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MAY+JUN 2019

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Lead to Teachable
Moments

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MAY+JUN Volume 102, Issue 3

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
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YOUR REALTOR® ENGAGEMENT 'PAC'

CONNECT WITH PEERS,
ASSOCIATION, COMMUNITY

By Christine Richardson

We're all familiar with RPAC, our mechanism for Realtor® advocacy. And I'm sure that you recognize its significance in strengthening our profession. But how about our methods of Realtor® engagement? Our involvement with our peers, our association and our community – our "Engagement PAC" – is also critical to our continued relevance and success in the real estate marketplace.

Appropriate engagement with our colleagues and peers is vital to our professionalism. In a recent YPN and Professional Standards Advisory Group event (see page 29), presenters discussed how the NVAR Ombudsman Program encourages the resolution of disputes through member-facilitated communication. Engaging with one another in an effective, courteous, professional manner helps us, our clients and our profession.

I'm also really pleased to announce that we'll be launching a new way for members to engage with the association – the NVAR Ambassador Program. See page 4 for a description of this new leadership opportunity and consider applying to participate in this unique way of engaging with the association and your peers at the same time!

Through our NVAR Cares committee, we continue to engage with our community in a way that keeps Realtors® at the forefront of making Northern Virginia a great home for all residents. See page 32 to learn about our continuing involvement in Fair Housing education. And please consider applying for the NVAR Spirit Award (page 34) and NVAR Good Neighbor Award (page 35) to be recognized for your significant community engagement activities.

In my installation remarks last December, I emphasized my goals for greater member engagement, professionalism and fun. Looking through the pages of this issue, I think that we're checking all of the boxes – often combined in one event!

I look forward to continuing to engage with you in the coming months. And as always, email me at President@nvar.com with your feedback.

Christine Richardson
2019 NVAR President
president@nvar.com



NEW PROGRAM COMING SOON!

Looking for an Engaging Leadership Role?

YOU COULD BE THE NEXT NVAR AMBASSADOR



CALLING ALL FUN, outgoing and motivated Realtors®: do you have what it takes to be the next NVAR Ambassador, representing the association to engage your Realtor® colleagues?

In May, NVAR will begin accepting applications for the NVAR Ambassador Program – a unique opportunity for members to serve as representatives of the association and promote upcoming NVAR events and benefits. NVAR Ambassadors will serve as a collective group of enthusiastic members working together to increase member engagement. They will visit sales meetings in designated territories, and attend other events and programs, to promote and share all that NVAR membership offers. Inclusion in the NVAR Ambassador Program is an excellent way for new and experienced members to begin or further their leadership journey with NVAR!

Be on the lookout for details, and plan to apply when the application period is announced. Questions? Contact Jina Myers at jmyers@nvar.com. +

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THE REALTOR® LIFE

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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.

REALTORS®: RETHINK, REVISE, REFRESH FOR SUCCESS

THE C2EX CHALLENGE



The anecdotes in this issue's cover article show that unexpected occurrences can require a shift in mindset, or even

business practices. Sometimes things impact our business that we just can't predict or control. What we can do, is educate ourselves about potential challenges and be proactive about making needed adjustments.

Our business landscape is constantly changing to adapt to our evolving world. Earlier this year, I attended an economic conference where the recurring themes were innovation, curiosity and change. In his opening remarks, George Mason

University President Angel Cabrera said, "Businesses that thrive are leading the disruption."

So how can we be prepared to deal with change in our marketplace? One great place to start is NAR's C2EX Commitment to Excellence program (details below). I recently completed this online journey, which includes a self-assessment that measures proficiency in various elements of professionalism. Based on your personalized results, the platform generates customized learning paths. I highly recommend this program and challenge each of you to join me in our collective path towards

achieving excellence! The modest time commitment will pay off in knowledge and skill enhancements that will benefit your business.

Whether you call it innovation, disruption, or evolution, it's clear that change is on our horizon. Working together, we can ensure continued relevance, respect and Realtor® success.

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



Engage in Leadership

NVAR BOARD ELECTION PROCESS TIMELINE

Nomination forms for the 2020 NVAR Board of Directors will be available to download from NVAR.com beginning Mon., June 10, 2019. If you are interested in being part of NVAR's governing board, or would like to nominate a qualified colleague, this is your opportunity.

ABOUT THE NVAR BOARD

- There are 16 members of the Board: 12 at-large, 3 appointed and 1 immediate past president
- At-large directors serve 2-year terms and can serve up to 3 consecutive terms (6 years)
- There are 6 Director seats up for election in 2019 (for the 2020 Board)

ELECTION TIMELINE

Mon., Jun. 10, 2019	Nomination forms available on NVAR.com
Mon., Jul. 1, 2019	Nomination forms due by 5 p.m. E.S.T.
Wed., Sept. 11, 2019	Election begins 12 p.m. (noon) E.S.T.
Sat., Oct. 12, 2019	Election ends 12 p.m. (noon) E.S.T.
Tue., Oct. 15, 2019	Election results announced at NVAR Annual Convention & Tradeshow

NAR's New Professionalism Tool Commitment to Excellence



Realtors® are committed to their clients, the community, and the professionalism of the real estate industry. When it comes to upholding professionalism, Realtors® are committed to nothing short of excellence. The Code of Ethics lays the groundwork for Realtor®

professionalism, and the National Association of Realtors® Commitment to Excellence (C2EX) tool takes it further by giving Realtors® a method to evaluate and improve their professional service.

C2EX allows Realtors® to take a self-assessment and then measures their proficiency in several professionalism elements called the C2EX Competencies. The program then generates a personalized set of learning paths, tools and resources to help enhance each user's skillsets.

Be an advocate for the future of our industry. Be committed to excellence. Visit www.C2EX.realtor to start the program today!

E3: Energize + Elevate + Excellence

NVAR'S E3 SUCCESS AWARD celebrates team members that go above and beyond for our members. The latest E3 Award celebrates Verna Vargas, who is featured in this issue's Staff Spotlight, for providing excellent customer service to a member.



NVAR STAFF SPOTLIGHT
VERNA VARGAS | 11.5 Years

What do you love about NVAR?
 All companies, including NVAR, have policies. I like the fact that NVAR is open to change.

How do you help our Realtor® Members?
 I tend to treat all customers with the right amount of accessibility and care. Yes, it can be exceptional, but I just like to "Make it Happen!"

What's your "fun fact"?
 Born and raised in Brooklyn, N.Y.
 Dallas Cowboys fan... forever!





Jill Landsman: A Community Advocate

NVAR TEAM MEMBER AWARDED FOR FAIR HOUSING CONTRIBUTIONS

By Kate O'Toole

JILL LANDSMAN, NVAR community and outreach strategist, is dedicated to achieving fair housing for the success of the community and its residents. In recognition of her outstanding contributions to fair housing in Fairfax County, Landsman received an award from the Fairfax County Human Rights Commission on April 3 at the 2019 Fair Housing Month Training and Luncheon, which she helps plan each year.

"I have no doubt that Jill will continue on this path for many years to come," Margot Squires, fair housing coordinator for the Fairfax County Office of Human Rights and Equity Programs, said. "This is a well-deserved honor for Jill, and I am particularly delighted that she received this recognition for her passion and commitment to fair housing."

For the past 10 years, Landsman has been active on the Fair Housing Task Force, which meets to discuss fair housing cases and barriers to achieving housing, including affordability. As part of her commitment to end housing discrimination, she has written several related articles and helps plan the Fair Housing Luncheon and Training Program each year.

"As I said when I was given the award, it is a shared award; I never did anything alone. I was just dedicated to making the Fair Housing Luncheon a success," Landsman said.

In addition, Landsman has helped support the mission of the task force by applying for grants and drawing support of the NVAR Cares Committee, which she serves on as the NVAR staff liaison.

"Jill's passion to enforce fair housing is contagious," said Lorraine Arora, 2018 NVAR president of the board and co-chair of the Fair Housing Task Force. "Her dedication has encouraged us to strive to accomplish better results in the fair housing arena."

This award reflects Landsman's varied roles within the community by engaging nonprofits, government agencies and Realtors® to ensure fair housing for all who live there. Dipti Pidikiti-Smith, co-chair of the Fair Housing Task Force and deputy director of advocacy for Legal Services of Northern Virginia, said Jill helps to create equal opportunity by encouraging "collaboration between key stakeholders, including the real estate industry and fair housing providers."

The future of fair and affordable housing in Northern Virginia will take continued education and teamwork within the community, Landsman said.

"When communities are diverse, everyone wins," Landsman said. +

Where Have All the Flowers (For-Sale Signs) Gone?

INVENTORY IN THE NVAR REGION

By Terry L. Clower and Keith Waters

IT'S SPRING IN THE NATIONAL CAPITAL REGION. The cherry trees have blossomed, coats and sweaters are being replaced by shorts and t-shirts, and the peak home sales season has arrived for NVAR Realtors®. But will it flourish?

If you are working with a home seller in Northern Virginia, everything may be coming up roses. If the asking price is set appropriately, you are helping clients navigate multiple offers that arrive faster than mosquitos to a backyard party. On the other hand, if you are working with a potential buyer, whether they have lived here a lifetime or just arrived, you are almost certainly starved for options to show and have become a de-facto grief counselor as clients get out-bid on the few properties available. In this market overview, we dig into the decline in listed properties that has impacted almost all NVAR submarkets and has led to historically low inventory in many D.C.-area neighborhoods.

In late 2018, we received the remarkable news about Amazon HQ2 coming to Crystal City, followed quickly by the longest shutdown to date of the federal government. Local market forecasters, including the George Mason University Center for Regional Analysis (CRA) forecasters who work in partnership with NVAR, suffered repeated bouts of economic whiplash resulting in altered market activity outlooks for 2019.

The underlying good news is that the regional economy is in great shape. Unemployment remains very low; wages are rising, particularly for professional households employed in the private sector; mortgage rates have dropped; and the job growth outlook remains positive – if somewhat slower than the last three years.

However, there is also less positive news. Even though most federal employees will get back the earnings missed during the shutdown, the extended disruption in income has hurt home-buyer confidence among the federal workforce and employees of government contractors. Housing prices are keeping some potential buyers out of the market. Wages have risen but not enough to offset housing price increases. Nor have wages risen enough to fix the debt-to-income challenges of younger households burdened with excessive school debt.

Here are the key factors that may be affecting inventory levels in the NVAR market, in no particular order:

- The Amazon HQ2 announcement:
 - Sparked a surge in speculative buying.
 - Caused some homeowners to wait until HQ2 hiring really takes off to sell their homes (2019-2020).
- Housing construction is still not keeping up with population growth.
- With limited move-up or downsizing opportunities, many would-be sellers are staying on the sidelines.
- The proportion of retirees who move away is declining as more senior residents decide to stay closer to existing networks of family and friends.
- Though not large, an increasing number of homes for sale never hit MLS listings and thus do not appear as inventory in the data.

The charts and maps below show that Realtors® in the NVAR market will likely face increasing challenges in finding suitable properties for their clients, though the story is not uniform for all submarkets.

OVERALL INVENTORY

Housing inventory has recently been at historic lows in the NVAR region, which includes Alexandria City, Arlington County, Fairfax County, Fairfax City and Falls Church. The number of active listings in January 2019 in the NVAR region was the fewest since at least the start of 2010 (Figure 1). There were only 1,757 active listings in January 2019. While active listings increased to 2,227 in March 2019, this represented the fewest March active listings since March 2013, when there were 2,159 listings.

Figure 1. Active Listings in the NVAR Region: All Homes



Sources: Bright MLS, GMU-Center for Regional Analysis

The steady decline in active listings in the NVAR region appears likely to continue. In the past decade, there have been two periods of notable inventory tightening. The first period began in February 2011 and ended in August 2013. The second period started in May 2016 and has continued through the present day (Figure 2). During the first period, inventory declined year-over-year for 31 consecutive months. For the current period, the number of active listings has fallen year-over-year for 35 consecutive months. While the late stages of the first tightening period only saw small year-over-year declines in active listings, the most recent months of the current period have recorded among the largest year-over-year percentage declines. Inventory decreased year-over-year by 20 percent in December 2018, 20 percent in January 2019, 21 percent in February 2019, and 23 percent in March 2019.

