fisher is the NVAR professional standards manager.

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