

RE+VIEW™

JAN+FEB 2020

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MEET GENERATION Z

The Next Homebuyer
Class in the Making

SHOP REALTOR®:

DELIVERING VALUE THROUGH
EIGHT CORE COMPETENCIES

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YOU+M.E.:

NEW YEAR; NEW MEMBER
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New Year, New M.E.

Your Member Experience (M.E.) is evolving to meet your needs, including new and exciting ways to interact with NVAR! With Alexa voice services, the NVAR Real Life podcast, text messaging, digital magazine opt-in, weekly industry news emails, and technology and meeting space in our two offices, we're working together to ensure that your Member Experience keeps up with the way you do business.

Pictured: Our recently finished Fairfax Realtor® Hub featuring special guest: Amazon Alexa!

New and Improved features like:



Digital Magazine Option!

Log in to your member dashboard to opt-in to receive a digital version of RE+View Magazine instead of print.



Text Alerts From NVAR! Coming Soon.

You can also opt-in for text messages from NVAR, which will feature important alerts and a weekly digest.

Go to NVAR.com/Opt-in

And that's not all!



NVAR.com/YouAndME

RE+VIEW

JAN+FEB Volume 103, Issue 1

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By Nicholas Lagos

THE YEAR OF COMMITMENT

BE KIND, BE PROFESSIONAL,
BE THE BEST YOU CAN BE

I'm honored to serve as your NVAR President this year, and grateful for the opportunity to partner with a dedicated team of leaders and to be part of this thriving association. Together, we are poised to take Northern Virginia Realtors® further!

In 2020, I plan to build on the incredible work of the volunteer leaders who came before me, including our 2019 President, Christine Richardson. You responded enthusiastically to her call for us to become engaged in our association. Now I ask each of you to turn that positive engagement into *commitment*.

More than 225 of you have already volunteered to be part of our committees and work groups this year. I'm excited to work with these committed Realtors® and affiliates, together with our wonderful staff team, to fulfill NVAR's strategic goals for the benefit of our entire membership. Your success is our top priority.

So, what are we going to focus on this year?

We are committed to delivering world-class member services, experience and continued engagement. Check out the pages of this issue to see examples of exciting enhancements that are already in place.


We want to revolutionize the way we deliver programs, products, services and information – meeting each of you where you are, both physically and virtually.

We will continue to be the leading advocacy organization, lobbying for property rights and making sure our members follow the Code of Ethics.

We will make plans to mark NVAR's 100th birthday, in 2021, in a way that honors our past, celebrates our present, and most importantly, focuses on the transformational and promising future of our organization and profession. We need to be adaptable to changes and be flexible in our approach, depending on the needs of our members, our clients, and our industry.

We can't accomplish any of this without commitment. I challenge each of us to:

- Be the best we can be to our clients
- Educate ourselves to be Pros – start your C2EX training if you haven't already
- Work with our colleagues as professionals; we can agree to disagree, but respect is critical
- Elevate our profession by doing the best job we can and showing the best of ourselves; what we say and do reflects on other Realtors® and our brand
- Embrace technology – but don't forget the basics; connect with clients and tell your story
- Practice being KIND
- Volunteer at NVAR; if you haven't already applied for a committee, make a commitment to do that this year
- Make a commitment to carving out time for you, your family, and loved ones; live by your established principles and don't forget to have FUN!

Remember: That's Who We ! Please share your ideas and constructive feedback with me at president@nvar.com. I value your input.

Nicholas Lagos
2020 NVAR President
president@nvar.com



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The Next Homebuyer
Class in the Making

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PRE-APPOINTMENT



ON THE MARKET



BUSINESS MANAGEMENT



PERSONAL SUCCESS



CLIENT PRESENTATION



OFFER TO CLOSING



BUSINESS MARKETING



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



NEW YEAR, NEW YOU, NEW MEMBER EXPERIENCE (M.E.)



Happy New Year! As we focus on the final stretch of our three-year Vision 2020 Strategic Plan, there are exciting transformations taking place in our association and our profession. Your NVAR staff team is committed to working closely with our volunteer leaders to deliver on the goals that will help you build your business and serve the needs of your clients.

Our Vision 2020 strategic drivers – value, innovation, and impact – are reflected throughout your association and in the pages of this *RE+View* magazine.

We continually explore ways to deliver value and help maximize your membership experience. The article on page 7 explains how we've redesigned our offerings into eight "core competencies" to better align with the way you do business.

NVAR's You and M.E. initiative, described on page 2, offers new options for accessing your Realtor® association benefits to improve your Member Experience. Whether it's text messaging, Alexa voice search, or enhanced access to member services, we are committed to helping you stay connected and adding value to your membership.

We're implementing innovative approaches to member engagement, reflected in the all-new Realtor® Hub in our Fairfax location. Check out the photos below for a glimpse of what you'll experience in our reimagined membership space.

We're supporting industry innovation, too, with an investment in NAR's REACH program – committed to the exploration of technological advancements in the real estate space. Together, we are at the leading edge of industry trends, delivering the products and services you need to maintain your status as trusted advisors to your clients and meet evolving expectations. Learn more about the REACH program at nar-reach.com.

Northern Virginia Realtor® impact throughout the region and in Richmond continues to flourish. The NVAR Cares Committee and Young Professional Network give back to our local communities in a variety of ways that support worthwhile organizations and causes (see page 36). By working with elected officials to protect your business interests and the interests of buyers and sellers, NVAR positions Realtors® as a positive influence in the region. Learn about the 2020 legislative agenda that your NVAR lobbying team is pursuing on your behalf (see page 14).

Your NVAR staff and volunteer leadership team are committed to creating opportunities for your success. I encourage you to learn about all that your association offers. Stay connected. Get involved. Maximize your Member Experience in 2020!

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

NVAR Realtor® Hub

BUILT FOR THE WAY YOU WORK



The NVAR Realtor® Hub, on the first floor of NVAR's Fairfax headquarters, includes a collaborative workspace that allows members to enhance their digital proficiency by exploring technology, testing new products, and experimenting with video and audio production.



NVAR is revamping the store so you can shop digitally – at home, online or in the NVAR Realtor® Hub with the assistance of the dedicated NVAR member experience team.



As your business-centered home away from home, the all-new NVAR Realtor® Hub is the perfect place for you to grab coffee, find out what's new, and collaborate with your peers.

Delivering Value Through Core Competency Solutions

INTRODUCING THE 'SHOP REALTOR®' JOURNEY

By Ann Gutkin



WITH DIFFERING CAREER PATHS, business models, brands, clientele and marketing strategies, Realtor® members are unique. In developing the Vision 2020 Strategic Plan, NVAR volunteer leaders and staff made a conscious decision to create a system that aligns membership benefits with specific member needs.

One of NVAR's strategic goals is to move towards an individualized member experience, providing the resources that matter most to each member. After a four-year-long project, "Shop Realtor®" is forging an ambitious path to rethink access and delivery of member value and benefits from all three levels of the Realtor® association in a more thoughtful and deliberate way.

In 2017, NVAR launched the new **NVAR.com**, designed to create a distinct user experience for three primary audiences: Northern Virginia Realtors®, Northern Virginia real estate service providers, and Northern Virginia homebuyers and sellers. Working with members, staff and the public, NVAR developed a site that highlights the most relevant content and areas of interest for each user group.

Narrowing a set of 12 distinct user personas to three audiences was only the first hurdle. The development team recognized that Northern Virginia Realtors®, the largest of the three target audiences and the primary focus of NVAR's strategic mission, encompasses a widely diverse group of individuals.

"We're committed to curating a unique member experience for each of our members – delivering the products, services and opportunities that they need in order to develop and serve their client base and to run a successful business," says NVAR CEO Ryan Conrad.

To understand which products and services offer a strong value proposition for the work that Realtors® engage in each day, NVAR created a member-led Products and Services Advisory Group (PSAG). Its mission: to help NVAR better understand, through the member perspective, how to organize the aggregated products and services from the local, state and national associations in a way that will elevate the business success of the Realtor® agent and broker members.

Using a list of 230 possible actions that a Realtor® may provide in a typical, successful real estate transaction as a launch point, the PSAG was tasked with refining it into a logical set of categories, or competencies, that a member should develop to achieve success as a Realtor®. The group identified eight core competencies – four related to the Realtor's® clients, and four related to the Realtor's® business:

Client-centered Competencies:

- Pre-appointment (preparing for a client meeting)
- Client presentation (securing an agency agreement)
- On the market (marketing and showing activities)
- Offer-to-closing (managing a contract to settlement)

Business-centered Competencies:

- Business management (organizing your business)
- Business marketing (growing your contacts base)
- Personal success (realizing your potential)
- Realtor® professionalism (advancing your profession)

PSAG then reframed the association's products and services to create ease of access in a way that better aligns with the way members do business.

The next step is undertaking the necessary work to reposition all member offerings within the eight-category framework. Each product, service, benefit, event, article, research study, service provider and strategic partner are being coded and tagged in the website content management system, based on which core competency it supports. Not only will the end result create an Amazon-like e-commerce experience, but this also provides an online "journey" of offerings to support the member's client-centered and business-centered work lifecycle. Visit **NVAR.com/shoprealtor** to see how this new online experience continues to take shape.

The table of contents on page 5 of this issue features a visual key to each of the eight competencies. Content throughout the magazine includes icons identifying the competency associated with each item.

Visitors to the NVAR Fairfax headquarters will notice a redesign of the first floor that reflects the newest ways to experience retail, member service and digital engagement processes. New staff have been hired to support this "experience and engagement" hub. Check out the photos on page 6.

NVAR is committed to offering the latest tools and innovations to help members succeed. As the industry evolves, the association's role, at local, state and national levels, is to help members maintain a competitive edge.

Shop Realtor® was conceived as part of an association-wide goal to deliver on that promise through the lens of each member's workflow. +



Ann Gutkin is the NVAR vice president, communications.

Setting the Stage for 2020

DECEMBER PROGRAM INSTALLS LEADERSHIP TEAM, RECOGNIZES 2019 VOLUNTEERS AND AWARD RECIPIENTS

By Ann Gutkin

THE SIGHTS, SOUNDS AND TASTES of Greece welcomed guests to the 2019 Installation and Recognition program at NVAR's Fairfax headquarters on Dec. 19. A nod to 2020 President Nicholas Lagos' heritage, the Greek-themed event celebrated incoming leaders and honored 2019 volunteers and award recipients.

"In 2020 I want to take our engagement to the next level," Lagos said during his remarks, referring to 2019 President Christine's Richardson call last year for members to become engaged. "I am asking for your 'commitment' so that we, as a team, can accomplish the goals established by the Board of Directors in our Vision 2020 Strategic Plan," Lagos explained.

Lagos also thanked past and future volunteer members for their service and laid out his plans for accomplishing NVAR's strategic goals, encouraging members to be the best version of themselves, and setting the stage for NVAR's centennial in 2021.

Serving as the installing officers, Perry Gawen Jr., original broker/owner of Lagos' Century 21 Gawen Realty, administered the oath of office to Lagos, and Leslie Rouda Smith, 2020 NAR first vice president, swore in the 2020 NVAR Board of Directors.

"NVAR is fortunate to have Nicholas as our 2020 president as we embark on a new year, new decade and new era of NVAR in this evolving industry," NVAR CEO Ryan Conrad said. "One of Nicholas' guiding principles is to 'be kind' – and I am confident that his caring nature and commitment to our members' success will carry us forward in the coming year."

In addition to installing the 2020 association leaders, NVAR presented the 2019 Affiliate of the Year, Hall of Fame and Honorary Life Member Awards.

To view event photos, visit NVAR.com/installation19. 



During the ceremonial "passing of the gavel," each former NVAR president in attendance – from the earliest to the most recent – hands off the gavel until it reaches Installing Officer Perry Gawen, Jr., who passes it to the newly-installed president.



Hall of Fame honorees for 2019 display their awards bestowed by NVAR's 2019 President, Christine Richardson (left-right): Verna Vargas, Matt Kahn, Nancy Harvey Steorts and Richardson.



2020 NVAR President Nicholas Lagos proudly accepts the gavel from Installing Officer Perry Gawen, Jr. after taking his oath of office.



The 2020 Board of Directors gathers post-ceremony with Installing Officer, NAR 2020 First Vice President Leslie Rouda Smith (far right). Pictured left-right: Dallison Veach, Marriah Unruh, Ken Tully, Peter Nguyen, Thai-Hung Nguyen, Shelia Jackson, Sherry Rahnama, Shirley Buford, Debbie Baxter, Rob Allen, Amina Basic, Christine Richardson, Reggie Copeland and Derrick Swaak. (Not pictured: Heather Embrey)



Members of the 2019 NVAR Leadership Institute receive their certificates of completion for the year-long program. Pictured left-right with 2019 NVAR President Christine Richardson: Tiffany Aquino, Kirill Gorbounov, Casey Menish, Lisa Langlais, Michelle Sanoske, Sean Bugg, Natalie Roy, Tatiana Busch, and Richardson.



Recognizing exemplary dedication to NVAR, the Northern Virginia real estate industry and the local community, 2019 NVAR President Christine Richardson honors Sherry Skinner of Interstate Moving as Affiliate of the Year.



Realtor® Mario Rubio of Rubio Real Estate is recognized as NVAR's 2019 Honorary Life Member by 2019 President Christine Richardson.

AWARDS AND RECOGNITION

To view a PDF of the event program, visit NVAR.com/installation

2019 AFFILIATE OF THE YEAR:

Sherry Skinner, Interstate Moving & Storage

2019 HALL OF FAME HONORS:

Heather Embrey, Better Homes & Gardens Real Estate Premier, Falls Church

Matt Kahn, Falls Realty, Falls Church

Nancy Harvey Steorts, Long & Foster Real Estate, Alexandria

Verna Vargas, NVAR Member Systems Manager

2019 HONORARY LIFE MEMBERSHIP:

Mario Rubio, Rubio Real Estate

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Nicholas Lagos, Century 21 New Millennium

President-Elect

Derrick Swaak, TTR Sotheby's International Realty

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Reggie Copeland, CR Copeland Real Estate, LLC

Immediate Past President

Christine Richardson, Weichert, Realtors®

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Rob Allen, Long & Foster Real Estate

Amina Basic, Keller Williams Realty

Deborah Baxter, Coppermine Realty

Shirley Buford, Long & Foster Real Estate

Heather Embrey, Better Homes & Gardens Real Estate Premier

Shelia Jackson, Long & Foster Real Estate

Peter Nguyen, TTR Sotheby's International Realty

Thai-Hung Nguyen, Better Homes & Gardens Real Estate Premier

Sherry Rahnama, RE/MAX Executives

Ken Tully, RE/MAX Preferred Properties, Inc.