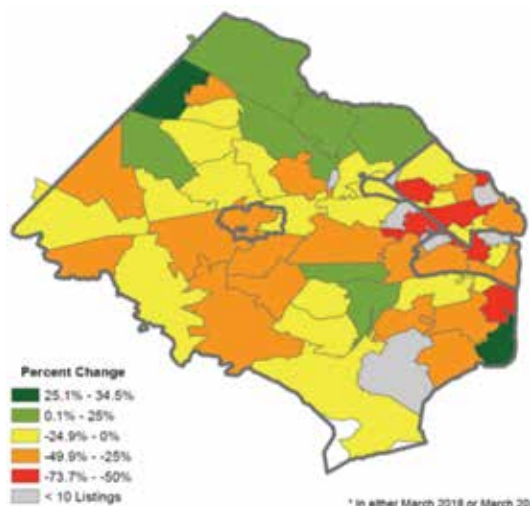
Figure 2. Year-Over-Year Percent Change in Active Listings: All Homes



Sources: Bright MLS, GMU-Center for Regional Analysis

While recent inventory declines have been among the largest during the current tightening period, some areas of the NVAR region recorded increases in inventory. From March 2018 to March 2019, the number of total active listings declined the most in Arlington and Alexandria (Figure 3). Inventory increased in a number of ZIP Codes north of interstate 66 with the largest increases in inventory occurring in the ZIP Codes around Mt. Vernon and Herndon.

Figure 3. Percent Change in Total Active Listings: March 2018 - March 2019

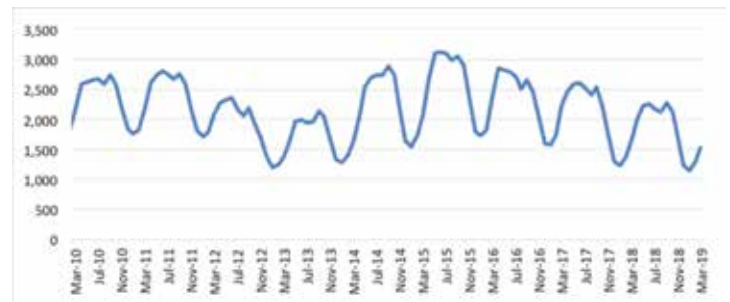


Sources: Bright MLS, GMU-Center for Regional Analysis

DETACHED HOMES

Detached homes make up the majority of total active listings in the NVAR region and have, unsurprisingly, mirrored the overall trend. The number of active listings has trended downward since the most recent peak of 3,110 active listings of detached homes in June 2015 (Figure 4). As with total active listings, the 1,130 active listings of detached homes recorded in January 2019 was the fewest active listings since at least the beginning of 2010. While the number of active listings increased through March, the 1,524 active listings in March 2019 was the fewest March active listings since March 2013, when there were 1,356 listings.

Figure 4. Active Listings in the NVAR Region: Detached Homes



Sources: Bright MLS, GMU-Center for Regional Analysis

Despite following the overall trend of active listings in the NVAR region, detached homes deviated slightly from all home types in the most recent tightening period. The most notable deviation is from November 2018 through March 2019 when the number of active listings of detached homes declined less severely than all home types (Figure 5). During this period, the number of active listings of detached homes declined between 1 percent and 8 percent year-over-year each month. In contrast, the number of active listings of all home types declined between 12 percent and 23 percent year-over-year each month during the same period. Overall, inventory of detached homes did not tighten as much as townhomes and condos.

Figure 5. Year-over-Year Percent Change in Active Listings: Detached Homes



Sources: Bright MLS, GMU-Center for Regional Analysis

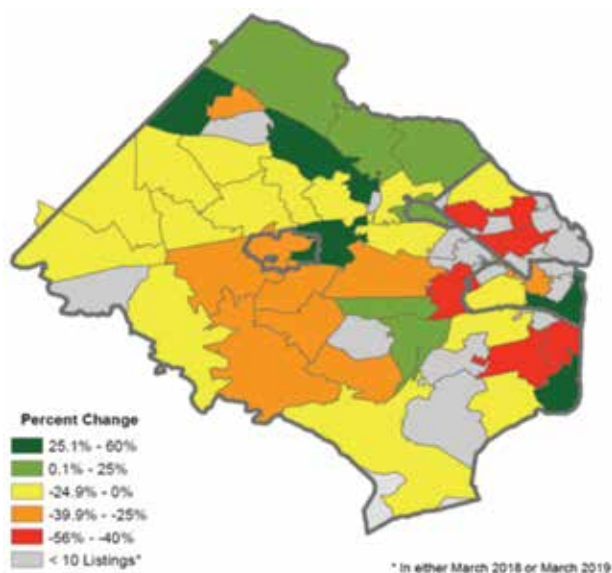
Changes in inventory of detached homes across the NVAR region from March 2018 to March 2019 only differed from total inventory changes in a few areas of the region. During this period, the decline in active listings of detached homes was more severe in areas of central Fairfax County around Springfield than all home

Market Metrics continued on page 10

continued from page 9

types (Figure 6). Perhaps the most notable differences were in southeast Alexandria and eastern Fairfax City where the number of active listings of detached homes increased from March 2018 to March 2019. In contrast, overall inventory declined in both areas. Despite the differences, the general trend of increased inventory north of interstate 66 is apparent in the inventory of detached homes and all home types.

Figure 6. Percent Change in Active Listings of Detached Homes: March 2018 - March 2019

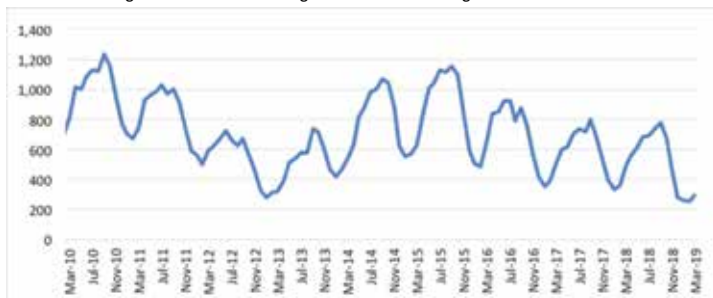


Sources: Bright MLS, GMU-Center for Regional Analysis

TOWNHOMES

Active listings of townhomes in the NVAR region deviated only subtly from the overall trend. The first deviation is that the number of active listings of townhomes peaked much earlier than detached homes and condos (Figure 7). Active listings of townhomes peaked at 1,230 in September 2010 while active listings of detached homes and condos peaked in the summer of 2015. Despite this, the 1,153 active listings of townhomes in September 2015 was only 77 listings fewer than the previous peak. The second deviation was that the fewest active listings of townhomes since the beginning of 2010 occurred in February 2019 when there were only 248 active listings in the NVAR region. The fewest active listings of all home types occurred in January 2019, though this was driven entirely by detached homes.

Figure 7. Active Listings in the NVAR Region: Townhomes



Sources: Bright MLS, GMU-Center for Regional Analysis

Differences between active listings of townhomes and all home types are most apparent in year-over-year percent changes (Figure 8). In 2018, the number of active listings of townhomes in the NVAR region declined an average of 6 percent year-over-year each month – far below the 14 percent average decline in active listings of all home types over the same period. In contrast, the number of active listings of all home types declined an average of 14 percent year-over-year each month during the same period. The relatively small year-over-year inventory declines for townhomes were interrupted when the number of active listings increased year-over-year in August 2018. Active listings of detached homes and condos have not recorded a year-over-year increase since May 2016.

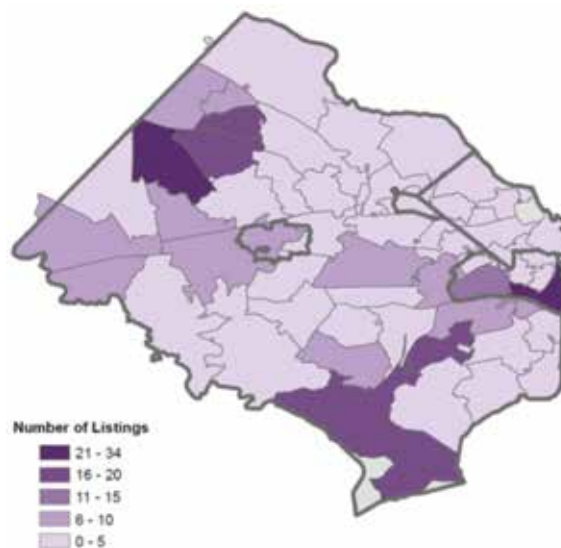
Figure 8. Year-over-Year Percent Change in Active Listings: Townhomes



Sources: Bright MLS, GMU-Center for Regional Analysis

The number of active listings for townhomes has declined to nearly zero in the majority of individual ZIP Codes in the NVAR region (Figure 9). Low active listings result in large swings in percent changes, resulting in the number of listings being reported. There are only three areas of the NVAR region with notable supplies of active townhome listings. The area with the most active listings of townhomes is southeast Alexandria, with 34 active listings in March 2019. The other two areas with relatively large supplies of townhomes are along interstate 95 south of Alexandria and in western Fairfax County.

Figure 9. Townhome Active Listings: March 2019

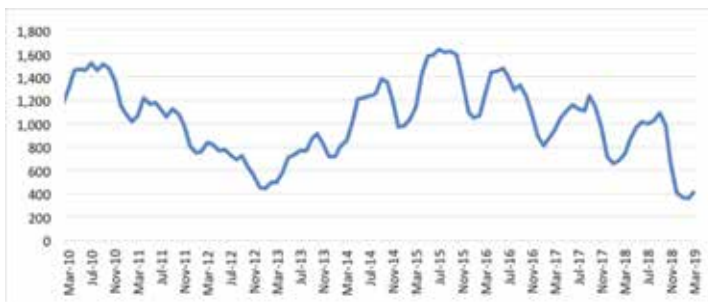


Sources: Bright MLS, GMU-Center for Regional Analysis

CONDOS

Following the trend of all home types, the number of active listings of townhomes has trended downward since reaching a peak of 1,639 units in July 2015 (Figure 10). In contrast with detached homes, the fewest number of active listings of condos since the beginning of 2010 occurred in February 2019, when there were only 353 condos actively listed in the NVAR region before increasing to 410 in March 2019. Unlike the inventory levels of 2010 through mid-2013, the inventory of condos in the region has developed a seasonal pattern similar to other market segments.

Figure 10. Active Listings in the NVAR Region: Condos



Sources: Bright MLS, GMU-Center for Regional Analysis

The recent year-over-year declines were the most severe among the three home types (Figure 11). The steep declines in active listings of condos began in November 2018 when there were 38 percent fewer active listings than the same month the year prior. This tightening only worsened in the following months; active listings declined year-over-year 42 percent in December 2018, 44 percent in January 2019, 48 percent in February 2019, and 45 percent in March 2019. The relatively small declines in active listings of detached homes mentioned previously was outweighed by the significant declines in active listings of condos beginning in November 2018.

Figure 11. Year-over-Year Percent Change in Active Listings: Condos

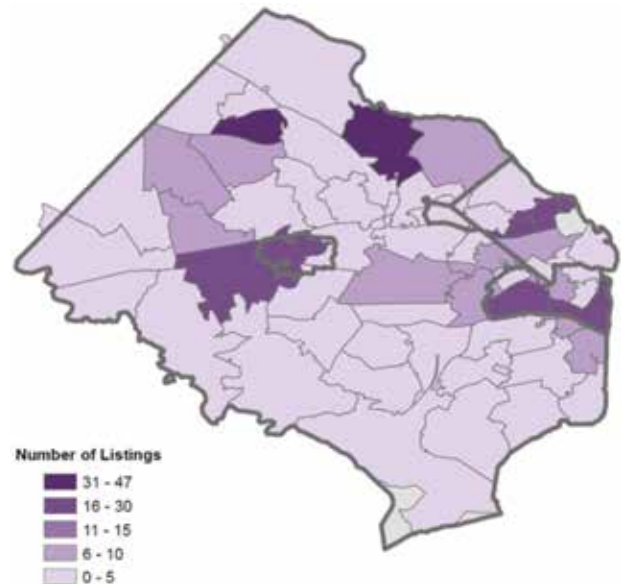


Sources: Bright MLS, GMU-Center for Regional Analysis

The number of active listings of condos among ZIP Codes in the NVAR region has declined to nearly zero in the majority of ZIP Codes (Figure 12). The only areas with substantive active listings in condos in March 2019 were Reston, western

McLean, central Arlington and southern Alexandria. However, the number of listings in these areas is still historically low. The ZIP Code with the most active listings in March 2019 was Reston's 20190 with 72 active listings.

