

# Welcome to NVAR.

Whether you started a new career in real estate or are a seasoned veteran, we'd like to invite you to increase your potential for excellence. Being a member of NVAR helps you stand out from the competition. As your partner in business, we bring you the most advanced tools, services and programs! You can develop your career or re-invigorate your business through NVAR training, Forums, programs and services. Welcome Home to Excellence.

Our website, [nvar.com](http://nvar.com), delivers industry news and links you to NVAR's powerful programs and services. Updated daily, the site offers quick access to information and resources— NVAR Legal Hotline, training courses, digital bi-monthly magazine and access to tools like MRIS—your MLS, SentiLock key system, InstanetForms and much more.

**Takes You Further.™** is our promise to you. With member surveys and broker/agent outreach, at NVAR we make it our job to anticipate your needs and deliver in a responsive, professional way. With two convenient locations in Northern Virginia, we are the association thousands of working residential and commercial members call home. This Member Services Guide provides an overview of your benefits and must-know information to get your business started and keep it moving further. Give us a call today at 703.207.3200.

Sincerely,



Ryan T. Conrad  
Chief Executive Officer



# Welcome



WELCOME

GETTING STARTED

EDUCATION

PUBLIC & GOVERNMENT AFFAIRS

AFFILIATES

PROFESSIONAL SERVICES

LEGAL HOTLINE

NVAR FORUMS

REALTOR® SHOP

SENTRILOCK® & SENTRICARD®

INSTANETFORMS™/AUTHENTISIGN™/DOCBOX™

Takes You Further.™

# We're Glad You're Here.



## DID YOU KNOW?

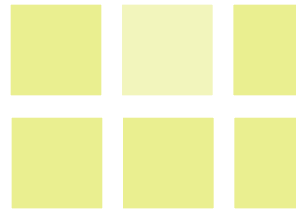
NVAR provides members with a library of standard forms through InstanetForms— Everything from a listing agreement to a purchase agreement, we provide the documents needed for all types of transactions. Find InstanetForms online at [nvar.com](http://nvar.com).

Our Membership staff welcomes you to your new home, Northern Virginia Association of REALTORS®. We have all the information and tools you need to get started. From accessing member benefits to getting you signed up for New Member Orientation, this is your go-to team.

### **New Member Orientation**

Within the first 60 days of membership, you must register for and attend your “New Member Orientation.” This important class will show you how to navigate and use powerful tools such as:

- MRIS, the MLS system
- SentiLock keycard
- InstanetForms
- REALTOR® Code of Ethics
- NAR and VAR resources



**CONTACT OUR  
MEMBER SERVICES  
DEPARTMENT:**

**703.207.3256**



### Post-Licensing Training

Your license is valid for two years, but you must complete the Post-Licensing training within the first 12 months. Look online for class schedules or contact the Education department at [education@nvar.com](mailto:education@nvar.com).

### SentriLock® & SentriCard®

High-quality, technologically innovative lockbox and key card products backed by exceptional service and offered at an affordable cost.

### Member Savings

NVAR and NAR have discounts for members on a variety of products and services to help you build and manage your business. Whether you are buying insurance or a new computer, NVAR members enjoy a long list of benefits offered by local and national partners and affiliates through the NAR REALTOR® Benefits® Program.

For the most up to date information about the NAR REALTOR® Benefits® Program visit [realtor.org/realtorvip](http://realtor.org/realtorvip).



**MEMBER SERVICES:** 703.207.3256

**EMAIL:** [membership@nvar.com](mailto:membership@nvar.com)

**> [nvar.com](http://nvar.com)**

# MEMBERSHIP

# Start. Maintain. Grow.



## DID YOU KNOW?

You can look up your license number at DPOR: [dpor.virginia.gov/LicenseLookup](http://dpor.virginia.gov/LicenseLookup).

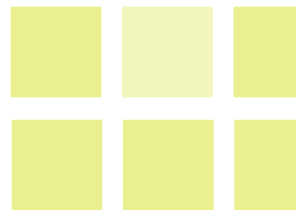
DPOR also maintains information that will help you determine what is required to keep your license in good standing.