Marriah Unruh, Keller Williams Capital Properties

Dallison Veach, Veach Realty Group

WHAT REALTORS® NEED TO KNOW:

Condominium and Property Owners' Association Disclosures

By Daniel B. Harris, Esq. and Kate O'Toole



WITH MORE THAN 1,500 Common Interest Communities (CICs) in Fairfax County alone, it is not uncommon for Northern Virginia Realtors® to work with clients who are buying or selling a home located in a Condominium or Property Owners' Association.

Requirements for the buyer, seller and CIC are determined by Virginia law and outlined in the Property Owners' Association Act and the Condominium Act (the "Acts") – but the complexities of the Acts can lead to questions such as, "When does the three-day right of rescission start?" and "What if the resale disclosure packet is incomplete or out of date?"

At the NVAR Legal & Appraisal Summit on Nov. 21, 2019 Delegate Marcus Simon (VA-53), an NVAR member, attorney and a founder of Ekko Title, clarified CIC law and the NVAR contract. Simon highlighted the following important steps and procedures to observe when buying or selling a home located in one of these communities:

1. The seller requests an association disclosure packet from the CIC.
2. The CIC has 14 days to provide the packet to the seller. The obligation of the CIC is to the seller – not the buyer. The seller is **not** obligated to give the packet to the buyer within 14 days, but it is in the seller's best interest to do so.
3. The buyer's right of rescission begins after receipt of (i) the resale packet; (ii) a packet that does not contain the information required by the Acts; or (iii) notice that the packet will not be available. In any dispute, the sender has the burden to prove delivery.
4. Once the right of rescission begins, the buyer must exercise the right:
 - i) **Within three days after the date of the contract**, if the packet or notice was received on or before the date of signing;
 - ii) **Within three days after receipt of the resale packet or notice**, if received after contract signing by (i) hand

delivery; (ii) electronic means; or (iii) by a commercial overnight delivery service or United States Postal Service, and a receipt is obtained; or

iii) Within six days after the postmark date if the resale packet or notice is received after contract signing and by United States mail.

5. The buyer may also cancel at any time before settlement if the buyer has **not** been notified that the packet will not be available, **and** the packet is not delivered to the buyer.
6. The right to receive the resale packet and the right to cancel the contract are waived conclusively if not exercised before settlement.

FREQUENTLY ASKED QUESTIONS:

Q: MY BUYER RECEIVED THE RESALE DISCLOSURE PACKET, BUT IT IS INCOMPLETE. WHAT ARE MY OPTIONS?

Under the Acts, the buyer's sole remedy for delivery of an incomplete packet is to cancel the contract within the three-day period. The buyer may request an updated packet but doing so will not extend the three-day right of rescission.

Q: WHY DOES THE NVAR CONTRACT SPECIFICALLY STATE THAT THE BUYER'S SOLE REMEDY IN THE EVENT OF INCOMPLETE DISCLOSURE PACKET IS RESCISSION WITHIN THREE DAYS? CAN THE PARTIES AGREE TO EXTEND THE PERIOD?

No. The provisions of the Acts cannot be varied by agreement, and the rights conferred cannot be waived. NVAR has been working closely with Virginia Realtors® in anticipation of the 2020 Virginia legislative session and will propose several amendments to the Acts – one of which is to allow the parties to extend the three-day period to up to seven days if the buyer requests an updated disclosure packet.

Q: WHAT IF THE DISCLOSURE REVEALS THERE ARE VIOLATIONS?

If the buyer didn't cancel the contract within the three-day period, some sellers think they don't have to fix noticed violations. However, the seller agrees in the title paragraph of the contract to comply with all CIC association notices and orders of violation. This obligation exists regardless of whether the buyer exercises the three-day right of rescission.

Obtaining written confirmation from the CIC association is the best way to ensure that the violation has been cured.

What is a Common Interest Community?

A generic term used to describe both Property Owner's Associations (sometimes known as Homeowner's Associations or HOAs) and Condominium Associations.

Sellers may be in breach of contract if they fail to correct the violations before settlement.

Q: WHAT IF THE PROPERTY IS SUBJECT TO MULTIPLE CICS?

Since a disclosure is required for each association, there is a three-day right of rescission after delivery of each disclosure packet or notice that the packet will not be available.

Q: MY BUYER HAS NOT RECEIVED THE DISCLOSURE PACKET OR NOTICE THAT IT WILL BE UNAVAILABLE. SETTLEMENT IS SCHEDULED FOR TOMORROW. WHAT ARE MY OPTIONS?

The buyer may deliver notice to cancel the contract at any time prior to settlement **so long as the buyer has not received the packet or notice that the packet will not be available.**

While the parties are always free to mutually agree to extend the settlement date, the right to receive the resale packet and the right to cancel the contract are waived conclusively if not exercised before settlement. This means that the settlement date will not be automatically extended when the packet is delivered the day before closing. In that event, the buyer's sole remedy is to cancel the contract before settlement.

Disclaimer: This article does not constitute legal advice; contact the NVAR Legal Hotline at NVAR.com/hotline with further questions. +



Daniel B. Harris, Esq. is the NVAR staff attorney.



Kate O'Toole is the NVAR digital content manager & senior editor.

December 1, 2019 Standard Forms Changes

By Matthew L. Troiani, Esq.

THE NVAR STANDARD FORMS LIBRARY was updated effective Dec. 1, 2019 to comply with recent changes in MLS Rules. To avoid confusion, the Forms Library was **not** updated on Jan. 1, 2020.

1. K1321 RESIDENTIAL SALES

CONTRACT – This form has been modified consistent with revisions to the Virginia Code in the Property Owners Association and Condominium Acts. The Contract specifically allows for buyer delivery of the earnest money deposit by wire transfer. The form has also been modified to remove redundant definitions of Delivery and Possession Date in paragraph 31. The FIRPTA provisions have been substantially modified to more accurately define who is subject to FIRPTA and incorporate the parties' responsibilities under the statute if

FIRPTA does apply. These revisions remove the need for a separate FIRPTA Addendum.

2. **K1209 SALES CONTRACT FOR UNIMPROVED LAND** – This form has been substantially modified consistent with recent revisions to the Residential Sales Contract and to update Virginia Code references.

3. **K1336 EXCLUSIVE RIGHT TO SELL LISTING AGREEMENT, K1337 EXCLUSIVE AGENCY LISTING AGREEMENT, K1355 EXCLUSIVE RIGHT TO SELL UNIMPROVED LAND, K1281 EXCLUSIVE RIGHT TO LEASE LISTING AGREEMENT** – These brokerage agreements have been substantially modified to ensure compliance with the new MLS Policies. The "Coming Soon" policy has been incorporated into the brokerage agreements because the only relevant restriction on marketing is the limitation on showings. The FIRPTA provisions in these forms have also been updated consistent with the changes to the Residential Sales Contract. The Exclusive Right to Lease Listing Agreement has been updated to remove reference to "opting out" of the VRLTA, since there is no longer any "opt-out" possibility for residential leases.

4. **K1354 VRLTA LEASE** – This form has been modified to update Virginia Code references and remove any language regarding "opting out" of the VRLTA.

The followings forms have been removed from the Forms Library:

5. **K1369 PRE-MARKETING ("COMING SOON") ADDENDUM TO LISTING AGREEMENT** – This form is no longer necessary due to recent changes in MLS Rules and the relevant provisions have been incorporated into the Listing Agreements.

6. **FIRPTA ADDENDUM** – This form is no longer needed as all relevant provisions have been incorporated into the Residential Sales Contract. +



Matthew L. Troiani, Esq. is vice president of professional development and chief counsel.



DID YOU KNOW:

One of the benefits of your NVAR membership is free access to forms vendor Instanet. Access your free Instanet account by logging in to your member dashboard at **NVAR.com/login**. Form templates that you save through the Instanet platform will be updated automatically to reflect changes in any new standard forms release.

NVAR forms are also available through Dotloop and ZipLogix. If you use either of those forms vendors, remember to update your form templates with each new standard forms release to ensure the enforceability of transactions!

Educating Clients About Bifurcated and Hybrid Appraisals

By Kate O'Toole

"APPRAISERS ARE MIRRORS; they are reflecting market value," John Russell, senior director of government relations and business development for the American Society of Appraisers, said at the 2019 NVAR Legal and Appraisal Summit on Nov. 21.

When evaluating the value of a property, bifurcated and hybrid appraisals are two types of valuation products that have the potential to distort an accurate reflection of market value. Addressing concerns surrounding these appraisals, the National Association of Realtors® (NAR) Board of Directors approved a new policy at the 2019 NAR Annual Meeting in San Francisco in early November, Russell explained.

This new policy clarifies that "there are instances where the bifurcated term may be used synonymous for hybrid and bifurcated assignments, however they are two different valuation products ... the differences are the method of the data collection."

- Bifurcated appraisal – traditionally utilizes a **state credentialed appraiser** to view the property and provide the data to another state-credentialed appraiser to complete the assignment.
- Hybrid appraisal – utilizes a **third party** to collect data for the subject property. The third party is not a state-credentialed appraiser. This data is provided to a state-credentialed appraiser to complete the development, analysis and reporting of the assignment.

The problem with bifurcated and hybrid appraisals is that the data collectors often don't have geographical competency at the site location – meaning they don't have the local market expertise and/or don't regularly complete assignments in the area, Russell explained.

The policy states that "Realtors® support independent valuations of real property performed by state-credentialed appraisers. Using a professional appraiser for the entire valuation process remains the best practice..."


In his presentation, Mark Bird, an appraiser with Bird & Associates and a Realtor® with Samson Properties, also highlighted the importance of using a professional appraiser – explaining that an appraiser does more than provide a price estimate. Appraisers provide a full market report, identify special features of the house, walk and measure the entire property, and more.

Bird encouraged Realtors® to provide all relevant property information to appraisers, such as a timeline and list of renovations, so that the appraisers can create the most accurate valuation.

"Appraisers are going to do most everything we can to support the sales price," Bird said. "I'm looking for updates, features, views – anything that can add value."

Even though appraisers are often chosen by lenders, Realtors® have a responsibility to explain differences in valuation products to their clients, Russell said.

"You are an advocate for your client," Russell said. "You don't get to take that hat off just because there is a lender ... part of that is understanding what they [clients] are receiving from a third party. As your client's agent, you are educating them along the way."

To view a copy of the NAR policy related to bifurcated and hybrid appraisals, visit [NVAR.com/appraisalpolicy](https://nvar.com/appraisalpolicy). 



Kate O'Toole is the NVAR digital content manager & senior editor.



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NVAR Team Poised to Advance 2020 Virginia Realtors® Legislative Agenda

By Josh Veverka

THE 2020 VIRGINIA GENERAL ASSEMBLY convenes for a 60-day session on Jan. 8 with the Democratic Party holding control of the State Senate, the House of Delegates and the Governor's mansion for the first time since 1993.

One impact of this historic changing of the guard in Richmond is that the Realtors® will be explaining real estate issues to newly elected legislators and new members of key committees, including the General Laws Committee, where most of the real estate related legislation is sent.

The continued push to authorize association health plans for sole proprietors and independent contractors is a priority. This legislation, co-patroned with bipartisan support from Senator George Barker (D) and Senator Siobhan Dunnivant (R) will allow an association like the Virginia Realtors® to negotiate health insurance plans for



its members on the large group market. NVAR and Virginia Realtors® lobbyists have been meeting with members of the General Assembly throughout the summer and fall to discuss this legislation and other key issues in preparation for the session.

While NVAR does have a full-time Government Affairs lobbyist on the ground in the State Capitol, Realtors®, too, have an important role. As the experts on real estate issues, your communications with elected officials are critical. Consider joining NVAR for our annual Realtor® Lobby Day in Richmond on Wednesday, Jan. 29 to tell your story and support the real estate industry. Register at [NVAR.com/LobbyDay](https://nvar.com/LobbyDay). +



Josh Veverka is the NVAR government affairs director.

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2020 Virginia REALTORS® Legislative Agenda

Item 1 – Association Health Plans

Virginia REALTORS® is seeking legislation to allow for trade associations, like the Virginia REALTORS®, to develop health plans for its members.

Item 2 – Require all current rent money to be deposited into escrow account

Virginia REALTORS® is seeking legislation to require that all rent moneys, regardless of when they are received, be deposited into an escrow account.

Item 3 – Allow for buyers and sellers to extend the 3-day right of rescission within the POA/COA Act

Virginia REALTORS® is seeking legislation that will allow a buyer and a seller to agree in writing to an extension of the 3-day right of rescission up to a maximum of 7-days.

Item 4 – Update the Virginia Residential Landlord Tenant Act based on inconsistent language relating to security deposits

Virginia REALTORS® is seeking legislation to correct a discrepancy within the VRLTA, that allows the security deposit to be returned to the tenant within 45 days of the later of two events; the termination of tenancy or the delivery of possession.

Item 5 – Allow for buyers to remove language from land titles and other recorded documents that violate the Fair Housing Act

Virginia REALTORS® is seeking legislation to allow for the removal, prior to settlement, of language in recorded land title documents and other recorded documents that violates the Fair Housing Act. Though bill language has not been finalized, the PPC recommends the Virginia REALTORS® Government Relations and Legal Teams to engage the Virginia State Bar, the Virginia Land Title Association, the Virginia Bankers and the Circuit Court Clerks on a format that works the discriminatory language, without delaying the transaction.

Item 6 – Clarifying when the VREB can step in and allow brokerages to continue operations in the event of the death or disability of a broker

Virginia REALTORS® is seeking legislation that will clarify that the VREB can allow for firms to continue business in the event of a broker death or disability by adding language to the Code of Virginia that includes LLC's and business entities. Currently the Code of Virginia only includes corporations or partnerships.

Item 7 – Correct a technical error in the Eviction Diversion Program

Virginia REALTORS® is seeking legislation to correct a drafting error to the Eviction Diversion Program, passed last year. The technical correction relates to when a tenant is eligible for the eviction diversion program, in that a tenant is only eligible to participate in the program if they have not exercised their right of redemption within 6-months of the unlawful detainer.

