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MAY+JUN 2017

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FRI., JUNE 9**
RESERVE YOUR SEAT
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MAY+JUN Volume 100, Issue 3

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REALTORS® ACT, WE ALL WIN: MAY IS REALTOR® ADVOCACY MONTH

JOIN US IN WASHINGTON ON
MAY 17-18!

By Bob Adamson

As Realtors®, we're not typically ones to stand on the sidelines unless we're rooting for our favorite sports team. We act. We attend community events, we network, we speak up – we get things done! This issue of *RE+VIEW* highlights our successes: we get laws passed (page 31); we educate our elected officials (page 14); we listen to candidates (page 11); we celebrate with legislators (page 16); we stay up-to-date on the latest technology (page 36). And while we haven't yet, at press time, logged all of your Realtor® Community Action Day April charitable activities, I know that we make a difference in our communities, too.

But that was last month!

May is Realtor® Advocacy Month. I challenge you to join me in taking these actions in May:

1. Attend the Realtors® Legislative Meeting & Trade EXPO in Washington DC the week of May 15. Register for free and view the latest schedule at nvar.com/midyear. On Wednesday and Thursday, May 17 – 18, NVAR will have a booth at the Trade EXPO. Stop by on either day for your chance to win a prize drawing!
2. Invest in RPAC. If you haven't already this year (or even if you have!), make an investment in an amount that's right for you. Invest at the \$99 and above level, and be recognized in *RE+VIEW* magazine (page 15). Learn more and invest at nvar.com/RPAC.
3. Stay informed. Attend NVAR's May 24 Finance Summit to hear industry experts share the latest finance news that can help your clients. Visit nvar.com/Finance17 to learn more and register.

And here are your June assignments:

1. Nominate someone – perhaps yourself – for our NVAR Board of Directors. NVAR involvement is an excellent way to share your experience and talents for the benefit of our industry. We need you! Volunteer involvement is what keeps us going strong. Nomination forms will be available on nvar.com beginning June 8. Check out the election timeline on page 40.
2. On Friday, June 9, show your support for our Washington Nationals and the industry by attending our annual NV/RPAC Night at Nat's Park. You can find details on page 12.

Enjoy the rest of your action-packed spring. I look forward to seeing you in our Nation's Capital in May and at the ballpark in June. Let's hear it for Realtors®, baseball and homeownership!

Bob Adamson

Bob Adamson

2017 Chairman of the Board

chairman@nvar.com



TECHNOLOGY IS CHANGING THE REAL ESTATE INDUSTRY – LET’S TOOL UP



There is no question that technology is a growing force in our industry, and NVAR is here to help you learn about it, embrace

it and incorporate it into your business. Recently, I met with **Realtor.com** industry executives, including CEO Ryan O’Hara, at their new state-of-the art headquarters in Silicon Valley. They are preparing for the future by investing significantly into technologies like Augmented Reality (AR), Virtual Reality (VR), predictive analytics and much more.

From 3-D photography to AR, your ability to adapt could soon make or break your listing presentation. This issue’s cover article on page 20 examines how

Realtors® are upping their game when it comes to listing photos, video, social media and more. While technological advances can be intimidating, NVAR has resources to help you succeed.

At NVAR, not only do we have a staff person dedicated to ensuring that we’re at the leading edge of industry technology – Senior Director of Technology Initiatives Shawn Hanna – we’ve also created an internal, cross-departmental, Digital Experience Team that will focus on improving your membership experience through technological advances. These staff resources are paired up with two brand new member committees – the Technology Advisory Group and the Products and Services Advisory Focus Group. Our redesigned website is part of this initiative, and you’ll see further exciting enhancements in the months

to come. We’re committed to providing programs and services that allow you to work with buyers and sellers in the digital spaces that they demand. You can read about two recent programs on page 36.

To help troubleshoot your technology hardware and software issues, we pioneered the Tech Helpline member benefit in Virginia in 2015. It proved so successful, that Virginia Realtors® is now offering it as a benefit statewide!

Our goal is to deliver the technology information, tools and services you need so that you can do the same for your clients. So hold on tight, follow us on social media, read your NVAR e-newsletters and check out our **nvar.com** news feed – as we navigate the future of real estate. +

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2017 MEMBER SURVEY SHOWS

NVAR Is Moving In the Right Direction as a Membership Organization

Improvements over 2016 are noted in brackets.

RESPONDENT DEMOGRAPHICS

AGE	48 – 67	56%	GENDER	Female	62%
	18 – 47	30%		Male	38%
	68+	13%			

FULL-TIME 78% PART-TIME 20%

WOULD LIKE TO LEARN MORE ABOUT TECHNOLOGY

LEAD GENERATION	46%
ONLINE MARKETING	39%
SOCIAL MEDIA	32%

VALUE IN BEING A MEMBER

STRONGLY AGREE OR AGREE	85% [+4%]
DISAGREE OR STRONGLY DISAGREE	3% [-4%]

NVAR INVESTS IN INNOVATIVE TECHNOLOGY AND ONLINE APPLICATIONS

STRONGLY AGREE OR AGREE	87% [+4%]
DISAGREE OR STRONGLY DISAGREE	1% [-2%]
NEUTRAL	12% [-1%]

NVAR STAFF HAS BEEN PROFESSIONAL AND COURTEOUS

STRONGLY AGREE OR AGREE	88% [+1%]
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NVAR IS A QUALITY ORGANIZATION OFFERING EDUCATION THAT SUPPORTS SUCCESS, EXCELLENCE, PROFESSIONALISM

STRONGLY AGREE OR AGREE	87% [+4%]
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THIS PAST FEBRUARY, we surveyed our NVAR membership to measure the association's effectiveness of delivering on our strategic plan goals.. To review survey results in greater detail, please visit nvar.com/survey17.

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YES 24% **Would like to learn more. 17%**

MEMBERSHIP HAS ENHANCED MY PROFESSIONALISM AND ELEVATED MY BUSINESS

STRONGLY AGREE OR AGREE	72% [+4%]
DISAGREE OR STRONGLY DISAGREE	5% [-1%]
NEUTRAL	21% [-5%]

NVAR IS THE REGIONAL VOICE IN REAL ESTATE

STRONGLY AGREE OR AGREE	86% [+5%]
DISAGREE OR STRONGLY DISAGREE	2% [-1%]
NEUTRAL	12% [-4%]

SATISFACTION OF PROGRAMS/ PRODUCTS/SERVICES (10 = extremely satisfied)

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Staff Service:	8
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Nvar.com:	8
Real Estate Market Stats:	8
Instanet Forms:	8
Lobbying/Politics:	7
RE+View Magazine:	7
Membership Value:	7

NVAR Region Housing Inventory Remains Tight

FIRST QUARTER METRICS FOR NEW HOME SALES IN NORTHERN VIRGINIA REFLECT A VIBRANT MARKET

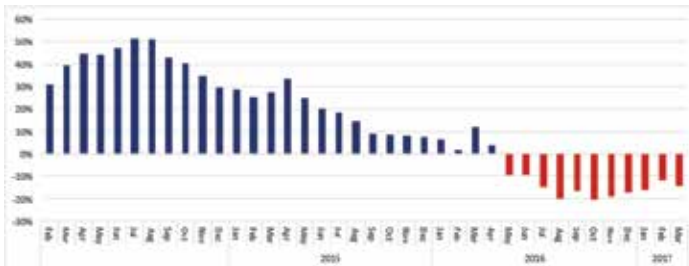
By Spencer A. Shanholtz

LOW INVENTORY continues to affect both the NVAR region (comprised of Alexandria City, Arlington County, Fairfax County, Fairfax City and Falls Church City) and the national residential real estate markets. Within the NVAR region, the rate of year-over-year change in active listings has declined continuously since May 2016, and January 2017 saw the lowest inventory number in three years.

Tight inventory is the result of high demand and the shrinking number of available homes for sale, as total sales consistently surpass the number of new listings. The inventory of some home types was increasingly tight, including single-family attached properties and lower-priced properties. The negative growth rate in active listings eased during the winter months of December, January and February, but if the typical spring increase in new listings continues to lag behind sales, inventory will continue to contract.

Between March 2016 and March 2017, active listings declined 14.5 percent, leaving a total active inventory of 3,668 homes. Figure 1 shows that the year-over-year growth rate has declined since April 2015 and has gone negative since May 2016, having declined 20.4 percent at its bottom in October 2016.

Figure 1. Year-Over-Year Percent Change in Active Listings, NVAR Region



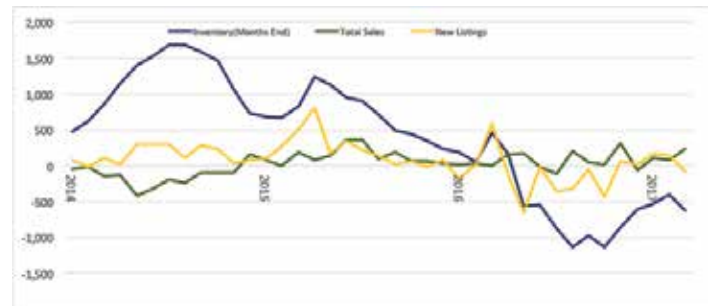
Source: Bright MLS. Statistics calculated 4/5/2017

Unsold active listings at months' end (otherwise known as housing inventory), are composed of closed sales and new listings added each month. Beginning in 2015, total

closed sales began tracking closely with new listings, thereby reflecting slower inventory growth. Early 2016 saw a typical spring recovery with a spike in new listings before the summer buying season.

However, a 17.1 percent drop in new listings followed, with a corresponding triple digit year-over-year increase in sales during the summer months (Figure 2). March, 2017 numbers display a similar trend occurring as we move into the second quarter. This increased buyer demand—combined with lack of new supply—contributes to an inventory shortage, as there were only two months of supply in February. In other words, it would take two months to sell the current inventory at the current sales pace.

Figure 2. Year-Over-Year Change in Active Listings, Total Sales, and New Listings, NVAR Region



Source: Bright MLS. Statistics calculated 4/5/2017

MEDIAN DAYS ON MARKET REFLECTS LOW INVENTORY

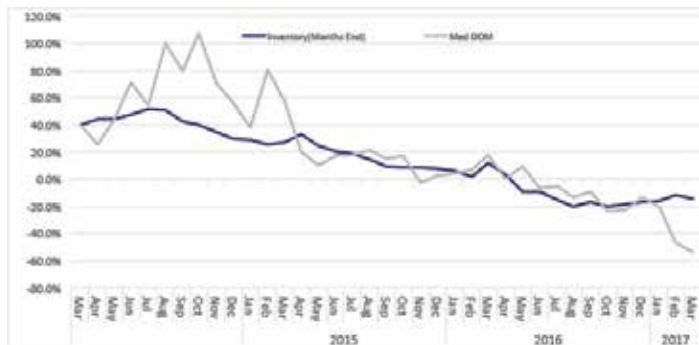
As the housing market tightens, homes are selling at increasingly faster rates. The median number of days on market (DOM) for NVAR region homes in March 2017 was 12 days—14 days lower than the prior March, and the largest year-over-year decrease since March 2013 (Figure 3). The length of time a house sits on the market typically increases during the winter months.

However, this past winter proved different as median DOM increased slightly, but still continued at a rapid rate

“As the housing market tightens, homes are selling at increasingly faster rates.”

of decline. Mild weather likely contributed to this market activity, as unseasonably warm weather set records. This should set up a spring and summer market that will likely see inventory turnover at record speeds.