## NVAR EDUCATION – Learn to Earn.

Whether you are a new agent or a seasoned veteran, NVAR offers a wide range of onsite and online classes so you can learn more about whatever interests you to grow your business. Invest in yourself through continuing education, designation and specialization classes to increase your skill and knowledge. Turn that into more value to consumers and clients.

### Passport to Excellence

Our Training Passport option is an NVAR exclusive program and one of the greatest member benefits we offer. Purchase a **Continuing Education Passport** and enjoy considerable savings up to 50% off! Education you can use in the field never came easier. Passport subscribers also get 10% off REALTOR® Shop purchases.



**CONTACT OUR  
EDUCATION  
DEPARTMENT:**

**703.207.3244**

## GET STARTED – Post Licensing for New Agents

### Take Post-Licensing (PL) in Your First Year.

Your PL Training must be completed within the first 12 months. With NVAR, these courses are offered onsite and online. Find what interests you and get ready to learn the ins-and-outs of setting up your business.

## MAINTAIN YOUR LICENSE – With Continuing Education

### Don't Let Your License Lapse!

NVAR offers a variety of training options – online or onsite – so you can take classes whenever and wherever you want. Continuing education is available for agents and brokers. NVAR also offers CE for the D.C. area.

## GROW YOUR BUSINESS – With Designations

### Customize Your Career.

MRP? SRS? CRB? Take your business to new heights by getting a designation in a specialized area. NVAR offers many designations and specialty programs that help you learn more to earn more. With added knowledge comes more opportunities. NVAR Takes You Further<sup>SM</sup> with designations.

## GREAT EDUCATION – On Your Terms

### Learn at Your Convenience.

Whether it's our lunch & learns, seminars or Forums, NVAR has you covered.



**EDUCATION:** 703.207.3244

**EMAIL:** [education@nvar.com](mailto:education@nvar.com)

**> [nvar.com](http://nvar.com)**

# EDUCATION

For NVAR  
members, CE is  
as Easy as

# 1-2-3!

### Now you can:

**1** Take classes  
online as  
a no-cost  
member benefit

*(learn how at  
[go.nvar.com/memberCE](http://go.nvar.com/memberCE))*

**2** Take classes  
onsite at  
our Fairfax  
and Herndon  
locations

*(register at  
[RealtorSchool.com](http://RealtorSchool.com))*

**3** Have our  
instructors  
come to  
your office

*(Brokers call  
703.207.3244)*

**It's your choice!**

Learn more at  
[go.nvar.com/CEx3](http://go.nvar.com/CEx3)  
or email  
[Education@  
nvar.com](mailto:Education@nvar.com).

# Safeguard Buying and Selling Real Estate in Northern Virginia



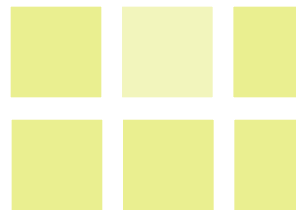
## TOGETHER WE ARE STRONG.

Contribute to RPAC and stand together on a wide range of topics – from taxes, new residential building laws and ordinances, to transportation and urban planning. Dollars raised through RPAC help elect officials who support legislation to safeguard the real estate industry.

NVAR Public & Government Affairs advocates on behalf of REALTORS® and homeowner rights to support an environment that is friendly to buying and selling real estate. **Advocacy focuses on three powerful objectives.** *One*, we take an active role in public policy. *Two*, we build relationships with elected officials at the local, state and federal levels. *Three*, we raise funds through RPAC (REALTORS® Political Action Committee) to help elect candidates who will listen to our point of view and to support or oppose key issue campaigns.

### Education for Elected Officials

Through relationship building and on-going advocacy, NVAR Public & Government Affairs program provides education for elected officials. This helps them understand the impact of public policy and legislation on the real estate industry, our members and consumers.