Updated on 11.19.2019

Reprinted from Virginia REALTORS®.

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- See the General Assembly in action

December NVAR Region Market Stats



Spotlight

Statistic	Dec	YoY	MoM
Total Sold Dollar Volume	985,831,253	+ 9.7%	+ 9.2%
Closed Sales	1,525	+ 0.7%	+ 6.6%
Median Sold Price	\$554,000	+ 8.2%	+ 2.9%
Average Sold Price	\$641,789	+ 8.2%	+ 2.6%
Median Days on Market	13 days	- 51.9%	+ 8.3%
Average Days on Market	30 days	- 28.6%	+ 15.4%
Median Price per Sq Foot	\$287	+ 1.4%	+ 0.7%
Average Price per Sq Foot	\$314	+ 2%	+ 1.6%



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Access current and historical market data at [NVAR.com/stats](https://nvar.com/stats) and getsmartcharts.com

MEET GENERATION Z

The Next Homebuyer Class in the Making

By Michele Lerner



Just when the real estate industry has adjusted to the preferences of millennials, here comes a new generation of potential customers dubbed Gen Z. While the oldest member of the Gen Z generation is only 24, this upcoming cohort appears poised for homeownership and wants to achieve that goal as soon as possible. That is, if they can find an affordable house that suits them.

Two pieces of good news for real estate agents: a survey of Gen Z-ers by **Homes.com** found that 86% want to own a home and just 5% said they don't want to own a home at all. Even better, a recent survey of Gen Z-ers by Freddie Mac found that 79% prefer conducting the homebuying process face-to-face with professionals rather than via an app.

"We generally make expectations of younger generations as if they're very different from previous generations," says George Ratiu, senior economist with **Realtor.com**. "We thought the millennials were all about renting a 300-square-foot studio, using Uber instead of buying a car and Rent the Runway instead of buying clothes. But now that millennials are getting towards 40 and they're forming families, they're the ones taking out almost half of all mortgages, and they're buying homes in the suburbs. We should expect the same of Gen Z when they're older, too."

Since most members of the Gen Z generation are just now graduating from college, they currently represent only 2% of mortgage originations, says Ratiu.

On the other hand, at even this young age, Gen Z-ers in several surveys have strong opinions about the value of homeownership.

HOMEOWNERSHIP ASPIRATIONS

A recent Bank of America survey found that 59% of Gen Z-ers want to buy a home within the next five years

and another 33% plan to buy within six years, which would mean they would become homeowners before turning 30.

"The most surprising thing we found in our survey is how many young people expect to buy at an early age," says Dave Mele, president of **Homes.com**. "This will be a large age cohort, even bigger than the millennials, so Realtors® need to be thinking about how to help them overcome their concerns about being able to afford the monthly payments, save for a down payment and pay off their student loans."

The **Homes.com** survey found that 82% of Gen Z-ers want to buy because they want a place to call their own and 50% see owning a home as a good investment. In Bank of America's survey, the reasons the youngest generation of buyers want to own include starting a family (55%), building wealth over time (47%) and making their family proud (33%).

VALUE OF REAL ESTATE AGENT

Since Gen Z buyers currently represent such a small part of the market, they were not a separate category in the National Association of Realtors®' 2019 Home Buyer and Seller Generational Trends report.

"We did break out a younger millennials category, ages 21 to 28, who have doubled in size to 11 percent of homebuyers in the last couple of years," says Jessica Lautz, vice president for

demographics and behavioral insights for NAR. "One of the interesting things about this group is that they want 'bricks not clicks' when it comes to shopping, which speaks to their desire for help from an agent rather than doing everything online."

NAR's survey found that the youngest buyers are using an agent at the highest rate among all generations.

"They want an agent to walk them through the entire process," says Lautz. "They're relying on referrals at higher rates than other generations and want someone they trust to help them."

Gen Z-ers are a completely digital native generation, says Mele, but 90% plan to work with a real estate agent because they don't want to go through the homebuying process alone.

To reach the next generation of buyers, Kathy Cummings, senior vice president of homeownership solutions for Bank of America, recommends holding an information session at a local brewery or someplace where Gen Z-ers would be likely to gather.

"It's important to have a visual presentation that shows them the average rent in your market with a photo of a house that they could buy with a similar monthly payment," says Cummings. "They need to understand the value of a fixed-rate mortgage so they wouldn't have to worry about their rent going up again."

Realtors® should anticipate working with young buyers' parents, too.

Gen Z continued on page 22



Tips for Agents Working with Gen Z

- **Be tech-savvy.** This generation has grown up with smart phones. Your website should be optimized for mobile devices and you should be making quick videos for properties and to share information.
- **Be quick to respond.** Instant responses are a given in the Gen Z world.
- **Be collaborative.** Gen Z-ers are likely to have done a lot of research, but they also want your input on the market and neighborhoods.
- **Locate affordable housing options.** A townhouse or condo in a desirable location may overcome the desire for a single-family home.
- **Set expectations.** This generation grew up with HGTV and expect all homes to meet TV standards.

“Younger buyers often get financial help and advice from their parents,” says Lautz. “Anecdotally, I’ve been hearing that some parents call their children’s agents to tell them to show them a home in a particular neighborhood or to provide input even if they’re not helping financially.”

MISCONCEPTIONS ABOUT BUYING

While aspirations for homeownership are high, there’s still an issue of misinformation that may slow the Gen Z generation’s entrance into the housing market.

“Like other generations, Gen Z-ers think the biggest barrier to buying is saving for a down payment and closing

costs,” says Cummings. “While saving is good, they need to know that they may not need as much cash as they think they do. They need to be educated that they can buy with as little as 3% down and about the availability of down payment assistance and closing costs.”

The median down payment for first-time homebuyers was 6% in 2019, according to NAR.

Another misconception is that student loan debt will automatically disqualify buyers from a mortgage, says Cummings.

“Buyers need to understand that student loan debt can be OK and that they don’t need perfect credit to get a loan approval,” she says.

FINANCIAL PREP

Bank of America’s survey found that more than half (52%) of Gen Z-ers are already saving to buy a home.

“We asked prospective Gen Z homebuyers about how they would spend \$5,000, and we saw a real shift in values,” says Cummings. “The majority chose to save it for a down payment.”

For example, 80% said they would save the money for a down payment, while 20% said they would use it to plan their dream wedding; 76% said they would save it for a down payment versus 24% using it to go on a shopping spree. And, while travel and experiences are often a priority for young people, 71% said they would save it for a down payment versus 29% using it to take a vacation.

Gen Z-ers appear to be committed to preparing to buy a home, with 94% saying they’re willing to make sacrifices to buy, according to Bank of America.

“More Gen Z-ers than any other generation said they would be willing to get a second job to be able to buy a house,” says Cummings.

In addition, the survey found that in order to buy a home, 51% would cut back on extracurricular activities, 34% would attend a university that will leave them with less student loan debt, 32% would move in with their parents or in-laws and 32% would buy a home that doesn’t meet their wish list.

Sixty-one percent of Gen Z-ers expect to receive financial help to buy their first home, either from their parents or from a homeownership program, according to Bank of America’s survey. More than half expect to pay their parents back for their financial aid.

Agents can share resources for homeownership assistance from places such as downpaymentresource.com or mortgage.bankofamerica.com/

“A big shift with this generation is that they use video far more than anything else when they’re searching for information online.”

—Tim Costello, CEO of Builder Homesite, Inc.

mortgage-down-payment-center, which can be searched by state. Bank of America offers up to \$7,500 in closing cost assistance and up to \$10,000 in down payment grants to qualified applicants, Cummings says. Other financial institutions offer similar programs.

PRIORITIES FOR HOME PURCHASE

Affordability is the top priority for young buyers, says Lautz.

“We hear all the time about how city centers are popular, but about half of young buyers are purchasing in the suburbs because of affordability issues,” says Lautz. “Many of them are also skipping that entry-level purchase and going directly to a detached single-family home. Our survey found that most first-time buyers are putting down roots and think they’ll stay in their home for 10 years or longer.”

Ratiu thinks we’re entering an era of the renaissance of the suburbs, in part because of the desire of young people for an affordable place to buy.

“We’re seeing the development of higher density and mixed-use developments that meet the definition of ‘urban’ or ‘hipsturbia’ – places that offer walkability and amenities like restaurants, shops and nightlife in a suburban environment,” says Ratiu. “Places like Tysons Corner, Reston, Alexandria and new developments in Prince William County offer this kind of development.”

When looking for a place to buy, the top three most important attributes are a low crime rate, proximity to friends and family and a location near their work, according to the Freddie Mac survey.

“While there’s a perception that young people want to be in an urban environment, 71% said that proximity to work and to friends and family was their priority and only 11% said their priority was to be near nightlife,” says Mele.

Gen Z-ers overwhelmingly prefer a single-family home, **Homes.com** found, with just 7% planning to buy a townhouse and 4% planning to buy a condo.

“The HGTV effect is definitely part of this generation’s expectations, with a backyard entertainment area and an open concept floor plan topping the preferred features for their future home,” says Mele.

PREPARING TO WORK WITH THE NEXT GENERATION

Generation Z is the first generation to do everything online for their entire lives, which means they have more extreme expectations for their technology, says Tim Costello, founder and CEO of Builder Homesite and BDX, owner of **NewHomeSource.com** and **HomLuv.com**.

“A big shift with this generation is that they use video far more than anything else when they’re searching for information online,” says Costello. “They use YouTube as a search engine, and they use their voices. They want to

ask a question on their phone and watch a 30-second video to get an answer.”

Realtors® can add value to younger buyers through their market knowledge and negotiating skills, says Costello, especially if they see their role as to save time, provide counseling and save money through negotiating.

“The best thing agents can do is to make a good 30-second or 90-second video that’s worthy of sharing with friends,” says Costello. “A good Instagram post is important, too. Agents need to speak the language of younger buyers.”

The biggest challenges for young buyers in Northern Virginia, as well as many other parts of the country, are affordability and lack of inventory. While the majority of young buyers want a single-family home, agents can show buyers townhouses that may meet their needs and identify communities with a more affordable price point, says Cummings.

“Realtors® are the front line for educating renters about how to overcome hurdles such as student loan debt and how to find programs that can help them finance a home,” says Lautz.

Understanding potential roadblocks before connecting with Gen-Z buyers can help Realtors® build relationships with these prospective 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.

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Now May Be the Right Time to Invest in Commercial Property

By Frank Dillow and Arthur Nachman, CCIM, CPM

INVESTORS BENEFITING FROM THE RECORD-BREAKING RISE in the stock market, but concerned about possible increased risk going forward, may want to consider commercial real estate.

With financing rates low and reasonably priced inventory still available, “net lease, single tenant” properties are ideal investments now for predictable earnings.

Most popular are retail properties such as restaurants or discount stores,

but investors might also consider offices, warehouses or specialty properties such as gas stations or data centers.

Most important for investors is cash flow: how much money the investor expects to earn from buying the property based on its location, tenants and lease terms.

Before suggesting specific properties, Realtors® need to understand their client’s earning expectations and tolerance for risk. Some investors are most attracted to

stable, long-term returns. Like some baseball players, they are comfortable hitting singles and doubles. Others are more speculative – home run sluggers swinging for the fences with every pitch and willing to take higher risks to enjoy higher returns. Matching the right property for each investor can be like putting together a complicated puzzle: it may take multiple attempts until all the pieces fit together.

With a single-tenant lease the investor needs to know:



“Every Realtor® learns that the three rules of property value are location, location and location. Since net leased properties require very little owner management, profitable properties can be found anywhere.”

1. Who the tenant is.
2. What expenses the landlord will pay.
3. How long the lease will last.
4. What the rent increases will be over the life of the lease.
5. Where the property is located.

Investors seeking to avoid risk may prefer “bond quality” tenants who issue bonds that are rated and publicly traded. Investing in a net leased property with an investment grade corporate tenant and a 20-year lease in a prominent location is considered a lower risk and will cost more than buying the local pastry shop with a five-year lease – regardless how good their donuts may be!

Every Realtor® learns that the three rules of property value are location, location and location. Since net leased properties require very little owner management, profitable properties can be found anywhere. Investors, even foreign investors, will not necessarily be looking for properties located in this market – or even anywhere in Virginia. This means their Realtor® will need to be able to find and evaluate the property with the best investment potential regardless of whether it is located in Alexandria, Seattle or Peoria.

There are numerous advantages to investing in real estate that are not available to investors in bonds, including:

1. Leverage. Unlike buying bonds, an investor can borrow money for a mortgage on commercial property. Financing is currently available from a variety of sources at very attractive rates. By using a mortgage to lower the amount of cash invested,

the investor can achieve a higher rate of return on the actual cash investment, even after paying the mortgage interest. For instance, if the investor spent \$1 million to purchase bonds, and earned \$50,000 a year, the investment earned a 5% return on his or her cash. But if it is a \$1 million net leased property, the investor may put up \$200,000 in cash, with a mortgage of \$800,000. Even recognizing the cost of the mortgage interest payments, the same earnings of \$50,000 now amounts to a much higher return on the \$200,000 cash that was actually invested.

2. Taxes. The \$50,000 return from bonds would be taxed as ordinary income, while the \$50,000 earned in real estate can be reduced by expenses, including the mortgage interest, incurred in purchasing and owning the property.
3. Depreciation. The tax code allows the investor to reduce or depreciate the “tax basis” of the property and use the depreciation as a tax loss to offset the earnings from the property. By using various accelerated depreciation techniques allowed by the tax code, the investor could even decide to increase the amount of tax loss in the earlier years and use the additional tax losses to offset earnings from other sources – reducing the investor’s overall taxes even further.
4. Capital Gains Taxes or Deferral. When the property is sold, regardless of how much the sales price exceeds the tax basis, investors can either pay taxes on the gain, including the

tax recapture of the depreciation deductions, or the investor may choose to defer the tax altogether by buying a similar investment property using Section 1031 of the tax code. Section 1031 spells out the necessary process, which must be followed exactly, including using a qualified third-party intermediary to “facilitate” the transaction, or the benefit could be denied.

This ability to grow wealth by exchanging one property and then another, deferring taxes on each exchange until the investor dies and the property is passed on to the next generation is sometimes referred to as “Swap ‘til you drop!”

To provide clients with appropriate advice for these investments, Realtors® should surround themselves with an experienced team of commercial real estate experts – including a qualified intermediary, attorney, accountant, mortgage provider, building inspector and out-of-state representative, if needed.