Figure 3. Year-Over-Year Percent Change in Active Listings and Median Days on Market, NVAR Region

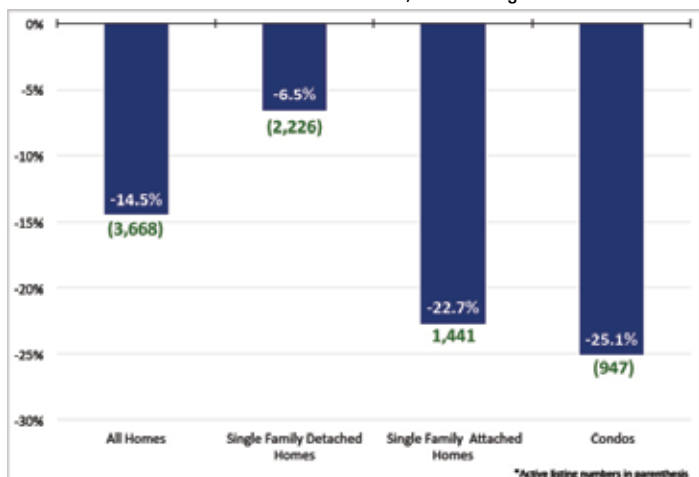


Source: Bright MLS. Statistics calculated 4/5/2017

RAPIDLY DECLINING INVENTORY OF SINGLE-FAMILY ATTACHED HOMES AND CONDOS

Figure 4 shows that among all housing types, there were fewer months of supply in March 2017 than one year prior. This is a trend that has persisted since May 2016. Single-family detached homes comprised the majority of active listings with 2,226 homes for sale in March, a decrease of 6.5 percent from the previous year. These types of homes typically drive the total inventory numbers, and stand now at a three-year March low of 2.8 months of supply.

Figure 4. Percent Change in Active Listings by Housing Type, March 2016 - March 2017, NVAR Region



Source: Bright MLS. Statistics calculated 4/5/2017

Condos and attached single-family home inventory also decreased from March 2016 to March 2017, leaving 1.8 and one

months of supply, respectively. Condo inventory decreases are primarily the result of high demand.

New condo listings decreased 12.5 percent from March 2016, while closed sales increased 15.8 percent during the same period. Single-family attached homes were the tightest market segment, as inventory decreased 22.7 percent from March 2016. This left only 494 single-family attached homes on the market at the end of March. Given the increasing sales numbers and the 572 sales in April 2016, we can expect a continued tightening of supply of single-family attached homes in our NVAR footprint.

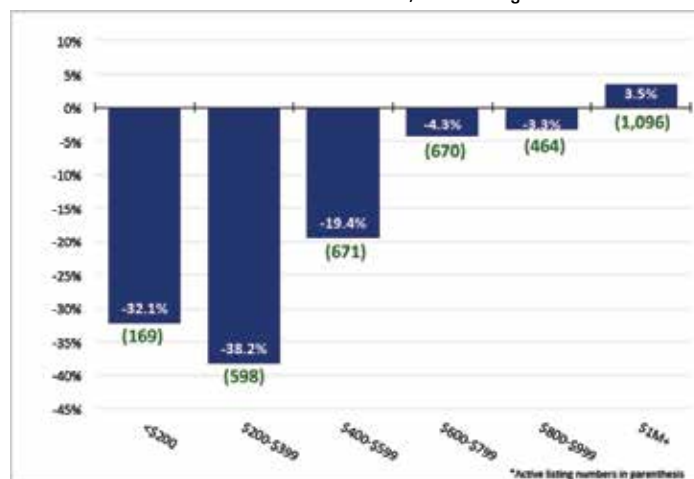
LOW TO MID-PRICED PROPERTIES ARE IN SHORT SUPPLY

The NVAR region's inventory increasingly favors high-priced properties, and therefore higher income buyers. March 2017 had the highest median active listing price, \$719,995, in more than a decade. Figure 5 shows the March inventory distribution by price of listing and its change from March 2016.

The largest share of inventory, 1,096 homes, is priced above \$1 million, and homes at this price point increased the most at 3.5 percent from last year. This is the highest number of million dollar home listings in February in more than 10 years.

At the current rate of sale, lower-priced properties from \$200,000 to \$399,999, and properties in the \$400,000-\$599,999 range have about one month supply, and they have decreased at a relatively fast rate: -19.9 percent to -41.6 percent from March 2016. Inventory of mid-priced properties (\$600,000-\$799,999) shows signs of stabilization, yet still remains at two months' supply.

Figure 5. Percent Change in Active Listings by Listed Price, March 2016 - March 2017, NVAR Region



Source: Bright MLS. Statistics calculated 4/5/2017

New listings in the spring will help to replenish the housing supply, but this may slow as owners of lower priced homes are

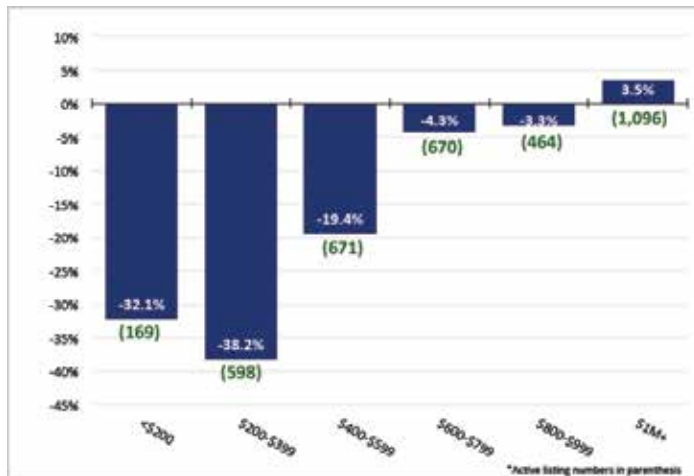
continued from page 9

less likely to vacate and sell if they cannot afford the homes on the market. High demand for lower and middle priced homes will absorb much of the new supply as the spring progresses, depleting inventory further.

FAIRFAX COUNTY SAW THE LARGEST INVENTORY DECLINE

Largely due to its population, Fairfax County comprised the majority of inventory in the NVAR region, at 2,666 homes and two months' supply. Fairfax County also saw the largest reduction in active inventory from March 2017 (Figure 6). Inventory in the City of Fairfax rose 17.9 percent from last March, its first gain in year-over-year active listings since September 2015. However, housing change statistics for the cities of Fairfax and Falls Church can be volatile due to low volume. Mimicking the region, Alexandria and Arlington both saw their 19th straight month of year-over-year decline in inventory. Alexandria and Arlington face unique challenges as smaller urban communities, with limited land to develop, constraining inventory.

Figure 6. Percent Change in Active Listings by Locality, March 2016 - March 2017, NVAR Region



Source: Bright MLS. Statistics calculated 4/5/2017

While there is much discussion about converting unused office space into residential units, and there are some conversion projects in the planning pipeline, it will be some time before such units come onto market. Of course, the redevelopment of office space will do little to get more folks in the mood to sell their single-family homes in our premier Northern Virginia locations such as Alexandria and Arlington – especially given our love affair with the historically-cheap mortgages we have on our current homes.

“Supply has seen a lull in its downward spiral, but demand looks poised to continue rising.”

INVENTORY EXPECTED TO CONTINUE ITS CONTRACTION, BUT REGIONAL ECONOMIC UNCERTAINTY REMAINS

New listings grew faster than sales in the winter months of 2016-2017, as reflected in the recent upward trend in year-over-year inventory growth. Despite the 14.5 percent decline in active inventory in March, the number of new listings, at 23,668, is 8.1 percent higher than the five-year February average of 3,392. However, the number of new pending sales increased year-over-year 5.3 percent to 1,832 in February and 6 percent to 2,606 in March, serving as a potential indicator of increasing future home sales. Supply has seen a lull in its downward spiral, but demand looks poised to continue rising.

Contract ratio compares the total number of homes under contract in a given period to the overall number of active listings. A higher ratio signifies a relative increase in contracts compared to supply, and indicates the market is moving in the sellers' favor. The contract ratio of 0.84 in March 2017 signals that 84 percent of homes on the market in the NVAR region were under contract and ready to close. This is the highest contract ratio since March 2014, and a sign that—barring any significant shift in the local economy—the region can expect inventory to continue contracting absent a significant increase in new inventory.

However, the change in Administration has the potential to alter the scale of federal employment and contracting, which could create uncertainty about the region's future economic trajectory. Significant reductions in federal employment and employment opportunities might limit the extent to which many workers are willing to move to, or remain in, the NVAR region.

This might also further limit supply as existing homeowners could become reluctant to move due to financial limitations. Regardless, it will take some time for these developments to fully impact the housing market. In the short term, the real estate market this spring is shaping up to continue strongly in sellers' favor. +

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

Virginia Gubernatorial Candidates Share Their Vision for Virginia's Future

ECONOMIC GROWTH, HEALTHCARE, TRANSPORTATION ON THE DRAWING BOARD

ON WEDNESDAY, APR. 26, the NVAR Public Policy Committee hosted Virginia gubernatorial candidates Ed Gillespie (R) and Lieutenant Governor Ralph Northam (D) at a town hall-style meeting for a select group of volunteers and RPAC Major Investors. Each candidate was given an opportunity to share his vision for Virginia and answer audience questions.

The Republican and Democratic primaries will be held on Tuesday, June 13. In-person absentee voting is currently underway in jurisdictions across the region. The deadline to request an absentee ballot by mail is June 6. Candidates successful in the primary election will face each other in the November 7, 2017 general election. For more voting and election information, visit nvar.com/realtors/issues/election-info.



Republican gubernatorial candidate Ed Gillespie expressed his concern about significant job losses in manufacturing and coal sectors in some parts of the Commonwealth. "I will be a governor for all Virginians," he said.



Lieutenant Gov. Ralph Northam, democratic gubernatorial candidate, told the town hall attendees that the current administration is "working very hard to bring skills to jobs."



Following his remarks, Lieutenant Gov. Northam (D) paused to pose with NVAR members Moon Choi and Ava Nguyen.



NVAR Chairman Bob Adamson (right) introduced candidate Ed Gillespie (R) to the group of invited NVAR leaders. Gillespie discussed his campaign platform, which includes working towards greater economic diversification. +

Serious Threats for Tax Benefits of Homeownership and Flood Insurance

FEDERAL LEGISLATION ON THE SPRING/SUMMER DOCKET

By Josh Veverka

ITEMIZED DEDUCTIONS ON THE CHOPPING BLOCK

The leaders of the congressional tax-writing committees and President Trump have expressed a strong desire to accomplish tax reform. Realtors® are facing an environment that includes the real possibility of serious changes to federal tax law. Realtors® have lobbied successfully to protect the Mortgage Interest Deduction (MID), which most legislators support. However, proposed tax reform plans might unwittingly cause more harm to the real estate industry than a repeal of the MID.

The reason for concern is that a central feature of each of the proposed tax reform plans is the elimination of all or most itemized deductions, except the MID and the deduction for charitable contributions. Along with these changes, the standard deduction would be nearly doubled. While at first glance, it may

seem that retaining the MID would hold homeownership tax incentives harmless, this is far from the case. In reality, a plan that eliminates most itemized deductions, while doubling the standard deduction, would mean that only about 5 percent of taxpayers would claim itemized deductions, down from about one-third under the current law.

For the great majority of Americans, there would no longer be a tax difference between owning a home and renting one. Any modification of real estate-related tax benefits in the current economy could do serious damage. It would create uncertainty for prospective purchasers, would decrease the incentive for first-time homebuyers, and could lead to a drop in the value of existing homes.

Tax reform legislation is likely to come into focus this summer, and NVAR expects to call on all members to take



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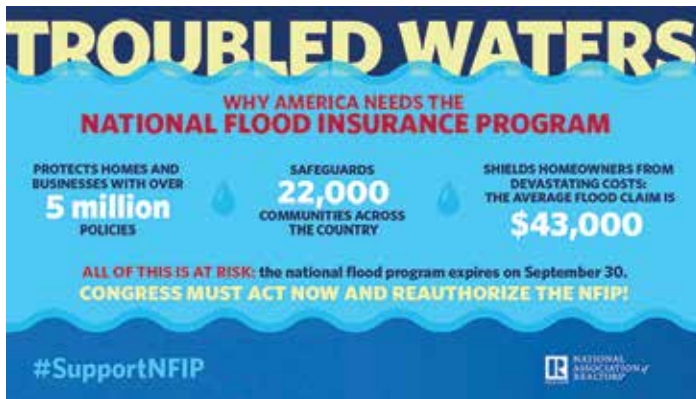
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Friday, June 9

Tailgate @ NVAR 4:00 p.m. | Buses depart @ 5:00 p.m.