Figure 12. Condo Active Listings: March 2019



Sources: Bright MLS, GMU-Center for Regional Analysis

OUTLOOK

There should be two or three condominium projects in Northern Virginia delivering over the next several months that will boost inventory, largely in the luxury market. Otherwise, the CRA does not see new construction delivery in ownership housing units alleviating our current inventory challenges. In a recent meeting of the NVAR Forecast Advisory Committee, which is a group of NVAR members, NVAR staff and CRA economists, the consensus was that recent inventory trends will continue at least through the end of 2019 – meaning the supply of available for-sale properties will continue to decline. Competition for listings will intensify and some sellers will likely ask for increasingly competitive concessions from listing agents. With a few notable exceptions, the peak bloom of for-sale signs in Northern Virginia will not be a show stopper this year. ➕



Terry Clower is director of the George Mason University Center for Regional Analysis.



Keith Waters is a research associate with the George Mason University Center for Regional Analysis.

NV/RPAC PHOTO CONTEST



2019 is the year to CELEBRATE REALTOR® ENGAGEMENT

NV/RPAC helps engage elected officials in our local and state communities to protect your real estate business interests and protect private property rights.

What does **community engagement** mean to you? Do you coach a youth sports team, help the homeless, support community arts or volunteer at your child's school? There are so many ways to be involved.

Show us how you engage in your community.

Submit photos of you participating in your community at

[NVAR.com/PhotoContest](https://nvar.com/PhotoContest) by June 1, 2019

And you could win your 2020 NVAR local, state and national dues – **A \$650 VALUE**

Contest open to all NVAR members in good standing. All fees support Realtors® Political Action Committee (RPAC). A contribution to RPAC is divided between the Northern Virginia/RPAC (40%), RPAC of Virginia (30%) and National RPAC (30%). Your voluntary contribution is not tax deductible for federal income tax purposes and is used for political purposes.

Take Note

Virginia's New Laws 2019

REALTORS® LOBBY FOR ASSOCIATION HEALTH PLANS, GENERAL ASSEMBLY ADDRESSES EVICTIONS

By Mary Beth Coya and Josh Veverka

THE VIRGINIA GENERAL ASSEMBLY passed numerous measures affecting Realtors® and their clients during the 2019 legislative session, including those introduced as part of NVAR's 2019 Realtor® Legislative Agenda.

The measures summarized below were signed into law by Governor Ralph Northam (D). Unless otherwise noted, the new laws become effective July 1, 2019. Please visit nvar.com/NewLaws for more detailed information about new laws impacting our industry.

REALTOR® BILLS

Condo and Property Owners' Association Act; Three-day Right of Rescission for Incomplete Resale Certificates and Disclosure Packets (*HB 2385-Bulova; SB 1580-Suetterlein*): Clarifies that the three-day right of rescission begins with the delivery of the condominium resale certificate or the association disclosure packet. A recent court ruling had raised some questions, so having a clear standard will provide certainty to buyers and sellers by giving both parties a firm deadline.

Virginia Residential Property Disclosure; Mineral Rights and Special Flood Hazard Areas (*SB 1292-Vogel*): Adds to the required Residential Property Disclosure Statement a notice that the owner makes no representations about the conveyance of mineral rights on the property. The bill also adds to the disclosure a statement that before



purchasing residential property, a buyer should exercise due diligence in determining whether the property is in a special flood hazard area by contacting the Federal Emergency Management Agency (FEMA) or by visiting the websites for either FEMA's National Flood Insurance Program or for the Virginia Department of Conservation and Recreation's (DCR) Flood Risk Information System.

Unlicensed Real Estate in Virginia Consumer Protection Act (*HB 2218-Bourne*): Adds unlicensed real estate activity to the Virginia Consumer Protection Act to allow for greater consumer protection against this illegal activity. Under the Consumer Protection Act, entities such as local government attorneys or individual citizens could bring civil action against people participating in unlicensed activity.

Independent Contractor Clarification for Real Estate Firms (*HB 2352-Miyares; SB 1061-Mason*):

Clarifies that a real estate team may hire unlicensed assistants as employees or as independent contractors. It also allows the Virginia Real Estate Board to define which duties unlicensed assistants may legally undertake, regardless of whether they are independent contractors or employees. Finally, the bill permits an independent contractor affiliated with a disabled or deceased broker to carry on the business of the broker for 180 days following the death or disability of the broker, solely for the purpose of concluding the business of the broker.

OTHER BILLS OF INTEREST

Virginia Housing Commission Bills to Reduce Evictions, Reform Legal Process.

Following reports of a recent study by Princeton University which identified several localities in Virginia with high eviction rates, the Virginia Housing Commission convened a stakeholder workgroup representing a variety of perspectives, including Realtors®. The Work Group's efforts yielded a consensus on six measures:

- **Appeal Bond Reform** (*SB 1626-Barker*): Reforms the appeal bond procedure to require only that a tenant remain current on rent paid into escrow. Under existing code, a tenant may be required to pay up to the remaining amount for the entire lease term into escrow. This eliminates a significant barrier to tenant appeals.

- **Unlawful Detainer Hearings and Filings** (*HB 1922-Bourne; SB 1627-Barker*): Ensures timely and efficient consideration of unlawful detainer motions and protects tenants by requiring that proper termination notice be entered into evidence. The bills further eliminate the practice of repetitive unlawful detainer filings, which can create a disadvantage for tenants seeking future housing.
- **Residential Landlord and Tenant Act; Written Lease** (*HB 2054-Carr; SB 1676 Stanley*): Requires a landlord to offer the tenant a written rental agreement and stipulate the terms that apply in the event a written rental agreement is not offered by the landlord.
- **Writs of Possession and Eviction** (*HB 2007-Aird; SB 1448-Locke*): Vacates a writ of possession after 180 days to guard against retaliatory evictions while allowing sufficient time for offline payment arrangements between the housing provider and tenant in order to avoid eviction.
- **Residential Landlord and Tenant Act; Right of Redemption** (*HB 1898-Foy; SB 1445-Locke*): Extends the amount of time for a tenant's one-time right of redemption to two days before the writ of eviction, granting tenants additional time to "pay to stay."
- **Eviction Diversion Pilot Program** (*HB 2655-Collins; SB 1450-Locke*): Establishes a pilot eviction diversion program for the cities of Danville, Hampton, Petersburg and Richmond to allow tenants with an otherwise strong rental history to recover from a financial setback and enter a payment plan to get back into good standing. The pilot program has a delayed effective date of July 1, 2020, and expires on July 1, 2023.

Realtors® Lobby for Member Health Insurance EFFORTS TO CONTINUE INTO 2020 SESSION

By Mary Beth Coia, NVAR senior vice president for Public & Government Affairs

In what we called a "long-shot" effort, Realtors® lobbied to have an amendment inserted into a bill this past session of the Virginia General Assembly to allow an association, such as Virginia Realtors®, to negotiate health insurance plans for its members on the large group market – these are commonly referred to as Association Health Plans (AHPs). The Realtor® amendment would have ensured that independent contractors, which covers most NVAR members, and sole proprietors would be able to participate.

Respondents to a Virginia Realtors® survey indicated that 7,000 Realtors® across the state do not have insurance, primarily because of the high cost in the individual marketplace. These individuals often fall into the coverage gap and either pay exorbitant costs for coverage or go without any coverage at all.

With a strong lobbying effort, the measure was passed by both the House and Senate. Unfortunately, the Governor had concerns with the original legislation and offered amendments to it. These amendments essentially negated the language Realtors® had inserted in the bill, so we asked the legislature to reject those amendments. While we had support from a majority of the legislature to pass our version, the Governor's amendments made the bill unworkable for our independent contractors.

The bill patrons and other legislators have pledged to work with the real estate community and others, such as chambers of commerce, to draft legislation that will meet our members' needs. This will be a priority for NVAR and Virginia Realtors® over the coming months.

Expand Health Insurance Options for Realtors® and Small Businesses (*HB 2719-Pillion; SB 1475-Deeds*): Expands the definition of "small employer" to allow certain multi-member corporations and LLCs to access the small group health insurance market to potentially obtain better, less expensive insurance coverage.

Virginia Residential Property Disclosure; Stormwater Facilities (*HB 2019-Murphy*): Clarifies the Residential Property Disclosure Statement to encourage buyers to perform additional due diligence regarding the existence or recordation of any stormwater detention facility maintenance agreement associated with a property. Such due diligence may include contacting the settlement provider, consulting the locality, or reviewing a survey of the property. The bill also adds "assessments for the construction or maintenance of stormwater management facilities" to the Common Interest Community summary form that accompanies resale certificates and disclosure packets.

Landlord and Tenant; Renters' Insurance; Translation Services (*HB*

1660-Delaney): States that if a rental agreement does not require the tenant to obtain renter's insurance, the landlord will provide a written notice to the tenant, prior to execution of the rental agreement, stating that the landlord is not responsible for the tenant's personal property, the landlord's insurance does not cover the tenant's personal property, and that the tenant may want to obtain renter's insurance. The notice must inform tenants that any insurance they may get does not cover flood damage and advise the tenants to look at the FEMA or DCR website regarding whether the property is in a special flood hazard area. This legislation makes clear that any failure of the landlord to provide this notice does not affect the validity of the rental agreement. In addition, if the tenant requests translation of the notice, the landlord may assist, without charging a fee, in obtaining a translator or refer

the tenant to an electronic translation service. The landlord is not liable for any inaccuracies in the translation.

I-81 Improvement; Partial Transportation Funding Restored for Northern Virginia (*HB 2718-Landes; SB 1716-Obenshain*): The I-81 Corridor Improvement Plan provides revenues dedicated to the improvement of the interstate highway through the creation of a new regional gas tax imposed along the I-81 corridor. Additional funds generated through a new registration fee on commercial vehicles, a diesel tax, and the existing statewide "roads tax," which will now be indexed to the average fuel economy in the Commonwealth, will be split among I-81, the Northern Virginia Transportation Authority (NVTa) and Commonwealth Transportation Board. The bill is projected to restore approximately \$20 million to the

NVTa Fund, which lost an estimated \$102 million through the 2018 Metro funding bill.

Conditional Rezoning Proffers; Encouraging More Residential Development (*HB 2342-Thomas; SB 1373-Favola*): Makes extensive changes to the conditional zoning provisions first enacted in 2016, which resulted in a severe reduction in rezoning applications. The bill reforms the residential rezoning "proffer" process to streamline the negotiations between localities and residential developers. This legislation will encourage more housing inventory. +



Josh Veverka is the NVAR government affairs director.



Mary Beth Coya is the NVAR senior vice president for public & government affairs.



2019 NV/RPAC NIGHT AT THE NATS

- June 14, 2019
- Tailgate: 3:00pm @ NVAR
- Buses leave: 4:00pm

NVAR.com/Nats

On **June 14**, enjoy Tailgating and Baseball at Nats Park!—all while supporting your industry! This outstanding Friday night game features your Washington Nationals facing off against the Arizona Diamondbacks.

Your registration fee includes food and drinks at the official tailgate party at NVAR headquarters, your ticket and roundtrip charter bus transportation to Nationals Park.

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Contributions to Northern Virginia/Realtors® Political Action Committee (NV/RPAC) are voluntary. A contribution to RPAC is divided between the NV/RPAC (40%), RPAC of VA (30%) and National RPAC (30%). Contributions are not deductible for federal income tax purposes and are used for political purposes.

Realtor® Advocacy Saves Your Signs

COMPLYING WITH NEW REGULATIONS IS YOUR OBLIGATION

By Josh Veverka

“We are so fortunate to have cultivated respect with our Northern Virginia elected officials. Now it is up to us to follow these regulations – and to work with our colleagues to ensure that they do, too. If we don’t respect the rules associated with this important business tool, we’re at risk of losing the right to post directional signs – and none of us can afford that.” – **2019 NVAR President, Christine Richardson**

IN A WIN FOR THE REAL ESTATE INDUSTRY, NVAR successfully advocated to protect the ability of Realtors® to advertise properties in Fairfax County.