Single-tenant net lease investments can be a complex puzzle for Realtors® to master, but the rewards for their clients can be substantial. 2020 may be the ideal year to help your clients make the investment. +



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



Arthur Nachman, CCIM, CPM is an associate broker with Long and Foster Commercial specializing in Single Tenant Net Lease properties.

Sharpening 2020 Vision with 2019 Data

A REFLECTION ON 2019 YEAR-END MARKET TRENDS FOR ALEXANDRIA, ARLINGTON AND FAIRFAX COUNTIES

By Camilla Bosanquet

THE START OF A NEW YEAR, for some, means embracing this transitional moment as an opportunity to reflect upon past accomplishments, anticipate challenges and set new goals. This column will do just that – by reviewing 2019 Northern Virginia real estate data from Alexandria City, Arlington County and Fairfax County to provide useful insights that can help grow your business in 2020.

FIVE-YEAR OVERVIEW

As a baseline, consider how the market has been cycling during the past five years. Figure (1) conveys the seasonal peaks and valleys. Figure (2), however, indexes the seemingly disparate data to facilitate comparison and illuminate trends. Figure (2) captures moving averages of past-months' closed sales; therefore, the trendlines serve as lagging indicators. This chart demonstrates trending declines in closed sales for Alexandria and Arlington. Fairfax County, while having experienced two years of declining closed sales, broke with Alexandria and Arlington – posting increased closed sales since mid-2019.

THE AMAZON EFFECT

What Figure (2) does not provide, however, is context. Discussion following Amazon's decision to locate its new HQ2 in Arlington has included debate regarding Northern Virginia's potential to grow as a technology cluster. This has likely

Figure (1) All Home Types Closed Sales (2015-2019)

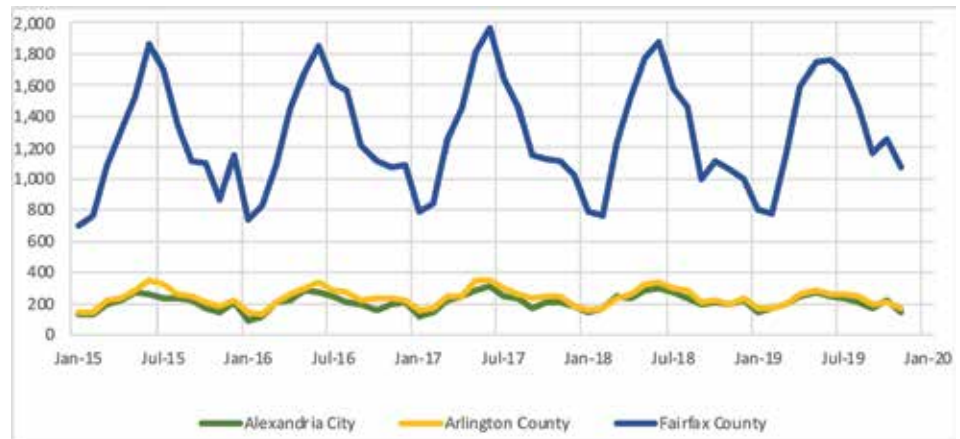


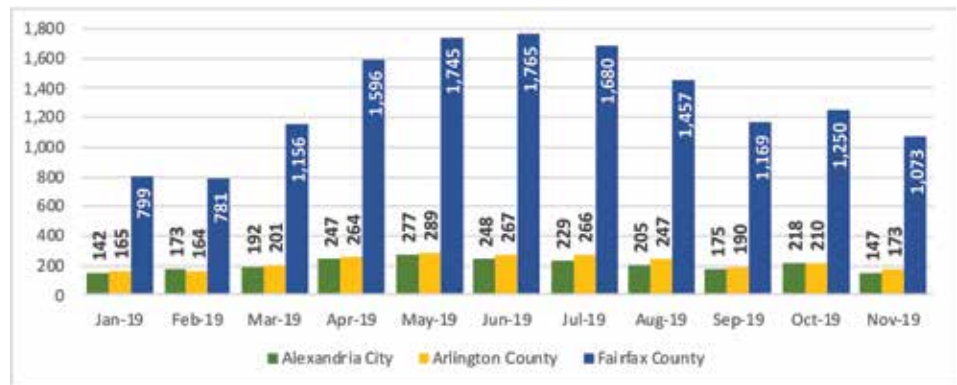
Figure (2) All Home Types Indexed (12-month average) Closed Sales (2015-2019)



Figure (3) Average Median Days on Market (Jan-Nov 2019)

	DETACHED	TOWNHOMES	CONDO/COOP
Alexandria City	12.4	8.6	8.0
Arlington County	12.9	11.1	8.6
Fairfax County	16.0	9.2	9.9

Figure (4) All Home Types Closed Sales (Jan-Nov 2019)



influenced homeowners within a certain vicinity of the proposed HQ2 campus to hold their properties, both as residences and rentals. In the meantime, inventories fall, the market tightens and competition increases. Declining monthly median numbers of days on market (DOM) reflect this tightening; Figure (3) captures the calculated averages of median DOM from January to November of 2019.

Similar to diminishing DOM, the combined monthly closed sales of detached homes, townhomes and condos across Alexandria, Arlington and Fairfax County in 2019, captured in Figure (4), contributes to our understanding of the Northern Virginia market, particularly when compared against similar months in 2015, 2016 and 2017.

KEY METRICS: END OF MONTH INVENTORIES AND CLOSED SALES, MEDIAN HOME PRICES, AND MEDIAN SALES PRICE TO ORIGINAL LIST PRICE RATIOS.

Understanding that most Northern Virginia homeowners find themselves under contract fairly quickly after listing their properties, what do the end-of-month inventory numbers look like in relation to those homes that actually conveyed in that same month? Figures (5-7) tell a story that likely resonates with NVAR Realtors®: closed sales in Alexandria equaled or exceeded end-of-month inventories for two-thirds of 2019; Arlington closed sales exceeded end-of-month inventories for slightly less than half of the year; and Fairfax County inventories exceeded closed sales for the entirety of the year.

Figure (5) All Home Type End-of-Month Inventories (& Closed Sales) 2019 – Alexandria City

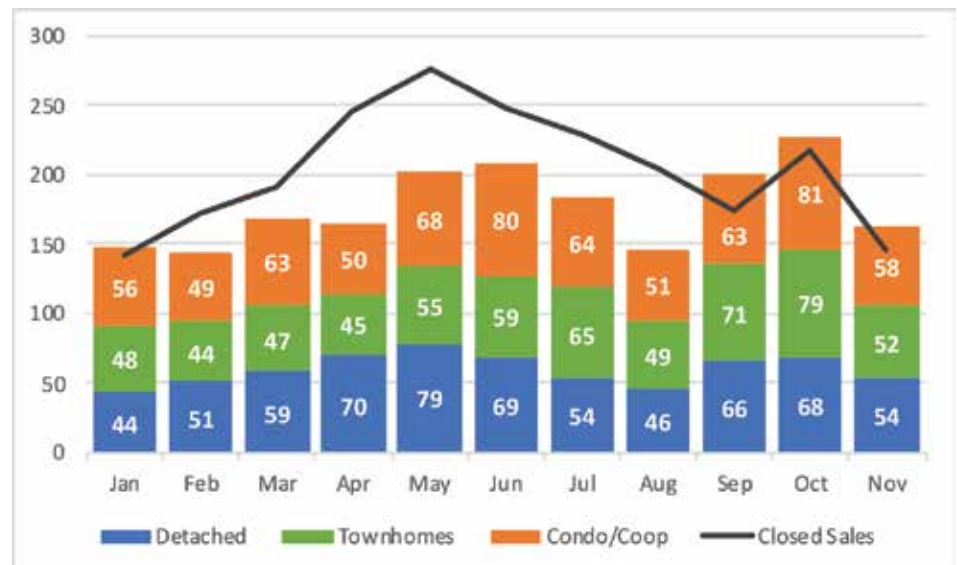
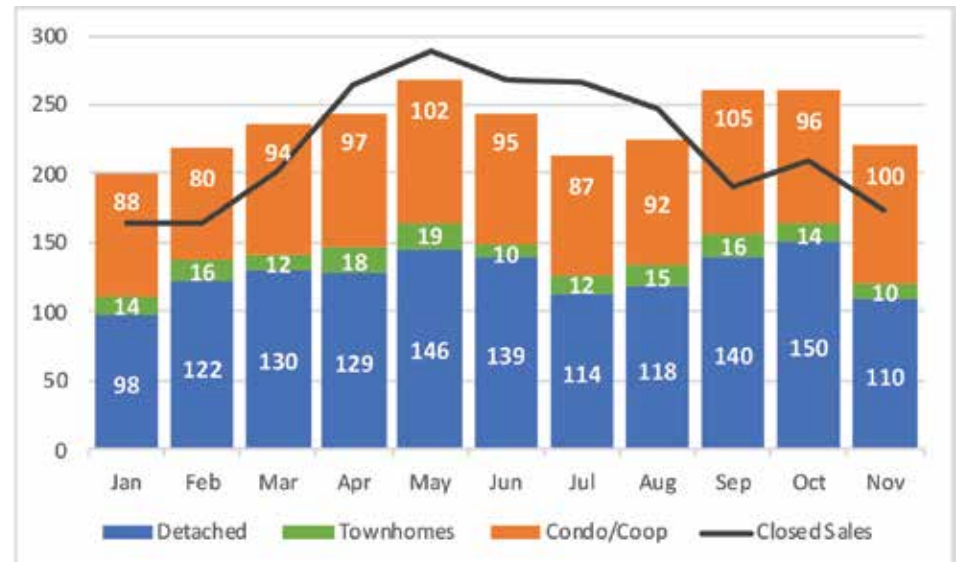


Figure (6) All Home Type End-of-Month Inventories (& Closed Sales) 2019 – Arlington County



continued from page 29

Not shown are each month's new listings, which make up the balance of the total inventory of homes. November 2019 inventory declines typically reflect sellers removing their listings from the market for the holiday season or waiting until the spring to list their properties. Of note are the differences between each county's 2019 offerings in terms of home type. Alexandria City showed end-of-month inventory home types in a proportional mix; Arlington largely offered detached homes and condos; detached homes comprised the bulk of Fairfax County's end-of-month inventories.

Median home prices have, on average, continued to increase across all three counties for all three home types (Figures 8-10). The only two exceptions to these trends are: (1) Alexandria condominiums/co-ops, posting a -0.6% November 2019 decline in their 12-month (averaged) median home price (\$306,111) over the same calculation in January 2015 (\$308,000); and (2) Arlington townhomes, showing a -2.1% November 2019 decline in their 12-month (averaged) median home price (\$692,465) over January 2015 (\$707,283).

Figure (6), on page 29, reinforces that there are relatively few townhomes typically available in Arlington. Alexandria and Fairfax County detached home property owners enjoyed average property value growth rates of 9.6% and 10.5% over the five-year period, while detached home property owners in Arlington experienced, by comparison, more than double the growth rate (22%). Finally, since 2015, (averaged) median home prices increased for townhomes in Alexandria (15.8%) and Fairfax

Figure (7) All Home Type End-of-Month Inventories (& Closed Sales) 2019 – Fairfax County

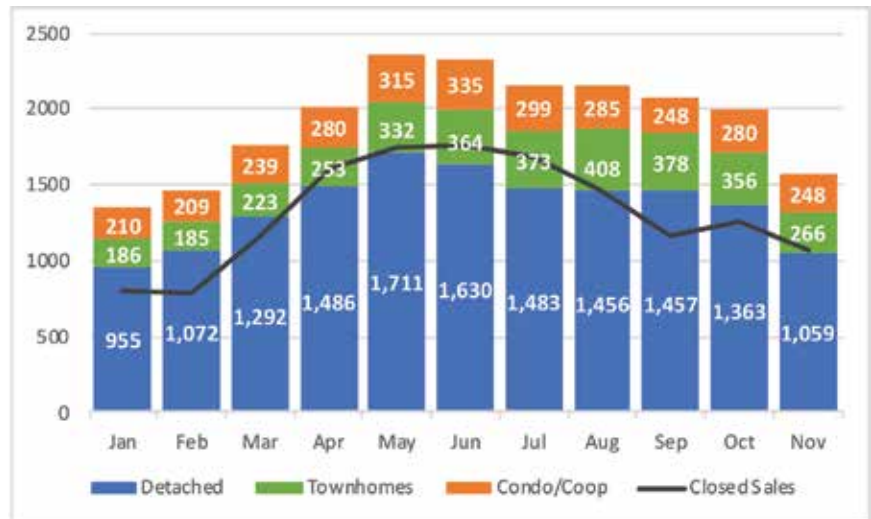
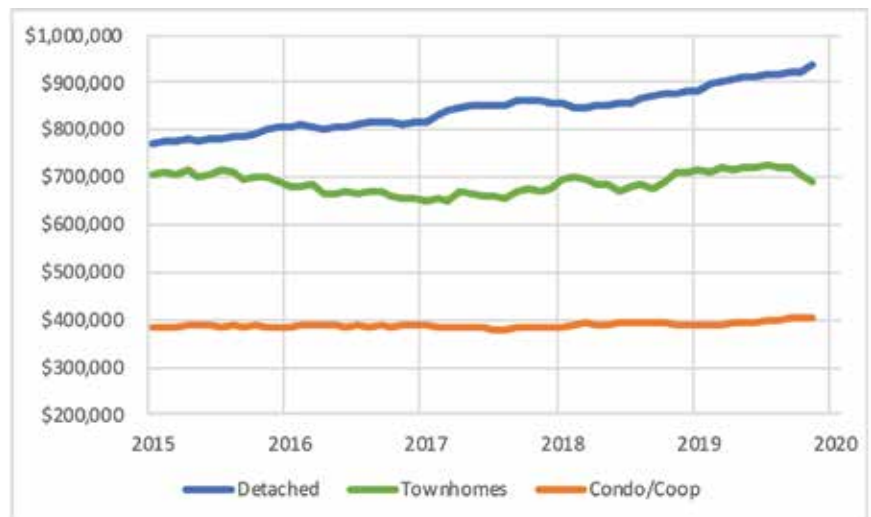


Figure (8) Median Home Prices (continuous 12-month averages) Alexandria City (2015-2019)



Figure (9) Median Home Prices (continuous 12-month averages) Arlington County (2015-2019)




“Home sellers enjoyed more than simply limited days on market for their properties in 2019. Overall, the tightening market delivered, on average, sales price to original list price ratios of 100%, or very close to it.”