MORE INFORMATION: NVAR.com/Nats

*Price includes 1 ticket, a tailgate at NVAR Fairfax Headquarters and a round trip ride to and from the game. All fees support Realtors® Political Action Committee (RPAC). A contribution to RPAC is divided between the Northern Virginia/RPAC (40%), RPAC of Virginia (30%) and National RPAC (30%). Your voluntary contribution is not tax deductible for federal income tax purposes and is used for political purposes.



action in support of homeownership. Realtors® are not opposed to tax reform.

The National Association of Realtors® acknowledges the complexity of the current tax system, but asserts that reforms must support the goals of homeownership and freedom to buy, maintain and sell real estate. Homeownership is neither a special interest, nor a tax loophole.

NATIONAL FLOOD INSURANCE PROGRAM SET TO EXPIRE, FACES BUDGET CUTS

Congress must reauthorize the National Flood Insurance Program (NFIP) to continue providing flood insurance after

September 30, 2017. Without the NFIP, millions of home and small business owners nationwide, not just those in coastal or waterfront areas, will not be able to obtain a mortgage or insurance to protect their property against the most expensive and common natural disaster in the U.S.: flooding.

A program lapse could delay or derail more than 1,300 transactions each day, or nearly 40,000 real estate transactions every month. In addition to this pending program sunset, the President's budget proposal eliminates \$190 million in federal funding for flood mapping and cuts \$667 million from flood mitigation grant programs.

Realtors® are supporting a renewed and strengthened federal flood insurance program with long-term viability. As of press time, legislation has not yet moved, but Congress is expected to act quickly toward reauthorization, with the House likely to consider legislation in late spring.

Watch for additional updates and possible calls for action from the NAR and NVAR Government Affairs teams on these and other critical issues in the coming months. +



Josh Veverka is the NVAR government affairs director.

NV/RPAC Major Investors Are Briefed About Regional, National Issues at Exclusive Annual Congressional Breakfast

By Josh Veverka

SIXTY TOP-TIER Northern Virginia/Realtors® Political Action Committee (NV/RPAC) investors were invited to an exclusive breakfast on March 24 with the Northern Virginia congressional delegation. While Congress almost derailed the event by scheduling a debate and a possible vote on a health care reform measure, Congressman Gerry Connolly (D-11) was able to attend and lead an insightful discussion.

Representative Connolly discussed current issues in Congress that would impact Northern Virginia and pose threats to the real estate industry, including the federal budget, tax reform, transportation and financial regulation. After brief remarks, the Congressman made time to field a few questions from this group of Major Investor Realtors® before returning to Capitol Hill for the floor debate.

In addition to this annual breakfast, Major Investors receive complimentary VIP access to numerous NVAR forums, summits and events, including the convention-day Politics & Pancakes breakfast, featuring a nationally recognized political analyst. Major Investors are also recognized in a *RE+VIEW* magazine monthly listing and an annual photo spread. They receive special acknowledgment from VR and NAR, including plaques, pins, web and print recognition, and invitations to special receptions at events.

To learn more about NV/RPAC, including how you can join this exclusive Major Investor group, please visit nvar.com/RPAC.



NV/RPAC Major Investors enjoy an opportunity to network before sitting down to breakfast with Congressman Connolly.



NVAR CEO Ryan Conrad (left) and NVAR member Zinta Rodgers-Rickert (right), the NAR Federal Political Coordinator to Congressman Gerry Connolly, discuss issues facing Realtors® on Capitol Hill.



NVAR members Ava Nguyen of Westgate Realty Group (center) and Thai-Hung Nguyen of Better Homes and Gardens Real Estate share a light-hearted moment before NVAR Chairman Bob Adamson (left) opens the annual recognition program.



Congressman Gerry Connolly (left) addresses NV/RPAC Major Investors at the annual recognition breakfast at the Tower Club, Tysons Corner. +

2017 NV/RPAC Investors List

(April 28, 2017)

PLATINUM R (\$10,000)

NVAR

GOLDEN R (\$5,000+)

Maureen McEnearney Dunn
Tom Stevens ^{HOF PC}
Theo Theologis

CRYSTAL R (\$2,500+)

Robert Adamson	Christina Macro
Moon Choi	Susan Mekenney
Robert Adamson	Sherry Rahnama
Candice Bower*	Christine
Moon Choi	Richardson
Tracy Comstock	Trish Szego ^{PC}
Mary Beth Coya	Jon Wolford*
Nicholas Lagos*	

STERLING R (\$1,000+)

Access National Corporation*	Rosemarie Johnson*
Lorraine Arora	Sita Kapur*
Julia Avent*	Katharine Kratovil
Mary Bayat	Gary Lange*
Brian Block*	Craig Lilly
Buck & Associates	Tom Meyer
Pat Buck	Ava Nguyen
David Charron ^{PC}	D. Peter Nguyen
Genevieve Concannon	Thai-Hung Nguyen
Ryan Conrad ^{PC}	Marc Pina
Reggie Copeland	Zinta Rodgers-Rickert
Lisa Dubois*	Mario Rubio
Heather Embrey	Derrick Swaak
Virgil Frizzell	Whitney Thompson
Delk Hamaker*	Will Wiard
Margaret Handley	Ann Yanagihara*
David Howell	Susie Branco Zinn*

GOVERNOR'S CLUB (\$500+)

Pat Kline
Dallison Veach

CAPITOL INSIDER (\$250+)

Doris Houston
Peter Schlossberg

\$99 CLUB (\$99+)

Kacou Aboi	Bonnie Kyte
Irene Adams	Joseph Labow
Ritu Desai	Agnes Lee
Frank Donnelly	Terrie Orié
Allen Dosik	Michelle Sanoske
Randy Huntley	Mary Schrodtt
Marin Kinov	Fang Zhou

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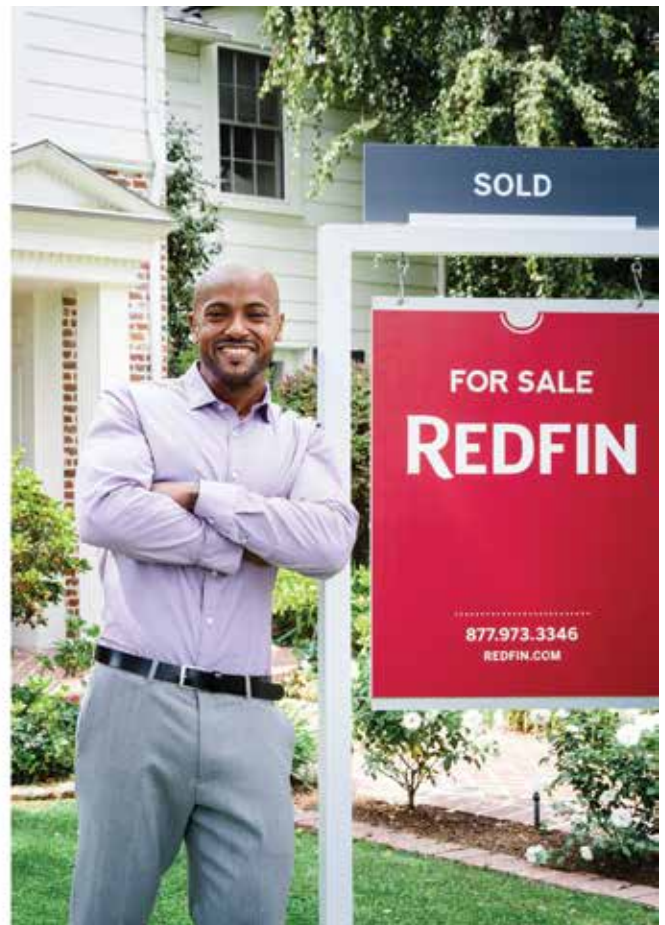
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Realtors® Honor Northern Virginia Elected Officials at Annual Reception

A CROWD of about 120 Realtors® filled the NVAR Fairfax atrium on Wednesday, Apr. 26 for the annual Legislative Reception. Thirty elected officials attended for the opportunity to speak with Realtor® constituents and connect with legislative colleagues.



The annual Legislative Reception provides an opportunity for NVAR members to mingle with their elected officials. Pictured here (left – right): Delegates Jennifer Boysko (D), Eileen Filler-Corn (D), Senator George Barker (D), NVAR member Ashok Varma of A-One Realty and Chairman Bob Adamson of McEneaney Associates.



Senior Vice President of Public & Government Affairs Mary Beth Coya (at podium) shares a light-hearted moment with legislators after thanking them for their efforts on behalf of the real estate industry.



NVAR Board member Christine Richardson of Weichert, Realtors® connects with Senator Dick Saslaw (D).



Pictured left – right, Delegates Kathleen Murphy (D), Randy Minchew (R), and Senator Jennifer Wexton (D) enjoy a post-legislative session reunion.



Fairfax Supervisor Dan Storck (D - left) and Alexandria City Councilman Willie Bailey (D) take the opportunity for cross-county conversation.



NVAR Public Affairs Committee Chair Genevieve Concannon of Advon Real Estate introduces the legislators in attendance and expresses gratitude for their commitment to Northern Virginia.



The NVAR Fairfax atrium offers ample space for Realtors® to network with colleagues, mingle with elected officials and enjoy an array of appetizers and beverages.



Delegates Jim LeMunyon (R – left) and Mark Keam (D) strike a bi-partisan pose. +

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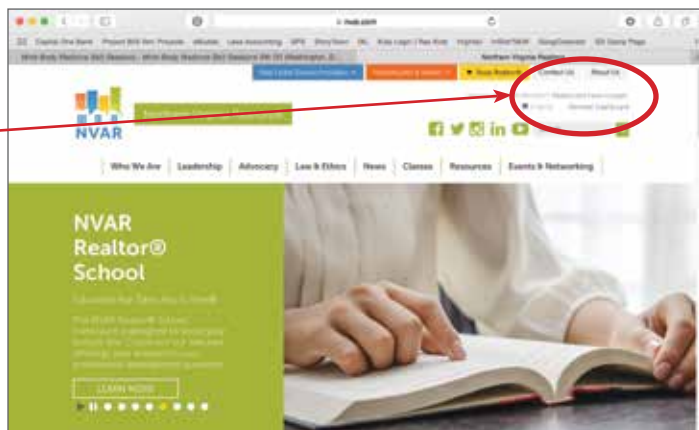
PLUS: NEW 'HOW-TO-TORIALS' GUIDE ONLINE MEMBER EXPERIENCE

By Ann Gutkin

MEMBERS WHO LOGIN TO **NVAR.COM** will discover one-button access to Instant Forms and Authentisign, personal membership information, dues payment and more. Follow these simple steps to update your contact preferences, find NVAR forms and even review your NVAR order history.

How to Login

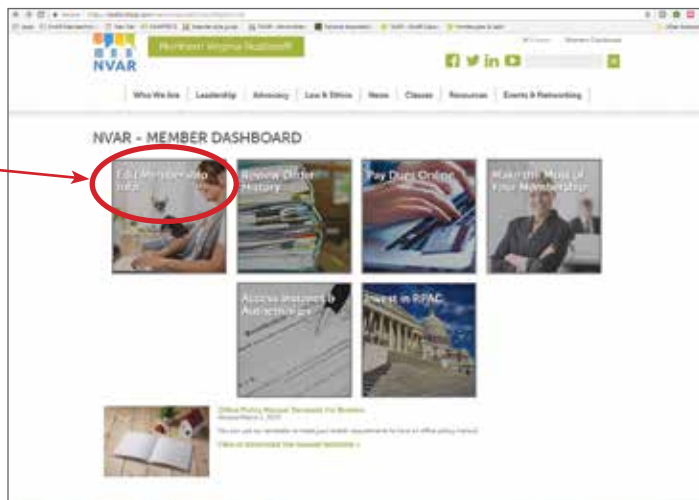
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Ann Gutkin is the NVAR senior communications director.