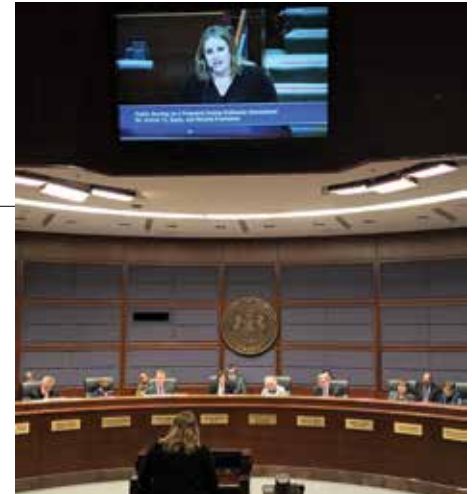
Under the new sign ordinance, passed by the county on March 19, Realtors® may display “off-premise” signs on private property from noon on Friday until noon on Monday. The ordinance also increases the allowable size of real estate signs on properties marketed for sale or rent from four to six square feet. Note that while the ordinance allows these displays, it in no way authorizes anyone to display signs on private property without the property owner’s consent.

The new sign ordinance was proposed in 2018 to rewrite language in the regulation to be content-neutral as mandated by the United States Supreme Court. The proposal was not intended to make significant policy changes. However, consistent sign ordinance violations and complaints about illegal commercial advertising in residential

areas, including real estate signs, opened the door for potential new restrictions. As proposed, the new law would have prohibited all commercial signage directing attention to products, services and events offered at a location other than the actual sign location. This would have included all directional, open house and corner signs located on private property. The proposed ordinance also placed limits on the total square footage of signs on all properties.

NVAR staff met with county supervisors, and Realtors® and staff testified before the Planning Commission and the Board of Supervisors. Those testifying asserted that real estate signs are a vital tool for property owners, home buyers and home sellers. Following a February public hearing, the Board of Supervisors requested the Department of Planning and Zoning (DPZ) to draft new language allowing for the continued use of directional real estate signs.

“Our efforts were a true testament to the power of the Realtor® Party here in Northern



NVAR member, Mary Bowen, testifies before the Fairfax County Planning Commission and the Board of Supervisors on behalf of Realtors®.

Virginia,” said Mary Bowen, managing broker with Long and Foster Real Estate, who testified on behalf of Realtors®. “When we called on the county supervisors to protect Realtor® interests, they heard us, and changed the proposal to ensure we can continue to advertise effectively.”

NVAR worked with the supervisors and DPZ staff on compromise language allowing for the weekend display of off-premise signs on private property. This exemption mirrors the agreement NVAR has with Fairfax County for the display of signs in the right-of-way on weekends, which is enforced under the Illegal Sign Removal Program. Note that this does not include signs in the median, which are always illegal.

“We are so fortunate to have cultivated respect with our Northern Virginia elected officials,” said NVAR President Christine Richardson. “Now it is up to us to follow these regulations – and to work with our colleagues to ensure that they do, too. If we don’t respect the rules associated with this important business tool, we’re at risk of losing the right to post directional signs – and none of us can afford that,” Richardson said.

The new ordinance went into effect on March 20. Summaries of sign ordinances for Fairfax County and all Northern Virginia local jurisdictions may be viewed at NVAR.com/signs. +



Josh Veverka is the NVAR government affairs director.

SIGNS ALLOWED NOON FRIDAY – NOON MONDAY IN FAIRFAX COUNTY

“Off-premise” (directional) signs on private property, with owner’s permission
 “Right of Way” signs
 Size: 4 sq. ft. max

NEVER ALLOWED:

Signs in the median

Thank you to our 2019 NV/RPAC INVESTORS

PLATINUM R (\$10,000+)

NVAR
Shane McCullar ^{PC} ^{HOF}

GOLDEN R (\$5,000+)

Ryan Conrad ^{PC} Tom Stevens ^{PC} ^{HOF}

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Candice Bower Christine Richardson ^{PC}
Moon Choi* D. Peter Nguyen*
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Randy Huntley

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Lorraine Arora Katharine Kratovil
Mary Bowen* Gary Lange
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Shirley Buford Nicole McCullar
Mary Ann Burstein* Thomas Meyer
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Kathryn Bonzano Audrey Shay
Jamie DeSimone Candace Thompson
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*as of Apr. 9, 2019

* Pledged investments
^{HOF} RPAC Hall of Fame
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To Make Your 2019 NV/RPAC Investment, visit

NVAR.com/RPAC.

Major Investors Enjoy Breakfast with Legislators

ANNUAL TOWER CLUB EVENT PROVIDES UNIQUE OPPORTUNITY TO CONNECT WITH ELECTED OFFICIALS



(left) Arlington County Board Chairman Christian Dorsey discusses the Amazon headquarters at National Landing with Northern Virginia Realtors® Political Action Committee (NV/RPAC) Major Investors. During this annual breakfast event, Major Investors – those who annually give over \$1,000 to NV/RPAC – are invited to have candid conversations with some of the region's top political leaders. Chairman Dorsey discussed the impact of Amazon on housing, employment, the economy and the housing market.

(right) Congressman Gerry Connolly provides a brief update on the current priorities of the 116th Congress and discusses what it is like to serve in the House in today's political environment. Pictured from left to right are NV/RPAC Hall of Fame Investor Margaret Handley, Major Investors Pat Buck and Bob Adamson, and Tom Ciolkosz representing Access National Corporation, an NV/RPAC corporate Major Investor.

Thank You!



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for making the 2019 NV/RPAC YPN Karaoke Challenge such a success!

1 Great Irish Pub
Great Karaoke DJ

58

17 FIRST-TIME
Investors to NV/RPAC

extremely talented
karaoke singers &
investors



\$2,930

dollars raised by
singing for NV/RPAC!

2019 Golden
Microphone Award

RYAN CONRAD

For most times challenged to sing



Allied Title
& Escrow LLC

NV/RPAC Endorses Primary Candidates for Fairfax County Board and General Assembly

JUNE 11: LARGEST ELECTION IN DECADES, CRITICAL FOR THE REAL ESTATE INDUSTRY

By Josh Veverka

WITH ALL EYES ALREADY ON THE 2020 PRESIDENTIAL ELECTION, some may overlook the crucial 2019 elections in Northern Virginia. On the state level, all 140 members of the Senate and House of Delegates will be chosen this year. Locally, board seats in Arlington, Fairfax, Loudoun and Prince William Counties will also be decided in 2019.

In Fairfax County, the Board of Supervisors will see an unusually high turnover with long-term incumbents stepping down in five of the 10 seats – leaving those districts open to challengers for the first time in a generation. Due to county demographics and few Republican candidates on the ballot, the June 11 Democratic primary election is expected to be the deciding race for the open Board seats.

Some Fairfax candidates are running on platforms that are not friendly to the real estate industry and some long-time friends are retiring. Trustees of the Northern Virginia/Realtors® Political Action Committee (NV/RPAC) made the decision to interview candidates for the primary election in order to have a voice in this election. Whether at the local or state level, there will be many newly-elected people the Realtors® will need to get to know and educate on real estate issues.

Each year, the NV/RPAC Trustees, a group of dedicated Realtors®, evaluate candidates for office based solely on their positions on real estate related issues. The candidates below were chosen by fellow Realtors® based on their support for our legislative priorities, not on their political party

affiliation. This selection process requires the NV/RPAC Trustees to review voting records and past positions taken by incumbent candidates, conduct interviews, and review questionnaires answered by challengers for each of the offices on the ballot.

The volunteer leaders on the Trustees spent two full days in late April interviewing candidates prior to endorsing the following individuals for the Fairfax County Board:

Jeff McKay (D), Chairman At-Large

James Walkinshaw (D),
Braddock District

John Foust (D), Dranesville District
(incumbent)

Walter Alcorn (D), Hunter Mill
District

Rodney Lusk (D), Lee District

Penny Gross (D), Mason District
(incumbent)

Dan Storck (D), Mount Vernon
District (incumbent)

Phil Niedzielski-Eichner (D),
Providence District

Pat Herrity (R), Springfield District
(incumbent)

Kathy Smith (D), Sully District
(incumbent)

Each of these candidates has demonstrated their willingness to work with the Realtors® on issues important to our profession, including growth and development, transportation, housing and taxation.

In the General Assembly, several long-time Realtor®-supported incumbents face primary election challenges, including Realtor® Party champions: Senator Dick Saslaw, Senator Barbara Favola and Delegate Alfonso Lopez. The following individuals have been endorsed for the House of Delegates and the Senate of Virginia:

Del. Alfonso Lopez (D), House
District 49, Arlington

Del. Kaye Kory (D), House District
38, Fairfax

Del. Vivian Watts (D), House District
39, Fairfax

Sen. Dick Saslaw (D), Senate District
35, Fairfax

Sen. Barbara Favola (D), Senate
District 31, Arlington

All regular polling places will be open for voting from 6 a.m. to 7 p.m. on Election Day, Tuesday, June 11. Eligible individuals may also cast absentee ballots. The deadline for applying for an absentee ballot by mail is 5 p.m. on Tuesday, June 4. In-person absentee voting is currently underway. The deadline for in-person absentee voting is 5 p.m. on Saturday, June 8 and the absentee ballot return deadline is 7 p.m. on Tuesday, June 11. ➕



Josh Veverka is the NVAR government affairs director.

THE REALTOR® LIFE

By Michele Lerner

Lessons
Learned
Lead to
Teachable
Moments

When Jen Walker, a Realtor® with McEneaney Associates in Alexandria, ran into her seller clients at St. Elmo's Coffee in Del Ray a few days before their closing, she got an unpleasant surprise.

"The homeowners told me they have a feral cat that they can't get out of the house, so they plan to leave it for the buyers," says Walker. "I knew that couldn't happen, so I stopped by the house on my way to a closing on another property. Luckily the homeowners had some long gloves I could use, along with a broom and a milk crate. I chased the cat around the house in my suit and grabbed it and got it into a cage."

While she successfully evicted the cat, Walker had to attend the closing that evening covered in claw marks and cat pee.

"Turning over an empty house to buyers means really empty, including of animals," says Walker.

Realtors® know that their duties frequently involve more than contracts and contingencies. Their adventures often result in experiences that inform their future transactions and that they share with other agents.

The lesson Walker learned, just like Boy Scouts, is to "Be Prepared" for anything in real estate.

NO SUCH THING AS A SMALL SALE

"From time to time I've had clients sincerely apologize to me for taking my time and causing me hassle for just 'my small sale,'" says Brian Block, managing broker of RE/MAX Allegiance in Alexandria. "I always tell them that there's no such thing as a small sale in real estate. Whether you're planning to spend \$100,000 or \$1 million on your home, that's a big purchase for you."

Block learned that lesson early in his career when he helped the daughter of a friend buy a \$79,000 townhouse in Dumfries – the smallest sale in his career. But treating his client as a VIP, no matter what her budget was, resulted in numerous referrals and sales transactions with her friends and family.

"Similarly, when I met another client to discuss her home search, she was a young girl in her early 20s, dressed in workout clothes and a baseball cap with a giggling girlfriend for moral support," says Block. "After going through the homebuyer process, she told me she appreciated the fact that I took her very seriously. More than one real estate agent had dismissed her and wouldn't even work with her because they didn't believe she was qualified or ready to purchase."

It turned out that the client had received a sizeable inheritance and brought a certified check for \$975,000 to the settlement table.

DROPPING A CLIENT

On the opposite side of that scenario, sometimes it's best to give up on a client.



"Several years ago, I had the opportunity to work with a buyer who had moved to the Washington, D.C. area from Texas," says Giorgio Danso, a Realtor® with Coldwell Banker Residential Brokerage in Arlington. "According to her, she had worked with several other agents and looked at many homes and wasn't finding the right home. As a newer agent, I felt this was a good opportunity to step in and 'save the day.' Because she had started the process of shopping for a home already, I didn't feel the need to spend time with her to discuss all of her goals, needs and expectations in depth."

Danso anticipated a quick sale until the first red flag went up: the buyer insisted on looking at \$500,000 homes when her price range was \$350,000.

"When I asked her why she wanted to look at homes that were out of her price range, she said, 'Homes in Texas are so much cheaper, so I don't think I should pay what the sellers are asking' and that she expected to find a desperate seller," he says.