County (13.0%), as well as for condos in Arlington (5.1%) and Fairfax County (10.6%).

Home sellers enjoyed more than simply limited days on market for their properties in 2019. Overall, the tightening market delivered, on average, sales price to original list price ratios of 100%, or very close to it. Moreover, 12-month (averaged) SP to OLP ratios continued their multi-year trends upwards, well exceeding 2018 end-year ratios at the close of November 2019 across all counties and home types.

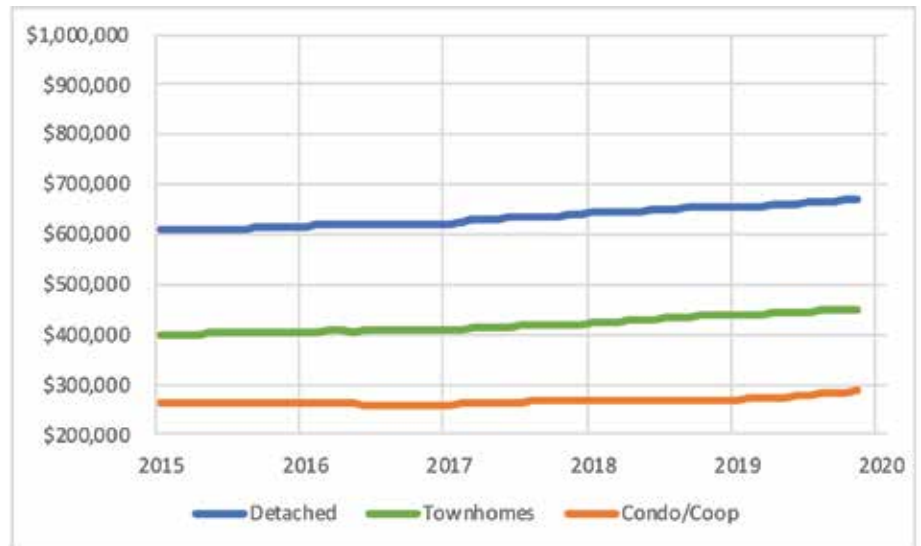
Ultimately, appreciating key market trends across the NVAR region, including those concerning various home types, should facilitate the development of smart sales strategies for 2020.

Source: All Bright MLS data employed herein for charts and graphs, plus calculations, were extracted from MarketStats by ShowingTime on 12/11/2019. 



Camilla Bosanquet is a research associate with the George Mason University Center for Regional Analysis.

Figure (10) Median Home Prices (continuous 12-month averages) Fairfax County (2015-2019)



Visit **NVAR.com/stats** for
market forecasts, rental statistics and
historical monthly data.

Q&A: Why Michelle Doherty Invests in NV/RPAC

(AND WHY YOU SHOULD, TOO!)

By Paula Martino



MEET NVAR'S 2020 NV/RPAC CAMPAIGN COMMITTEE CHAIR: Michelle Doherty. Doherty, a Realtor® with RE/MAX Allegiance who also serves as a member of the NV/RPAC Trustees, has been a member of NVAR since 2015 and served the membership in a variety of volunteer leadership roles.

She was a member of the Leadership Institute class of 2018, the 2018 vice-chair and 2019 chair of the Young Professionals Network (YPN) Advisory Group, a member of the 2018 NV/RPAC Campaign Committee and its vice chair in 2019.

Doherty understands the vital role NV/RPAC plays in the support and advocacy for Realtors® in the legislative and political arena. In addition to her leadership at NVAR, Michelle also gives back to her community and was even recognized as one of Realtor® Magazine's 30 Under 30 rising stars in 2019.

1) HOW DID YOU FIRST BECOME AWARE OF THE NORTHERN VIRGINIA REALTORS® POLITICAL ACTION COMMITTEE (NV/RPAC)?

I first became aware of NV/RPAC at one of our YPN meetings when the 2016 NV/RPAC Campaign Committee Chair came to speak. But I did not fully appreciate the strength NV/RPAC brings to Realtor® government affairs until I heard former NAR Senior Vice President of Government Affairs and Chief Lobbyist Jerry Giovaniello speak about NAR's federal advocacy agenda during the 2017 NAR Mid-Year Conference in D.C. This was the year Realtors® were visiting their Congressional representatives to get H.R. 3700, "The Housing Opportunity Through Modernization Act," passed into law. As a Realtor® in Northern Virginia, I knew that making FHA financing for condominiums more streamlined and accessible would be a direct benefit to my business. The working relationships built through NV/RPAC made it possible for Realtors® to successfully pressure Congress to get the bill passed and signed into law that year.

2) YOU'VE BEEN INVESTING ANNUALLY IN NV/RPAC SINCE 2016. WHAT MADE YOU DECIDE IT WAS IMPORTANT TO MAKE THAT ANNUAL COMMITMENT?

I decided to make an annual commitment because protecting our industry and our clients' property rights MATTERS. Our legislators do not necessarily know how laws and ordinances they propose could negatively impact our businesses and our clients. NV/RPAC gives us the opportunity to have these important conversations and work with our elected officials on solutions that are mutually beneficial to everyone who has a stake in real estate.

3) IN 2018, YOU STEPPED UP TO THE STERLING R MAJOR INVESTOR LEVEL GIVING YOU INVESTOR RECOGNITION AT ALL ASSOCIATION LEVELS. WHY DID YOU DECIDE TO BECOME AN ANNUAL MAJOR INVESTOR AND WHY DO YOU BELIEVE IT HAS BEEN A BENEFIT TO YOUR BUSINESS AND TO THE PROFESSION GENERALLY?

I decided to step up because I believe Realtors® are the "Architects

of the American Dream," and I feel an immense responsibility to protect and promote the dream of homeownership in this country. I also spend time with some of our NAR lobbyists and NVAR and VAR government affairs teams and watch them work tirelessly on behalf of our Realtor® family and our clients. It is truly incredible to know just how many threats to our business these dedicated professionals work to safeguard us from.

4) WHY DO YOU BELIEVE IT IS IMPORTANT FOR YOUNG PROFESSIONALS, LIKE YOURSELF, TO BECOME ACTIVE PARTICIPANTS IN NVAR'S GOVERNMENT AFFAIRS?

I think it is huge for our YPN members to participate in NV/RPAC because we are truly the future of this industry. Investing in NV/RPAC is our opportunity to make sure our mutual business interests will continue to thrive for years and decades to come. I also believe that a part of serving our clients includes doing all we can to protect property rights and the American Dream for them now and in the future.

5) AS CHAIR, WHAT ARE SOME OF YOUR GOALS AND OBJECTIVES FOR THE 2020 NV/RPAC CAMPAIGN FUNDRAISING YEAR?

One of my key goals for 2020 is to convince more of our members how important it is when they pay dues next August that they don't uncheck that RPAC box! Improving NV/RPAC participation among the membership is critically important. I would love to see all of our members involved in our NV/RPAC Campaign because I truly believe we are stronger together! Of course, I would love to have at least half of our membership step up and become Major Investors, but I understand that may not be possible for some. I would love to get members who are not ready

to be Major Investors to invest at the \$40 participation level.

6) FINALLY, HOW WOULD YOU CONVINCE A SKEPTICAL MEMBER THAT NV/RPAC IS THEIR BEST INVESTMENT IN REAL ESTATE?

I point out to them our successful track record in government affairs thanks to NV/RPAC. For example, last year our local government affairs team was able to keep directional real estate signs on private property legal in Fairfax County. Imagine how the elimination of these vital marketing tools would have negatively impacted your business. In addition, I invite members to come out to the NVAR Realtor® Lobby Day in Richmond at

the end of January to experience firsthand NV/RPAC investments at work for the Realtor® Party! It is important to remember that homeownership is not a Democratic or a Republican issue; it's a Realtor® issue, and NV/RPAC investments work to support the Realtor® Party. NV/RPAC investments allow us to have a seat at the table with legislators and elected officials whenever real estate is discussed, and it is always better to be at the table than on the menu. +



Paula Martino is the NV/RPAC development strategist.



NORTHERN VIRGINIA ASSOCIATION OF REALTORS®
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CLUB

It's Time to Own Your Success!

Get ready to show off how hard you worked in 2019! Information regarding the 2019 Top Producer's application is coming soon. Further details can be found in our upcoming newsletters or online at:

NVAR.com/TPC

Forever Young

LOOKING FORWARD TO THE FUTURE OF YPN

By Diana Costa

THE NVAR YOUNG PROFESSIONALS NETWORK (YPN) finished the year strong with several successful events, including two panel discussions, a TopGolf outing, and an “ugly sweater” holiday happy hour. In store for 2020 is expanded YPN collaboration with NVAR groups and local Realtor® associations across the region to host networking, educational and give-back events for all members – whether young in age, young in the business or simply young at heart. +

MEET THE 2020 YPN CHAIR AND VICE-CHAIR



NICOLE CANOLE
CHAIR

Realtor® with Keller Williams Capital Properties

- **What three words best define you?** Empowerment, passionate and determined.
- **What has YPN done for you?** The YPN has blessed me with amazing friendships and cherished professional relationships both locally and nationally. It's given me the opportunity to collaborate with future leaders of the industry that I love.
- **What do you hope to accomplish with YPN in 2020?** My goal is to cultivate future leaders in our industry and promote involvement throughout the association in 2020 and years to come. I would love to see our YPN members aspiring to be board members one day.



WILL LAWRENCE
VICE-CHAIR

Realtor® with Keller Williams Capital Properties

- **What three words best define you?** Affable, imaginative and resourceful.
- **What has YPN done for you?** YPN has taught me to come from an abundance mindset. It doesn't matter what brokerage you are from, we can all learn from each other and help one another. There is enough business out there for everyone.
- **What do you hope to accomplish with YPN in 2020?** My goal for 2020 is to continue to foster a collaborative network and boost further interest and involvement throughout all areas of NVAR.

Stay up-to-date on YPN events and leadership opportunities by visiting NVAR.com/YPN.



At the ice cream social and panel discussion jointly hosted by NVAR, Dulles Area Association of Realtors® (DAAR) and Greater Capital Area Association of Realtors® (GCAAR), leaders from across the nation shared their paths to leadership. (L-R: Piper Knoll, Denver Metro Association of Realtors® (AOR), 2019 Chair of NAR YPN Advisory Board; Koki Adasi, 2019 GCAAR President; Danai Mattison Sky, 2020 GCAAR President; Harrison Beacher, 2020 GCAAR Secretary; Drew Fristoe, 2019 FAAR President, 2018 Chair of NAR YPN Advisory Board; Alicyn DelZoppo, Past President of Howard County AOR.)



Peter Braun, a Realtor® with Long & Foster Real Estate, wins an award for the “ugliest” holiday sweater at the holiday happy hour event on December 18. (L-R: Matt Gordon, Toni Carone, Alicyn DelZoppo and PJ Braun.)



The audience at Get the Scoop on Volunteer Leadership program at the Filene Center at Wolf Trap on Aug. 21, 2019 learns from a panel discussion on being your authentic self, using your resources, giving back to your community, focusing on your interests, and being present by attending events and networking.



Annual TopGolf event attendees enjoy some friendly competition on who drives the best when it comes to golf!



Diana Costa is the NVAR associate director of leadership development & executive assistant to the CEO.

LEADERSHIP INSTITUTE

CLASS OF 2020

Members accepted into NVAR's year-long program participate in activities to develop the skills and knowledge they need to become effective leaders for the association. The specific objective of the Leadership Institute is to familiarize future leaders with all aspects of the NVAR Realtor® family, including VR, NAR, and BrightMLS. Each Leadership Institute class consists of members who share their leadership journey with each other, build contacts, and develop and enhance their skills for future leadership collaboration.



MONA BANES
TTR Sotheby's
International Realty



JORDEN BOOTH
Pearson Smith Realty



BLAKE DAVENPORT
Long & Foster Real Estate



MIKE JAMIL
Vintage Ridge Realty



SARAH JERNIGAN
Keller Williams
Capital Properties



MARIANA KOEGEL
Berkshire Hathaway
HomeServices PenFed Realty



WILL LAWRENCE
East + Ivy of Keller Williams
Capital Properties

GRACE PEREZ
Keller Williams Realty



PRINCERAASSI
Coldwell Banker
Residential Brokerage



STEPHEN RAFFAELLI JR.
Berkshire Hathaway
HomeServices PenFed Realty



CASEY SUTHERLAND
Rosemont Real Estate



JENNIFER TOOLE
TTR Sotheby's
International Realty



SERGIO VERMEJO-BLUMEN
Coldwell Banker
Residential Mortgage



KARISUE WYSON
McEneaney Associates, Inc.



LEADERSHIP INSTITUTE



Party with a Purpose

MEMBERS CELEBRATE IN STYLE WHILE RAISING FUNDS FOR WORTHWHILE CAUSES

By Ebony Brown

THE NVAR CARES COMMITTEE HOSTED its second annual fundraiser “Party with a Purpose,” at The Carlyle Club in Alexandria on Nov. 6 in partnership with MBH Settlement Group and event sponsors Bright MLS, Cinch Home Services, Ekko Title, Embrace Home Loans, Interstate Moving, Square One Home Inspections and USA Loans. Proceeds collected from event ticket sales and on-site raffle tickets benefited five local Northern Virginia charities. With 114 tickets sold, the NVAR Cares Committee

raised more than \$6,000 to disburse among the organizations. The 2019 Party with a Purpose Beneficiaries were: Britepaths, HomeAid Northern Virginia, Neighborhood Health, United Community and Wholehearted Foundation.

Representatives from each beneficiary were invited to speak to the guests about the work of their organizations.

Featuring live music by the Special Occasions Band, a prop-filled photo booth, raffled prizes, food and libations, and engraved wine glass

party favors donated by Clarry Ellis of Wells Fargo, the event not only fulfilled its mission of doing good in the community, but also delivered a good time to those who attended. With a nod to the art deco-themed venue, many guests arrived donned in “roaring 20’s” attire.

On Dec. 11, the NVAR Cares Committee invited representatives from each of the beneficiary organizations to the NVAR Fairfax headquarters to receive a check for their share of the Party with a Purpose proceeds. +



NVAR Cares Committee members gather for a celebratory photo during the second annual Party with a Purpose at The Carlyle Club in Alexandria on Nov. 6.



