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STANDARD FORMS:

CHANGES EFFECTIVE

JAN. 1

PAGE 38



BRIGHT MLS COMPLIANCE:

TIPS FOR ADDING LISTINGS

PAGE 44



NORTHERN VIRGINIA
Association of REALTORS™

TAKES

Jobs Even
Out; Homes
Still in High
Demand

26

YOU

NVAR Hero
Award
Winner
Tapped

10

FURTHER

Tech Tips
For You

32



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RE+VIEW™

JAN+FEB Volume 101, Issue 1

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
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LEADERSHIP IS AN ATTITUDE

EMBRACE THE CHALLENGE WITH ME
IN 2018

By Lorraine Arora

It is my greatest honor to earn your trust and faith to serve as your 2018 Chairman of the Board. I am confident that together, we will accomplish great things in the months ahead.

As I shared with those who attended my installation ceremony this past December, I was taught from an early age to set an example for my younger siblings, to speak my mind, and to take action if I saw something wrong. I believe that these principles are the backbone of leadership.

Leadership is an attitude!

As a young real estate agent, ethics, accessibility and fairness were my guideposts. As my parents told me, "If you lose your wallet, you've lost nothing; if you lose your good name, you are done!"

As a leader, these principles hold true for me as an individual, and they are also significant traits for those whose careers I help to shape. As a broker, this is how I guide my agents. And as your Chairman, this is how we must work together to ensure the integrity of our industry.

Leadership is also inclusive: working as one to ensure the success of many. This gets to the heart of my goal as your Chairman this year. Whatever your current position in the real estate industry, take ownership of your responsibility to lead your colleagues in a positive direction.

If you're an agent, learn all that you can to become an ethical, respected businessperson who can mentor others. Brokers, be the leaders that your agents and consumers deserve! Not only is leadership an attitude, it is a CAN-DO attitude! Involvement with our association is a key component of ensuring industry excellence. Please join me.

When I became a manager, a colleague advised, "Take care of your agents, keep the coffee fresh, ensure supplies are available, but most importantly, have a ready ear." I may not make the best coffee, but the rest I can do.

My promise to you: I will listen to your concerns so that I can help NVAR continue to deliver the products and services you need to excel in your business. As your Chairman, I will always put your needs first. To stay relevant in our evolving market, we must rely on the strength of our association. Our goal is to empower you to push the limits and achieve great success.

Please share your concerns with me at chairman@nvar.com. I'm listening!

Lorraine Arora
2018 Chairman of the Board
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TAKES

- 26** Market Metrics:
2017 Market Recap and a Look Forward
- 30** Commercial Real Estate:
Recent Developments in Springfield
- 34** Appraisal Summit 2017:
Glass Half Full or Half Empty?
- 36** Life Under Construction:
How to Maintain Balance During a Home Remodel
- 38** NVAR Standard Forms Changes:
Effective January 1
- 40** Ask NVAR:
Code of Ethics Explained –
Cooperation and Communication
- 44** Bright MLS Compliance Update:
Tips for Adding Listings

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

YOU

- 8** 2018 Chairman, Leadership Team Installed
- 10** First NVAR Hero Award Winner Honored: Stacy Hennessey
- 11** YPN Members Pledge '10 for 10'
- 16** NV/RPAC Major Investors Recognized for 2017 Industry Support
- 31** Apply for 2017 Multi-Million Dollar Sales Club
- 35** Young Professionals Network: A Look at 2017
- 39** Professional Standards Cases by the Numbers in 2017

FURTHER

- 6** New Realtor® School Catalog Unveiled
- 12** Legislative Agenda: What Will the 2018 VA Legislature Bring?
- 13** Legislative Trip to Richmond: Reserve Your Seat for February 1
- 32** Technology: Five Technologies That Can Change How You Do Business
- 41** Market & Economic Briefing: Save the Date for March 21

DEPARTMENTS



- 3** Chairman of the Board Column
- 6** CEO Column
- 14** NV/RPAC Investors
- 42** Class Schedules
- 45** New Members
- 46** Affiliated Service Provider Directory

NVAR TAKES THE LEAD TO TAKE OUR MEMBERS FURTHER



Your 2018 Chairman, Lorraine Arora, spoke during her Installation about the importance of leadership.

The concept of leadership has different implications for each of our membership cohorts – Realtors®, brokers, service providers, and association staff.

At NVAR, we're committed to being a leader among real estate associations, with one central purpose: creating an environment that will lead our members to succeed. As we meet this month to develop strategic goals to guide our

work for the next three years, that will be our focus.

We aim to embrace technology so that we can digitize your member experience – simplifying and streamlining your interactions with the association. We'll also take the lead to research and share the best technology tools to keep your business moving forward.

We plan to introduce advancements that will help you work smarter to achieve your success – and the much-needed balance addressed in this issue's cover article on page 20.

This year, we'll take the lead to enhance our collaboration with strategic partners in the community in a way

that elevates your professionalism and expands your business opportunities.

In 2018, we'll work on professionalizing NVAR in a way that positions us as the best service provider for you and uncontested leader among Realtor® associations locally, nationally, and internationally.

Collaborate with us to ensure that you get the most out of your NVAR membership. We look forward to working together to establish our members as trusted leaders at the center of the real estate transaction.

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

All New 2018 NVAR Realtor® School Catalog

PATHWAYS TO PROFESSIONALISM

By Matthew L Troiani

The NVAR Professional Development Department is excited to announce a completely new look for the NVAR Realtor® School course catalog in 2018. We are calling our publication *Pathways to Professionalism*.

This year, members of the NVAR leadership team are working with a task force to develop a new strategic plan that will focus on going the distance for the next three years – through the year 2020. In keeping with NVAR's "Vision 2020," *Pathways to Professionalism* is designed to streamline member interactions with NVAR and help Realtors® identify the best course offerings for their professional development path. The Realtor® School will continue to offer NVAR's extensive list of Pre-Licensing, Post-Licensing and Continuing Education programs, as well

as Friday Focus, forum, certification, designation and other professional development options. The course content is continually updated to remain current with legal and real estate industry changes. All offerings are taught by an experienced roster of instructors and real estate professionals.

Pathways to Professionalism serves as a user-friendly guide for each NVAR member to determine the education offerings that best suit his or her career progression. Whether a prospective, new or experienced Realtor®, or seeking to become a broker, pursue commercial opportunities, or maintain licenses in the District of Columbia or Maryland, *Pathways to Professionalism* is the guide to charting professional development. The online version of *Pathways to*

Professionalism will be updated throughout the year to grow along with our members' needs and goals.

A copy of the new 2018 *Pathways to Professionalism* is included with the mailed edition of this *RE+View* Magazine issue, and is also available in electronic format at **NVAR.com/pathways**. For more information on upcoming professional development offerings, course policies and to register for classes, please visit **RealtorSchool.com**. +



Matthew Troiani is deputy general counsel and vice president for professional development for NVAR.



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2018 Chairman Lorraine Arora, Leadership Team Installed

NVAR'S 2017 INSTALLATION AND APPRECIATION CEREMONY HONORS MEMBERS, LEADERS, AWARD RECIPIENTS

LORRAINE ARORA WAS INSTALLED as the 2018 Chairman of the Board at NVAR's Installation and Appreciation Ceremony – attended by family, friends and colleagues. Installing Officer Deborah Baisden, 2015 Virginia Realtors® President, presided over the ceremony.

The event, sponsored by Flagstar Bank, took place on December 7 at NVAR's Fairfax headquarters. During the program, members of the 2018 Board of Directors took their oaths of office. Bob Adamson, 2017 Chairman of the Board, and his leadership team were acknowledged for their volunteer commitments.



Lorraine Arora takes her oath as the 2018 Chairman of the Board. 2015 Virginia Realtors® President, Deborah Baisden, served as the Installing Officer.