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YOU OUGHTA BE IN PIXELS

Using Technology to Put Your Brand – and Your Listing’s – Best Face Forward



By Michele Lerner

Putting your best face forward and presenting your listings in a dynamic way are essential elements of a successful career. While high-tech gadgets and the latest apps can be great for staying hyper-organized and on top of your game, technology also offers multiple new ways to do the old-fashioned thing: market yourself and your listings. Both buyers and sellers start online when they’re thinking about making a move, and stay online when they’re seriously shopping or deciding to sell.

“Things like video testimonials from customers, videos about ourselves, and neighborhood profiles attract consumers.” – Scott Avery, AveryHess, Realtors®

“Technology has leveled the playing field for agents and brokerages,” says Scott Avery, president of AveryHess, Realtors® in Dunn Loring. “Everyone can access all the tools that are out there, so professionals need to differentiate themselves with information that shows who we are as people. Things like video testimonials from customers, videos about ourselves and neighborhood profiles attract consumers.”

LET YOUR PERSONALITY SHINE

At TTR Sotheby’s International Realty, about 30 agents recently participated in a new project of personal videos that tell their individual stories. Trish Yan, vice president of business development and community leadership at TTR Sotheby’s International Realty in Washington, D.C., says the agents paid \$5,000 each to work with a videographer to create a two-to-three-minute video about their life story.

“The process of making the videos included a questionnaire to help them decide what to talk about and where to shoot the video, a one-hour meeting with the producers to formulate the story and then a four to eight-hour shooting schedule,” says Yan.

The company is about to start a second round of videos with more agents. The videos are showcased on the brokerage website, agent sites, in email signatures and on social media.

“The more open and vulnerable you are and the more effort you put into it, the better the video,” she says.

Robyn Burdett, CEO and associate broker with RE/MAX Living in Fairfax,

sends short videos by email to stay in touch with clients, using BombBomb. She spends about \$500 annually to send individual happy birthday videos, as well as messages to groups of clients.

“I use Facebook and Facebook Live to show my human side and to draw people into the things I like to do,” says Burdett. “I’d say 90 percent of what I post is personal and 10 percent is business, so I do Facebook Live videos when I’m at a winery or walking in a park or attending events.”

Avery says short videos, particularly client testimonials, are a growing trend for agents to market themselves since they are easy to post on social media.

“We’ve been piloting a program to test testimonials and we’ve learned that you need a greater volume of testimonials for them to be the most effective,” says Avery. “Buyers are more apt to choose an agent with more testimonials, even if that agent has a slightly lower rating, than pick someone with five stars who only has one testimonial.”

Avery’s agents send personal videos to sellers prior to listing presentations so that the sellers can get to know agents better before the first meeting.

“We send videos when we respond to client leads to help them understand the person they’re working with and to bridge the gap between static marketing and emotional conversations,” says Chris Speicher, a Realtor® with the Speicher Group of Long & Foster Real Estate in Bethesda. “We use BombBomb so we can click a button, record a video and send it to a client instantly. The open rate is much higher for emails with video content compared to those with just written content.”

Speicher says they follow up online leads with a short video from the team leader to set expectations and explain that a buyer’s agent will be in touch with a video email introduction.

“When clients have questions we often respond with a 20 or 30-second video,” says Speicher. “People never know who’s answering an email, so a video lends credibility and gives them confidence about who is responding.”

Although Speicher is a fan of video, he thinks Facebook Live isn’t targeted enough.

“You won’t be likely to catch someone on Facebook when they are in buying or selling mode,” he says. “If you do it too consistently you could alienate your audience, too.”

Avery says his agents use Homesnap Pro to create paid ads for Facebook and Instagram that market agents and their listings. The ads can be targeted to more than just the agent’s sphere, and generate daily reports on the demographics of people accessing the ads.

Personalization is at the heart of Compass brokerage’s new “Collections” interactive online home search tool, which uses photos rather than links for properties, according to Mandy Mills, a Realtor® with Compass in Washington, D.C. Mills explained that she uses this collaborative tool to stay in touch with potential clients by sending market updates with a link to a Collection page.

“Collections provides a visual workspace like a Pinterest board,” says Mills. “We used to have to send a link to a Matrix listing, which expires after a certain amount of time. Now we can set up a collaborative, visually appealing space where anyone invited to share the space can comment. We

Video Technology continued on page 22



“While technology can sometimes seem cold and impersonal, using high-tech tools along with a human touch can produce stellar results for you and your clients.”

can immediately ping the buyer when something new comes on the market that fits their search criteria and schedule an appointment to see it.”

Buyers can include friends and relatives to see potential properties and easily compare homes, even ones they have already rejected but may have features they like. Mills sets up Collections for sellers, too, with properties in their neighborhood so they can see the competition and know when prices change or homes sell. The site can be accessed on smartphones, tablets, laptops and desktops with a simple log-in.

VIRTUAL STAGING, VIDEOS AND MORE

Technology can be used to upgrade property marketing as well as personal marketing.

“Marketing plans today need to focus on how you can best showcase a property online and in social media to get buyers to come to the property

in person,” says Avery. “The second step is to find a way to make them remember the property and you after they leave.”

“The single most effective thing we do is to hire a professional photographer for every listing,” says Speicher.

Burdett also hires a professional photographer for every listing, typically spending from \$300 to as much as \$500 depending on whether the photographer also creates brochures and uploads the photos to various sites. Burdett posts photos on Instagram and Pinterest in addition to standard listing sites. She also uses Facebook Live to talk about open houses and properties that are coming on the market soon.

Depending on the property, Burdett sometimes uses a drone to take photos, which she bought for \$1,200 to \$1,500.

“A townhouse or a house with an uninteresting yard doesn’t need a photo taken by a drone,” says Burdett. “But if the house is on an incline you can use

a drone to take a bird’s-eye view of the front of the house.”

Burdett is careful to avoid violating any rules when she uses her drone. Avery notes that it’s essential to get the permission of neighbors when using a drone because there could be a liability issue if their home is visible in the photos.

“The best use for a drone might be in a rural area where you want to show the topography,” says Avery, as the use of drones is prohibited in much of the DMV area. Learn more at: <http://knowbeforeyoufly.org/air-space-map/>.

Before drones were available, Speicher once hired a single-engine plane to take photos of a Potomac estate that featured a riding ring, a stable and a lake.

For interior videos, Avery prefers a walk-thru video with an agent actually showing the property, instead of a 3D video walk-thru, which he says feels less personal.

Burdett has a different perspective. She purchased a Matterport 3D imaging machine to use for listings.

“You can walk through the entire house and zoom in on things like the tile and closets, which I think helps buyers decide whether they want to see a property in person,” says Burdett. She prides herself on being honest with buyers and sellers, even when using techniques such as virtual staging.

“We always put a disclaimer on the virtual staging and don’t change things like the flooring,” she says.

Virtual staging and 3D imagery helps buyers see the potential in a home, says Taylor Wilding, business development manager at roOomy in San Jose, Calif., a company that provides interactive 3D images of homes.

“We start with existing images and then we digitally remove all or some of the furniture and work with our internal design team to create a home based on the style preferences and demographic information supplied by the listing agent,” says Wilding.

RoOomy provides high resolution images, an iPad app and a 3D web viewer that can be embedded in the agent’s site. Viewers can manipulate the images to try out different flooring and furnishings and even click on photos with links to retail sites where they can purchase items used in the staged scene. Wilding says the services cost \$109 to \$139 per image, with an average of 2.6 photos per property. Agents typically limit the number of 3D imaged spaces per property to control costs.

Realtors® have a host of options to choose from when it comes to showcasing their listings. While technology can sometimes seem cold and impersonal, using high-tech tools along with a human touch can produce stellar results for you and your clients. +



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.

Perfecting your Photos

“Photos are like Internet dating for your house,” says Glenda Cherry, owner of Glenda Cherry Photography in Herndon. “You don’t need every bathroom and every closet, but you want to evoke an emotional response from potential buyers so they want to see it.”



To find a talented professional photographer, Cherry suggests:

- Look for a photographer who specializes in real estate photography, not a wedding or portrait photographer who also does property photos.
- Check out their portfolio to see if you like the photos. “Some photographers use software to compensate for the lack of lighting and it can result in cartoonish-looking, over-saturated photos,” she says. “It’s best to have multiple off-camera lights so the rooms look real, just with better lighting.”
- Ask photographers if they have specialized equipment to take property photos. Cherry uses a wide-angle lens, but not too wide. “If you see three walls in a shot then you know the shot is too wide and that can be distorted,” she says.
- Ask photographers what they supply – is it just photos or do they do brochures and virtual tours?
- Ask about marketing partnerships: does the photographer promote listings with a photo on their Facebook page?
- Compare fees from a couple of photographers. Cherry charges by the square foot because she knows approximately how many photos she’ll need to take based on the size of the property.

For agents who insist on taking their own photos, Cherry recommends:

- Use a better camera than your iPhone, particularly so you can coordinate the off-camera lighting. “But don’t think that getting an expensive camera means your photos will be better,” she says. “You need to learn how to use it, how to do lighting and how to edit your photos, which may not be the best use of your time.”
- Look at other property photos and notice good angles that you can replicate.
- Make sure you have good lighting, particularly when you are taking a shot from one room into the other. For example, you don’t want a dark dining room or family room to be visible past the kitchen.
- Be certain that your sign does not show up in the photo. Cherry says that Bright MLS will fine agents \$500 if they post a photo with a sign in it.
- Learn how to use editing software. “Fifty percent of good photos come from the editing,” Cherry says.

Most important, to make sure your property photos don’t end up on the “Really Bad MLS Photos” Facebook page: make sure the property is completely photo-ready and has been decluttered. Cherry sends a checklist to her clients to remind them of things like moving their trash cans and clearing the kitchen counters of most items to improve the quality of the photos. +

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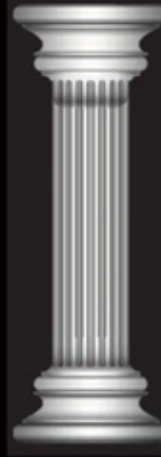
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Real Estate Developments in Northern Virginia are Reaching New Heights

By Frank Dillow



NEW HIGH-RISE CONSTRUCTION is changing Northern Virginia's skyline. Like tall firs in an apple orchard, the new buildings are impacting the nature of their surroundings, creating exceptional opportunities for Realtors® in both commercial and residential markets.

From its inception, Washington, D.C. was envisioned as a low-rise development—an “American Paris,” as Thomas Jefferson described it, with “low and convenient” buildings and “light and airy” streets. Among commercial buildings, the Old Post Office, newly refurbished as the Trump International Hotel, has been the tallest in the district – at 315 feet – since its completion in 1889. Congress soon put a stop to high-rise commercial construction. However, with the passage of the 1910 “Height of Buildings Act,” the rule capped the height of commercial buildings to the width of its “Facing Street” plus 20 feet, but never more than 130 feet.

But if Washingtonians want to be part of the high-rise life, they can look across the Potomac. Starting with the river's west bank in Rosslyn, and continuing west to Tysons – and soon even to Reston – high-rise construction projects are transforming Northern Virginia.

ROSSLYN

Arlington County pioneered the formula for economic growth in the late 1960s when it encouraged construction of high-density shops, offices and apartments clustered along the new Metro stops on the Orange and Blue lines.

“As the front door to Virginia, Rosslyn is critical to the business environment in our state,” Cynthia Richmond, deputy director of Arlington Economic Development observed. “The special zoning allowing for high-rise development in Rosslyn differentiates the area and provides an opportunity for us to diversify how we use office space throughout the county.”

Most notable among the newer developments has been 1812 North Moore, an office building construction by Monday Properties without pre-construction lease commitments. Completed in March 2013, its 384-foot height easily surpassed the nearby Rosslyn “twin towers” and is still the tallest building in the Metropolitan area. Its high-rise prominence for the following four years was exceeded only by its stark emptiness as it sat vacant waiting for its first tenant to sign a lease.

Implementation of the federal government's Base Realignment and Closure recommendations, followed by federal budget cutbacks resulting from congressional budget sequestration and the lingering effects of the 2009 recession, all roiled the local commercial real estate markets, and vacancy rates in Rosslyn climbed above 30 percent.