NVAR Cares Committee chair Mary Anne Burstein (left) thanks (left-right) 2020 NVAR President-elect Derrick Swaak, 2019 President Christine Richardson and Board Member Peter Nguyen for supporting the Party with a Purpose.



Party with a Purpose event partner MBH is represented by (left-right) CEO Fred Westerlund, Senior Vice President Shannon Doyle, Michelle Diamantes Smith, Shay Twiss, and Janna Wolfe.



Representatives from event sponsors join in the evening's festivities. Pictured (left-right): Nana Yaboah of Ekko Title; Karen Daily Ekofo of Ekko Title; Sherry Skinner of Interstate Moving; Victoria Kiser of Embrace Home Loans; and Kim Mingo of Bright MLS)



Kristyn Burr, executive director and CEO of beneficiary organization HomeAid Northern Virginia, describes to party guests the organization's mission.



D'Ivonne Holman, director of development for Britepaths, shares a few words about her organization, one of the event's beneficiaries.



NVAR Cares member Casey Menish displays donated raffle prizes to raise additional proceeds for beneficiary organizations.



NVAR Cares members Margory Nunez and Shawn Barsness pose with a photo booth prop provided by one of the party's event sponsors, Embrace Home Loans.



Britepaths is one of five beneficiary organizations invited to NVAR Fairfax headquarters on Dec. 11 to receive a donation from Party with a Purpose proceeds. Pictured here (left-right): NVAR Cares members Margory Nunez, Casey Menish, Bethany Ellis, Mary Ann Burstein and Sharon Hall; Britepaths Executive Director Lisa Whetzel; and NVAR Cares members Kathy Bonzano, Sherry Skinner, Nora Partlow, Brian Block, Shawn Barsness, Candy Thompson, Susan McKenney and Clarry Ellis.

2019 NVAR Cares Beneficiaries

- AFSP Out of the Darkness
- Britepaths
- DC Candle Lighters
- Fairfax County Office of Human Rights and Equity Programs
- Fenwick Foundation
- First Home Alliance
- Good Shepherd Housing
- Graham Road Elementary
- Habitat For Humanity NOVA
- Hero's Bridge
- HomeAid NOVA
- Homestretch
- National Center for Missing and Exploited Children
- Neighborhood Health
- NOVA Mental Health Foundation
- NOVA Therapeutic Riding Program
- Pathway Homes
- Pawfectly Delicious Dog Treats
- RUACH Fund
- Shelter House
- The Brain Foundation
- United Community
- Volunteer Alexandria
- Wholehearted Foundation
- Women Giving Back
- ZERO: End Prostate Cancer



Ebony Brown is the NVAR member engagement manager.

Thank you to our 2019 Strategic Partners!



To learn more about our Strategic Partnership opportunities, email:

webmaster@NVAR.com

Welcome New Members

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Marzia Abbasi	Nicholas Dorka	Barno Kublan	Nathan Robbins
Naira Abdelaziz	Bahiru Duguma	Vipan Kumar	Mayra Nunez Rocha
Mayara Abou-Alwan	Steve Dunleavy	Se Yeon Lee	Sangsook Roche
Meera Abrishami	Chyna Easterling	Yoshiko Lefebvre	Susana Rondon
Kristen Adams	Heather Edwards	Antonio Libut	Katherine Root
Lisa Adams	Ronald Edwards II	Wei Liu	Jennifer Rosen
Zakia Adlouni	Barry Eisemann	Beverly Lobi	Cassidy Rowell
Soon Ahn	Claudia Epps	Sarah Long	Daniel Rush
Hypatia Alexandria	Cristian Cardoza Escalante	Shawn Love	Karen Ryan
Isamar Amaya	Nasir Fareed	Jie Ma	John Saad
Jhenny Anderson	Jay Fellers	Frank Madden	Morgan Samson
Mehreen Anjum	Bonnie Ferris	Patsy Maldonado	Roni Sanchez
Natalya Arjantseva	Colin Feuling	Michael Minnery	Leila Sarabi
Aletia Atkins	Harold Fredericks Jr.	Golnaz Mohseni	Gautam Satya
Asif Balbale	Paulette Fryar	Hunter Montgomery	Kasi Schlusemeyer
Sade Barrow	Katia Galliani	Jacquelyn Moushey	Rachel Scott
Moetaz Bayoumi	Nicholas Gashel	Eva Nahid	Nora Seigle
Behnam Behroozi	Adrienne Gaziano	Maricellis Negron	Crystal Sheehan
Carol Benner	Judith Gibson	Truong Nguyen	Ryoko Shimizu
Ashley Bennett	Mary Goldsmith	Afxentis Nikolaidis	Andrea Shoeb
Natalie Berkowitz	Reinaldo Gomez	Sam Noory	Mary Rose Shoham
Pravallika Bitra	John Gordon	Tanesha Norman	George Shoriz
George Bongiovano	Eduardo Grassioto	Luis Navarrete Nunez	Ishpreet Singh
Mina Bozzelli	Reginald Green	Barbara O'Donnell	Michelle Smith
Dennis Bragg	Stacy Greene	Julian Ofori	Serif Soydan
Jeanine Brienza	Karen Grunstra	Rafael Onate	Vivek Srivastava
Manuel Bustamante	Alexander Gulino	Yangxin Ou	Andrea Staples
Fezan Butt	Michelle Haines	Carmen Nunez Palomino	Erin Stopyro
Jorge Medina Cantu	Zeshan Hayat	Jayne Park	Jin Suh
Kevin Carney	James Herr	Deborah Patterson	Adam Tabaka
Claire Cessar	Michael Hogan	April Paulines-Sanchez	Danica Taylor-Wallace
Ramesh Chandra	Charles Hollister	John Pawlowski	Robert Tennyson
Kellee Chavis	Marcus Holman	Katherine Peck	Graham Tracey
Gloria Cho	Jung Huh	Gerald Pederson	Alexandra Tuluceanu
Chloe Christoforou	Sara Huiss	Milica Perac	Mohammad Uzair
Sheng-Hui Chu	Fernando Ifill-Mitchell	Bala Peri	Leslie Viafara
Dongmin Chung	Jessica Iglesias	Neil Petersen	Renganayeki Vijayaraman
Kristen Clements	Harolyn Ingraham	John Pham	Marvin Reyes Villa
Kristine Cranley	Ester Isabas	Joshua Phares	Mirhaseebullah Walizada
Iris Crenshaw	Almis Isse	Diomery Peralta Polanco	Hong Wang
Latanya Cromartie	Robert Jankovic	Carmen Postigo	Mark Warren
Alicia Crowley	W. Conrad Jones	Felicia Pricenor	Mikaela Weyerhaeuser
Brian Cunneff	Reza Kavianpour	Prince Raassi	Melissa Whittington
Devon Cunningham	Dina Keller	Brandon Rasmussen	Anthony Wilkins
Behnam Dalaei	Gerard Kennedy	Theresa Real	Ariana Williams
Dean Davis	Fareed Khalid	John Reece	Melvin Yates II
Ceren Dayioglu	Kenneth Kievit II	Richard Reed	Victoria Yoder
Nicholas DeGarmo	Boramee Kim	Maria Restrepo	Angela Yoon
Ahmed Djebbour	Susan Kim	Corean Reyes	Delaney Young
Venus Doan	Scott Kirkland	Rene Reyes	Mohammad Zeeshan
Timothy Dodd	Daniella Mattioli Knight	Nicole Rhoads	Zengqun Zhao +

Professionalism at NVAR

EVOLVING PROCESSES ENSURE EDUCATED, ETHICAL MEMBERS

By Stevie Fisher



BETWEEN 2014 AND 2017, NVAR witnessed a dramatic rise in the number of filed ethics complaints. By 2018, Complainants and Respondents found themselves waiting for a year (or more) between the date the complaint was filed and the date of the ethics hearing. This delay caused considerable frustration to everyone involved in the process.

In early 2018, volunteer leaders and staff began to reconsider the effectiveness of the existing ethics complaint process, asking several questions:

1. Did NVAR's model of relying almost exclusively on the ethics complaint process achieve the goal of increasing professionalism?
2. Was there a more efficient way to achieve the same results, or even improve upon them?
3. What could volunteer leaders and staff do to reinforce the reputation of NVAR members as the top professionals around?

After this analysis, a new direction emerged: provide relevant education in an effort to prevent ethical violations, and when issues do occur, encourage parties to find an amicable resolution outside of the ethics complaint process.

By the end of 2018, the number of ethics complaints filed at NVAR had

plateaued, with no increase. This was a positive start under the new model.

In 2019, the model has resulted in even greater success: 1) the utilization of alternative dispute resolution services – parties communicating and finding resolution outside of filing a complaint – has increased; 2) the number of ethics complaints filed with NVAR has decreased; and 3) a high percentage of cases were eligible for the Citation System.

Together, these conclusions indicate that fewer complaints required ethics hearings. By the end of 2019, complaints were being adjudicated within eight months of filing – versus up to 15 months in 2018.

Rob Wittman, 2020 vice chair of the NVAR Grievance Committee and a Realtor® with Keller Williams Realty, believes these numbers show a start to improvement.

“There is more work to be done,” Wittman says.

Ray Powers, 2020 chair of the NVAR Professional Standards Committee and a Realtor® with Samson Properties, agrees.

“While there is a higher level of professionalism, there is still a long way to go,” Powers says.

NVAR continues to receive a high number of complaints alleging that Realtors® are accessing properties without

permission or providing other parties with the means to access properties without authorization,” Powers explains.

George M. Bigus, an NVAR Ombudsman and a Realtor® with Realty Support Services, thinks that these issues start at the top – with brokers and office managers.

“If brokers and managers do not have a clear understanding of the rules, they are unable to ensure that their agents are following them,” says Bigus.

NEXT STEPS

NVAR is working to educate the membership and provide the applicable rules in a way that can easily be taught by the association and by brokers and managers. In early 2020, NVAR will roll out the updated Regional Rules and Regulations for the SentiLock Lockbox System. These new rules, which include the use of One-Day Codes, were written to make it easier for members to understand and for brokers to teach.

Many, if not most, ethics violations occur out of ignorance and are not deliberate. When appropriate, the Citation System will be utilized for cases where a full ethics hearing is not necessary. This enables NVAR to educate the member in a manner that is more effective and efficient.

“If brokers and managers do not have a clear understanding of the rules, they are unable to ensure that their agents are following them.”

– **George M. Bigus, NVAR Ombudsman**

The updates will also discourage future violations through citations and education.

The NVAR Professional Standards Advisory Group will be presenting relevant and engaging educational events and materials in 2020. This group will be a primary force behind NVAR's ultimate goal of preventing unethical behavior by providing members with relevant, timely and engaging education on professionalism.

This new educational series will cover a variety of topics to assist members in their profession and business.

Jeffery Shumaker, 2020 NVAR Professional Standards Committee member believes that sometimes Realtors® may forget that people hire them to help them with selling or buying their homes. "We have earned their trust over a number of years and this trust can be lost in an instant with a member of

the public based upon one interaction," Shumaker says. "We must treat the public, and each other, with respect and honesty," Shumaker adds.

That's the bottom line. The Code of Ethics is not simply a set of rules for Realtors® to follow – it exists to teach and instruct Realtors® about what it means to be a professional providing clients and customers with excellent real estate service. +

PROFESSIONAL STANDARDS NUMBERS

Ethics Complaints Filed January 1, 2019 to December 31, 2019

COMPLAINTS FILED – 100

Of the 100 cases filed by December 31, 2019:

30 cases were forwarded to a Professional Standards (PS) Hearing by the Grievance Committee (GC)

29 cases were dismissed by the GC

28 cases resulted in an issued citation by the GC

10 cases were withdrawn by the Complainant (8 prior to GC, 2 following GC)

3 cases are pending review by the GC

Of the **29** ethics hearings held in 2019, Respondents were found in violation in **17** of those hearings.

33 complaints filed alleging violations of the SentiLock Rules and related Articles of the Code of Ethics

27 complaints filed alleging advertising violations under Article 12

Total Complaints Filed

2019 – 100

2018 – 120

2017 – 120

2016 – 90

2015 – 72

2014 – 42

Ethics Complaints Filed in 2018

COMPLAINTS FILED – 120

Of the 120 cases filed in 2018:

44 cases were forwarded to a PS hearing

24 cases were dismissed

41 cases were issued a citation

11 cases were withdrawn by the Complainant (9 prior to GC, 2 following GC)

Of the **31** ethics hearings held in 2018, Respondents were found in violation in **17** of those hearings.

37 complaints filed alleging violations of the SentiLock Rules and/or related Articles of the Code of Ethics

28 complaints filed alleging advertising violations under Article 12

Arbitration Claims Filed January 1, 2019 to December 31, 2019

CLAIMS FILED – 12

Of the 12 claims filed in 2019:

1 withdrawn by Claimant

1 settled prior to GC review

2 settled prior to mandatory mediation

4 settled in mandatory mediation

2 pending mandatory mediation



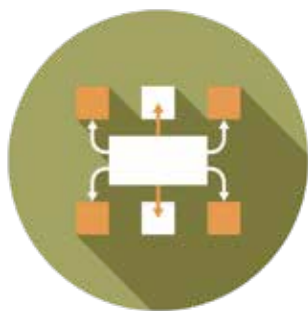
Stevie Fisher is the NVAR associate director of professional services.