Members were also recognized for their accomplishments and service to the industry – including NVAR Leadership Institute graduates, NAR Realtor® Emeritus honorees, NVAR Committee and Forum leaders, RPAC Major

Investors and NVAR's inaugural Hero Award. NVAR was proud to recognize these professionals for their achievements and dedication. The names of annual award honorees are listed below.

Arora concluded the ceremony by sharing her vision of leadership as “an attitude that must be ethical and professional.” She also shared her goals and excitement for the year ahead.

“We need to aim high; help transform our industry; help the thousands of people who are going to be next year's buyers, sellers, renters or investors,” Arora said. “Let us do this important task together.” +

2018 EXECUTIVE COMMITTEE:

Lorraine Arora, Chairman	Weichert, Realtors®
Christine Richardson, Chair-Elect	Weichert, Realtors®
Nicholas Lagos, Secretary/Treasurer	Century 21 Gawen Realty
Bob Adamson, Immediate Past Chairman	McEneaney Associates

NVAR HERO AWARD (READ MORE ON PAGE 10):

Stacy Hennessey McEneaney Associates

THE 2018 NVAR BOARD OF DIRECTORS INCLUDE:

Tracy Comstock	SilverLine Realty & Investment
Reggie Copeland	Long & Foster Real Estate
Heather Embrey	Better Homes & Gardens Real Estate Premier
Coral Gundlach	Compass
Gary Lange	Weichert, Realtors®
Craig Lilly	Long & Foster Real Estate
Peter Nguyen	TTR Sotheby's International Realty
Marc Pina	Compass
Derrick Swaak	TTR Sotheby's International Realty
Dallison Veach	RE/MAX Executives
Rob Wittman	Redfin Corporation
Ann Yanagihara	Coldwell Banker Residential Brokerage

2017 AFFILIATE OF THE YEAR:

Access National Bank

2017 HALL OF FAME:

Margaret Ireland	Samson Properties
Mario Rubio	Rubio Real Estate

HONORARY LIFE MEMBERSHIP:

Susan Mekenney RE/MAX Executives



Christopher Fay (l) and Glenn Lewis (r) accept the inaugural NVAR Hero Award on behalf of Stacy Hennessey, the award recipient, who was unable to attend the ceremony. Read about the Hero Award on page 10.



Susan Mekenney accepts the Honorary Life Membership plaque from 2017 Chairman Bob Adamson, awarded for her years of significant achievement and leadership with NVAR.



Access National Bank representatives (from left) Marshall Chapman, Tom Ciolkosz and Mike Clarke, receive the 2017 Affiliate of the Year honor from 2017 Chairman Bob Adamson.



The 2017 Leadership Team of Committee and Forum leaders are recognized for their year of volunteer service to NVAR.



Realtor® Emeritus honorees receive congratulations for completing 40 years of membership in the National Association of Realtors®.



Margaret Ireland and Mario Rubio receive their awards as the 2017 Hall of Fame recipients from 2017 Chairman Bob Adamson.



The 2018 NVAR Board of Directors take their oaths of office, led by Installing Officer Deborah Baisden, during the Dec. 7 Installation Ceremony.



Past NVAR chairmen line up and pass the gavel, from earliest serving chairman to most recent, while stating their name and year of service as an NVAR leader.



The gavel is passed to the most recent Chairman of the Board, Bob Adamson, who then passes the gavel to newly-installed 2018 Chairman Lorraine Arora.

First NVAR Hero Award Winner: Stacy Hennessey

HONORED FOR HER COMMITMENT TO HELPING THE HOMELESS

By Kate O'Toole

NVAR CREATED THE NVAR HERO AWARD IN 2017 to recognize a member who has made a difference to those less fortunate. At the December 7 Installation and Appreciation ceremony, NVAR was proud to announce the first recipient – Stacy Hennessey, a Realtor® with McEneaney Associates in Falls Church.

Hennessey has served many roles throughout her life – Realtor®, lawyer, mother, director and coffee shop owner – but her biggest passion is working with the homeless.

“I’ve always been passionate about working with the homeless,” Hennessey said. “That’s always been something I care about, trying to make an impact on somebody’s life.”

Hennessey is involved with Homestretch, a charity that empowers homeless families to be self-sufficient and find permanent housing. The non-profit does this by giving clients the skills, knowledge and hope they need to be productive participants in the community.

From the moment a family walks through the door, Homestretch provides support for them. The non-profit offers housing, career guidance, credit counseling, job training, legal resolution, English classes and other life skills to help families succeed.

“The reason I love Homestretch is because it actually changes the trajectory of their life,” Hennessey said. “We do everything we can to change where they’ve been to where they’re headed.”

2017 NVAR Chairman Bob Adamson said that although Hennessey is quite humble, her philanthropic efforts are magnanimous.



Hennessey serves on the board of Homestretch and has organized many events and programs for the organization, such as an auction that raised over \$100,000; Friday Storytime where volunteers read new books to the kids and leave the books to help build the children’s library; and a Back to School Program where children receive clothes and supplies to start the school year.

“Stacy talks about Homestretch everywhere she goes but she is very modest about what she does,” said Christopher Fay, executive director of Homestretch. “She is somebody who makes friends very well – lasting friends – that trust her and believe in her. It has to do with her character and who she is.”

According to Fay, Homestretch has a high success rate because its solutions are not temporary.

Although Homestretch is successful in its goal, Hennessey said the organization could always use more volunteers and resources. For instance, they currently have about 76 housing units available and would ideally like to have 100.

Fundraising isn’t the only way to help their cause: becoming a mentor, organizing a team to set up apartments, and donating a piece of furniture are other examples.

“I’d love to get all Realtors® in Northern Virginia involved because our biggest expense is housing, and I think that there are people that can help with that,” Hennessey said. “It seems like a natural fit that we [Realtors®] would want to help others find a home.”

Hennessey grew up in the real estate world spending summers in Seattle with her grandmother, who was a landlord. She graduated from law school in 1988 and practiced law in D.C. for several years before becoming a PTA mom. She then became the director of the Falls Church City Chamber of Commerce, where she stayed for many years before switching gears completely and opening her own coffee shop, called Stacy’s Coffee Parlor.

It was at the coffee shop that customers began asking her real estate questions and she decided to become a Realtor®.

“Real estate is a natural choice for [Stacy],” Adamson said. “She is a people person, enthusiastic, and goes beyond the extra mile for her clients.”

Through her involvement in the community, Hennessey fully embodies Adamson’s 2017 leadership theme that “NVAR Cares.” It is NVAR’s hope that this recognition will raise awareness of Hennessey’s contributions and exemplify that NVAR members care about the welfare of those in this community.

“Stacy is tremendously deserving of this award, and we are very proud of her achievements,” NVAR CEO Ryan Conrad said. “We are honored to recognize her dedication to the community and the important mission of Homestretch.” +



Kate O'Toole is the NVAR digital and editorial content specialist.

NVAR Realtors® Sign Pledge, Commit to Invest in RPAC

THREE YOUNG PROFESSIONALS NETWORK MEMBERS PLEDGE '10 FOR 10'

By Kate O'Toole

IN A SHOW OF SUPPORT for the real estate industry, three NVAR members – Mary Bowen, Malia Tarasek and Michelle Doherty – signed the Young Professionals Network (YPN) Realtors® Political Action Committee (RPAC) Pledge this past November.



The YPN RPAC Pledge, established by the National Association of Realtors®, is a nonbinding commitment for YPN members to invest \$10,000 in RPAC over the next 10 years – “10 for 10.” The goal of RPAC is to raise money to ensure that issues facing the industry are heard and protected by elected officials. Funds are used to support candidates based only on their support of Realtor® priorities, as well as to support or oppose specific issues.

Doherty, a Realtor® with The Mike Webb Team at RE/MAX Allegiance, expressed the relevance of RPAC during recent tax reform debates, where proposed legislation posed potentially devastating consequences for the industry. Doherty is the 2018 YPN vice chair and wants to get more young people involved.