This past February, Monday Properties inked a lease with Nestlé, USA to relocate its American headquarters from California. “This is a trophy tenant for a trophy building,” Richmond said. “It was a perfect match between the corporate, community and building presence.”

Also in February, the 31-story residential portion of Rosslyn's Central Place development opened, offering 377 apartments in a 387-foot tower. By next spring, developers JBG Smith plan to complete construction on the matching office tower, which will be occupied as CEB's new headquarters. The building will feature an observation deck providing the public with unobstructed

“The explosive growth in high-rise construction is no accident.”

– Max Pekar, CoStar Group

views across the Potomac at our nation’s capital.

TYSONS

As Metro’s Silver line turns the corner across Chain Bridge Road and slows down for its first Tysons stop at McLean station, a huge steel-framed skyscraper with curved glass panels can be seen under construction nearby. The main tower will be the new headquarters for Capital One, and is on its way to becoming the tallest commercial building in the area, projected at 470 feet with almost 1 million square feet of office space. Built to meet the specifications of Capital One, the 28-acre complex will also include residential towers for 826 units, additional office buildings, a community center and a Wegman’s grocery store.

At Metro’s nearby Greensboro station, Fairfax County Supervisors have approved an 18-acre development to be known as “the Boro,” which will include

14 new “mostly high-rise” buildings with more than 1.8 million square feet of office space, 1500 residential units, a new 19,000 square-foot public library, two hotels and retail shops, including the largest Whole Foods grocery store in the D.C. area. Developers will also create three new streets, four new “city blocks” and seven “urban parks.” Located on the highest ground in Fairfax County, the buildings appear even higher, and developers boast, “future tenants will see West Virginia from the top floor!”

RESTON

Leaving Tysons, the Metro stops next in Reston, which will soon feature its own high-rise addition on land adjacent to the Reston Town Center. Located at 1760 Reston Parkway on land currently occupied by a five-story office building, the 23-story One Reston Town Center building recently has been approved by the Fairfax County Supervisors. It

will rise 330 feet, to become the tallest building in Reston, looming 125 feet above the next tallest building at One Freedom Square. Developers Akridge and RTC Partnership anticipate beginning construction as soon as they lease the first 150,000 square feet in the 420,000 square-foot building.

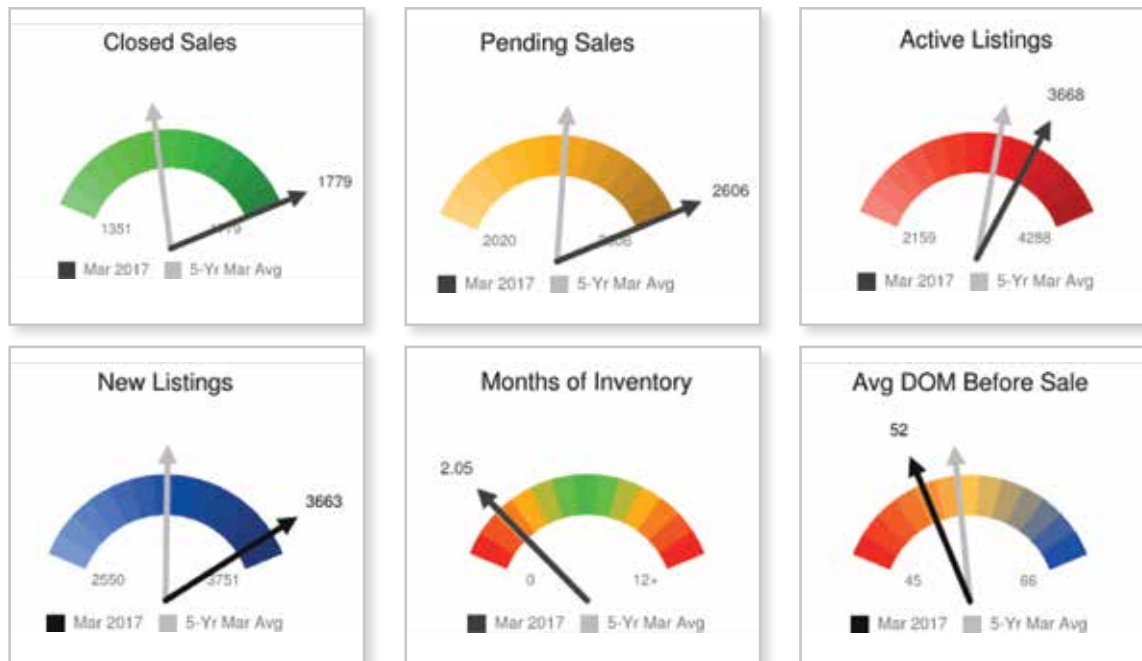
“The explosive growth in high-rise construction is no accident,” according to Max Pekar, market analyst at commercial real estate firm CoStar Group. “Northern Virginia’s local governments have been adopting new plans and zoning changes that encourage building dense, mixed-use, transit-oriented developments to attract more business and jobs, to locations where residents can work, shop and play.” +



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.



NVAR Region 5-Year Look-Back: March Data



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

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Ekko Title is proud to welcome Mark Barrett to the Reston/Loudoun team



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Nisha Thakker Tapped as NVAR's Senior Director of Strategic Partnerships

NEW DIGITAL EXPERIENCE TEAM TO EXPLORE, DELIVER EXPANDED MEMBER VALUE



THE NORTHERN VIRGINIA ASSOCIATION OF REALTORS® is pleased to announce the appointment of Nisha Thakker to the newly-created position of Senior Director of Strategic Partnerships. Formerly NVAR's associate general counsel, Thakker will serve as a partner outreach and product development leader for NVAR. In this new capacity, working across all Association departments, she will focus on forging strategic alliances to develop and facilitate new product and service delivery.

Thakker will lead NVAR's strategic sponsorship and affiliate partner program to develop a greater membership value

proposition for the association's 12,000 members.

Building on NVAR's strategic plan goals, Thakker will work with a newly-formed cross-departmental Digital Experience Team (DXT), to focus on the continued technological and digital relevance of the Association.

Senior Director of Technology Initiatives Shawn Hanna and Senior Director of Communications Ann Gutkin join Thakker as DXT leaders, with a goal of continuing to identify innovative tools and resources that provide exceptional member value. +

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Take Note: Virginia's New Laws 2017

RULES FOR PROPERTY MANAGERS, COMMON INTEREST COMMUNITIES, SHORT-TERM RENTALS ENACTED

By Josh Veverka

THE VIRGINIA GENERAL ASSEMBLY passed measures affecting Realtors® and your clients during the 2017 legislative session. NVAR and the Virginia Realtors® lobbied successfully on your behalf for legislation introduced as part of our 2017 Realtor® Legislative Agenda.

All of the measures summarized below were signed into law by Governor Terry McAuliffe (D). They will become effective July 1, 2017. Please visit NVAR.com for more information about all the new laws impacting our industry and to find out how you can help protect Realtors® through the Northern Virginia Realtors® Political Action Committee.

REALTOR® BILLS

TRANSFER OF SECURITY DEPOSITS UPON THE SALE OF A DWELLING UNIT (HB 1623 - YANCEY; SB 991 - DANCE)

Codifies common law practice in which the tenant in a foreclosed unit may remain in the unit as a month-to-month tenant until the new owner gives notice of termination.

Provides that, until the new owner terminates the month-to-month tenancy, the terms of the terminated rental agreement remain in effect, except that the tenant may pay rent (i) to the new owner; (ii) to the property manager of the owner, if any; or (iii) into a court escrow account.

Provides that the current owner of rental property will transfer any security deposits to the new owner at the time of the transfer of the rental property. If a management agreement exists, this law allows a property manager to transfer



the security deposit to the current owner prior to settlement and to provide written notice to the tenants, versus having to obtain the written consent of the owner and tenants.

LICENSEE RESPONSIBILITIES - TRANSFER OF ESCROW FUNDS AND FORECLOSURES (HB 2281-LEFTWICH; SB 966-OBENSHAIN)

Allows for a written property management agreement to continue in place following a foreclosure on a month-to-month basis until terminated by either the property manager or the new owner, unless a shorter period is specified in the property management agreement. Provides that if rent is paid to a real estate licensee acting on behalf of the landlord as a property manager in a unit which has been foreclosed on, the

managing agent may collect the rent and place it into an escrow account following receipt. In the event of foreclosure, a real estate licensee will not transfer any funds to a landlord whose property has been foreclosed upon.

Allows a property manager who elects to terminate a property management agreement, to transfer any funds held in escrow to the landlord without his consent, provided that the property manager provides written notice to each tenant.

POA ACT AMENDMENTS (HB 2045-J. MILLER; SB 1231-STANLEY) CONDO ACT AMENDMENTS (HB 2274-D. MARSHALL; SB 1255-DESTEPH)

Allows the Common Interest Community Board to assess a monetary penalty against any property owners'

New Laws continued on page 32

association or common interest community manager for failure to deliver the association disclosure packet or resale certificate within 14 days. States that the CIC Board may receive a complaint directly from any person aggrieved by an association's failure to deliver the resale certificate or disclosure packet within the time period required.

Except as expressly authorized in the declaration or condo instruments, no property or unit owners' association can require the use of any "for sale" sign that is (i) an association sign or (ii) a real estate sign that does not comply with the requirements of the Real Estate Board.

An association may, however, prohibit the placement of signs in the common area and establish reasonable rules and regulations that regulate (a) the number of real estate signs, so long as at least one real estate sign is permitted; (b) the geographical location of real estate signs; (c) the manner in which real estate signs are affixed to the property; and (d) the period of time after settlement when the real estate signs will be removed.

Prohibits a property or unit owners' association from requiring any owner to execute a formal power of attorney if the owner designates a real estate licensee to represent his or her clients before the association; requires the association to recognize such representation if the association is given a written authorization signed by the owner confirming representation.

Clarifies the Condominium Act to provide a right of cancellation if the purchaser has not been notified that the resale certificate will not be available and the resale certificate is not delivered to the purchaser.

AMENDMENTS TO THE RESIDENTIAL DISCLOSURE ACT (HB 2034-J. MILLER)

Allows for electronic delivery of the form to the potential purchaser. Renames the "red-flag" disclosure

statement the "buyer to beware" statement and adds the following buyer to beware statements:

- The owner makes no representations with respect to underlying conservation or other easements.
- The owner makes no representations with respect to an underlying community development authority.

Requires that an owner with knowledge of either of the following shall provide a written disclosure stating such: (i) any pending enforcement actions under the Statewide Building Code that affect the safe, decent, sanitary living conditions of the property, which the owner has been notified of in writing by the locality, or (ii) any pending violation of the local zoning ordinance that the violator has remedied.

OTHER BILLS OF INTEREST ASSISTANCE ANIMALS; FAIR HOUSING RIGHTS AND RESPONSIBILITIES (HB 2006-CARR; SB 1228-BARKER)

Sets out the rights and responsibilities under the Virginia Fair Housing Law with respect to maintaining an assistance animal in a dwelling. Establishes a process through which a person with a disability may submit a request for a reasonable accommodation to maintain an assistance animal in a dwelling, including supporting documentation from a person with whom the tenant has a therapeutic relationship, verifying the disability and need for an accommodation. The Act prohibits the charging of a pet fee or deposit or any additional rent to maintain an assistance animal, but requires the tenant to be responsible for any physical damages caused by the animal.

Establishes definitions for "assistance animal," "major life activities," "therapeutic relationship," and "physical

or mental impairment."

Allows for a request for accommodation to be denied if (i) the person is not disabled; (ii) there is no disability-related need for the accommodation; (iii) the accommodation imposes an undue financial and administrative burden on the person receiving the request; or (iv) the accommodation would fundamentally alter the nature of the operations of the person receiving the request.

RESIDENTIAL LANDLORD AND TENANT ACT (HB 2033-J. MILLER)

Provides that the Virginia Residential Landlord and Tenant Act applies to all residential tenancies, but allows a landlord who owns no more than two single-family residential dwelling units subject to a rental agreement to opt out of the Act by stating so in the rental agreement.