**CONTACT OUR PUBLIC  
& GOVERNMENT  
AFFAIRS PROGRAM:**

**703.207.3201**

## Advocacy

How would the real estate market react if the Mortgage Interest Deduction was eliminated? ***We don't want to find out!***

NVAR Public & Government Affairs staff actively lobbies and helps elect real estate-friendly officials to protect the interests of home owners and the broader real estate industry. Our committees work hard on your behalf:

- **Public Policy Committee** – Reviews the impact that current legislative proposals would have on your business, including environmental regulations, land use and transportation, to name a few
- **Bill Review Task Force** – Members review proposed state legislation to determine if it should be supported or defeated
- **Political Action Committee** – Bi-partisan group of REALTOR® trustees identify candidates who are pro-real estate
- **Campaign Committee** – Fundraising to help elect candidates who are real estate-friendly

There are many ways to learn and engage with elected officials. Check our website for more details on upcoming events.



**CONTACT US:** 703.207.3201  
**EMAIL:** govaffairs@nvar.com  
**> nvar.com**

# PUBLIC & GOVERNMENT AFFAIRS

## Something for Everyone

We provide many diverse opportunities for members to engage with elected officials including:

- **Legislative Reception** – A free event held every spring attended by state and local elected officials
- **Forums** – Issue-related Forums provide a great way to learn more and get involved
- **Lobby Day** – On the ground in Richmond, you dedicate a day to promoting your industry
- **Town Hall meetings** – Throughout the year we hold regional Town Hall meetings to connect you with your elected officials
- **Politics & Pancakes** – Nationally recognized speakers address us during the NVAR Annual Convention



### CONTRIBUTE TO RPAC

Keep your business healthy by investing in RPAC. After all, preventative care that costs as little as ten cents per day can add thousands to your bottom line.

Visit [nvar.com](http://nvar.com) for more information.



# Our Affiliates Make the Difference.



## DID YOU KNOW?

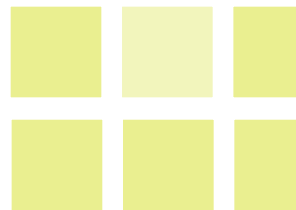
Affiliate members get more exposure to thousands of local REALTORS® by getting involved in Forums and attending events.

### “So How Would You Like to Get Started?”

Appraisers, home inspectors, insurance agents are just a few of the many different companies in our Affiliate program. We know your services can benefit our members. Attend an event like our Annual Convention and Tradeshow which draws about 1,000 members. Get involved in one of our active Forums. Join a committee. Experience great networking at our receptions. The list is endless. One thing is for sure, **we’ve got the right opportunities to provide three powerful results:**

1. Increase your exposure
2. Take a leadership role
3. Grow your business

At NVAR, our Affiliates win. Our members win. Consumers win, too. NVAR Affiliate Program – Takes You Further.<sup>SM</sup>



**CONTACT OUR  
AFFILIATES  
DEPARTMENT:**

**703.207.3206**

## LOOKING FOR MORE EXPOSURE?

### Get Out There

Do our members know you? Our Affiliate program provides many options to reach thousands of REALTORS® and industry decision makers. NVAR can help you build awareness and expand your business.

### Sponsorships

NVAR hosts dozens of exciting events throughout the year. We offer Affiliates sponsorship opportunities. Everything from networking receptions to educational series to an Annual Convention and Tradeshow, giving you the added exposure you need to raise awareness and build lasting relationships. There is something for every type of company. Including yours!

### FAQs

#### *How much does it cost ?*

For as little as \$250 a year, you can become an Affiliate member of the Northern Virginia Association of REALTORS®. While our membership fees haven't gone up in years, our marketing opportunities to our members and the community have. **When you think about it, Affiliate dues are less than the cost of a half-page ad in the local paper.**



Advertise in our new "RE+VIEW" industry magazine or on our powerful website, [nvar.com](http://nvar.com), that gets over 90K hits per month!

#### *How do I get started?*

Just fill out the Affiliate member application at [go.nvar.com/affiliate](http://go.nvar.com/affiliate). We'll take care of the processing and prepare a welcome packet. Remember, the more you're involved with us—the more opportunities you will have to expand your business!