“There’s power in numbers, and RPAC is such a powerful entity to get behind and support,” Doherty said. “They are looking out for not only us but for our clients as well.”

Bowen, 2018 YPN chair and managing broker with Long & Foster Real Estate in Arlington, has been in the real estate business for more than 10 years. When she became more involved with NVAR, she learned of RPAC’s instrumental role in the Realtor® community.

“It is important for Realtors® to know that not only is it our goal to help people buy and sell, but we must continue to protect buyer and seller tax breaks and security so we can show our clients what the value of homeownership is all about,” Bowen said.

Tarasek was the 2017 YPN co-chair and is currently a Realtor® and team leader at Keller Williams Capital Properties. Although she stumbled into real estate, she can’t imagine ever leaving this career, which is why she believes it is so important to invest in RPAC.

“I’m a homeowner myself,” Tarasek said. “I didn’t want the things that help me as a homeowner to be taken away. It helps me on a personal level and it betters my business.”

Bowen, Tarasek and Doherty all said that becoming leaders within NVAR enabled them to quickly learn the value of investing in RPAC. By signing the pledge, they hold each other accountable and lead by example.

“Talk to me, Malia, Mary and other investors and hear why everyone should give,” Doherty said. “Everyone should have the opportunity to buy a home, and it’s important [that] we educate our Realtors® about what RPAC does.” +



Kate O'Toole is the NVAR digital and editorial content specialist.



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What Will the 2018 Virginia Legislature Bring?

CLOSELY DIVIDED HOUSE SPELLS UNCERTAINTY

By Mary Beth Coya

IF YOU FOLLOW POLITICS, you were probably left speechless on November 7 when the Virginia legislature experienced the greatest party turnover since 1889. In one night, the Democrats swept all three statewide races and nearly flipped control of the House of Delegates.

Recounts held in three House seats confirmed the results of the election night returns. A recount in a fourth seat led to a tie between the Republican incumbent and Democratic challenger. As this article was going to press, a drawing was held by the State Board of Elections to determine the winner of the 94th House District. Incumbent Republican Delegate, David Yancey, won the draw to hold on to his seat.

Just a week away from the start of the legislative session, the Democrat could challenge the result and throw the election back into limbo. At this point, however, the Republicans have 51 seats and Democrats have 49.

What remains to be seen is how the House will operate when they convene. With such a closely divided Chamber, the Democrats could request to be given more seats on committees. Hopefully, the closeness will foster more cooperation between the parties.

WHAT DOES THIS MEAN FOR REALTORS®?

It means we have our work cut out for us. Forty-seven percent of the 100-member House of Delegates will have been there less than four years.

“A new, inexperienced slate of legislators, a closely divided House and a new Speaker of the House equate to many unknowns.”

There are many people we will need to educate about real estate issues.

A large majority of real estate related legislation is sent to the General Laws Committee. After this election, five Republican Delegates who work closely with the Realtors® were defeated, and a sixth one had not sought reelection. In addition, there will be new committee assignments for others, so we could end up with many new faces on that committee.

The Republican chairman of the Transportation Committee was defeated, as well as three incumbents on that committee. A fourth did not run again. As the chairmanship transfers from an urban-area delegate to a rural one, Northern Virginia and the rest of the Urban Crescent (Northern Virginia, Richmond, Hampton Roads) are likely to have greater difficulty in achieving much-needed transportation and transit solutions.

A new, inexperienced slate of legislators, a closely divided House, and a new Speaker of the House equate to many unknowns. All of which means Realtors® must work hard to build new relationships and educate new members about our industry. Those efforts began

as soon as the elections were over, as your association staff and Realtor® colleagues created opportunities to meet with the newly-elected Delegates and the Governor-elect's staff.

Your NVAR and Virginia Realtors® lobbyists will be on the ground at the State Capitol but you, too, have an important role. As the experts on real estate issues, your communications with elected officials are critical. Consider joining the annual NVAR trip to the State Capitol, to take place on Thursday, February 1.

There, you will have a chance to meet legislators and show them the strength of our industry. See the next page for registration information. Review the statewide Realtor® agenda and look for emails from NVAR asking you to contact your representatives to show support for our legislation. New relationships are already being formed and existing ones strengthened. The 2018 legislature may get off to a rocky and slow start, but the Realtor® community is still well-positioned to advocate for you. +



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

2018 Realtor® Agenda

The agenda under consideration includes several issues brought to the state Realtor® association from local associations:

- Translation of Real Estate Documents from the English Language – provide a statutory framework for a real estate licensee to refer a party to a real estate transaction to translation services for assistance with a real estate document; would specify that the licensee who makes such a referral is not liable for inaccuracies.
- Earnest Money Deposits – streamline the timeframes for payment and release of escrow funds.
- Broker Education – allocate two of the eight mandated hours specifically to cover supervision requirements.
- Post-License CE – includes real estate finance in the existing curriculum.
- Non-Licensed Activities – allow enforcement by the Attorney General against a person or entity that engages in unlicensed real estate activities.
- Property Owners Association and Condo Associations – require the POAs and CICs to provide a one-page summary of certain information contained in the resale certificate or disclosure packet. This may include annual dues, current special assessments, rental, parking, pet and home business restrictions.
- Business Entities – include definition of a team; requirement that teams obtain a business entity salesperson license; requirement that brokerage agreements include the supervising or principal broker's name and contact information; and requirement of written disclosure if a buyer and a seller are both represented by the same team.

NVAR Public & Government Affairs



2018 Legislative Trip To Richmond

Thursday, February 1, 2018

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Thank You to Our 2017 NV/RPAC Investors!

MAJOR INVESTORS ARE FEATURED ON PAGES 16-17.

2017 NV/RPAC Investors List

(December 15, 2017)

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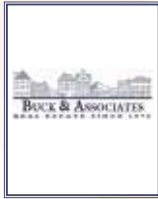
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A woman with long dark hair, wearing a light grey blazer and dark jeans, is sitting on a modern grey chair. She is smiling and high-fiving a young girl. The girl has her hair in a high ponytail, is wearing a pink jacket and blue jeans, and is sitting on a white table. They are in a bright room with large windows in the background. The text "HAVING IT ALL: TURNING OFF YOUR ON-CALL BUTTON" is overlaid in large white letters on the image.

HAVING IT ALL: TURNING OFF YOUR ON-CALL BUTTON

If you find yourself answering phone calls at 11 p.m. and text messages at 5 a.m. or you can't remember the last time you saw your son play basketball, you may have succumbed to a common affliction among real estate agents: excessive availability.

While most Realtors® pride themselves on their responsiveness to customers and to other real estate professionals, the "Always on Call" lifestyle can quickly lead to agent burnout.

By Michele Lerner

“Real estate agents are our own worst enemy about accessibility,” says Carol Temple, a Realtor® with Coldwell Banker Residential Brokerage in Arlington.

As an industry, real estate has room for improvement, says Anslie Stokes Milligan, a Realtor® with McEneaney Associates in Washington, D.C.

“We don’t expect any other professional to be 100 percent on call 365 days a year,” Milligan says.

At the same time, she recognizes that there are times when it’s essential to go full throttle on work, especially during the peak spring and fall markets.

“If you nurture your business every day and work on your business as well as in your business, it’s easier to manage it year-round,” says Milligan.

Real estate agents face an internal conflict, says Michelle Carlstrom, founder and principal consultant with Build a Better Culture in Baltimore: they love what they do and find meaning out of helping their clients, but can easily end up overloaded.

“Realtors®, and people in other professions, too, are judged by how quickly they get back to someone,” says Carlstrom. “But it’s a biased judgment. People think it’s okay to interrupt their agent while she’s at her kid’s soccer game, but it’s not okay for their agent to interrupt them while they’re in a meeting.”