Conforms general landlord and tenant law relating to residential tenancies to the Act, including the security deposits, lease terms, notice, and disclosure provisions. Sets requirements for the application and disposition of security deposits and allows the landlord, for unclaimed security deposits, to submit such funds to the State Treasurer rather than the Virginia Housing Trust Fund. Changes the requirement that a landlord make reasonable efforts to advise the tenant of the right to be present at the landlord's inspection to a requirement that written notice of the right be provided.

Establishes that any activity involving a criminal or willful act that also poses a threat to health and safety by the tenant or authorized occupants, guests, or invitees is an immediate non-remediable violation for which the landlord may terminate the tenancy.

Authorizes a landlord to dispose of the property of a deceased tenant if a personal representative has not been

appointed by the circuit court. The landlord may proceed with the disposal after providing 10 days' notice.

The Act: (i) provides that authorized occupants, guests, or invitees must vacate the dwelling unit after the death of a sole tenant; (ii) allows a landlord to request during the pendency of an unlawful detainer action an order requiring the tenant to provide the landlord with access to the dwelling unit; (iii) adds oil to the utilities that may be included in ratio utility billing; (iv) requires the landlord to provide a written security deposit disposition statement following a move-out inspection and provides for the landlord to seek recovery for additional damages discovered after the security deposit disposition has been made; and (v) authorizes a landlord to retain an attorney to prepare or provide any required written notice and permits the use of an electronic signature or an electronic notarization.

LIENS FOR WATER AND SEWER SERVICES (SB 1189-EDWARDS)

Provides that no lien may be placed on the property of an owner when a lessee or tenant has delinquent fees for water or sewer charges until the locality has made reasonable collection efforts and practices, including (i) applying the security deposit to the payment of the outstanding balance, and (ii) either filing for the Setoff Debt Collection Program or placing the account with a debt collection service. A lien against the lessee or tenant is equivalent to a lien for unpaid taxes.

When a locality does not require a security deposit from a lessee or tenant to obtain water and sewer services, the locality shall waive its lien rights against the property owner. A locality or authority cannot deny service to a new lessee or tenant when there are unpaid fees for services to a previous lessee or

tenant unless a lien against the property owner is placed on the property.

SHORT-TERM RENTALS (SB 1578-NORMENT)

Authorizes localities to establish a short-term rental registration of persons offering property for short-term rental and allows for reasonable registration fees to be charged. Exempts: (i) individuals licensed by the Real Estate Board and properties managed by real estate licensees; (ii) individuals registered under the Virginia Time-Share Act; (iii) individuals licensed by the Department of Health to provide lodging; or (iv) any individuals licensed or registered with the locality related to the rental or management of real property, including licensed real estate professionals, hotels, motels, campgrounds, and bed and breakfast establishments.

“Short-term rental” is defined as the provision of a room or space suitable for sleeping or lodging for less than 30 consecutive days in exchange for a charge for the occupancy. Authorizes localities to impose penalties not to exceed \$500 per violation on persons who violate the registry ordinance and allows the locality to prohibit persons from renting property if they violate the registry ordinance on multiple occasions.

Nothing in the Act supersedes existing local authority to regulate the short-term rental of property through general land use and zoning authority.

Amends the Alcoholic Beverage Control (ABC) Act to clarify that certain property rented on a short-term basis is considered a bed and breakfast establishment for purposes of ABC licensing.

PROPERTY OWNERS' ASSOCIATION ACT AMENDMENT OF DECLARATION (HB 1554-BULOVA)

Except as otherwise provided in

the declaration of a property owners' association, the Act provides that a declaration may be amended by a two-thirds vote of the owners.

TENANT OBLIGATIONS RELATED TO PEST EXTERMINATION (HB 1869-LOPEZ)

Provides that in addition to complying with the terms of a rental agreement, a tenant is obligated to be financially responsible for the added cost of treatment or extermination of any insects or pests due to the tenant's unreasonable delay in reporting the existence of the insects or pests or the tenant's fault in failing to prevent infestation of any insects or pests in the area occupied.

WASHINGTON METRORAIL SAFETY COMMISSION INTERSTATE COMPACT (HB 2136-LEMUNYON; SB 1251-BARKER)

Authorizes Virginia to become a signatory to the Washington Metrorail Safety Commission Interstate Compact. The compact establishes a state safety oversight authority for the Washington Metropolitan Area Transit Authority (WMATA) Rail System, pursuant to the mandate of federal law, to review, approve, oversee, and enforce the safety of the WMATA Rail System.

This legislation was necessary to ensure that Virginia receives Federal Transit Administration funding. This funding is being withheld until Virginia, Maryland and the District of Columbia pass identical legislation. +



Josh Veverka is the NVAR government affairs director.



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Real Estate Re-imagined

NVAR TECH SERIES TACKLES 'BIG DATA,' SMART HOME TECHNOLOGY

By Shawn Hanna and Ann Gutkin

THIS PAST APRIL, NVAR hosted back-to-back technology programs that explored the latest advances in smart home technology, “Big Data” and Realtor® productivity tools.

SMART HOME TECHNOLOGY

NVAR Young Professionals Network partnered with the Realtor® Builder Series for a two-part smart home event on April 12. Realtors® gathered at the Mad Fox Brewery in downtown Falls Church for refreshments and networking, before dividing into groups for a short walk to the nearby **Alarm.com** demo house. **Alarm.com** representatives explained the home’s “smart” security, monitoring, automation and energy management features, including a video doorbell, water sensor and shutoff, lighting and thermostat regulation and much more – all controllable with a smartphone app.

One lucky attendee won the drawing for a smart home package provided by Link Interactive, an **Alarm.com** authorized service provider.

MORE THAN MLS

On Thursday, April 13, representatives from Bright MLS (formerly MRIS), Remine and ListHub visited NVAR’s Fairfax

headquarters to demonstrate how members can unlock the power of their multiple listing service.

Etiah White of Listhub explained how brokers can:

- advertise on more than 70 real estate websites at no cost
- take advantage of free tools like lead routing functionality and the ability to redirect traffic to their brokerage website
- access reporting enhancements to communicate with clients and deliver marketing reports, with benchmarking.

Remine, a company formed by current and former real estate practitioners, has partnered with Bright MLS to bring the power of Big Data to all members as part of their subscription. Remine CEO Leo Pareja and COO Jonathan Spinetto explained how the company:

- turns a Realtor’s® raw data into actionable intelligence
- helps agents send “the right message to the right person at the right time” using predictive analytics
- offers a single-sign-on solution for agents by deploying through the MLS
- lets agents improve the level of service offered to their customers using data and visualization tools.



Alarm.com representatives shared information about the company at the Mad Fox Brewery before Realtors® broke into groups for a short walk to the demo house.



Realtors® learn about available “smart” security, automation and monitoring features during the **Alarm.com** demo home tour.

Adam Iobst of Bright MLS closed the program with an overview of the new Bright MLS website and photo upload capabilities. Iobst also shared tips and tools for Realtors® about how to make the most of their subscriptions, including how to create and share a custom display and how to use Google alerts to know when their listings are viewed on a website.



Following a brief introduction at the Mad Fox Brewery in Falls Church, Realtors® took a short walk across the street to join **Alarm.com** representatives for a tour of the company’s demo home.

Stay tuned for more news about how NVAR Takes You Further™ with technology. +



Senior Director of Technology Initiatives **Shawn Hanna**, and Senior Director of Communications **Ann Gutkin**, are part of NVAR’s newly-formed Digital Experience Team.



NVAR FINANCE SUMMIT

Wednesday, May 24 | NVAR Fairfax | 1:00 p.m.

NVAR.com/Finance17



Welcome New Members

LEARN MORE AT NVAR.COM/REALTORS/RESOURCES

- | | | | | |
|------------------------|-------------------------------|---------------------------|--------------------------|------------------------|
| Joel Abalos | Renita Clarke | Yoon Green | Alicia McKenzie | Uzma Samee |
| Amjad Abbasi | Alain Clerinx | Elizabeth Guecia | William Melton | Kathryn Samson |
| Christie Abramovic | Geoffrey Clopton Jr. | Julia Gull | Ruben Gomez Mendez | Nelson Sanchez |
| Sezgi Acur | Thomas Cochran | Marin Hagen | Sonia Mendieta | Darnell Sanders |
| Farah Adeeb | Michael Collins | Radha Hajaji | Elivin Merlo | Marisa Savvides |
| Nicholas Africano | Christel Compton | Scott Haley | Cecelia Michel | Tina Schellman |
| Robert Agnew | Michael Corum | Paul Hartley | Frances Miller | William Scott Jr. |
| Sylvester Aldridge II | Zachary Costello | James Haughery | Gella Minie | Yeonsik Shim |
| Mohammad Ali | James Cottledge | Kelly Hayes | Seema Mittal | Keunbo Sim |
| Judy Allen | Stephanie Covington | Jonathan Henkel | Charlotte Molokken | Daryl Simpson |
| Sai Allu | Victor Criaes | Luis Hernandez | Barbara Monahan | Navdeepak Singh |
| Farid Alsafi | Kristy Crombie | Dustin Higgins | Edward Moran | Stephen Singleton |
| Dashzegve Altanbasan | Hermann Cuadros | Jocelyn Hinschberger | Rhonda Morgan | Jacob Smith |
| Nuris Aybar | Marissa Cullen | James Holben Jr. | Jessica Morris | Nicholas Snow |
| Javid Baig | Rebecca Cullinan | Leonard Holton Jr. | David Morrison | Joshua Snyder |
| Charlestine Bailey | Flecia Dahir | Tracey Hopkins | Melissa Morrison | Sylvia Sookdeo |
| Michelle Baker | Scott Darwin | Mynul Huq | John Morrissette | Daniel Sprouse |
| Sybil Baker | Akash Dave | Chad Huttner | William Mulholland III | Tracy Statler |
| Rajesh Bandi | Phillip Davis | Dao Huynh-Vuong | Marcela Garzon Navarrete | William Stephen |
| Joanna Banks | Rock Davis | Mehmet Irmak | Leopold Ekwa Ngalle | Arlene Stewart |
| Leigh Ann Barber-Walls | Monique Dean | Robert Jennings | Thuan Nguyen | Sandra Stewart |
| Jose Barreto | Yuhui Deng | Mercy John-Ekanem | Dorotea Niculescu-Maier | Shelley Stewart |
| Mary Barrett | William Doherty | Barry Johnson Jr. | David Park | Cynthia Stinson |
| Blair Beander | Thanh Duong | Joyce Johnson | Todd Patterson | Adam Stoll |
| Kendra Bearden | Yildiz Duransoy | Nikki Johnson | Lauren Pennell | Colleen Stoltz |
| Melissa Bell | Richard Dusewicz | Kristen Jones | Roberto Perez | Kaitlynn Stone |
| Karen Bewick | Rita Echols-Smith | Hyun-Joo Juon | Rajendra Persad | Kathryn Stowe |
| Mihai Bivol | John Edwards | Claudia Kabir | Mai Phung | Tuvshinjargal Sumiya |
| Marc Blackwood | Rafael Encarnacion | Arshia Kia | Gabrielle Pitz | Ram Surineni |
| Danny Blakeney | Vanessa Escorcia | Hyun Kim | Matthew Plumer | Julia Taylor |
| Haley Bowden | Deedra Everett | Joon Kim | Felicia Pricenor | Kristina Thomas |
| Michael Brady | Ajmal Faqiri | Sean Kline | Joshua Prouty | Guillermo Salmon Torre |
| Michael Bramble | Raina Farampanah | Sara Knight | Elsa Rake | Nam Tran |
| Lisa Brewer | Alynn Faughnan | Tanya Salseth Lambreton | Julio Ramos | Samar Tubbaji |
| Lauren Bruzonic | Joshua Feltz | Alyssa Lancaster | Marco Ramos | Max Tyburski |
| Rikki Bryant | Maria Fernandez | Michael Lang | Rosemary Ramos | Athena Ullrich |
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Two NVAR Members Achieve REALTOR® Magazine's '30 Under 30' Status

ELIZABETH STONE AND WILL WIARD: YOUNG REALTORS® ON AN UPWARD TRAJECTORY

By Steve Russell

EACH YEAR, REALTOR® Magazine's "30 Under 30" list recognizes top up-and-coming talent in the real estate industry. These Realtors® are selected for their creativity, business skill, professional success and leadership ability.