Eventually she made an offer on a home for about 75 percent of the

“I learned to value my time, set expectations, make sure I can meet my clients’ expectations and make sure that they can meet mine.”

– Giorgio Danso

list price and was rejected. When it happened again, Danso gently suggested they terminate their agreement. Two years later, he saw her at an open house still looking for a home.

“I smiled and said, ‘My seller will be glad to sell you this home if you’re ready to put in a realistic offer,’” Danso says. “I learned to value my time, set expectations, make sure I can meet my clients’ expectations and make sure that they can meet mine.”

PERSISTENCE PAYS OFF

Corey Burr, an associate broker with TTR Sotheby’s International Realty in Chevy Chase, Md. worked with a buyer about 18 months ago who wasn’t quite ready to make an offer. He recently purchased a property priced around \$3 million.

“I kept in touch with him for 18 months, but I was very careful about how I did it to make sure the buyer was comfortable,” says Burr. “A lot of agents would set someone up with an automated email alert for listings, but I had the alerts sent to me and checked the market daily for properties that fit his parameters and price range.”

Burr emailed the client about once a month or so with houses that might work for him until he found the right one.

“There’s a fine line you need to figure out for each buyer about how to stay in touch the right amount without making the buyer feel hassled,” says Burr.

Block, Burr and Danso each needed

to determine the best way to work with – or without – their clients. The lesson: the more you know about your clients, the better the outcome.

ALWAYS BE ON GUARD

A scary situation taught Bic DeCaro, a Realtor® with Bic DeCaro and Associates at Westgate Realty Group in Falls Church, some important lessons.

“A few years ago, I hosted an open house at one of my listings that had a long driveway,” says DeCaro. “At the end of the open house, I noticed that someone pulled into the driveway and blocked my car in. A man came in the front door and apologized for running late. He asked if we were the only ones left in the home. His question made me nervous.”

DeCaro told him that there was still someone checking out the home even though she was alone and mentioned that the owners were next door and would be back any minute.

“I had my phone in my hand, so I took a picture of him without him knowing and sent it to my husband and the sellers,” says DeCaro. “Knowing that I couldn’t drive away if I needed to because my car was blocked in, I walked out and took a picture of his car and license plate and sent that to them as well with a quick note that said something like ‘we have a last-minute visitor who’s making me nervous.’”

Fortunately for DeCaro, the sellers responded immediately and said they

would be there in 10 minutes. Her husband was out and didn’t see the text until later. DeCaro saw the man go out the front door, so she ran inside to lock it and to lock the garage door.

“I felt a huge relief that he left without incident,” she says. “I’m not sure if there was real reason to be concerned that day, but I’m glad I trusted my gut instinct. A few weeks later, I read the tragic news about Beverly Carter [an Arkansas Realtor® targeted and killed while showing a home in 2014].”

DeCaro says the lessons she learned from that scare include:

- Lock the door behind you when showing homes and/or at the beginning or end of an open house while you’re setting up and/or shutting down.
- When hosting open houses, put a couple of pairs of shoes by the front door.
- If the home is in a remote location or farther off the road, consider having two people host the open house.
- Let a few key people know where you are at all times in case of emergency.
- Have an exit strategy.

WATCH OUT FOR DETAILS

In a less scary but equally important incident, Colleen Wright, a Realtor® with McEneaney Associates in Arlington, learned the importance of careful attention to detail.

“I had a contract with buyers to purchase a house, and the wood-



destroying insects report had some recommendations that I took to mean optional,” says Wright. “That was 100 percent incorrect and almost ruined the closing. At the closing table, the loan officer announced that the loan could not be funded until the wood-destroying insect report was cleared.”

Since the sellers weren’t local and the listing agent was out of the country, Wright sprang into action and found a structural engineer to write a report and a treatment team who made same-day appointments so the closing could be completed.

Wright now says she knows the difference between “required” and “recommended” – most of the time.

“It was the most stressful closing day of my career as a Realtor®,” says Wright. “If only I had shown my broker the report instead of having what was obviously a poorly communicated conversation, all that stress could have been avoided.”

MONITOR POSSIBLE INSURANCE ISSUES FOR DETAILS

“We got a big reminder a few years ago about how important it is to never cancel your insurance until the closing is 100 percent complete and all funds have cleared,” says Fetneh Schacht, vice president and managing broker of Long & Foster Real Estate in Vienna.

“One of my agents had a listing under contract but a financing snag delayed settlement for about 10 days,” says Schacht. “The home sellers had

cancelled their insurance policy effective the original closing date, so they were now left unprotected. Their previous insurance company wouldn’t renew their policy, and they were scrambling for coverage. Fortunately, the team at Long & Foster Insurance was able to secure new coverage for them.”

Lesson learned: insurance coverage is an essential detail, too.

THE POWER OF STAGING

Sales techniques really do matter in every market. During the recession, Morgan Knull, an associate broker with RE/MAX Gateway in D.C., Maryland and Virginia, was hired by an investor to sell 21 condos with identical floor plans in an Alexandria community.

“In order to avoid flooding the market with our own inventory, we staged one unit as the model and incrementally would release two other units at a time for sale,” he says. “Almost without exception, all the buyers insisted on purchasing the model unit. By the time I finished selling all 21 condos, we’d probably moved the staging a dozen times, from identical condo to identical condo, each time creating a new ‘model’ unit.”

That experience convinced Knull of the value of staging and the appeal of model homes in the eyes of buyers.

TEAMWORK ALWAYS WINS

Kymber Menkiti, regional director of Keller Williams Realty in Maryland and D.C., says she and her team had

plateaued on sales a few years ago and didn’t know why.

“We kept adding great people to the team, but we weren’t selling as much as we expected,” says Menkiti. “We finally figured out that it was our fault because we weren’t clearly setting expectations, and we hadn’t established a vision.”

Reorganizing and focusing the team has paid off in big and small ways.

“We love to host hyperlocal events in our geographic farm areas,” says Menkiti. “Last June we had 500 people registered to attend an outdoor movie screening in the evening. Late in the afternoon we got a call that the driver bringing us all the equipment for the screening was in an accident. He was fine, but the equipment was damaged.”

The Menkiti team mobilized, made calls, bought a large screen at Best Buy, found a D.J. with speakers and pulled off the event.

“We pushed every possible way for this and learned that, working together, we can always find a way to accomplish what needs to be done,” says Menkiti.

While every profession faces challenges, successful Realtors® can turn these into teachable moments. Whether it’s herding cats, nurturing clients or staging an event, Realtors® know how to get the job done and learn a few lessons along the way. +



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.



— WASHINGTON BUSINESS JOURNAL —

RANKED 3RD

LARGEST RESIDENTIAL REAL ESTATE COMPANY
IN GREATER D.C.

Ranked by Metro-area sales volume in 2018

100% COMMISSIONS
FOR ALL REALTORS®

\$495 TRANSACTION FEE — \$3,960 ANNUAL CAP

NO MONTHLY FEES FOR ALL REALTORS®

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no **FEES** for **LIFE**

1

CONGRATULATIONS!

You qualify to be a member of **THE CARDINAL CLUB**.

Your production counts, whether it is before or after joining Samson properties.

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Commercial Markets Rise as Economic Expansion Lifts All Boats

By Frank Dillow



LIKE A “RISING TIDE [that] lifts all boats,” the current economic recovery is good for both residential and commercial real estate.

Speaking at the Asian American Chamber of Commerce in March, George Ratiu, director of housing and commercial research for the National Association of Realtors® (NAR), celebrated the economic expansion’s ten-year milestone that began in 2009 as Americans dug themselves out of the real estate-driven Great Recession.

“While the recovery has been defined by moderate year-over-year growth, housing prices are up more than 40 percent and wages are up 15 percent in the past five years,” Ratiu pointed out.

The recovery has encouraged

employment gains in Northern Virginia and resulted in solid growth in the commercial real estate market. At the end of 2018, unemployment rates in Northern Virginia ranged from a low of 1.7 percent in Arlington County to a high of 2.4 percent in Prince William County, all below the 3.2 percent for the greater Washington, D.C. market, or the even higher national average of 3.9 percent.

“The biggest surprise has been the growth in demand for suburban office space,” Ratiu noted. “Suburban office is back!”

Northern Virginians have seen roughly 50,000 new residents added each year since 2010, which has resulted in an expanded and diversified employment

base – improving the office market as well as expanding the consumer base for retail growth.

“Now that Millennials are in their 30s and increasingly married and beginning their families, they have become the largest residential buyers and, like earlier generations, are moving to the suburbs in search of better schools and room to grow,” Ratiu said. “But they haven’t abandoned their preference for the ‘urban life style.’ Instead they have fed the growth of ‘urbanized suburbs’ in areas like Arlington County, Alexandria, Tysons and Reston.”

“Absorption” is the term used to measure how tenants fill buildings, even with new construction. In Northern Virginia, absorption continues to improve as vacancy rates fall. Multi-family housing has been particularly strong as more residents have moved into multi-family properties in the past two years than developers have been able to build. Office vacancies, too, have dropped slightly in the past year, although they still remain higher than historical averages in the area.

Commercial real estate remains increasingly attractive for investors as well. By taking advantage of low interest rates and available commercial mortgages, investors have a relatively low-cost way to leverage their investment dollars and realize predictable net income returns, without worrying about falling stock prices.

“The Washington, D.C. market has emerged as the tenth top worldwide destination for foreign investors, along with fellow American cities of New

York and Los Angeles” Ratiu noted. “With its perceived safety for long-term investments and strong rates of return, the United States remains attractive to international investors.”

Amazon’s decision to locate its second headquarters in Arlington County is expected to add more than 25,000 technical and highly paid employees occupying roughly 500,000 square feet during the next 10 years in the area that will now be known as National Landing.

Renovations to National Landing, along with various transportation improvements and the construction of the promised Virginia Tech Innovation Campus, will pump additional investment dollars as well as added jobs.

“We expect the multiplier effect from adding Amazon will generate two to four additional jobs for every job they create,” Ratiu pointed out.

That would mean for every 2,500 jobs created by Amazon, the multiplier effect will add an additional 5,000 to 10,000 new jobs to the local economy each year on top of the new Amazon jobs.

While the addition of Amazon workers will add to the D.C. metro area’s reputation as one of the top technology centers in the country, many of the new workers will be busy constructing the roughly 5,000 new single-family and multi-family residential units that will be needed to house the new workers. Other entrepreneurs will be providing support services and expanding retail and restaurant amenities.

At the same time, significant additional retail and office construction is underway in the Tysons and Reston areas. While vacancy rates have remained stable in those areas, new construction has largely kept a lid on rental rates for

existing properties. Older, large office buildings have been particularly hard hit.

The region has become less dependent on the political whims of the federal government as businesses continue to diversify beyond the traditional government focus that historically has been the main driver of the local economy.

Economic fortunetellers warn that the good times are bound to end, and a new recession will soon follow, but its arrival date continues to be pushed out. In the meantime, Realtors® should dive in and be prepared to rise with the tide, as commercial real estate continues its economic expansion. +



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.

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NVAR Young Professionals Network

A STEPPING STONE ON THE PATH TO LEADERSHIP

By Diana Costa

BECOMING A REALTOR® LEADER

takes hard work and dedication. Engaging with NVAR groups and committees has helped many members reach their goals of association leadership and become active and informed members of their industry.

The NVAR Young Professionals Network (YPN) includes members of all ages and backgrounds who are passionate about their business and have the drive to create a positive impact within their association – not only to further their own careers but also to help their colleagues achieve success.

The YPN mission is to empower young professionals in the real estate industry through networking, education and community outreach. YPN supports its members by collaborating on best practices, cutting edge technology, strategies and more. NVAR young professionals strive to become a community of individuals who project a professional image while elevating Realtor® business success and prosperity.

Here are reasons shared by some 2019 YPN members about why getting involved at NVAR, whether through YPN, Leadership Institute or another committee or group, can give Realtors® a competitive advantage and further their path to leadership.

OLIVIA ADAMS, YPN ADVISORY GROUP MEMBER:



“My initial reason for joining YPN was to be surrounded by like-minded professionals who are fearless in making an impact in our industry.

This group of individuals is the future, and in order to better myself professionally and personally, I wanted to be surrounded by these individuals and learn from them.