Breaking that cycle of instant responsiveness takes discipline and a reevaluation of how you want to spend your time, says Carlstrom.

MANAGING YOUR SCHEDULE IS ESSENTIAL

Successful Realtors® manage their clients and their time.

“If you don’t have a schedule to follow, you’re what I call a ‘pop-tart’ Realtor® who just responds to everything as it pops up,” says Tim Harris, a Las Vegas-based real estate coach.

Harris believes a morning routine is essential to give you a sense of calm and the confidence that you can control your day.

“I recommend a media-free morning, which means no email, no texts, no voice mail, no social media and no traditional media,” says Harris. “You need to start your day with exercise, gratitude for your family and some spiritual activity such as meditating or prayer.”

While not every real estate agent can skip checking messages in the morning, most do establish a schedule that encompasses their personal and business activities.

“I make every personal appointment for the year in January for things like the doctor, the dentist and haircuts,” says Temple.

Temple also schedules two or three vacations and a few long weekends, making reservations in advance so she commits to them.

“I never miss a settlement, I just suggest another day so I don’t have to cancel reservations or appointments,” says Temple.

Milligan says the goal for her team is to have specific days off each week, although it sometimes is necessary to respond to issues on those days.

“I try to handle day-to-day things during business hours so I can be home with my kids,” says Milligan. “Everyone should decide when their day ends. I stop work at 5:30 and then usually do one last look at messages at 7 or 8 in case I need to respond to something.”

Team members who work with Phyllis Patterson, a Realtor® with TTR Sotheby’s International Realty in Alexandria, don’t have regularly designated days off, but they do schedule time off on an as-needed basis. Adding personal appointments to your calendar helps you honor those commitments, too.

“It’s perfectly acceptable to tell a client you have another appointment, even if

Six Ways to Get Control of Your Business

1. **Manage your time.** Establish boundaries for your time and communicate those boundaries to your clients, such as cutting off non-emergency calls at 6 or 8 p.m. Schedule your personal time along with your business time, so your personal life doesn’t get shortchanged.
2. **Stay on top of the small stuff.** Schedule a block of time each day to take care of emails, voice messages, filing and your calendar. Daily management keeps these things from getting out of control.
3. **Be realistic about your goals.** When you set your goals for the year, the month, the week or the day, don’t overestimate what you can accomplish or you’ll always feel stressed and inadequate.
4. **Hire help.** As soon as your income allows it, hire at least part-time help to handle simple yet time-consuming tasks, such as updating your website or managing your database. Consider sharing an assistant with another agent to reduce the burden of having an employee.
5. **Learn to say no.** When your instinct is that a client will turn out to be difficult or time consuming to work with, turn that client down. Say no to things that don’t improve your business or your personal life.
6. **Be proactive.** Think ahead about what could go wrong in a transaction and communicate with the clients and agents to prevent issues from causing problems.

continued from page 21



Five Work-Life Balance Tips from WebMD

1. **Schedule downtime.** Whether you are rejuvenated by lunch with a friend or reading a book, schedule time for that activity as you would a business meeting.
2. **Drop activities that drain you.** Most people want to participate in everything, but it's impossible. Think about how you spend your time and eliminate activities that don't enhance your work or your life.
3. **Rethink your errands.** If you spend too much time on errands and chores, it may be time to hire help, delegate to family members or rely on delivery services for things like groceries, dry cleaning and prescriptions.
4. **Don't skip exercise.** When you're busy, it's tempting to drop your yoga class or daily run, but exercise gives you energy to accomplish more. Staying healthy is essential to managing a busy life.
5. **Little relaxation = big results.** If you can't manage a weekend away or a long vacation, giving yourself a little break such as a bath, a walk or leaving work an hour early once a week can provide stress relief.

that appointment is volunteering at your child's school," says Milligan. "At the same time, I know I have our transaction manager who will respond to time sensitive requests when I'm busy."

Setting expectations with clients is an important part of maintaining control over your schedule, says Brittany Patterson, a Realtor® with TTR Sotheby's International Realty in Alexandria.

"I set boundaries and explain to people that I will ignore messages that aren't urgent between 10 p.m. and 8 a.m.," she says.

Temple gets up at 5 a.m. and ends her day early.

"I tell my clients, 'I promise not to call you at 5 a.m. if you promise not to call me after 7 p.m.,'" Temple says.

Carlstrom recommends scheduling a 'catch-up day' about once each month to recover from your busy schedule and to take care of emails or other items that have started to accumulate.

Some agents specify a time each day when they'll respond to all messages.

FOCUS ON ACTIVITIES THAT MATTER

In your work life and your personal life, figuring out what you must do and what you can let go is an important part of controlling your schedule and your time.

"Use the technology and tools available to reduce your involvement with things where you're really not needed," suggests Milligan. "For instance, you can put the Showing Time app on your seller's phone and let them respond to requests. You can put disclosures right in the MLS so you free up the time it takes to send them individually to people."

Many agents get involved in community activities, which can be time-consuming but also energizing if it's a cause you care about.

"We like to be engaged in the

charities we support, so we have what we call a 'get our nails dirty' attitude," says Phyllis Patterson.

Saying yes to activities you enjoy can be easier when you're not tied down with an overly demanding client.

"I've developed a sixth sense about people over time and know right away if we'll work well together or not," says Temple. "I interview buyers and sellers just like they interview me because I know if I'm uneasy about them it will only get worse. It's okay to turn down clients."

When you're overloaded, says Carlstrom, it's typical for your own priorities to be the first to go, which only adds to your stress.

"It may sound counterintuitive, but instead of trying to turn off your activities, you should actually add something new that has nothing to do with your current social circle," says Carlstrom. "Volunteer at a new activity or play a new sport, anything that adds a new line to a social life that isn't work-related."

TEAM APPROACH OR GO-IT-ALONE

While some agents insist that being part of a team is the only way to achieve a strong real estate career and maintain a personal life, not everyone agrees.

"I've never been part of a team because you either manage people or you're being managed, and I don't want to do either of those things," says Temple. "I plug everything into my calendar and work around that."

Milligan says that her team, which includes three licensed agents as well as support staff, allows everyone to take time off without any lapse in customer service.

"If we're putting ourselves out there as an industry that's always available,

we need to communicate to agents how to do this,” says Milligan. “If you’re not on a team, you at least have to partner with another agent so you can cover for each other and respond to emails, texts and calls.”

Internal communication with the team and access to a shared calendar as well as a transaction management system keeps Milligan’s team serving clients with a high level of professionalism.

“You have to be part of a team to pinch hit for each other and to fully back each other up so you can take vacations,” says Phyllis Patterson. “While I’m not working 24/7, the team is. I don’t see any other way to handle a large volume of transactions.”

PHYSICAL STRENGTH IS PART OF SUCCESS

Scheduling time for exercise, stress reduction and sleep may seem burdensome when you’re already busy, but these essential elements can keep you in good health.

“It’s hard to stay focused on your business if you’re not physically taking care of yourself,” says Harris.

Milligan wakes up at the same time every day, exercises and tries to avoid having an erratic schedule.

Shutting down at night and making room in her schedule for sleep and exercise are important to Brittany Patterson, too, who also says it’s important to maintain a healthy social life. Her mother, Phyllis Patterson, fits in a fast 20-minute walk and meditates 10 minutes per day with the help of an app.

Investing time in important relationships is part of staying healthy, too, says Carlstrom.

“Try to manage your technology and be really present with people,” says Carlstrom. “And don’t forget to schedule fun and practice gratitude.”

CHANGING THE REAL ESTATE CULTURE

While being responsive to clients and colleagues is a matter of pride for most agents, many also think Realtors® could simplify their work life.

“As an industry we should establish a better standard of doing more during the workday,” says Milligan. “I try never to work at 9 p.m., because no one does their best at that time of day.”