Broker Pre-Licensing

BROKER PRE-LICENSING

Broker Pre-Licensing: Broker Appraisal (45 hours)

9 am - 5 pm
January 29..... Fairfax



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

RealtorSchool.com



FAIRFAX HQ ACCESSIBILITY:

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

Your First Year

POST-LICENSING EDUCATION (PL)

Agency Law

9am-12pm
January 6..... Fairfax
February 3 Herndon
6 - 9:30 pm
March 3 (evening) Fairfax

Ethics

1-4pm
January 6..... Fairfax
February 3 Fairfax
6 - 9:30 pm
March 3 (evening) Fairfax

Contract Writing

9am-4pm
January 7..... Fairfax
February 4 Herndon
6 - 9:30 pm
March 16-17 (evening)..... Fairfax

Real Estate Law & Board Regulations

9 am - 4 pm
January 13..... Fairfax
February 10 Herndon

Financing Options for Residential, Commercial and Land

10 am - 12 pm
February 11 Herndon
6 - 9:30 pm
March 4 (evening) Fairfax

Risk Management

9 am - 12 pm
January 15..... Fairfax
February 19 Herndon
9 am - 12 pm
March 10 (evening) Fairfax

Escrows and Protecting Other People's Money

1 - 4 pm
January 15..... Fairfax
February 19 Herndon
6 - 9:30 pm
March 11 (evening) Fairfax

Fair Housing

10 am - 12 pm
January 21 Fairfax
February 18 Herndon
6 - 7:45 pm
March 2 (evening) Fairfax

Current Industry and Trends

1 - 3 pm
January 21 Fairfax
February 18 Herndon
7:45 - 9:30 pm
March 2 (evening) Fairfax

Maintaining Your License

CONTINUING EDUCATION (CE)

CE: 16-hour Course (4 evenings)

6 pm - 9:30 pm
February 18 (part 1) Fairfax
February 20 (part 2) Fairfax
February 25 (part 3) Fairfax
February 27 (part 4) Fairfax

CE: 16-hour Course (Day 1)

8:45am-4:45pm
January 25..... Fairfax
February 22 Herndon

CE: 16-hour Course (Day 2)

8:45am-4:45pm
January 18..... Fairfax
February 15 Herndon

CE: 8-hour Mandated Course

8:45am-4:45pm
January 8..... Herndon
February 5 Fairfax
March 5 Herndon

CE Elective: Buyer Beware - Foreclosed & Neglected Properties

8:45 am - 12:25 pm
January 9..... Herndon

CE Elective: Basements, Foundations & Crawl Space Issues

1-4:45pm
January 9..... Herndon

CE Elective: Detection & Prevention of Contract Fraud

8:45 am - 12:25 pm
February 6 Fairfax

CE Elective: Negotiation Skills

1 - 4:45 pm
February 6 Fairfax

CE Elective: New Rules of Real Estate Finance

8:45 am - 12:25 pm
March 4 Herndon

CE Elective: Green Building Course

1 - 4:45 pm
March 4 Herndon

CE Specialty Course: Architecture, Styles, Building Nomenclature and Materials

9 am - 12 pm
March 12 Fairfax

Taking It Further

*Registration through Bright MLS

DC CE

Fair Housing

9 am - 12:15 pm

January 7 Fairfax

March 10 Fairfax

Ethics

1 - 4:15 pm

January 7 Fairfax

DC Legislative Update

1 - 4:15 pm

March 10 Fairfax

BROKER CE

Brokerage Risk, Liability & Supervision

8:45 am - 12:25 pm

January 16 Fairfax

February 13 Fairfax

March 11 Fairfax

Production Agents and Profitable Offices

1 - 4:45 pm

January 16 Fairfax

February 13 Fairfax

March 11 Fairfax

FEATURED OFFERINGS

Getting Started With RPR®

10 am - 12 pm

January 16 Herndon

February 20 Fairfax

March 12 Herndon

Not Enough Inventory? Check Out These Tips for Finding New Listings with RPR®

10 am - 12 pm

January 23 Herndon

GRI 507: Code of Ethics & Professional Responsibility

9 am - 4 pm

February 6 Herndon

Military Relocation Professional Certification (MRP)

9 am - 5 pm

February 20 Fairfax

Senior Real Estate Specialist Designation (SRES) 2 Days

9 am - 5 pm

March 2-3 Sunrise

Senior Living

GRI 502: Sales Contracts

9 am - 4 pm

March 5 Fairfax

BRIGHT MLS

Bright MLS: Homesnap Pro

10 - 11 am

February 10 Fairfax

March 9 Herndon

Bright MLS: Making the Most of Remine Pro

11 am - 12 pm

February 10 Fairfax

March 9 Herndon

Bright MLS: CMAs - Setting the Right Price

1 - 2:30 pm

February 10 Fairfax

March 9 Herndon

Bright MLS Orientation

10 - 11 am

January 27 Fairfax

February 24 Herndon

Intro to Bright MLS

11 am - 12:30 pm

January 27 Fairfax

February 24 Herndon

Bright MLS: Managing Listings and Sellers

1:30 - 3:30 pm

January 27 Fairfax

February 24 Herndon



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PROFESSIONAL SERVICES

1031 EXCHANGE

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

ASSOCIATIONS

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

COMMISSION ADVANCE

Commission Express John Stedman 703-560-5500

FINANCIAL

1st Preference Mortgage..... Steve Stratos 703-858-4558
 Ameris Bank Mortgage Services..... Patrick Maloney 703-466-4050
 Ameris Bank Mortgage Services..... John Siye 703-466-4010
 Atlantic Union Bank..... Tom Ciolkosz 703-871-2100
 Atlantic Union Bank..... John French 703-871-2100
 BB&T Frank Donnelly 703-405-2104
 BB&T Mortgage..... Kevin Connelly 703-855-7403
 Caliber Home Loans..... Christopher Miller 703-599-3504
 Citizens One Home Loans..... Daniel Aminoff 703-245-3477
 Citizens One Home Loans..... Katie Wayne 703-245-3465
 Concierge Mortgage LLC..... Amare Merz 410-771-3800
 CrossCountry Mortgage..... Scott Davis 703-209-3138
 Embrace Home Loans, Inc..... Mariana Montalvo 800-333-3004
 Embrace Home Loans, Inc..... Victoria Kiser 703-328-7238
 Embrace Home Loans, Inc..... Shawn Barsness 828-506-0487
 Fairfax Lending..... Pawan Gupta 703-349-0363
 Fairway Independent Mortgage Corporation..... Rob Heltzel 703-368-9248
 Fairway Independent Mortgage Corporation..... Kelly Katalinas 703-868-9103
 Fairway Independent Mortgage Corporation..... Nicole Wilkes 571-261-3462
 George Mason Mortgage LLC..... Kirk Curran 703-273-2600
 George Mason Mortgage LLC..... Brian Kempf 571-309-4911
 George Mason Mortgage LLC..... Andrew Siddon 703-802-5398
 George Mason Mortgage LLC..... Holly Silas 703-259-0835
 Merscope Holdings, Inc..... Laurinda Clemente 703-328-4080
 Movement Mortgage..... Stacey Barowich 703-629-6678
 MVB Mortgage..... William Kinberg 202-669-0600
 MVB Mortgage..... Lyn Gundogdu 703-254-8080
 Planet Home Lending..... Jean Allen 571-275-9310
 Prime Lending..... Doug Enger 571-442-5193
 Sandy Spring Bank..... Michael Eastman 571-327-2145
 TD Bank..... Richard Eul 703-967-8845
 The Federal Savings Bank..... Sonal Gupta 703-996-4364
 USA Loans..... Paula Cano 571-244-7956
 Valley National Bank Residential Mortgage..... Stan Schnippel 703-615-7373
 VHDA..... Michael Urban 804-343-5583
 VHDA..... Toni Ostrowski 800-227-8432
 VHDA..... Dan Kern 804-343-5992
 VHDA..... Regina Pinkney 804-343-5748
 Wells Fargo Home Mortgage..... Kelley May, NMLS ID 455117 703-442-5320
 Wells Fargo Private Mortgage..... Javier Gonzalez, NMLS ID 1089141 571-283-9076
 Wells Fargo Private Mortgage..... Clarry Ellis, NMLS ID 837846 813-420-3016
 Wells Fargo Private Mortgage..... Amy O'Dell, NMLS ID 1006440 703-969-6348
 Southern Trust Mortgage..... Michael McNamara 443-864-1150

INSURANCE SERVICES

Victor Schinnerer & Co., Inc..... Eric Myers 301-951-5495
 Welch, Graham, & Ogden Insurance, Inc..... Bill Angle 703-530-1300

LEGAL SERVICES

Beau Brincefield, Jr..... Beau Brincefield 703-549-4820
 Dunlap, Bennett, & Ludwig PLLC..... 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

Pesner Altmiller Melnick & DeMers PLC..... Susan Pesner 703-506-9440
 S & T Law Group..... Toulia Dreifuss 703-997-0917
 S & T Law Group..... Sarah Petcher 703-665-3584
 Shulman, Rogers, Gandal, Pordy & Ecker, P.A..... Marc Lipman 301-230-5200

REAL ESTATE TRAINING/CONSULTING

BrokerWindow Anne Wydler 703-851-4589
 Integrant, Inc..... Heber Garcia 703-272-8688

SETTLEMENT

Allied Title and Escrow..... Matt Paulson 703-567-7933
 Bayer & Kaufman LLP..... Mark Bayer 202-466-4747
 BLG Title LLC..... Joshua Bushman 703-845-9070
 Boston National Title..... Peppi Bolger 301-461-0789
 Boston National Title..... Jackie Kane 301-221-6616
 Boston National Title..... Stuart Cudaback-Cox 703-672-5771
 Central Title & Escrow, Inc..... Jennifer Ploutis 703-658-1300
 Champion Title & Settlements..... Jessica Youngs 703-385-4555
 Classic Settlements..... Joe Detrick 301-921-2667
 Classic Settlements..... Andrea Martinez-Conte 703-988-6015
 Classic Settlements..... Stephanie Brewer 301-921-2667
 Classic Settlements..... Joseph Russo Jr 703-988-6015
 Cobalt Settlement LLC..... Jeff Nowak 703-646-1000
 Double Eagle Title..... Barbara Rhodes 703-922-0880
 Double Eagle Title..... Diann Burns 703-992-0880
 Double Eagle Title..... Georgina Clough 703-992-0291
 Ekko Title LLC..... Lisa Mitchell 703-448-3556
 Ekko Title LLC..... Marcus Simon 703-421-3556
 Ekko Title LLC..... Todd Condon 703-537-0800
 Ekko Title LLC..... E. Sheldon Leggett 703-481-6200
 Ekko Title LLC..... Nana Yeboah 703-448-3556
 Ekko Title LLC..... Jon Lyon 888-821-3556
 Ekko Title LLC..... Mark Barrett 703-573-3556
 Key Title..... Steven Sacks 703-522-3900
 KVS Title LLC..... Andrew DiPaola 240-500-5020
 KVS Title LLC..... Martin Stanton 301-605-1420
 MBH Settlement Group L.C..... Janna Wolff 703-123-4567
 MBH Settlement Group L.C..... Michelle Smith 703-279-1500
 MBH Settlement Group L.C..... Ryan Stuart 703-739-0100
 MBH Settlement Group L.C..... Shannon Doyle 703-277-6883
 MBH Settlement Group L.C..... Dan Withers 703-966-3968
 MBH Settlement Group L.C..... Fred Westerlund 703-587-2423
 Metropolitan Title LLC..... Sonia Downard 703-753-9005
 Monarch Title, Inc..... Cary Melnyk 703-852-1730
 Monarch Title, Inc..... Erin Rauner 703-852-7700
 National Settlement Services..... Loretta Colom 703-354-9677
 New World Title & Escrow..... Nicholas Viissides 703-691-4330
 New World Title & Escrow..... Helen Krause 703-691-4330
 Pesner, Altmiller, Melnick & Demers..... John Altmiller 703-506-9440
 Provident Title & Escrow LLC..... John Richter 703-451-6600
 Realty Title Services of Tysons..... Luisa White 703-790-1001
 Republic Title, Inc..... Bob Malico 703-916-1800
 Resource Title LLC..... Kristi Bick 410-262-1039
 RGS Title LLC..... Nina Wolfe 703-655-3077
 Stewart Title And Escrow, Inc..... Kamelia Sacks 703-352-2935
 Strategic National Title Group..... Sanam Vivansia 703-637-9030
 The Settlement Group, Inc..... Myrna Keplinger 703-642-6002
 Titan Title..... Sara Rodriguez 703-865-4999
 Universal Title..... Sarah Anderson 208-914-4667
 Vesta Settlements..... Melissa Fones 571-236-3345
 Vesta Settlements..... Keith Barrett 703-288-3333
 Vesta Settlements..... Scott Mozingo 703-318-9333
 Vesta Settlements..... Laurie Kauffman 703-314-6366
 Vesta Settlements..... Nichole Jenkins 703-288-3333

MARKETING & TECHNOLOGY

MARKETING/MEDIA

Changeover Media..... John Gagliardi Jr 703-728-1230

REAL ESTATE PHOTOGRAPHY

3D-Virtual Group..... Kara Attari 571-406-2594
 BTW images..... Brian Woods 703-340-6383
 Exposure Photography..... Ashley Marks 703-899-4129
 HDBros..... Bobby Cockerille 540-840-1388

TECHNOLOGY SERVICES

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

DotLoop..... Sarah Bittlinger 888-368-5667
 HomeTech Services..... Yazan Jarrar 703-584-7729
 Homevisit..... Dave O'Brien 703-953-3866
 Lone Wolf Technologies..... Steve Mapes 800-668-8768
 PunchList..... Brock Pardo 843-532-2755
 Realtor.com..... Rhett Damon 312-513-1918
 Realtor.com..... Tricia Tough 800-878-4166
 SentiLock LLC..... Dan Kinzie 513-644-1511
 SentiLock LLC..... Stef Vaughn 513-644-1708
 TruPlace, Inc..... Colleen Smith 301-972-3201