“Since becoming a YPN Advisory Group member, this organization has far exceeded my expectations and I am so proud to be a part of this team. The caliber of talent within the group is next level; the camaraderie is fun; the members become your friends and people you spend time with outside of work and for professional development. The entire experience has really helped to set me up for future business endeavors.”

MARY BOWEN, YPN ADVISORY GROUP 2018 CHAIR:



“My participation in the NVAR Leadership Institute led to my involvement and leadership role within the NVAR YPN. I am amazed

by the many opportunities available to get involved within our local association, whether as a participant or a leader. Our volunteer efforts are essential to keep the association on track for future mobility and growth!”

MICHELLE DOHERTY, YPN ADVISORY GROUP 2019 CHAIR:



“YPN is a really amazing stepping stone into other parts of leadership, and I don’t think “YPNers” should stop there. You get a good taste of

potential leadership and you broaden your horizons from there. ... For instance, I’m really passionate about RPAC and raising money for RPAC because I believe in it. You hone in on what matters to you most.”

EMILY GORDON, YPN ADVISORY GROUP MEMBER:



“Through YPN, I’ve been able to take advantage of other leadership opportunities with NVAR that I would have otherwise not

known about. Last year I completed the Leadership Institute and this year I’m sitting on the Grievance Committee!”

If you are interested in NVAR leadership opportunities, check out NVAR.com/leadership and stay tuned for the next application period! See page 4 for information about how to get involved in the new NVAR Ambassador Program. +



Diana Costa is the NVAR executive assistant to the CEO and staff liaison to the YPN.

NVAR Realtor® Protection Program: No Need for Disguises

YPN AND PROFESSIONAL STANDARDS ADVISORY GROUP PARTNER TO PROMOTE PROFESSIONALISM

By Ann Gutkin

DISGUISES AND CODED MESSAGES

were conspicuously absent in NVAR's Fairfax classroom on April 17, when YPN teamed up with the Professional Standards Advisory Group (ProSAG) to host the "Realtor® Protection Program."

Moderated by ProSAG Chair Evan Lacopo, Vice-chair Lisa Dubois, and YPN Vice-chair Nicole Canole, this interactive session covered best practices, plus dos and don'ts for the packed room of Realtors® interested in protecting their clients and businesses.

Presenters covered procedures for handling agent-to-agent and consumer-to-agent grievances, emphasizing NVAR's Ombudsman Program as an ideal option for addressing disagreements through a non-adversarial volunteer-facilitated process.

Options for parties wishing to use the more formal grievance process were also explained.

That process begins with the filing of a complaint using NVAR's online system. The Grievance Committee then decides, based solely on the information provided in the complaint and supporting materials, whether the allegations represent a possible violation of the Code of Ethics. The committee may take one of three actions:

1. Cite the respondent through the NVAR Citation System; the respondent may choose not to accept the citation and instead have the complaint sent to the Professional Standards Committee for a hearing.
2. Dismiss the complaint.
3. Forward the complaint to the



Professional Standards Advisory Group (ProSAG) Chair, Evan Lacopo, introduces the April 17 joint YPN-ProSAG program about best practices for protecting business and client interests.

“NVAR’s Ombudsman Program
[is] an ideal option for addressing
disagreements through a non-adversarial
volunteer-facilitated process.”

Professional Standards Committee for a hearing.

If a case is forwarded to the Professional Standards Committee, in addition to the complaint and supporting materials, a hearing panel will also receive a response and supporting materials from the respondent. The panel will also hear evidence from both parties. The burden of proof is on the complainant to deliver clear, strong and convincing evidence of a violation. Decisions of the Professional Standards Committee are reviewed by the NVAR Board of Directors for their final action.

Learn more about resolution services at NVAR.com/professionalism.

After the April 17 presentation, participants competed in a cloud-based Kahoot quiz to test their understanding of the Code of Ethics and the grievance process. Winning Realtors® took home Starbucks gift cards and the assurance that they are well equipped to protect their clients and their business. +



Ann Gutkin is the NVAR vice president, communications.

Michelle Doherty Earns NAR's '30 Under 30' Recognition

By Kate O'Toole



"I wanted to be a good representation for our association and also inspire other young Realtors® to keep going, especially when it's hard."

EVERY YEAR, the National Association of Realtors® features 30 young, rising real estate professionals in its *REALTOR® Magazine* as the "30 Under 30."

Since the start of her career, Michelle Doherty, a Realtor® with RE/MAX Allegiance, had the goal of becoming a 30 Under 30 honoree. This year, her dream finally came true, but it didn't happen overnight or without challenges. Her success was a result of hard work, sacrifice, community involvement, constant improvement and a positive mindset, she said. It's no surprise then, why NAR chose Doherty as a member of the 2019 class of 30 under 30: *REALTOR® Magazine* editors dubbed this group "resilient."

"I wanted to be a good representation for our association and also inspire other young Realtors® to keep going, especially when it's hard, because this has not been an easy journey; it's been one of ups and downs," Doherty said.

It was her perseverance and positive mindset that got her to where she is today, Doherty said.

"Mindset is a daily task. It is like brushing your teeth; you have to work on it multiple times a day," Doherty said. "I lead with gratitude. Even on days where it's hard, I still find something to be grateful for."

For Doherty, it's also all about making lasting connections – connections with clients, the Realtor® association and the community.

"I really poured in and found the value of being involved at the local association level," Doherty said. "That's really where things started coming together for me."

Doherty is chair of NVAR's Young Professionals Network, vice-chair of the NV/RPAC Campaign Committee and is involved with Childhelp, a national charity that prevents the abuse and neglect of children.

Her relationships with clients last long after closing day, whether she's grabbing monthly lunches with them or even attending their family celebrations.

"I think we forget about the specialness of what we do. We are escorting people to the next chapter of their life – where they are going to be spending all their time with family. That's hugely special, and you become their family," she said.

Although Doherty is already looking forward and asking herself, 'What's next?', she remains grateful for this latest achievement and the support she has received from her peers.

"It means more to me than I could ever fully express in tangible words," Doherty said. "It's beyond humbling to be considered a part of this community of amazing Realtors®." +



Kate O'Toole is the NVAR digital content specialist & managing editor.

NVAR Region 5-Year Look-Back: March Data



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Fair Housing Refresher, Disparate Impact Highlight Annual Training

'SECRET SHOPPERS' SEARCH OUT DISCRIMINATORY ACTIONS

By Jill Parker Landsman



(Above) NVAR 2019 President Christine Richardson emphasizes that Realtors® cannot honor illegal requests from clients.

(Right) Fairfax County Board of Supervisors and other VIPs honor student winners of the Fair Housing Art and Literary Contest.



(Above) After introductions, Brian Mackenzie leads the training session. In the audience, NVAR members improve their knowledge of fair housing regulations by understanding actual scenarios.



(Below) Lorraine Arora, co-chair of the Fair Housing Task Force and NVAR past president, calls up NVAR staff member, Jill Landsman, to receive a Fairfax County Human Rights Commission award (see page 7).



SECRET SHOPPERS IN REAL ESTATE?

Yes, fair housing testers are secret shoppers for housing-opportunity violations, explained Brian McKenzie, training and compliance program manager for the Equal Rights Center (ERC) in Washington, D.C. McKenzie was the lead instructor at the April 3 Fair Housing Training Session and Luncheon at the Waterford Fair Oaks. Testers seek to determine that all prospects receive equal information about properties: equal treatment, rates and qualifications for listings, loans or tenancy.

While the Civil Rights Act was critical in breaking a cycle of legal complacency around housing and employment discrimination, enforcement continues today.

Why is fair housing important, asked McKenzie? "It is a smart business practice, and it is law," he explained.

"The Fair Housing Act became law in April 1968, one week after Martin Luther King was assassinated. King was a huge advocate for housing, and this part of the law had passed around Congress for years," said McKenzie. "Passing this law was a tribute to Dr. King's legacy," McKenzie said.

Community members, non-profits, housing advocates, Realtors®, and local government officials attended the Fairfax County Government Fair Housing Training and Luncheon. Hosted by the Fairfax County Human Rights Commission and the county's Office of Human Rights and Equity Programs, the annual event was also sponsored by NVAR.

Disparate impact occurs when policies, practices, rules or other systems that appear to be neutral result in a disproportionate impact on a group.

ERC Deputy Director Kate Scott announced the results of a recent ERC lawsuit against the nation's largest private landlord, Mid-America Apartments (MAA). Charges cited that MAA excluded housing applicants and violated their rights based on race and national origin when the applicants had certain criminal records, including felony convictions.

The court-mandated outcome now allows applicants with convictions flagged through MAA's third-party service provider to provide additional information for MAA's consideration of their applications.

"Realtors®, as professionals, must be diligent in how we conduct our business," said NVAR President Christine Richardson. "Realtors® cannot honor illegal requests."

Handling one client in the 1990s who did not understand the law,

“The Fair Housing Act is the tool that we need to promote fairness. Our work is always needed. Every community is only as strong as its weakest link.”

– Sara Pratt, former HUD deputy assistant secretary

Richardson had to clarify her – and the client’s – role if they were to conduct business together.

“I listed a property for sale in Loudoun County near Dulles Airport,” she recalled.

“The seller was an older man. He was selling the property he had been in his whole life: a small rambler on one acre of land.

“My client told me that I wasn’t allowed to sell the property to any Arabs, which he pronounced with a long A. I told him that it was illegal – and frankly not smart – to limit the pool of potential buyers for his property in that way.

“The buyer of the property turned out to be a young man from Iran. At closing, my client refused to look at the buyer and communicated with the young man by saying to me, ‘Tell him such and such.’ I could not believe this behavior,” she said, emphasizing how awkward this closing was. The end-result was that the buyer ultimately sold that property for twice what he paid for it when Dulles Airport expanded its runway, she said.

Sara Pratt, the luncheon’s keynote speaker and counsel at Relman, Dane & Colfax, devotes her career to civil rights issues and community enrichment.

Having served as deputy assistant secretary for fair housing enforcement and programs at Housing and Urban Development (HUD), she is a dedicated fair housing advocate.

“The value of community means more and more to me,” she began,

greeting 200 luncheon attendees. “We share common values and goals; we rely on each other as we work together.”

The Fair Housing Act passed after the assassination of Dr. Martin Luther King, she noted, but the underlying concept for it resulted from ongoing “divisive issues,” referring to discriminatory practices for credit, housing options, education, employment and more.

“These are still issues that cry out for education, for enforcement, for conversation,” she said.

“We need to take what we are talking about to your communities – not just reasonable accommodations and modifications – but to build a stronger community,” she advised. Dismantling segregated communities is one of the law’s main goals.

HUD has investigated lenders during the last few years that violate the Fair Housing Act. Lenders are not allowed to refuse a mortgage because of a woman’s status of being on maternity leave, Pratt explained.

“A family that is expecting a [child] and wants to have a house ready to move into is told by a lender that they cannot get the loan until the mother goes back to work,” she said. “Lenders do that all the time. We [at HUD] handled 50 or more settlements against banks.”

Lenders need to view such employees as on temporary leave, according to protections in the Fair Housing Act. “The learning curve of the lending industry is not where it should be,” Pratt said.

“The Act is [also] used to protect victims of domestic abuse, as it will not allow a victim to be evicted,” she said. In a case where a woman was abused by a former boyfriend, the woman’s sister took the victim and her child into her home. The victim later killed her ex-boyfriend in self-defense. “The landlord moved to evict the victim’s sister,” Pratt said. “We invoked the Fair Housing Act to protect the tenant, as this was not her fault.”

In another case, a Pennsylvania landlord paid damages and changed his policy following an investigation of claims that he discriminated against immigrant applicants for apartments. HUD charged the landlord with implementing an illegal leasing policy that discriminated based on national origin when he refused to lease to refugees, Pratt explained.

“The Fair Housing Act is the tool that we need to promote fairness,” she said. “Our work is always needed. Every community is only as strong as its weakest link.”

Government, the business community and housing advocates must work together to provide a system that is fair for everyone. Creating integrated neighborhoods remains a work in progress. Realtors® are part of the solution to achieve them. “It takes conscientious, focused, and intentional work,” Pratt concluded.

To view event presentation slides, visit NVAR.com/presentations. +



Jill Parker Landsman is the NVAR community outreach development strategist.

New Home Construction – Are Home Inspections Necessary?

THE ANSWER IS YES!