For example, she points to agents who say they will present offers to their clients at 6 p.m., which means negotiations will take place that night. She says agents should ask their clients to be available at noon to present offers so negotiations can be handled during business hours.

“I’d like to see the purchase contract change, since it always sets deadlines at 9 p.m.,” says Phyllis Patterson. “Changing it to 5 or 6 p.m. would mean fewer late nights for agents.”

Establish your priorities and your schedule to figure out how to mesh business and personal needs. Setting and communicating your expectations can go a long way toward avoiding burnout and allowing you to work full-steam ahead when necessary. +



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.



Is Work-Life Balance a Myth?

The phrase “work-life” balance is being phased out by some people in favor of “work-life integration.” The reality for many is that the two parts of life can’t be separated in this 24/7 world. Fewer people today work a traditional 9-to-5 job, and those who do are still typically accessible by email, text or phone during their “off-hours.”

“Balance is a myth,” says Harris. “You can’t ever be in balance because carving out time to do one thing means you’re taking time away from something else. It’s normal to be out-of-balance.”

Carlstrom prefers the term “work-life mix” because some people prefer to separate work from their personal life, while others like to integrate them.

Carlstrom developed a free “Work-Life Pledge” that helps people create their own work-life mix. Check it out at buildabetterculture.com/work-life-pledge.

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2017 Market Recap and a Look Forward

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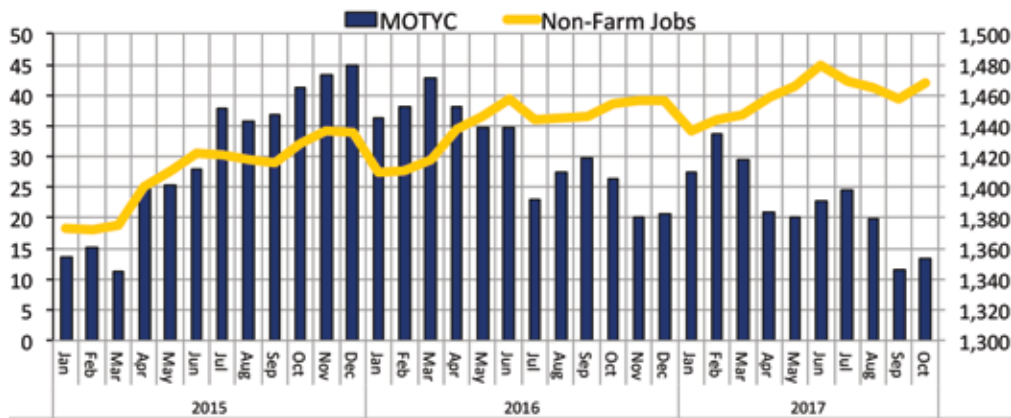
By Spencer A. Shanholtz

THROUGHOUT 2017, the economy of the Northern Virginia Association of Realtors® region grew at a slower, yet steady pace. However, in that footprint, which covers Alexandria City, Arlington County, Fairfax County, Fairfax City and Falls Church City, home sales growth stalled in the latter part of the year due to low inventory and climbing home prices. Given these conditions, can the housing market continue to grow, even as the number of new jobs being added to the region is slowing? It is likely that inventory levels in the NVAR region – particularly for homes in the lower price range – will determine the housing market’s 2018 outlook.

SLOWING JOB GROWTH, LOW UNEMPLOYMENT

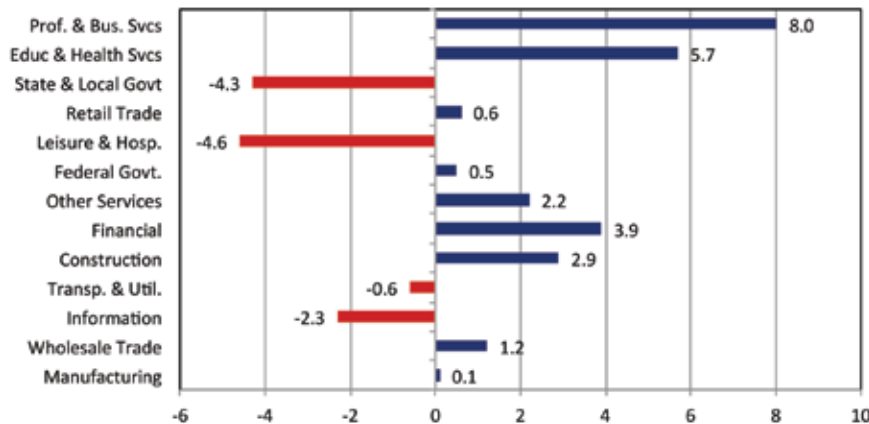
The Northern Virginia region, which includes counties of Arlington, Clarke, Fairfax, Fauquier, Loudoun, Prince William, Spotsylvania, Stafford and Warren, and cities of Alexandria, Fairfax, Falls Church, Fredericksburg, Manassas and Manassas Park, has seen a reduction in job growth relative to 2016 (Figure 1). This slowing of job growth can be partially attributed to the continued decrease in unemployment between 2016 and 2017. The NVAR region’s unemployment rate declined from 3.2 percent in October 2016 to 2.8 percent in October 2017, as the labor market approached full employment. Between October 2016 and October 2017, the region added 13,300 jobs, including 8,000 Professional and Business Services jobs (Figure 2). Although this may not be the largest absolute increase in Professional and Business Services jobs, it makes up the largest proportion of overall job growth since 2014: 80 percent of new jobs in the region between October 2016 and October 2017 were in that sector.

Figure 1. Job Change October 2016 to October 2017, Northern Virginia (in thousands)



MOTYC (Month Over the Year Change); Source: U.S. Bureau of Labor Statistics

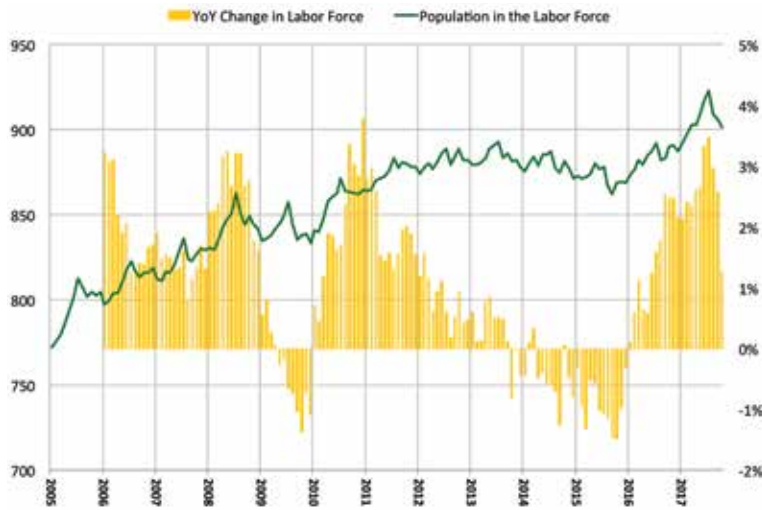
Figure 2. Year-Over-Year Job Change, Northern Virginia (in thousands)



Source: U.S. Bureau of Labor Statistics

Despite the slowing growth of payroll jobs throughout the Northern Virginia region, the number of residents in the NVAR region’s labor force has grown substantially over the past year (Figure 3). The labor force includes residents who are either employed or actively looking for a job. Between 2012 and 2016 this number had been relatively flat. In the first 10 months of 2017, the labor force increased 1.6 percent compared to 1.2 percent over the same period in 2016.