NVAR is proud to congratulate Elizabeth Stone of Re/MAX Allegiance and Will Wiard of Weichert, Realtors® for receiving this prestigious distinction.



Stone, a member of NVAR since 2014, is committed to going the extra mile by providing data and quality-of-life information for her clients. Stone says that she creates tailored, annotated reports that show property maps layered with local amenities like dog parks or coffee shops along with potential commuting options and times. She is serious about analyzing information and leads, and created the systems used by her team to track their clients' data. Stone built most of their systems from scratch. These tools help them discover which

leads are most serious and ready to work with the team.

Wiard, a member of the NVAR Board of Directors, joined the association in 2011. He puts a heavy focus on creating relationships with clients and their network. "I motivate the agents in my office to generate business by encouraging them to connect with all of their contacts, including family, friends, and past clients." He also puts a strong emphasis on growing his team's skills and making sure they stay up to date with trends such as social media. "I hold a training session in my office to help agents better understand contracts, buyer and listing presentations, best practices for client follow-up, and the use of social media. It's important to always refine your skill set," Wiard says. +



Steve Russell is the NVAR editorial and social media specialist.



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NVAR Board Election Process Begins

LEADERSHIP TAKES YOU FURTHER

Nomination forms for the 2018 NVAR Board of Directors will be available to download from nvar.com beginning Thursday, June 8, 2017. If you are interested in being part of NVAR's governing board, or would like to nominate a qualified colleague, this is your opportunity.

ELECTION TIMELINE

Thursday, June 8	Nomination forms available on nvar.com
Thursday, June 29	Nomination forms due by 5 p.m. E.S.T.
Tuesday, September 5	Election begins - Noon E.S.T.
Friday, October 6	Election ends - Noon E.S.T.
Tuesday, October 10	Election results announced at NVAR Annual Convention and Tradeshow

New NVAR Course Offering

CONQUERING BROKERAGE AGREEMENTS – ADDRESSES AGENCY, DISCLOSURE, ENFORCEMENT ISSUES

By Brenda Heffernan

THE NVAR EDUCATION DEPARTMENT is excited to launch a new 2017 program designed to help agents understand the legal principles of brokerage agreements and why those agreements are so important in a real estate transaction. The course, Conquering Brokerage Agreements, covers the types of agency relationships that exist between a licensee and client; disclosure requirements of the licensee; and the interpretation and enforcement of the listing agreements and buyer broker agreement forms currently used in the Northern Virginia real estate market. Specifically, licensees will learn the importance of having a buyer broker agreement in place at the outset of the working relationship with a buyer: it establishes the business relationship between the buyer and agent, and also the duties and obligations of all parties to the transaction.

Conquering Brokerage Agreements debuts June 16 at NVAR Fairfax from 9 a.m. - noon. This course will be taught by NVAR General Counsel Sarah Louppe Petcher, and carries



three hours of broker management CE or three hours of elective CE. View the schedule of upcoming NVAR Realtor® School classes on pages 42-43, or visit RealtorSchool.com +



Brenda Heffernan is NVAR's vice president of education, counsel.

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16 hr - Day 1

Time: 8:45 a.m. - 4:45 p.m.
 Date/Location: May 13Fairfax
 June 10Fairfax
 July 15Fairfax

16 hr - Day 2

Time: 8:45 a.m. - 4:45 p.m.
 Date/Location: May 20Fairfax
 June 17Fairfax
 July 22Fairfax

Specialty CE: Conquering Contracts

Time: 9 a.m. - 4 p.m.
 Date/Location: May 19Fairfax

16 hr CE - Evening

Time: 6 - 9:30 p.m.
 Date/Location: May 16 (Part 1A)Herndon
 May 18 (Part 1B)Herndon
 May 23 (Part 2A)Herndon
 May 25 (Part 2B)Herndon
 June 13 (Part 1A)Fairfax
 June 15 (Part 1B)Fairfax
 June 20 (Part 2A)Fairfax
 June 22 (Part 2B)Fairfax

Broker CE : Brokerage Risk and Liability

Time: 8:45 a.m. - 12:25 p.m.
 Date/Location: May 24Fairfax
 June 14Fairfax
 July 12Fairfax

Broker CE : Productive Agents and Offices

Time: 1 - 4:45 p.m.
 Date/Location: May 24Fairfax
 June 14Fairfax
 July 12Fairfax

Specialty CE: Negotiations

Time: 8:45 a.m. - 12:25 p.m.
 Date/Location: June 7Fairfax

Specialty CE: Conquering Broker Agreements

Time: 9 a.m - noon
 Date/Location: June 16Fairfax

Commercial CE: Discovering Commercial Real Estate

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

Commercial CE: Commercial Leasing

Time: 1 - 3 p.m.
 Date/Location: June 23Fairfax

CONTINUING EDUCATION (CE)

CE: 8 hr Mandated Course

Time: 8:45 a.m. - 4:45 p.m.
 Date/Location: June 27Fairfax
 July 10Herndon

CE Elective: Construction Essentials

Time: 8:45 a.m. - 12:25 p.m.
 Date/Location: June 28Fairfax

CE Elective: Home Innovations and Trends

Time: 1 - 4:45 p.m.
 Date/Location: June 28Fairfax

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

POST-LICENSING EDUCATION (PL)

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

Time: 9 a.m. - 4 p.m.
 Date/Location: May 8Fairfax
 July 17Fairfax
 September 18Herndon

Post Licensing (Day 2) - Contract Writing

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

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

Time: 8:45 a.m. - 4:45 p.m.
 Date/Location: May 10Fairfax
 July 19Fairfax
 September 20Herndon

Post Licensng (Day 4) - Risk Management & Escrows

Time: 9 a.m. - 4 p.m.
 Date/Location: May 11Fairfax
 July 20Fairfax
 September 21Herndon

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

Time: 10 a.m. - 3 p.m.
 Date/Location: May 12Fairfax
 July 21Fairfax
 September 22Herndon

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.



FEATURED OFFERINGS

RPR Basic

Time: 10 a.m. - noon
 Date/Location: May 10.....Herndon
 June 22.....Fairfax
 July 12.....Herndon

Refresher Series : The Not So Secret Secrets of the Pros

Time: 9 a.m. - 1 p.m.
 Date/Location: May 17.....Herndon

RPR Advanced: Using RPR to Impress Clients and Close More Deals

Time: 10 a.m. - Noon
 Date/Location: May 24.....Herndon

GRI 507: Ethics and Professional Responsibility

Time: 9 a.m. - 4 p.m.
 Date/Location: June 1.....Fairfax

Military Relocation Professional Certification (MRP)

Time: 9 a.m. - 5 p.m.
 Date/Location: June 10.....Fairfax

RPR Mobile: Big Data, Powerful Reports - Anytime, Anywhere

Time: 10 a.m. - noon
 Date/Location: June 29.....Fairfax

Property Management Lunch 'n Learn

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

GRI 508: Real Estate Law & VA Regulations

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

RPR Mobile App for Smartphones

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

D.C. CONTINUING EDUCATION (CE)

DC Fair Housing and DC Legislative Update

Time: 9 a.m. - 4:15 p.m.
 Date/Location: May 16.....Fairfax
 July 11.....Fairfax

DC Fair Housing and DC Financing Issues

Time: 9 a.m. - 4:15 p.m.
 Date/Location: June 13.....Fairfax

BROKER PRE-LICENSING

Broker Finance

Time: 9 a.m. - 5 p.m.
 Date/Location: May 18 - June 22.....Fairfax

Broker Law

Time: 9 a.m. - 5 p.m.
 Date/Location: July 23 - August 17.....Fairfax

NEW MEMBER ORIENTATION

Time: 9 a.m. - 1 p.m.
 Date/Location: May 12.....Herndon
 June 12.....Fairfax
 June 28.....Herndon
 July 14.....Herndon
 July 29.....Fairfax

Time: 6-9:30 p.m.
 Date/Location: May 31.....Fairfax

PRE-LICENSING EDUCATION

Principles of Real Estate: Day 1 -11

Time: 9 a.m. - 5 p.m.
 Date/Location: June 5 - June 19.....Fairfax

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

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Cushman & Wakefield..... 703-757-5155

COMMISSION ADVANCE

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

CONDO ASSOCIATION

The Rotonda Condominium Unit Owners Assoc..... Autumn Fields..... 703-821-8100

FINANCIAL

Access National Bank..... Marshall Chapman..... 703-871-2100

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

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

Embrace Home Loans, Inc..... Hal Johnson..... 800-833-3004

Embrace Home Loans, Inc..... Steve Miller..... 800-333-3004

Embrace Home Loans, Inc..... John Stamm..... 800-333-3004

EverBank..... Chip Beveridge..... 703-934-6000

EverBank..... Frank Donnelly..... 703-261-8882

EverBank..... Benjamin Freshman..... 202-747-4980

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

Fidelity Bank Mortgage..... Mark Webster..... 703-466-4050

First Home Mortgage Corporation..... Ana Tolentino..... 703-652-1233

FitzGerald Financial Group..... Robert Devlin Jr..... 703-766-2319

George Mason Mortgage, LLC..... Shawn Barsness..... 800-220-8388

George Mason Mortgage, LLC..... Brian Kempf..... 571-309-4911

Homebridge Financial Services, Inc..... Thomas Chess..... 703-795-8079

Intercoastal Mortgage..... Fred Bowers..... 703-449-6828

Intercoastal Mortgage..... Alex Norcini..... 571-298-8166

MONEYCORP..... Spencer Holmes..... 866-258-8343

Movement Mortgage, LLC..... Jose Paiz..... 703-868-7580

Movement Mortgage, LLC..... Lee Lecea..... 703-123-4567

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PNC Mortgage..... Brandon Krueger..... 703-123-4567

Prime Lending..... Doug Enger..... 571-442-5193

Prospect Mortgage, LLC..... William Hocker..... 301-752-4933

Protec Inspection Services..... Amy Devine..... 301-972-8531

Quicken Loans..... Mark Millar..... 888-541-7625

Realtors® Federal Credit Union..... Lori Day..... 703-709-8900

Stearns Home Loans..... Stan Schnippel..... 703-615-7373

SunTrust Mortgage..... Richard Munch..... 703-507-3657

SunTrust Mortgage..... Loretta Clark..... 410-897-6409

SWBC Mortgage Corporation..... David Oliverio..... 703-579-0977

SWBC Mortgage Corporation..... John Ragano..... 800-527-0066

Tidewater Mortgage Services Inc..... Max Sandler..... 757-292-0757

The Rosenbaum Lending Group..... Robert Rosenbaum..... 703-879-5200

Union Home Mortgage..... Daniel Aminoff..... 571-762-2236

United Nations Federal Credit Union..... James Fagan..... 703-448-5930

United Nations Federal Credit Union..... Timothy Jeffrey..... 703-448-5930

United Nations Federal Credit Union..... Sylvia Setash..... 703-448-8240

VHDA..... Linda Wine..... 804-343-5981

WashingtonFirst Mortgage..... Michael Eastman..... 571-327-2145

Wells Fargo Home Mortgage..... Kelley May..... 703-815-5988

INSURANCE

Anh Nguyen Insurance & Financial Svcs..... Anh Nguyen..... 703-739-8982

Victor Schinnerer & Co., Inc..... Eric Myers..... 301-951-5495

LEGAL SERVICES

Dunlap Bennett & Ludwig..... George Hawkins..... 703-442-3890

Fairchild Law PLC..... Pamela Fairchild..... 571-271-4070

Fidelity National Law Group..... Michael Tompkins..... 703-245-0286

Friedlander, Friedlander & Earman PC..... Jerome Friedlander..... 703-893-9600

Joseph A. Cerroni, Esq..... Joseph Cerroni..... 703-941-3000

Law Office of Ann-Lewis Shaw..... Ann-Lewis Shaw..... 703-774-7626

Law Office of James Granoski..... James Granoski..... 703-300-2786

Pesner Kawamoto..... Susan Pesner..... 703-506-9440

Redmon, Peyton, & Braswell, LLP..... F Paul Maloof..... 703-684-2000

Rich Rosenthal Brincefield Manitta Dzubin & Kroeger..... Beau Brincefield..... 703-549-4820