**CONTACT US:** 703.207.3206  
**EMAIL:** [affiliates@nvar.com](mailto:affiliates@nvar.com)  
> [nvar.com](http://nvar.com)

# AFFILIATES



# Professionalism at the Core.

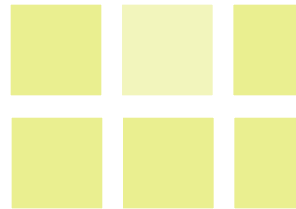


## DID YOU KNOW?

NVAR Legal Hotline is a FREE service for all members. Legal Hotline makes it easy to submit a question on our website any time — day or night. Your inquiry will be routed to one of NVAR's legal experts who will respond within two business days.

## The Power of Self-Policing

NVAR maintains the highest level of professionalism and follows the National Association of REALTORS® Code of Ethics. When disputes arise, and they do, our Professional Services team can help resolve these through ethics proceedings, mediation or arbitration. Our personalized, member-focused service supports you, no matter what the situation. We are governed by a formal set of standards and procedures and committed to timely resolution.



**VISIT THE NVAR  
LEGAL HOTLINE:**

[go.nvar.com/  
legalhotline](https://go.nvar.com/legalhotline)

## Leadership & Education

Our team is committed to giving a high level of service and accurate answers. Not sure what “ethics complaint,” “mediation” or “arbitration” refers to? Training classes help members understand what each of these mean and when to use them. We also walk new members through the REALTOR® Code of Ethics – how to stay in compliance as well as ensure that professional standards are maintained.

### If issues arise you can use nvar.com to:

- Learn how to file a complaint
- Review the REALTOR® Rules and Bylaws
- Learn more about the Professional Services offered
- Download a copy of the Office Procedures Manual

All of these services are invaluable and included in the cost of your membership. More information can be found on [nvar.com](http://nvar.com).

## Standardized Forms

Another benefit of joining NVAR is the available library of standardized forms provided on [nvar.com](http://nvar.com) through Instanet. Our team of both attorneys and REALTORS® provides input and guidance on how the standardized forms are developed. They also work closely with Public & Government Affairs department to monitor and understand public policy and legislation. When policies change, the forms are updated to reflect the current policy or law.

Code of Ethics and Standards of Practice of the NATIONAL ASSOCIATION OF REALTORS®

### The Code of Ethics

It's what makes us stand apart as REALTORS®. The value of the R – professionalism and integrity.



**CONTACT US:** 703.207.3212  
**EMAIL:** [prostandards@nvar.com](mailto:prostandards@nvar.com)  
**> [nvar.com](http://nvar.com)**

# PROFESSIONAL SERVICES

# Your Legal Questions. Answered.



## DID YOU KNOW?

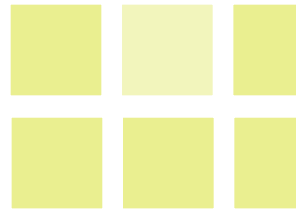
Users can ask questions in the follow categories:

- Code of Ethics
- Arbitration
- Lockbox
- Transaction-related questions
- NVAR Forms

**NVAR Legal Hotline Online** is a FREE service to all members, not just brokers. NVAR Legal Hotline makes it easy to submit a question any time – day or night, 365 days a year. On [nvar.com](http://nvar.com), your inquiry will be routed to one of NVAR's legal experts. **One of our attorneys on staff will respond within two business days.**

NVAR Legal Hotline does not replace legal representation but provides insight into commonly asked legal and professional standards questions.

NVAR Legal Hotline is a valuable member benefit of belonging to NVAR. We have the tools to support your business and ensure professional standards are not only met but exceeded. That's the value of being a REALTOR® at NVAR and the power of professionalism.



**SUBMIT YOUR QUESTION AT:**

[go.nvar.com/  
legalhotline](http://go.nvar.com/legalhotline)



### Your Legal Hotline

question may pertain to a wide range of topics, including:

- Listing Agreements
- Buyer Broker Agreements
- Disclosure
- General Contract
- Financing Contingencies
- Other Contingencies
- Leasing
- Property Management
- Advertising
- Commissions
- RESPA
- Delivery
- HOA/Condo
- Agency Relationships
- Independent Contractor Agreements
- Business Formation
- Earnest Money Deposit
- Other Questions



**HOTLINE:**  
[go.nvar.com/legalhotline](http://go.nvar.com/legalhotline)  
> [nvar.com](http://nvar.com)

# LEGAL HOTLINE

# Active Forums Lead to Unending Value.



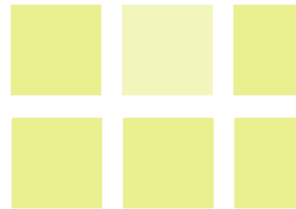
Do you have a specialized skill-set or background that sets you apart from the crowd?