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PROPERTY SERVICES

APPRAISAL

Able Appraisals LLC	Victoria Defreitas	434-327-6568
AD Brown Appraisals	Alan Brown	703-541-8212
Alan Lord and Associates, Inc.	Alan Lord	703-768-1954
Allen Appraisals	Charles Allen	540-664-1169
Amanda Rae Smith	Amanda Smith	703-895-4993
Anthony Appraisers	Michael Magnotti	703-319-0500
Appraisal Works, Inc.	Dennis Park	703-906-8258
AREAS Appraisers, Inc.	Gilbert Rogers	703-866-6000
AREAS Appraisers, Inc.	Cindy Coffman	703-866-6000
Barish & Associates of Fredericksburg	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
CMS Appraisals, Inc.	Silvia Bennis	703-209-9123
Corelogic Platinum Valuation Solutions	Sonja McWilliams	301-385-2511
D.S. Kim Appraisal Services LLC	Dongsik Kim	443-540-9987
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	571-529-0534
ENL Appraisal Services	Surendra Patel	301-660-7365
F & F Appraisals	Jerry Fleming	703-963-1743
Forte Appraisal Service, Inc.	Anthony Forte	703-433-2205
Fortune Appraisal Service	Wanda Graham	571-449-6136
Gee Appraisers, Inc.	Robert Gumbrewicz	703-451-9020
Heiner Appraisal, Inc.	Despina Gellios	703-754-6110
Home Appraisers	Thomas Runion	703-709-5695
JDC Appraisals, Inc.	Jeff Cunningham	301-438-3300
Kandhall Appraisal Services LLC	David Hall	571-455-2622
Karas, Inc.	Melissa Jones	703-753-5635
Kinder Appraisal Services	Jill Kinder	703-268-0756
Marcia Novak & Associates LLC	Marcia Novak	703-585-2615
Martin Cho	Martin Cho	703-795-5723
Monir Moshashaie	Monir Moshashaie	703-255-6451
Murray Appraisal Services	Tom Murray	703-673-6054
NVA Appraisal LLC	Jeffrey Kidwell	703-477-3178
NVA Appraisal LLC	Stephen Capistrant	703-477-3178
Omni Appraisal Services	John Chapman	703-591-4001
Omni Appraisal Services	Nathalie Palmer	703-591-4001
Pemberley Appraisal	Teresa Gilg	703-618-7265
Real Estate Appraisals 4 You	Diane Richard	703-794-9118
Residential Appraisal Group, Inc.	Dale Goodson	703-777-7033
Residential Value Services	Daniel Swinney	540-347-4570
REX Appraisal Services	Esther Omorodion	703-468-1123
RH Real Estate Appraising	Richard Hayes	703-731-5040
Riverpoint Appraisals	Robert Riddell	571-333-3747
RSG Commercial, Inc.	James Ruffner	703-273-9106
Sandra A. Le Blanc	Sandra LeBlanc	703-629-6842
Stewart Jarrett Real Estate Appraisal and Consulting	Stewart Jarrett	703-671-3662
Suburban Appraisers & Consultants	James Loizou	703-591-4200
Tech Appraisal Group LLC	Amy Switzer	703-631-1111
Walker Valuation Services	Dan Mori	703-933-2010
Washington Appraisal Group, Inc.	David Shin	703-813-8160
William C. Harvey & Associates	Richard Olsen	703-759-6644
World Mortgage	Patricia Kearns	703-934-5502
Zeena Deeb	Zeena Deeb	703-964-7473

CARPET/FLOORING

Liberty Carpet One	Mark Bisbee	703-691-1616
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CONSTRUCTION SERVICES/ NEW HOME BUILDERS

Alair Homes	Chad Hackmann	703-409-1280
Toll Brothers	Jill Dail	703-346-1961

ENGINEERING SERVICES

Deska Services	Jim Maloney	703-457-6540
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ENVIRONMENTAL & MOLD SERVICES

AART, Inc.	Christine Sleight Popeck	703-425-2822
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
Madison Taylor Services, Inc.	John Taylor	877-932-7177
Radon Defense	Nicholas DeFelicce	703-688-3797
VESCO	Ken Conte	571-364-5400
VESCO	Gregory Caudill	703-722-8851

GUTTER REPAIR

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

HOME INSPECTION

Abode Check LLC	Raquel Barrientos	703-255-6622
Alcova Home Inspections LLC	Thomas Ball	703-867-9565
All Pro Services LLC	Sean Patti	703-385-1347
All Pro Services LLC	Christopher Casanova	703-385-1347
Anderson Inspection Consultant	Gary Anderson	301-855-3337
Anthony Elbert Lane	Anthony Lane	571-221-5756
Billier and Associates	Scott Billier	571-528-6817
BPG Inspections	Kevin Curtin	571-436-6863
BPG Inspections	Bradley Lowery	540-849-6956
BPG Inspections	Ken Humphreys	703-881-6617
BPG Inspections	Aaron Ellis	703-881-6617
BPG Inspections	Doug Horton	703-881-6617

BPG Inspections	Dean Heim	703-881-6617
BPG Inspections	Leo Heim	301-807-1261
Brahman Home Inspections	Samuel Lopez	202-491-5499
Commonwealth Home Inspections LLC	Elizabeth Riddick	703-657-3207
Donofrio & Associates LLC	Donna Seeker	703-771-8374
Donofrio & Associates LLC	PJ Moore	703-559-5111
FUCO Inspection LLC	Chaofu Lee	240-888-0219
House Inspection Associates	Jiri George Danihel	703-453-0442
House Master	Franklin Moyer	703-721-7220
Hurlbert Home Inspection	Seth Hurlbert	703-577-7127
InspectionPro LLC	Andrew Renaux	540-455-9078
J Anlauf Home Inspections	Justin Anlauf	540-514-9099
Master Home Inspection LLC	Richard Park	703-851-3339
Max Home Inspections	John Becci	703-447-0854
Merit Home Inspectors LLC	Alexander Aderton	703-589-6740
National Property Inspections	Christopher Nelson	571-330-0974
NextDay Inspect	Alex Martinez	703-450-6398
Pillar To Post Home Inspections	Eric Boll	703-657-3207
Pillar To Post Home Inspections	Lisa Lloyd	703-520-1440
Pillar To Post Home Inspections	Michael Ward-Dahl	703-402-2475
Pillar To Post Home Inspections	Kevin Dougherty	703-291-0344
Prime Property Inspectors LLC	Ray Dayhoff Jr.	301-916-0300
Prime Property Inspectors LLC	Romano Pietrobono	301-916-0300
Prime Property Inspectors LLC	Ronald Meely	301-916-0300
Property Disclosure Solutions LLC	Nanette White	703-839-3154
ProSpect Inspection Services LLC	Anthony Kelly	703-407-7841
ProTec Inspection Services	Francis McDonald	301-972-8531
Reynolds Home Inspection Services	Tim Reynolds	571-499-2149
Smart Home Inspection	Antonio Soares	240-286-1251
The Robert Paul Jones Company	W. Scott Gudely	703-385-8556
US Inspect Group	Tim Shelton	888-874-6773
VA Home Inspect LLC	Joseph Najm	703-786-3368
Z to A Home Inspections	Matthew Zawislak	571-525-8986

HOME REPAIR SERVICES

Leslie Anderson Interiors LLC	Leslie Anderson	703-973-8734
M. Quinn Designs	Moiri Quinn Leite	703-354-6359
My Marketing Matters	Abby Lebowitz	301-590-9700
Preferred Staging	Monica Murphy	703-851-2690
Staged Interior	Trish Kim	703-261-7026

HOME WARRANTY

Old Republic Home Protection	Molly Flory	800-282-7131
SUPER	Dilyana Mazur	703-731-2259
SUPER	Jonathan Asfour	703-254-9628
SUPER	Bill Davis	703-731-2259
SUPER	Heather Stephenson	703-731-2259

MOVING & STORAGE

Able Moving & Storage, Inc.	Andy Lopez	703-986-9901
Artisan Movers	Marc Lewandowski	240-600-0998
Interstate Moving Relocation Logistics	Erick Barr	703-898-0095
Interstate Moving Relocation Logistics	Sherry Skinner	571-296-0405
Interstate Moving Relocation Logistics	Mike Stine	703-863-7238
Interstate Moving Relocation Logistics	Kim Woods	571-238-9483
JK Moving	Michael Bennett	877-983-3639
Regency Moving & Storage	E.C. Krug Jr.	703-497-1515

OTHER REAL ESTATE NEEDS

Academy Door & Control Corp.	Alan Greenberg	703-541-0300
BlueSage Catering	Michelle Bloxton	703-451-2798
CORT Furniture Rental	Frances Bollier	703-379-8846
Cutco Closing Gifts	Russell Wimbrrough	757-714-7207
Design Pro Remodeling	Andrew Jones	703-782-9349
Four Sales LTD	Daniel Sanders	703-256-8300
Seventh Heaven Pet Care Services	Jennifer Stevens	571-389-0091
Sunrise at Fair Oaks	Valerie Parker	703-264-0506
The Benjamin Group, Inc.	Joseph Grouby	703-684-3577
What the Heck Barbecue	Kevin Heck	571-446-0398
Yassaman REI LLC	Aref Erfani	703-217-9585

PEST CONTROL SERVICES

Alexandria Pest Services LLC	Richard Diggs	703-752-1634
Alexandria Pest Services LLC	Chau Tran	703-752-1634
Connor's Pest Control	John Caffo	703-321-9315
Holiday Termite and Pest Control	Christian Wright	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

Marines Plumbing	Ray Toczylowski	703-331-2100
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REMOVAL SERVICES & DONATION PICKUP

123JUNK	Neil McKinnon III	703-400-7645
1-800-GOT-JUNK	Richard Galliher	800-468-5865
Atlas Services LLC	Cristin Castro	703-201-3084
Atlas Services LLC	Lori James	703-201-3084
Brogley's Estate Organization & Relocation	Leslie Dickemann	703-665-6505
GreenDrop Charitable Donations	Melanie Neubauer	267-432-8743

ROOFING

DryHome Roofing & Siding, Inc.	Steve Gotschi	703-891-4663
Rooftop Chimney Sweeps LLC	Andrew Raycroft	703-836-7858

Your Legal Hotline Questions Answered

By Daniel B. Harris, Esq.

Q&A

Q. Form updates are usually released in January and July. Why did NVAR release updates in December?

A. The Dec. 1, 2019 release is in direct response to new Bright MLS ("Bright") rules and recent changes to the Virginia Code.

On Oct. 16, 2019, Bright unveiled a new Off-MLS policy (the "Bright Policy") to encourage greater competition and cooperation in the marketplace. The National Association of Realtors® Board of Directors approved the MLS Clear Cooperation 8.0 Policy, which is virtually identical to the Bright Policy, during its November 2019 Realtors® Conference & Expo in San Francisco.

The Bright Policy requires brokers to submit listings to the MLS within one (1) business day of "public marketing" of a property. "Public Marketing includes, but is not limited to, flyers displayed in windows, yard signs, digital marketing on public facing websites, brokerage website displays (including IDX and VOW), digital communications marketing (email blasts), multi-brokerage listing sharing networks, and applications available to the general public." The Bright Policy does not apply to marketing commercial, multifamily and land. The Bright Policy does not change the Coming Soon Policy, except that new construction may be able to stay in "coming soon" status for a longer period than previously allowed. As a refresher, the broker may list a property as "coming soon" for up to 21 days, if authorized by the seller. During this period, the broker may not show the property to prospective purchasers.

The Bright Policy impacted several NVAR forms, and volunteer leaders on the Standard Forms Committee acted quickly to make the necessary updates. The committee also made several technical changes to comply with recent amendments to the Virginia Code. These updates were approved by the NVAR board of directors at the November 2019 meeting to ensure that the forms would be effective Dec. 1, 2019. Subsequent to NVAR board approval of the revised forms, Bright announced that enforcement of the Bright Policy was delayed to Feb. 1, 2020. In order to avoid confusion, there will be no Jan. 1, 2020 release.

Q. What forms are covered by the December release?

A. The December 2019 release includes revisions to the Residential Sales Contract (K1321), the Sales Contract for Unimproved Land (K1209), the

VRLTA Lease (K1354), Exclusive Right to Sell Listing Agreement (K1336), Exclusive Agency Listing Agreement (K1337), Exclusive Right to Sell Unimproved Land (K1355) and Exclusive Right to Lease Listing Agreement (K1281). As a result of these changes, the FIRPTA Addendum and the Pre-Marketing ("Coming Soon") Addendum to the Listing Agreement (K1369) are no longer necessary and have been removed from the forms library. See page 12 to read more about the December 2019 forms changes.

To ensure the enforceability of transactions, remember to update form templates with each new release!

Q. If Buyer does not intend to occupy the property, does Seller still need to provide the resale disclosure packet/resale certificate otherwise required under the Virginia Property Owners' Association and Condominium Acts?

A. It depends!
Virginia Code §55.1-1814 of the Property Owners' Association Act states that unless requested by Buyer, Seller does not need to provide the resale disclosure packet in cases where Buyer is not acquiring the lot as his or her residence (or for the construction of a dwelling unit to be occupied for such purpose). The statute also allows Seller to conclusively rely on a statement in the contract that the Buyer is not acquiring the lot for his or her own residence.

Paragraph 15 of the Residential Sales Contracts contains a representation by Buyer regarding occupancy of the property. If Buyer selects that they do not intend to occupy the property as their primary residence, Seller may conclusively rely on this representation and need not deliver the disclosure packet unless requested to do so by Buyer.

What about Condominiums? Most assume that the substantive provisions of the Property Owners' and Condominium Acts are identical. This is one area where that is not the case. §55.1-1995 of the Condominium Act lists several circumstances when a purchaser is not required to provide the resale certificate. Conspicuously missing from that list is any exception based on Buyer's intention to occupy the property.

Best practice when representing Sellers is always to assume the disclosure packet is required. Realtors® who represent investment property Buyers should discuss the risks associated with owning

properties subject to a property owners' association and be sure to timely request the disclosure packet from Seller if clients do not intend to occupy the property.

Q.

The parties agreed to amend the Residential Sales Contract to remove all requirements on Seller to comply with Property Owners' or Condominium Owners' Associations notices of violations related to the physical condition of Property. To accomplish this change, the parties signed Paragraph 2(B), Checkbox #5 of the Contingencies/Clauses Addendum (K1344). Later, Buyer discovered in the resale disclosure packet that Seller received a notice of violation for failure to pay association dues. Is Seller responsible for the unpaid dues?

A.

Yes.

Paragraph 20 of the Residential Sales Contract states that "[u]nless otherwise agreed to in writing, Seller will pay any special assessments and will comply with all orders or notices of violations of any ... condominium unit owners' association,

homeowners' or property owners' association ... against or affecting Property on Settlement Date.

Paragraph 2, B, Checkbox #5 of the Contingencies/Clauses Addendum amends the Contract by deleting "[a]ll requirements for Seller to comply with Property Owners' or Condominium Owners' Associations notices of violations related to the physical condition of Property" (emphasis added).

While Checkbox #5 may release Seller from violations related to paint colors, fencing, and landscaping, it is insufficient to excuse non-payment of association dues. Unpaid dues are monetary obligations and do not relate to the "physical condition of the property." Paragraph 25 (Adjustments) also states that condominium unit owners' association, homeowners' and/or property owners association regular periodic assessments (if any) ... are to be adjusted to the Date of Settlement".

Unless otherwise agreed to in writing, Seller must resolve delinquent dues violations prior to or at Settlement.

As always, if you have any questions or wish to discuss specific situations, please contact the Legal Hotline at NVAR.com/legalhotline.

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