Figure 3. Residents in the Labor Force, NVAR Region (in thousands)

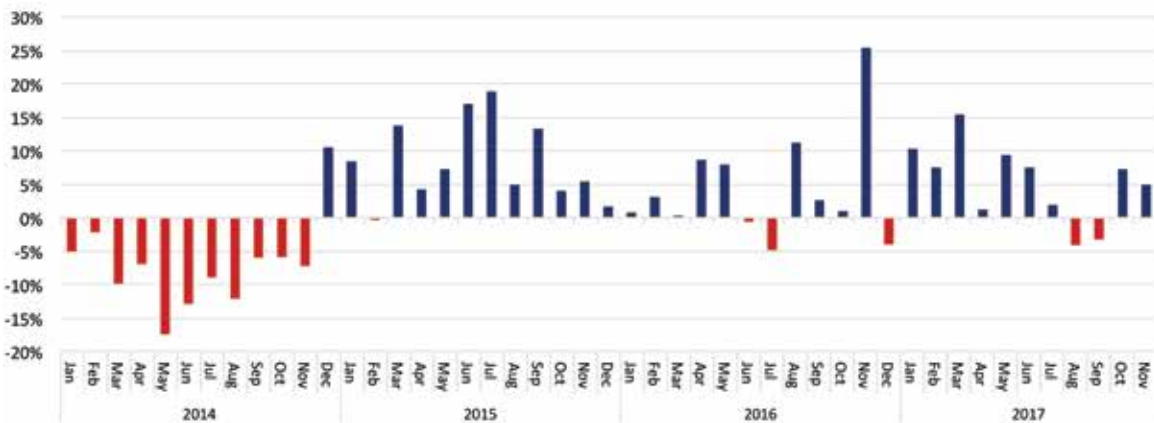


Source: U.S. Bureau of Labor Statistics

HOUSING GROWTH RESTRAINED BY LOW INVENTORY

The region’s buying conditions, in theory, are relatively good. Jobs are growing steadily, and low mortgage interest rates are helping keep financing costs low. Erratic sales growth throughout 2017 has resulted from the NVAR region’s consistently low inventory and high home prices (Figure 4). Nevertheless, year-to-date sales as of November 2017 are up 4.9 percent over the same period last year at 21,047 closed sales.

Figure 4. Year-Over-Year Percent Change in Closed Home Sales, NVAR Region



Source: Bright MLS. Statistics calculated 12/5/2017

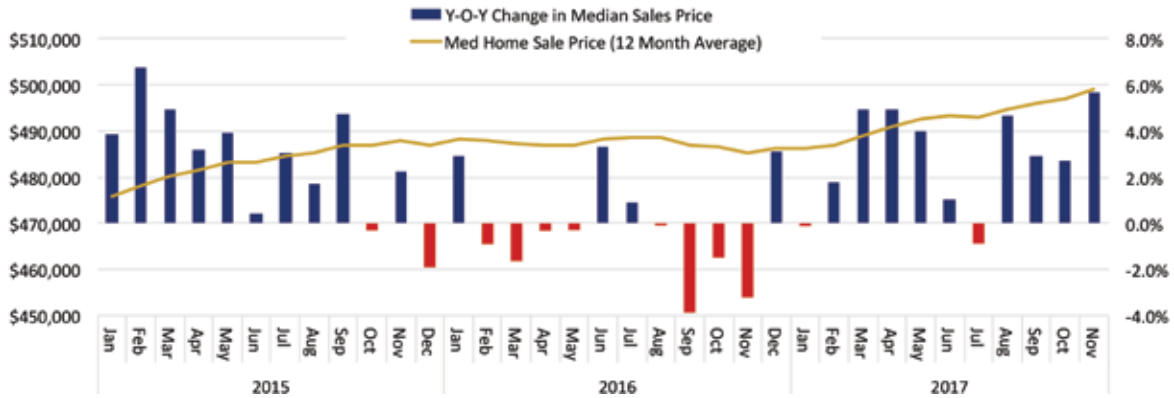
Inventory decline moderated somewhat as 2017 progressed. At the end of November, the NVAR region had 3,236 active listings; down 11.4 percent from that point last year, compared to the 2017 low in April, a 19.9 percent year-over-year decrease. The latter part of 2017 brought marginally increased listings and decreased sales, contributing to the slight loosening of inventory. Year-to-date new listings were up 1 percent as of November 2017, compared to the same time period in 2016.

However, the lack of homes available to buy at a reasonable price for most buyers is the missing piece of the equation. With more available homes on the market, the region could have fared better. The lack of lower priced homes likely contributed to

people remaining renters or leaving the area, resulting in missed potential home sales.

Overall, 2017 saw increased prices with a median home sale price of \$502,000 through November – an increase of 3.2 percent from the same period in 2016. Moving into 2018, prices in the region remain nearly 6.4 percent higher than they were one year ago, with a standing monthly median sale price of \$499,900 in October 2017 (Figure 5). The 12-month average median sale price was \$499,170 in November.

Figure 5. Median Home Sales Price, NVAR Region

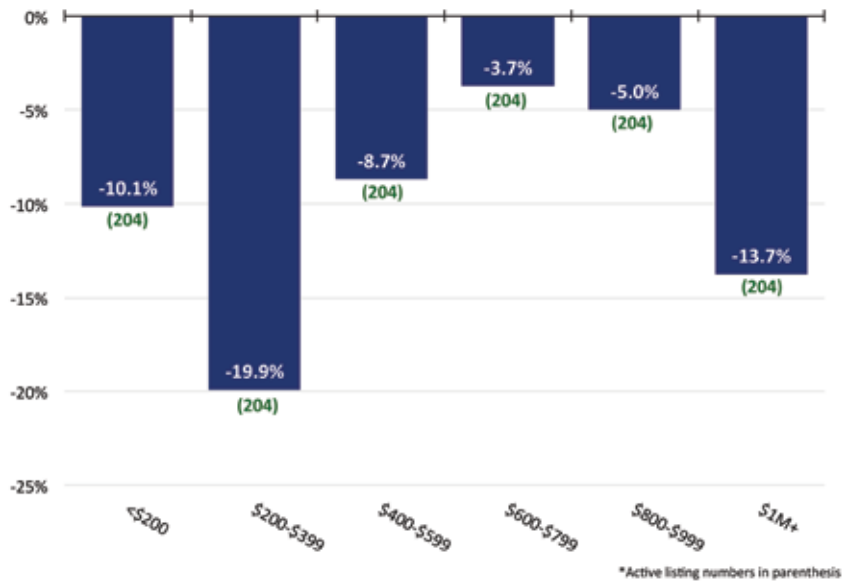


Source: Bright MLS. Statistics calculated 12/5/2017

The critical lack of supply at the low end of the market drives these high prices, as this is where the most demand exists. Increased competition means that lower-priced homes experience bigger price gains than higher-priced homes.

The number of the region’s active listings decreased significantly more in the lower listing price categories (Figure 6). Inventory decreased 19.9 percent year-over-year in November 2017 for homes listed between \$200,000 and \$400,000, and increased 4.2 percent over the same period for homes listed between \$600,000 and \$1,000,000. Although beginning to decrease like the rest of the housing stock, homes listed at price points greater than \$1 million make up the largest share of inventory at 816 active listings. Increased residential housing starts, especially at the starter home level, are the key to bringing home prices down.