Get involved and make a difference!

## Want to Boost Your Industry IQ?

NVAR professional and cultural Forums allow you to connect and communicate with fellow members on topics that matter most to your business. Create professional connections, share ideas and develop skill-sets to lead the industry. NVAR Forums provide a format to succeed in your area of interest.

**NVAR Forums – Takes You Further.<sup>SM</sup>**



**FOR MORE INFO:**  
703.207.3206

**OR EMAIL:**  
realtorsforums@  
nvar.com

## NVAR Forums

Open to all NVAR members, these Forums provide education and networking opportunities focused on evolving segments of the real estate industry.

- **Commercial Council** – For all commercial real estate practitioners or members looking to become more educated on commercial business. We're "open" for business.
- **Global Business Forum** – For all REALTORS® who work internationally or work with an international clientele. This Forum offers the opportunity to learn about new cultures, business etiquette and more. Say "hello" to the world.
- **Northern Virginia Young Professionals Network** – For all members who are under 40 or under 40 at heart. We offer unique networking opportunities and creative educational sessions. Fun, fresh and for you.
- **Real Estate Finance & Settlements Forum** – At the heart of real estate are two critical aspects: financing and settlements. Participants learn what's coming down the pike first. Get in the know.
- **Small Broker Forum** – Dedicated to independent brokers with less than 15 agents. Members learn about specific topics that affect small and independent brokerages.

## Cultural Forums

Join today to receive cutting-edge programming, networking opportunities and an inside track to the latest industry news.

Open to all members and conducted in English, our cultural Forums are designed to further participation and understanding within these active local communities.

- Hispanic REALTOR® Forum
- Korean REALTOR® Forum
- Vietnamese REALTOR® Forum



**CONTACT US:** 703.207.3206  
**EMAIL:** [realtorsforums@nvar.com](mailto:realtorsforums@nvar.com)  
> [nvar.com](http://nvar.com)

# FORUMS





# NVAR REALTOR® Shop



## NVAR REALTOR® SHOP MERCHANDISE INCLUDES:

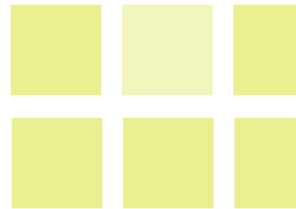
- Books, Videos, Software
- Brochures
- Brochure Holders
- Calculators and Measuring Devices
- Closing Gifts
- Lockboxes and Accessories
- Maps
- Name Badges
- Open House Tools
- REALTOR® Logo Products
- Signs and Accessories

## Everything You Need. Your 1-Stop Location.

NVAR REALTOR® Shop is a 1-stop destination for your needs. Whether it's Open House tools, REALTOR® logo products or closing gifts, NVAR's REALTOR® Shop has it all. REALTOR® Shop is located at NVAR's Fairfax location and Herndon Service Center. For added convenience, shop at [nvar.com](http://nvar.com). Shop in your pajamas or while you're at the gym.

You no longer need to go to multiple stores to find what you are looking for. NVAR REALTOR® Shop has everything you need in one spot.

**NVAR REALTOR® Shop – Takes You Further.<sup>SM</sup>**



**CONTACT THE  
REALTOR® SHOP:**

**703.207.3215**



**CONTACT:** 703.207.3215

**EMAIL:** [realtorshop@nvar.com](mailto:realtorshop@nvar.com)

**> [realtorshop.com](http://realtorshop.com)**

# REALTOR® SHOP

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REALTOR® PROFILE

# DON'T FORGET TO CLAIM YOUR **REALTOR.COM®** PROFILE

**Connect with consumers through  
this *FREE* member benefit!**

## **Claim your all new Agent Profile from Realtor.com®**

- Use the agent profile to manage what people learn about you on Realtor.com® and other major social media sites.
- Increase your visibility and build repeat and referral business.