Rich Rosenthal Brincefield Manitta Dzubin & Kroeger..... Roy Shannon..... 703-299-3440

Shulman, Rogers, Gandal, Porfy&E..... Marc Lipman..... 301-230-5200

OTHER REAL ESTATE NEEDS

White Consulting..... Nanette White..... 888-572-7860

REAL ESTATE TRAINING

Potomac Real Estate School..... Patti Chapell..... 703-758-0034

SETTLEMENT

Absolute Title & Escrow, LLC..... Karen Day..... 703-842-7525

Atlantic Closing & Escrow, LLC..... Isadora Connor..... 202-730-2635

Atlantic Closing & Escrow, LLC..... Jonathan Villalobos..... 202-730-2635

Centerview Title Group, LLC..... Danielle LaFace..... 571-318-5030

Centerview Title Group, LLC..... Greg Oxley..... 571-318-5030

Central Title & Escrow, Inc..... Jennifer Ploutis..... 703-658-1300

Double Eagle Title Company..... Georgina Clough..... 703-865-2519

Ekko Title..... Jane Clawson..... 703-448-3556

Ekko Title..... E. Sheldon Leggett..... 703-481-6200

Ekko Title..... Lisa Mitchell..... 703-448-3556

Ekko Title..... Sara Rodriguez..... 703-560-3556

Ekko Title..... Marcus Simon..... 703-537-0800

Key Title..... Jay Eskovitz..... 703-522-3900

Key Title..... Steven Sacks..... 703-522-3900

KVS Title, LLC..... Toulia Gross..... 703-352-3030

KVS Title, LLC..... Martin Stanton..... 301-605-1420

MBH Settlement Group..... Christina Burton..... 703-734-8900

MBH Settlement Group..... Mark Carlson..... 703-734-8900

MBH Settlement Group..... Ryan Stuart..... 703-739-0100

MBH Settlement Group..... Richard Hayden..... 703-417-5000

MBH Settlement Group..... Dan Withers..... 703-242-2860

Metropolitan Title LLC..... Sonia Downard..... 703-753-9005

Monarch Title..... Cary Melnyk..... 703-852-1730

Monarch Title..... Erin Rauner..... 703-852-7700

National Settlement Services..... Loretta Colom..... 703-354-9677

New World Title & Escrow..... Andrew DiPaola..... 703-854-7880

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Pruitt Title & Escrow..... Sara Bolton..... 703-462-9931

Pruitt Title & Escrow..... Joseph Russo Jr..... 703-462-9931

Quantum Title Corporation..... Christina Shin..... 301-770-4710

Republic Title, Inc..... Bob Malico..... 703-916-1800

RGS Title..... Edward Schudel..... 703-903-9600

Stewart Title And Escrow, Inc..... Kamelia Sacks..... 703-352-2935

Strategic National Title Group..... Mike Piple..... 703-637-9030

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The Settlement Group, Inc..... Myrna Keplinger..... 703-642-6002

Vesta Settlements, LLC..... Keith Barrett..... 703-288-3333

MARKETING & TECHNOLOGY

MARKETING/MEDIA

Bader Marketing & Design, Inc..... Theresa Bader..... 410-719-2954

My Marketing Matters..... Kelly Ryan..... 301-332-0537

Bright MLS..... Customer Service..... 301-838-7100

REAL ESTATE PHOTOGRAPHY

BTW images..... Brian Woods..... 703-340-6383

Exposure Photography..... Ashley Sullivan..... 703-899-4129

Homevisit..... Dave O'Brien..... 703-953-3866

Real Estate Exposures..... Kat Kendon..... 215-313-9218

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Alarm.com..... Shawn Barry..... 877-389-4033

Centralized Showing Service..... Robert Russell..... 866-949-4277

Instantan..... Steve Mapes..... 800-668-8768

Listhub..... Allison Hartle..... 877-847-3394

Listings To Go..... T. Mason Miller..... 703-293-9366

Realtor.com..... Bob Evans..... 800-878-4166

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SentriLock, LLC..... Erika Tiery..... 703-518-1708

SmartZip..... Josh Burns..... 571-766-6863

Tech Helpline..... Jessica Smith..... 407-438-1400

VIRTUAL TOURS

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APPRAISAL

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Amanda Rae Smith	Amanda Smith	703-895-4993
AMC Appraisal Group	Keith Smith	571-282-5952
Anthony Appraisers	Michael Magnotti	703-319-0500
Appraisal Works, Inc.	Dennis Park	703-906-8258
AREAS Appraisers, Inc.	Cindy Coffman	703-866-6000
AREAS Appraisers, Inc.	Gilbert Rogers	703-866-6000
Barbara Lafalce	Barbara Lafalce	703-887-7091
Barish & Associates of Frederi	Stephen Barish	540-693-5373
BFM, Inc.	Robert Thompson	703-670-2586
Bruce W. Reyle and Company, Inc.	Michael Jackie	703-273-7375
Capitol Appraisal Service, Inc.	Richard Bowman	703-691-8800
Chevy Chase Bank	Donald Shoop	301-907-5850
CMS Appraisals, Inc.	Silvia Bennis	703-209-9123
D&R Appraisal Services, Inc.	Dawn Blalock	540-751-2220
DCO Appraisal Services, Inc.	David Olynik	301-855-3886
Dickman & Associates	John Dickman	703-938-6633
Distinctive Homes Realty, LLC	Michelle Gore	540-338-4606
dm Appraisal, LLC	David Maeng	703-449-0281
Donald R. Drake Jr.	Donald Drake	571-237-9430
F & F Appraisals	Jerry Fleming	703-963-1743
Forte Appraisal Service Inc	Anthony Forte	703-433-2205
Gee Appraisers, Inc.	Robert Gumbrewicz	703-451-9020
Harry Graef	Harry Graef	571-213-7249
Hartmann Group	Lynette Hartmann	703-406-7621
Heiner Appraisal, Inc.	Despina Gellios	703-754-6110
Home Appraisers	Thomas Runion	703-709-5695
Homestar Real Estate Services	Daniel Gartrell	571-261-3367
Hundley and Associates	Julie Lawrence	703-212-9080
Inman Appraisal Services, Inc.	Scott Inman	703-644-9877
Kandhall Appraisal Services, LLC	David Hall	571-455-2622
Karas, Inc.	Melissa Jones	703-753-5635
Kinder Appraisal Services	Jill Kinder	703-268-0756
Lesley Omega Appraisers	Lesley Omega	703-403-2024
Marcia Novak & Associates, LLC	Marcia Novak	703-585-2615
Metro Appraisal Services	Stephen McArdle	703-644-7772
Monir Moshashaie	Monir Moshashaie	703-255-6451
NP Appraisal Services	Surendra Patel	570-606-4177
NVA Appraisal, LLC	Jeffrey Kidwell	703-477-3178
Omni Appraisal Services	John Chapman	703-591-4001
Omni Appraisal Services	Nathalie Palmer	703-591-4001
Patricia A. Rasser	Patricia Rasser	202-505-0645
Preston Hummer	Preston Hummer	703-929-0857
Preston Hummer	James Hummer	703-929-0857
Real Estate Appraisals 4 You	Diane Richard	703-794-9118
Renner, Hansborough, & Reese	Jan Symons	301-258-8181
Residential Value Services	Daniel Swinney	540-347-4570
REX Appraisal Services	Esther Omorodion	703-468-1123
Riverpoint Appraisals	Robert Riddell	571-333-3747
Sandra A. Le Blanc	Sandra LeBlanc	703-629-6842
Stewart Jarrett R E Appr & Con	Stewart Jarrett	703-671-3662
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

ENVIRONMENTAL SERVICES

Accurate Radon Testing	Alexandra Bukowski	703-242-3600
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
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

GUTTER REPAIR

Gagnon's Gutterworks	Timothy Gagnon	703-716-0377
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HOME INSPECTIONS

AmeriSpec Home Inspections	Stephen Blanchard	571-235-2755
Anderson Inspection Consultant	Gary Anderson	301-855-3337
Beltway Home Inspections	Dennis Pelczynski	703-957-0155
BN Real Estate, Inc.	Brenda Nguyen	703-599-9463
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
House Inspection Associates	Jiri George Danihel	703-453-0442
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
Pillar to Post	Kevin Dougherty	703-291-0344
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
Protec 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 Gudely	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

HOME STAGING

M. Quinn Designs	Moira Quinn Leite	703-354-6359
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 Gallilher	800-468-5865
Atlas Services, LLC	Suzanne Dawn	703-201-3084
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 Trefry	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	Job Sommers	620-960-5229
One EZ Post	Randy Jorgensen	423-765-2118



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Understand the Limits of a Prospective Landlord's Right to Know

APPLICATION GUIDELINES MUST BE FOLLOWED CONSISTENTLY, APPLIED TO ALL APPLICANTS

By Nisha Thakker

Q. I'm working with a landlord who has set an acceptable credit score range for applicants. One of the applicants was well within the range, and the landlord asked me to run a criminal background check as well. The background check revealed that the applicant has a criminal past but not the specific type of criminal charge. Can I reject the applicant based on this information?

A. If you are representing a landlord in a rental transaction, you should work with the landlord to create written policies that are applicable to all applicants. If you intend to run a criminal background check on one applicant, you must run one on all applicants and notify them that they will be subject to a background check. Here are some considerations when referring to criminal background checks in rental applications:

1. You may never consider arrest records, only convictions.
2. Limit your "look-back period" to 7-10 years. Again, make sure to have a written policy outlining your look-back period.
3. People who have been convicted of crimes that affect the safety of people and/or housing may be denied on that basis.
4. If possible, fall back on denying applicants based on their credit score or history rather than the criminal history.

And remember, even though individuals with criminal record histories are not in a protected class, you may face other claims of discrimination if you don't have equally applied policies.

Q. The landlord I'm working with asked me to provide all of the applications we've received in their entirety, including credit reports. Is that something I can do?

A. Unless you have the applicant's permission in writing, you may not provide the landlord with the credit report. We also recommend that you withhold the application itself. 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, credit score (but not the report), and employment verification.

Q. I have an Exclusive Right to Lease agreement with a landlord. To vet applicants, we have them complete an online credit and background check on www.xyztenantscreen.com. A prospective tenant completed the questionnaire, and it turns out she has a very low credit score. The landlord instructed me to decline her application based on her score. Besides telling her that she has been rejected based on her poor credit history, do I have to give her any other notices?

A. If you're denying an applicant based on credit history, you must provide an Adverse Action Notice. This notice must include: the name, address and telephone number of the entity that supplied the consumer report, including a toll-free telephone number for reporting agencies that maintain files nationwide; a statement that the entity that supplied the report did not make the decision to take the adverse action and cannot give the specific reasons for it; and a notice of the individual's right to dispute the accuracy or completeness of any information the credit reporting agency furnished, and the consumer's right to a free report from the agency upon request within 60 days.

Q. The landlord I represent is requiring that all applicants provide to her a photocopy of federal- or state-issued identification that includes a picture. Is that permissible?

A. This question raises two issues. The first is that it is a violation of federal law to photocopy federal credentials. As a real estate licensee, you may ask to see the credentials and jot down the relevant information to verify identity, but you cannot make a copy. The second issue relates to fair housing. We strongly recommend that you do not provide landlords with copies of applicants' photo IDs. While there is no law preventing you from doing this, it could raise fair housing flags. When representing a landlord, your role is to find the most qualified applicant based on written criteria provided by the landlord. The applicant's name and likeness are not relevant to the decision making process. +



Nisha Thakker is NVAR's senior director of strategic partnerships.

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