Figure 6: Change in Inventory by List Price, November 2016-2017, NVAR Region



Source: Bright MLS. Statistics calculated 12/5/2017

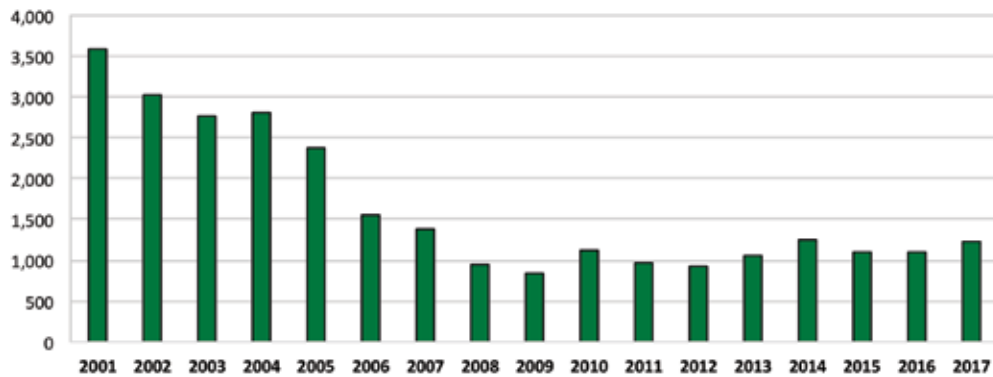
NEW CONSTRUCTION POISED TO PICK UP

Inventory problems are partially the result of construction not keeping up with demand. Nationally, home building levels have not recovered from the Great Recession – total housing starts (new residential construction) are at 50 percent of their 2006 levels, the housing boom’s peak. Low supply of homes for sale provides an opportunity for the nation’s homebuilders, as they are currently not building enough inexpensive houses to meet market needs.

Recent signs show that a pickup in national home construction rates is on the horizon. Total housing starts increased 13.7 percent nationally in October according to a joint data release from the U.S. Census Bureau and U.S. Department of Housing and Urban Development, reaching a one-year record high, with solid readings from the single-family sector. Builder confidence in the market for newly-built single-family homes rose two points to a level of 70 in November on the National Association of Home Builders/Wells Fargo Housing Market Index (HMI). New family home size is also decreasing nationally, after increasing to all-time highs in 2013 and leveling off in 2014 and 2015. According to third quarter 2017 data from the U.S. Census Quarterly Starts and Completions by Purpose and Design, median square footage of new single-family homes decreased 3 percent from 2016 to 2,378 square feet.

Building permit data at the local level is a reasonable indicator of future construction conditions. These data, which also are jointly released by the U.S. Census Bureau and HUD, Show that single-family building permits in the NVAR region were up more than 12 percent year-to-date as of October 2017 compared to 2016 (Figure 7).

Figure 7. Single Family Building Permits Through October, NVAR Region



Source: U.S. Census Bureau, U.S. Department of Housing and Urban Development

LOOKING AHEAD!

2018 HOUSING MARKET WILL DEPEND ON INVENTORY LEVELS AND THE IMPACT OF REGULATION.

Looking forward to 2018, the impact of the federal budget continues to be the region's biggest source of economic uncertainty. The Washington region's economy remains tied to the federal government, either through direct employment or federal contracting and procurement. Therefore, potential decreases in the size of the federal government or its spending could have adverse effects on the economic viability of the region and negatively impact its housing market.

In addition, modifications of the current tax system could impact the housing market moving forward. For example, capping the mortgage interest deduction at \$750,000 down from \$1,000,000 would uniquely impact the NVAR region. As of October, 1,589 homes in the NVAR region in 2017 sold for more than \$1,000,000. During the same period, 7,986 homes were purchased for between \$500,000 and \$1,000,000. Under a new mortgage interest deduction cap, nearly 8,000, or 42 percent of new sales from 2017 alone, would be affected by a change in tax code, along with an increased tax burden placed on new sales above \$1,000,000. The lower cap would be particularly detrimental to first-time buyers in the NVAR region's expensive market. Existing mortgages would be exempt, creating a distinction between current and future homeownership. This would create a disincentive to move, intensifying an already severe inventory shortage at the entry level.

Irrespective of regulatory changes, demand for single-family housing is increasing at a consistent pace, driven by job and economic growth, demographic change, and limited housing inventory. With these economic fundamentals in place, upward movement of the single-family housing market should continue this year.

Expect low inventory to continue to push up home prices, but at a slower pace. This moderation of inventory shrinkage depends primarily on new home construction. With a large generation of new homeowners entering the market and an inventory crisis that leaves them with few options, it is expected that builders will not ignore this market. Ideally, 2018 will bring a rise in new construction at the more affordable end of the market, yet how fast this will occur remains to be seen. +



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

Recent Developments Turn Springfield into Fairfax County's Latest 'Golden Opportunity'

By Frank Dillow

"PEOPLE ARE COMING BACK TO SPRINGFIELD," said Nancy-Jo Manney, executive director of the Greater Springfield Chamber of Commerce. "Retailers are showing a lot of interest in locating here."

The revitalization of the Springfield area began nearly five years ago when the National Geospatial Intelligence Agency consolidated its headquarter operations—relocating its 8,500 employees into a new \$1.7 billion, 2.1 million square-foot building. Located on the south side of I-95 near the I-495 interchange, the building is within easy access to the newly constructed Franconia-Springfield Metro station.

The third-largest federal facility in the Washington, D.C. area, exceeded only by the Pentagon and the current FBI headquarters, the NGA relocation was a part of the congressionally-mandated Base Realignment and Closure Act of 2005.

The BRAC legislation required the General Services Administration to consolidate federal offices into long-term locations in lower-cost areas such as Fort Belvoir in Springfield. As a result, what was then a warren of outdated warehouse and flex space is now bursting with new office construction.

At the same time, retail businesses were rediscovering Springfield. The most visible evidence of the area's new retail cachet has been the expansion and renovation of the iconic Springfield Mall. Rebranded as the Springfield Town Center, it is now one of the three largest retail centers in Fairfax County, along with Tysons Corner Center and Fair Oaks Mall.

The town center renovation on its original 80-acre site has encouraged construction of additional retail centers in the area.

"This is not the old Springfield Mall," said Eric Christensen, general manager of the Springfield Town Center, at an October Business and Economic Summit hosted by Fairfax County and the Greater Springfield Chamber of Commerce.

"A lot of people haven't been here yet, and we would like for everyone to come and check it out," Christensen added.



Photo courtesy of Springfield Town Center.

The Town Center opened with about 55 percent occupancy on October 14, 2014 after a two-year renovation project. Since opening, it has grown to include some 150 tenants. Current occupancy has reached nearly 95 percent, according to Christensen.

"We have worked hard to create a community atmosphere with new restaurants, food service and entertainment offerings," he pointed out. "We now have a healthy balance of national, regional and local merchants...and we welcome small, local tenants."

"This is a golden opportunity for Realtors® in Northern Virginia to bring their local clients to the Springfield Town Center," Christensen said. He urged local Realtors® to contact him at: Christee@preit.com.

"Our first priority has been to complete the retail center, and as we achieve that we will be moving on to our second priority of mixed-use development," he explained. Plans are reported to include an additional 3 million square feet of new offices, high-rise residential buildings and a new hotel.

Meanwhile, the federal government is continuing to expand its footprint in the area surrounding the Town Center, fueling relocation to the area by government contractors such as General Dynamics, Lockheed Martin and Raytheon.

At the top of the new projects list is Boston Properties construction for the planned 2020 move of the Transportation

“The most visible evidence of the area’s new retail cachet has been the expansion and renovation of the iconic Springfield Mall. Rebranded as the Springfield Town Center, it is now one of the three largest retail centers in Fairfax County, along with Tysons Corner Center and Fair Oaks Mall.”

Security Administration headquarters, with its more than 3,400 employees. The TSA’s \$316 million long-term lease of 622,812 square feet of new office space was announced in late August.

Nearby, surrounded by chain link fence, are the federal government’s existing GSA warehouse facilities. The location is still considered one of three finalists for a new FBI headquarters. The GSA’s reported plan is to trade the current FBI building in downtown D.C. for a new, state-of-the-art, two-million square-foot headquarters at an anticipated construction cost of roughly \$2.5 billion.

Although the Trump administration put the project on ice in 2017, the GSA had already narrowed its plans to three locations, including two alternatives in Maryland, either Greenbelt or Landover. It is unknown whether the GSA will start the site selection process again from scratch if given a green light to proceed.

Even absent an FBI presence, the new TSA headquarters relocation is expected to stimulate demand for office and retail facilities, as well as residential housing for its employees.