## **Claim your powerful new profile in 3 easy steps:**

- 1.** Visit [www.Realtor.com/RealEstateAgents](http://www.Realtor.com/RealEstateAgents) and search for yourself.
- 2.** Once you find your profile, click on your name.
- 3.** Click on "Claim This Profile" and sign in to the Control Panel.

(Along with a self-selected password, you will need to know your MLS ID and NRDS ID in order to complete the sign up process.)

Need help setting up  
your profile? Call:

**877.568.1506**

**realtor.com®**



Get started right  
with your *FREE*

# AGENT SUCCESS KIT



Here are the tools, training and applications you need to launch your career as a Realtor® successfully.

## 1. Create your own personalized plan

- A goal setting tool can help you create a plan by determining the number of prospects you will need each month in order to reach your goals.

## 2. Generate more leads

- Increase your chance of connecting and engaging with customers with a paid lead program that can send you leads based on the most accurate and complete listing information from reputable industry sources.

## 3. Get your very own listings

- Download an online listing presentation that you can show sellers and help them realize the benefits of marketing a home online.

## 4. Showcase professionalism with your Online Profile

- Realtor.com® profile and recommendations tools help you look your best online. Once activated, your Realtor.com® profile will include the Realtor® designations next to all your online listings.

## 5. Strengthen your prospect list

- Use the Housing Trends eNewsletter, which is prepared for you each month, to keep your name in front of prospective clients and to help get them to join your mailing list. This is a great way to show that you are up-to-date with new changes in the marketplace.

LEARN MORE:  
[go.nvar.com/Success](http://go.nvar.com/Success)

realtor.com®



TECH HELPLINE

# EVERYONE HAS TECHNOLOGY QUESTIONS.

Let our **Tech Helpline** find the answers.

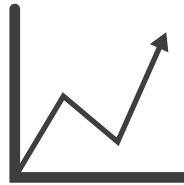
## U.S.-BASED TECH SUPPORT FOR YOU 800.276.4216

**Tech Helpline** gives you U.S.-based tech support for hardware, software, network and mobile devices. Our analysts are friendly technology experts who will assist you via phone, chat or email. They troubleshoot problems and offer solutions, often by remotely accessing your computer while you relax. Most importantly, they understand your needs as a Realtor®!



### SAVE TIME

No one can afford to have long system downtime. Reach out to us with all your tech help needs; we will troubleshoot your problems and offer solutions. We can also help set up and install your hardware and software.




### MAXIMIZE PRODUCTIVITY

We'll assist you in setting up your computer for optimized performance and help you minimize security threats across all your devices. We can also advise you on hardware and software purchases.



### SAVE MONEY

Before going to an expensive computer repair vendor, give us a call. **Tech Helpline** service comes at **NO ADDITIONAL COST** to you because it is **included in your NVAR Membership**.



**SLOW COMPUTER?  
PRINTING ISSUES?  
BROWSER HEADACHES?  
SMARTPHONE QUESTIONS?**

**WE'VE GOT YOU COVERED**

## **INCLUDED SERVICES:**

- Instruction for installing and configuring new hardware and software
- Diagnosis and repair of computer hardware and software issues
- Advice for purchasing hardware, software, and services
- Basic instruction with major software applications
- Recommendations for upgrades and updates
- Advice for performance optimization
- Troubleshooting network issues

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## **TECH HELPLINE BASIC COVERAGE:**

- Operating Systems
- Hardware
- Internet Browsers
- Email
- Real Estate Specific Software
- Office/Financial Software
- Microsoft Office
- PC/Mac Issues
- Firewall/Intrusion Applications

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**800.276.4216**

**[www.techhelpline.com](http://www.techhelpline.com)**

M-F: 9 a.m.–8 p.m.  
Sat: 9 a.m.–5 p.m.

 **TechHelpline**  
Your personal tech support team

  
**NVAR**  
Takes You Further.™