By Kate O'Toole

FOR A BRAND-NEW HOME or an older resale, home inspections are equally important to protect agents and their clients.

“It’s better to fix problems before [buyers] get into the house,” Joey Donofrio of Donofrio & Associates said. “Your home is not being built by the builder; it’s subcontractors that are building it, and we don’t necessarily know where they are coming from.”

On March 22, the NVAR Realtor® Builder Series hosted an event, “New Home Construction: How to Protect Your Clients,” at its Fairfax

headquarters – presented by guest speaker Donofrio and moderated by Pauline Dent, 2019 chair of the NVAR Realtor® Builder Series and a Realtor® with Long & Foster Real Estate.

Donofrio explained four types of new construction inspections:

1. **Footers and Foundation Inspection** – takes place before the slab is poured and inspects the main structural components.
2. **Pre-Drywall Inspection** – takes place right before insulation and drywall are installed and inspects exterior structures and indoor structural,

plumbing and electrical systems.

3. **Final Walk-Through Inspection** – takes place right before the builder does the final walk-through.
4. **Eleventh-Month Warranty Inspection** – occurs right before the builder’s one-year home warranty expires.

Although Donofrio recommended that clients get all four inspections, he emphasized the importance of the Pre-Drywall Inspection because this is when issues such as mold are discovered or prevented. Dent said that builder contracts will often only include a Pre-Drywall Inspection, but clients can





still request to have all four. If a client decides not to have an inspection, Realtors® should follow-up in an email to verify the client's decision in writing.

Dent noted that it's important to do the inspections in alignment with the builder's schedule, because builders will continue to the next phase regardless if the inspection has been completed.

If any issues are discovered during the inspection, the builder will fix the problem.

"They [builders] really care about customer service and their ratings. They typically do a good job," Donofrio said.

Donofrio said Realtors® should be there for the inspection, but they should not help the inspector or interfere with

the inspector's work. Donofrio said Realtors® should be familiar with issues that might arise in an inspection and use their skills to look for anything that might indicate a potential problem, such as a smell that could signify the presence of mold.

"As agents and professionals, we have to look for those red flag areas," Donofrio said.

Even in the case of a million-dollar home, Donofrio said Final Walk-Through Inspections can save clients in the long run.

"It pays to have an extra set of eyes come in," Donofrio said. "It protects you as the agent and the client, and it helps them have a better experience, even after they have moved into the property." +



Kate O'Toole is the NVAR digital content specialist & managing editor.



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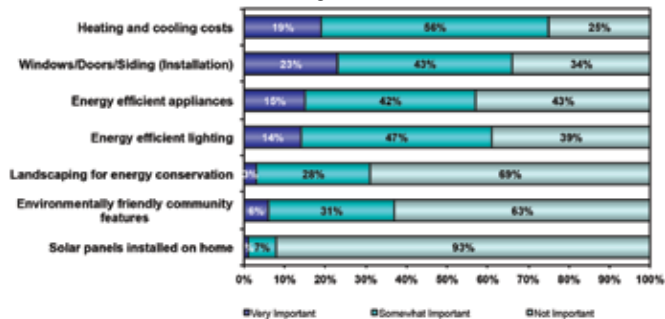
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Factors Influencing Home Search for Northern Virginia Buyers

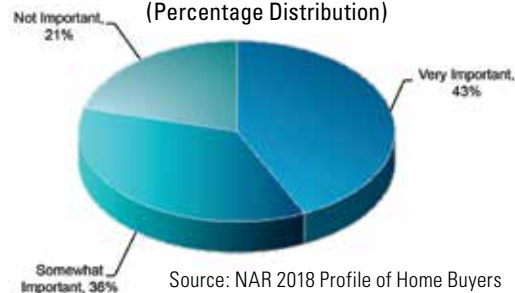
NAR SURVEY PAINTS A PICTURE OF BUYER PREFERENCES

Importance of Home's Environmentally Friendly Features
(Percentage Distribution)



Source: NAR 2018 Profile of Home Buyers and Sellers - Northern Virginia Report

Importance of Commuting Costs
(Percentage Distribution)



Source: NAR 2018 Profile of Home Buyers and Sellers - Northern Virginia Report

Factors Influencing Neighborhood Choice,
By Adult Composition of Household and Children in Household
(Percent of Respondents)

	ADULT COMPOSITION OF HOUSEHOLD						CHILDREN IN HOME	
	All Buyers	Married couple	Single female	Single male	Unmarried couple	Other	Children under 18 in home	No children in home
Quality of the neighborhood	56%	50%	44%	62%	43%	33%	54%	54%
Convenient to job	61	60	38	61	64	67	56	56
Overall affordability of homes	39	40	38	41	18	*	37	37
Convenient to friends/family	35	40	42	31	45	67	34	34
Quality of the school district	31	10	21	35	18	*	48	48
Design of neighborhood	30	30	21	33	27	*	28	28
Convenient to shopping	26	30	13	27	45	*	22	22
Convenient to schools	26	20	21	29	18	*	43	43
Convenient to vet/outdoor space for pet	15	10	13	13	36	33	10	10
Convenient to entertainment/leisure activities	26	10	17	26	55	*	22	22
Convenient to parks/recreational facilities	27	30	17	28	27	*	24	24
Availability of larger lots or acreage	14	*	*	18	*	*	17	17
Convenient to health facilities	6	10	*	8	*	*	6	6
Home in a planned community	7	10	8	8	9	*	9	9
Convenient to public transportation	25	10	13	25	36	*	17	17
Convenient to airport	12	10	8	12	27	*	10	10
Other	6	10	17	4	*	33	7	7

Source: NAR 2018 Profile of Home Buyers and Sellers - Northern Virginia Report

Interested in learning more about Northern Virginia buyers and sellers?
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An advertisement for Realtor apparel. On the left, there are three shirts: a black one, a grey one, and a blue one with a large white 'R' logo and the word 'REALTOR' below it. To the right, a white polo shirt with a small blue 'R' logo is shown. The background is a light-colored fabric with a floral pattern. The text is in orange and black.

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Becoming a Realtor®

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Principles of Real Estate

9 am - 5 pm

June 3 - 20 Fairfax

November 1 - 19 Fairfax

BROKER PRE-LICENSING

Broker Management

9 am - 5 pm

August 15 - September 19 Fairfax

Broker Finance

9 am - 5 pm

March 21 - May 2 Fairfax

Law (45 hours)

9 am - 5 pm

June 6 - July 18 Fairfax

Your First Year

NEW MEMBER ORIENTATION

9 am - 1 pm

May 21 Herndon

June 22 Fairfax

July 19 Herndon

6 pm - 10 pm

June 4 Herndon

POST-LICENSING EDUCATION (PL)

Agency Law

9 am - 12 pm

May 6 Herndon

July 8 Fairfax

Ethics

1 - 4 pm

May 6 Herndon

July 8 Fairfax

Contract Writing

9 am - 4 pm

May 7 Herndon

July 9 Fairfax

Financing Options for Residential, Commercial and Land

3 - 5 pm

May 13 Herndon

10 am - 12 pm

July 17 Fairfax

Real Estate Law & Board Regulations

9 am - 3 pm

May 13 Herndon

July 15 Fairfax

Risk Management

9 am - 12 pm

May 14 Fairfax

July 16 Fairfax

Escrows and Protecting Other People's Money

1 - 4 pm

May 14 Herndon

July 16 Fairfax

Fair Housing

10 am - 12 pm

May 20 Herndon

July 22 Fairfax

Current Industry & Trends

1 - 3 pm

May 20 Herndon

July 22 Fairfax

Maintaining Your License

CONTINUING EDUCATION (CE)

CE: 16-hour Course (4 evenings)

6 pm - 9:30 pm

May 7 (part 1) Herndon

May 9 (part 2) Herndon

May 14 (part 3) Herndon

May 16 (part 4) Herndon

June 18 (part 1) Herndon

June 20 (part 2) Herndon

June 25 (part 3) Herndon

June 27 (part 4) Herndon

July 9 (part 1) Herndon

July 11 (part 2) Herndon

July 16 (part 3) Herndon

July 18 (part 4) Herndon

CE: 16-hour Course (Day 1)

8:45 am - 4:45 pm

May 11 Fairfax

June 8 Fairfax

July 13 Fairfax

CE: 16-hour Course (Day 2)

8:45 am - 4:45 pm

May 18 Fairfax

June 15 Fairfax

July 20 Fairfax

CE: 8-hour Mandated Course

8:45 am - 4:45 pm

May 22 Herndon

June 4 Fairfax

July 23 Herndon

CE Elective: Environmental Issues

1 - 4:45 pm

June 5 Fairfax

CE Elective: Green Building

1 - 4:45 pm

May 23 Herndon

CE Elective: Construction Essentials

8:45 am - 12:25 pm

June 5 Fairfax

CE Elective: New Rules of Real Estate Finance

8:45 am - 12:25 pm

May 23 Herndon

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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.

DC CE

Fair Housing

9 am - 12:15 pm

June 11 Fairfax

July 9 Fairfax

Ethics

1 - 4:45 pm

July 9 Fairfax

Legislative Update Course

1 - 4:15 pm

June 11 Fairfax

MARYLAND CE

Maryland Code of Ethics and Predatory Lending

9:30 am - 12:30 pm

June 3 Fairfax

Fair Housing

1:30 - 3:00 pm

May 15 Fairfax

June 3 Fairfax

MREC Agency Residential

9 am - 12 pm

May 10 Fairfax

9:30 am - 12:30 pm

June 21 Fairfax

Avoiding Settlement Pitfalls

1:30 - 3 pm

May 20 Fairfax

Comparison of GCAAR & MAR Contracts

1:30 - 3 pm

June 21 Fairfax

Creating Value Through Renovation Loans

1 - 2:30 pm

May 10 Fairfax

GCAAR Sales Contract Review

9:30 am - 12:30 pm

May 15 Fairfax

BROKER CE

Broker Risk and Liability

8:45 - 10:45 am

May 21 Fairfax

June 12 Fairfax

Broker Management and Supervision

10:45 am - 12:25 pm

May 21 Fairfax

June 12 Fairfax

Production Agents and Profitable Offices

1 - 4:45 pm

May 21 Fairfax

June 12 Fairfax

Taking It Further

FEATURED OFFERINGS

At Home With Diversity (AHWD)

9 am - 4 pm

June 10 Fairfax

e-Pro Certification Course

9 am - 4 pm

June 27-June 28 Fairfax

Pricing Strategies Advisor

9 am - 5 pm

July 15 Fairfax

Senior Real Estate Specialist (SRES) Designation

9 am - 12 pm

June 10-June 11 Herndon

GRI 506: Risk Management & Escrow

9 am - 4 pm

July 11 Fairfax

GRI 507: Code of Ethics & Professional Responsibility

9 am - 4 pm

June 6 Herndon

Realtor® 007

1:30 - 4:30 pm

May 22 Fairfax

June 5 Herndon



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 Access National Bank John French 703-871-2100
 Andrews Federal Credit Union Stanley Koussis 703-647-6430
 Bank of America Mortgage Joel Bisailon Jr 703-667-5648
 BB&T Mortgage Kevin Connelly 703-855-7403
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 MVB Mortgage Lyn Gundogdu 703-254-8080
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Allen Appraisals	Charles Allen	540-664-1169
Amanda Rae Smith	Amanda Smith	703-895-4993
AMC Appraisal Group	Keith Smith	571-282-5952
Anthony Appraisers	Michael Magnotti	703-319-0500
Appraisal Works, Inc.	Dennis Park	703-906-8258
Appraise Metro DC LLC	John Osipchak	703-200-6400
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
Bird & Associates	Mark Bird	703-864-2093
BN Real Estate, Inc.	Brenda Nguyen	703-599-9463
Bruce W. Reyle and Company, Inc.	Michael Jackie	703-273-7375
Capitol Appraisal Service, Inc.	Richard Bowman	703-691-8800
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DCO Appraisal Services, Inc.	David Olynik	301-855-3886
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Distinctive Homes Realty LLC	Michelle Gore	540-338-4606
dm Appraisal LLC	David Maeng	571-529-0534
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Fortune Appraisal Service	Wanda Graham	571-449-6136
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Heiner Appraisal, Inc.	Despina Gellios	703-754-6110
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Karas, Inc.	Mouna Karas	703-753-5635
Karas, Inc.	Melissa Jones	703-753-5635
Kinder Appraisal Services	Jill Kinder	703-268-0756
Lesley Omega Appraisers	Lesley Omega	703-403-2024
Marcia Novak & Associates LLC	Marcia Novak	703-585-2615
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Monir Moshashaie	Monir Moshashaie	703-255-6451
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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
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Pemberley Appraisal	Teresa Gilg	703-618-7265
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Preston Hummer	James Hummer	703-929-0857
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Real Estate Appraisals 4 You	Diane Richard	703-794-9118
Renner, Hansborough, & Reese	Jan Symons	301-258-8181
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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 J.	ames 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
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Sun Design	Katelyn Coram	703-201-4823
Toll Brothers	Jill Dail	703-346-1961

ENGINEERING SERVICES

Deska Services	Jim Maloney	703-457-6540
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Accurate Radon Testing	Alexandra Bukowski	703-242-3600
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
PEARL Home Certification	Cynthia Adams	434-825-0232
Pollard Environmental LLC	John Pollard	804-749-3339
Radon Defense	Nicholas DeFelice	703-688-3797
VESCO	Ken Conte	703-722-8851
VESCO	Gregory Caudill	703-722-8851

GUTTER REPAIR

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

Abode Check LLC	Raquel Barrientos	703-255-6622
Advocates Home Inspection	Doug McCullough	703-674-0478
Anderson Inspection Consultant	Gary Anderson	301-855-3337
Anthony Elbert Lane	Anthony Lane	571-221-5756
Beltway Home Inspections	Dennis Pelczynski	703-957-0155
BPG Inspections	Ken Humphreys	703-881-6617
Burnett Home Inspections LLC	Chris Burnett	703-965-5260
Commonwealth Home Inspections, LLC	Elizabeth Riddick	703-657-3207
Commonwealth Home Services	John Short Jr	703-375-9193
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 Danel	703-453-0442
Hurlbert Home Inspection	Seth Hurlbert	703-577-7127
Infinity Air LLC	Haichen Ren	571-334-9893
InspectionPro LLC	Andrew Renaux	540-455-9078
J Anlauf Home Inspections	Justin Anlauf	540-514-9099
Master Home and Building Inspections	Donald Masters	240-292-8175
Master Home Inspection LLC	Richard Park	703-851-3339
Merit Home Inspectors LLC	Alexander Aderton	703-589-6740
National Property Inspections	Christopher Nelson	571-330-0974
National Property Inspections	John Nelson	571-330-0974
Next Day Inspect	Nafez Mustafa	703-450-6398
No Surprises Home Inspection	Paul Cummins	703-472-9020
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	Kevin Dougherty	703-291-0344
Pillar To Post Home Inspections	Michael Ward-Dahl	703-402-2475
Prime Property Inspectors LLC	Ray Dayhoff Jr	301-916-0300
Property Disclosure Solutions LLC	Nettette White	703-839-3154
ProSpect Inspection Services LLC	Anthony Kelly	703-407-7841
Pro-Spec, Inc.	Glenford Blanc	301-675-8411
ProTec Inspection Services	Amy Devine	301-972-8531
ProTec Inspection Services	Francis McDonald	301-972-8531
Royal T Home Inspection	Troy Vogt	703-910-3251
The Robert Paul Jones Company	W. Scott Gudely	703-385-8556
Prime Property Inspectors LLC	Romano Pietrobono	301-916-0300
Prime Property Inspectors LLC	Ronald Meely	301-916-0300
VA Home Inspect, LLC	Joseph Najm	703-786-3368

HOME STAGING

Brogley's Estate Organization and Relocation	Rebekah Miller	202-827-5276
Future Tranquility Properties LLC	Brittany Hopkins	703-888-6751
M. Quinn Designs	Moir Quinn Leite	703-354-6359
Market Ready Staging Solutions	Susan Driscoll-Blount	703-660-8727
Pragmatic Staging Solutions	Drew Gattis	703-672-3940
Preferred Staging	Monica Murphy	703-851-2690
Real Estate Staging Association	Leslie Anderson	703-973-8734
Staged Interior	Trish Kim	703-261-7026

HOME WARRANTY

2-10 Home Buyers Warranty	Kelly Roberson	703-398-2905
First American Home Warranty	Lisa Hultgren	703-859-2700
Home Warranty of America	Anne Lang	703-220-9633
Old Republic Home Protection	Molly Flory	800-282-7131
SUPER	Jonathan Asfour	703-254-9628
SUPER	Bill Davis	703-731-2259
SUPER	Heather Stephenson	703-731-2259
SUPER	Dilyana Mazur	703-731-2259

REMOVAL SERVICES & DONATION PICKUP

123JUNK	Neil McKinnon III	703-400-7645
1-800-GOT-JUNK	Richard Galliher	800-468-5865
Atlas Services LLC	Lori James	703-201-3084
Atlas Services LLC	Shannon Hildreth	703-201-3084
GreenDrop Charitable Donations	Melanie Neubauer	267-432-8743

MOVING & STORAGE

Able Moving & Storage, Inc.	Andy Lopez	703-986-9901
Brogley's Estate Organization and Relocation	Rebekah Miller	202-827-5276
Interstate Moving Relocation	Erick Barr	703-898-0095
Interstate Moving Relocation	Mike Stine	703-863-7238
Interstate Moving Relocation	Sherry Skinner	571-296-0405
Interstate Moving Relocation	Kim Woods	571-238-9483
JK Moving	Michael Bennett	703-260-4262
My Guys Moving	Joseph Magnotti	571-338-4456
Regency Moving & Storage	Cliff Krug Jr	703-497-1515

OTHER REAL ESTATE NEEDS

Academy Door & Control Corp	Alan Greenberg	703-541-0300
Agents Mailings by RSP	Michele Huffman	443-386-7902
Aqua Guard Waterproofing	Saidah Adams	301-595-9670
Asian-American Homeownership Counseling, Inc.	Song Hutchins	301-760-7636
Blue Moon Estate Sales	Toby Affuso	703-389-9794
CORT Furniture Rental	Frances Boller	703-379-8846
Design Pro Remodeling	Andrew Jones	703-782-9349
Dolce Vita Italian Restaurant and Wine Bar	Meghan Schulze	703-385-1530
Duke Carpet Cleaning	Julio Sucuzhany	301-679-9636
Ethan Allen	Julie Goss	703-356-6405
Fairfax Estate Sales & ThriftFrog Valet	Janeene Silvester	703-609-3535
Four Sales LTD	Daniel Sanders	703-256-8300
GreenDrop Charitable Donations	Melanie Neubauer	267-432-8743
Jeeves Handyman Services	Claudia Agreda	703-465-0100
Liberty Carpet One	Mark Bisbee	703-691-1616
Lux Flooring Specialists	Heather Patrum	615-260-0848
MasterLync	Timothy Ketron	540-660-1839
MasterLync	Amber Valentine	540-539-4998
ServiceMaster Restore	Danielle Akram	703-968-0505
Seventh Heaven Pet Care Services	Jennifer Stevens	571-389-0091
Sunrise at Fair Oaks	Valarie Parker	703-264-0506
The Benjamin Group, Inc.	Joseph Grouby	703-684-3577
The Rotonda Condominium Unit Owners Assoc.	Autumn Fields	703-821-8100
Washington Gas	Melissa Farrar	571-369-8477

PEST CONTROL SERVICES

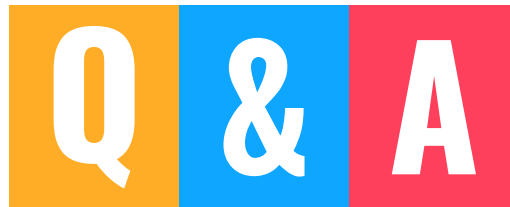
Alexandria Pest Services LLC	Richard Diggs	703-752-1634
Alexandria Pest Services LLC	Chau Tran	703-752-1634
Holiday Termite and Pest Control	Cleveland Dixon	703-569-9333
Holiday Termite and Pest Control	Leonard Scott Jr	703-569-9333
Hughes Pest Control, Inc.	Robert Hughes	703-481-1460
My Exterminator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

PLUMBING

Marines Plumbing	Ray Toczylowski	703-331-2100
Michael and Son Restoration	Anthony Dennard	703-658-6558
Plumb Right Plumbing	Eric Figaroore	703-335-9102

ROOFING

Augustine Roofing LLC	Bill Augustine	703-281-7663
Augustine Roofing LLC	Evan Howard	703-281-7663
DryHome Roofing & Siding, Inc.	Steve Gotschi	703-891-4663
Rooftop Chimney Sweeps LLC	Andrew Raycroft	703-836-7858



Best Practices for 'Coming Soon' Listings, School Ratings

By Matthew L. Troiani, Esq.

Q.

I've been seeing a lot of properties advertised online or on signs as "Coming Soon," but the property is not in the MLS, and the listing agent is permitting showings. Is this legal, ethical, or a violation of the MLS rules?

A.

The answer is that it depends. We appreciate and understand the concerns regarding "Coming Soon" advertisements and so-called "Pocket Listings." There are certainly ethical and contractual implications to this type of behavior, but it is possible to do this legally and ethically.

"Coming Soon" has become a common term of art in the industry, even if it started as an MLS status definition. There is no legal definition of "Coming Soon" outside of the MLS. The MLS status does not permit showings, but a property can be marketed as "Coming Soon" outside the MLS without violating ethical and contractual obligations. The method for doing so, however, is fairly narrow.

Advertising a property without creating a listing in the MLS is not a violation of the MLS rules, so long as the sellers have given written instructions to the listing agent that they do not want the property listed in the MLS, or not listed until a certain date. An MLS cannot require that its subscribers and users only advertise through the MLS. Sellers may opt-out in writing or delay putting the property into the MLS until a certain date, while still authorizing the listing agent and broker to market the property by other means. The Pre-Marketing Addendum to the Listing Agreement does allow broad latitude to the listing agent regarding pre-marketing the property.

There are potential Code of Ethics (COE) concerns with this behavior, but it can be done ethically. According to Article 1, Realtors® "pledge themselves to protect and promote the interests of their client. This obligation to the client is primary" Generally, the seller is best served by marketing the property to as many potential buyers as possible. However, a seller may have personal reasons for wanting to limit broad marketing until a certain date. The seller might be traveling, expecting company or undertaking renovations. Perhaps the listing agreement was signed during a slow time of year, and they want to build interest in the property until market activity picks up. In a seller-friendly market, sellers could still receive multiple competitive offers without having the property in the MLS. Sellers are entitled to make an informed judgment as to how they market the property.

While it is ultimately up to Realtors® serving on the Professional Standards panels to determine COE violations, the question is whether the "Coming Soon" advertisement is for the sole benefit of the seller and not the listing broker. This can be difficult to prove by clear, strong and convincing evidence. Some examples of putting the brokerage's interests before the clients may include, but are not limited to, only allowing showings to unrepresented buyers or buyers represented by the listing brokerage.

It is possible to violate the COE through "Pocket Listings," but it is also possible to advertise "Coming Soon" listings and allow showings (if not in the MLS) in an ethical way. The key questions are: 1) has the seller given informed consent through written instructions to the listing broker; and 2) is the listing broker acting in the sole interest of the seller?

Q.

Many Realtors® are familiar with the online school ratings systems, but those systems may not provide significant data and the process can lack transparency. Are there other resources that we can provide to our clients, so they can make an informed decision about schools?

A.

Fortunately, the Commonwealth of Virginia and many local counties have resources for clients who are researching school districts. The most comprehensive resource in Virginia is likely the State Department of Education's School Quality Profile. This can be found at schoolquality.virginia.gov. The Profile contains many data points and measures year-over-year changes to give a thorough profile each school. Other resources include:

- The State Department of Health 2015 Youth Survey results: fcps.edu/blog/2019-family-engagement-survey.
- Arlington County's 2017 Site-Based Survey results: apsva.us/planning-and-evaluation/evaluation/surveys/site-based-survey.
- Alexandria City public schools reports and surveys: acps.k12.va.us/Page/460.

Realtors® should never decide which schools are the best for their clients. If a client is interested in learning about schools, there is a wealth of information available so that the clients can make informed decisions. +



Matthew L. Troiani, Esq. is the NVAR vice president of professional development and deputy general counsel.

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