“We’ll be seeing even more development as future projects continue to unfold,” Manney predicted. +



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

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Early Bird Deadline: Jan. 19, 2018

CRITERIA INCLUDE:

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- \$3 Million or 24 Transactions

Residential Top Producer:

- \$6 Million or 48 Transactions

ANNIVERSARY AWARDS RECOGNIZED AS FOLLOWS:

- 5-year, 10-year, 15-year, etc.
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QUESTIONS?

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Five Technologies That Can Change How You Do Business in 2018

By Shawn Hanna



AS THE NEW YEAR BEGINS, 2018 promises to show more advancement and practical application of emerging technologies in real estate.

“Real estate agents fear being replaced, and they will be,” said Carrie Little, broker and session speaker at the National Association of Realtors® 2017 Realtor® Conference & Expo in Chicago. “They’ll be replaced by a real estate agent with technology.”

It is critical for the modern Realtor® to embrace and understand newly available tools and technology. Here is an overview of five technologies that can change how you do business in 2018, and a peek at what will affect you in 2019 and beyond!

AUGMENTED REALITY AND VIRTUAL REALITY

Companies such as Matterport and immoviewer are already providing

agents with virtual reality (VR) tours of properties – changing how sellers can market their homes. Out-of-town clients can tour a home from anywhere, and 3-D tours help local clients narrow down which properties they want to see in person.

Augmented reality (AR) could be an even bigger game changer than VR. While VR requires goggles that not everyone may have, anyone with a smartphone can harness the power and benefits of AR. Agent applications of AR include staging a blank room with virtual furniture from a smartphone and allowing clients to walk through a property. Using AR, prospective buyers can see interactive images and videos superimposed on top of the “real world” just by looking at their phone.

Amazon has released a free app, called AR View, that lets customers virtually place thousands of items such

as furniture, beds and kitchen products in their homes before buying. Realtor.com® recently released a new feature on its mobile app called Street Peek, which allows users to walk through a neighborhood and see Realtor.com® data on their smartphone screen while looking at houses through their phone.

AR can help Realtors® meet the expectations of their clients by delivering information and service where and when they want it.

BIG DATA AND MACHINE LEARNING (OR ARTIFICIAL INTELLIGENCE)

While early applications could be costly and complicated, the opportunity for every Realtor® to utilize the power of Big Data and Artificial Intelligence (AI) keep growing. These tools are helping agents craft more relevant content to build stronger ties with buyers and sellers and ultimately be better “interpreters of information.”

Big Data is the aggregation of hundreds of data points, either on a person or a property, from publicly available sources. AI is machine learning, which occurs when computers take in data and run them through algorithms to learn and provide the user with actionable information.

All the data in the world isn’t useful without understanding what it’s telling the user. With better tools to help agents interpret data into actionable items, agents can generate leads efficiently by tailoring messages based on the likelihood that a consumer will buy or sell, and connecting consumers with the right property.

An exciting benefit that will be available to all Bright MLS (MRIS) subscribers in 2018 is access to the new Remine platform. Remine will put the power of easy-to-understand and actionable Big Data in the hands of all agents, not just the tech-savvy.

VOICE ASSISTANCE AND SMART HOME TECHNOLOGY

Smart home technology is already making an impact as one of the most requested features by homebuyers. The impact will only grow as smart home systems, including security, locks, cameras and lights become more integrated and controllable from a single, central app.

With more than 33 million voice-activated devices in use, digital voice assistants such as Siri (Apple), Cortana (Microsoft), Google Home and Alexa (Amazon) are becoming more integrated and adding value to the homeowner. Through the convenience of hands-free voice commands, consumers can check the arming status of security systems, change the temperature, turn lights on or off and turn on the music or television. As voice-assistant technology continues to become part of consumers' lives, demonstrating the integration with smart home technology will be invaluable.

PERSONAL AND DIGITAL SECURITY

Safety has always been an important issue for agents, and technology is helping to boost personal security.

Homesnap Pro offers a built-in safety app for agents using the platform. As soon as an agent starts a showing in the app, a safety timer can be discretely enabled that will immediately notify emergency contacts if the agent does not turn the timer off.

NAR also recently partnered with Trust Stamp to provide an additional

free safety tool for all Realtors®. Trust Stamp scours public records, social media and other digital information to produce a “trust score” on prospective clients. This helps agents verify clients' identities and raises potential red flags.

With the growth of technology comes increased cybersecurity risks. Real estate agents will see more tools available to keep their digital footprint safe from hackers and scammers, such as password managers, two-factor authentication, and services that encrypt and conceal data.

2019 AND BEYOND: BLOCKCHAIN AND SELF-DRIVING CARS

You've probably heard – and have questions about – Bitcoin: the digital currency making headlines. While using digital currency may become more commonplace for home purchase transactions, the real breakthrough is in the technology powering Bitcoin, called Blockchain. The easiest analogy is to think of “Bitcoin to Blockchain” as “email to Internet.”

Bitcoin is only one application of Blockchain. At its core, Blockchain is a transaction record of a piece of “property” (anything that can be transferred from one person to another). The record is held in what is called a “distributed” ledger, or a collection of participating computers. Each computer holds the records of each instance when a “property” has changed hands. By having the records held across thousands (or even millions) of computers, fraud and hacking become almost impossible, and every transaction is verified and authenticated by the participating computers.

Blockchain potentially can help make real estate transactions more secure and fraud-proof, as well as cheaper and faster. Potential uses are in digitizing and streamlining the titling process, better accuracy in public



record information, and ushering in “smart contracts,” which are automated digital real estate transactions based on conditions and actions.

Another technology on the horizon that will impact real estate is self-driving cars. Automated vehicles could allow agents to chauffeur clients around pre-programmed routes and simultaneously present and review houses. Self-driving cars could also change development in urban areas. Instead of allocating space for parking lots, car washes and gas stations, prime real estate will be made available for homes. Suburbs and rural areas could be more appealing with commutes becoming less strenuous. Automated vehicles could also impact neighborhood design by emphasizing yard use, bike trails, walking paths and shared spaces that previously were used for driveways, garages and streets.

While technology is always evolving, ultimately its purpose is not to replace Realtors®, but to take professionals further in providing the best possible customer service.



Shawn Hanna is NVAR's senior director of technology initiatives.

Appraisal Summit 2017: Glass Half Full or Glass Half Empty?

PANELISTS SHARE INSIGHTS ABOUT PAST, PRESENT, FUTURE OF VALUATION

By Kate O'Toole

IN AN EFFORT to understand the window of opportunity in a transaction for Realtors® and appraisers to discuss a property, the Northern Virginia Association of Realtors® and the National Association of Independent Fee Appraisers host an annual NVAR Appraisal Summit, which began 12 years ago. Although appraisers' and Realtors®' points of view may differ, the summit serves as an invaluable outlet to bring professionals together to network and discuss industry trends, changes and challenges.

MARKET OVERVIEW

After a welcome from 2017 NVAR Chairman Bob Adamson and an introduction by moderator Jamie Loizou, co-owner at Suburban Appraisers and Consultants, this year's November 13 summit opened with a nationwide and local overview of the real estate market, delivered by NVAR CEO Ryan Conrad.

He explained that homeownership is still near 50-year lows. Housing continues to be less affordable and there is a low supply of inventory. However, despite affordability issues, mortgage rates are relatively unchanged while there is steady growth in existing home sales, he said.

Conrad noted there are more young adults living with their parents, which could be related to increased levels of student debt.

Focusing on the local region, he highlighted recent job growth. Home sales and prices are up, but inventory is low in the region, which mirrors the national trend.

"We have some catch-up to do," Conrad said. "Our market isn't necessarily outperforming as it was years ago, but we expect growth to continue."

WHAT GOT US HERE?

John Russell, senior director of government relations and chief lobbyist for the American Society of Appraisers, discussed initiatives that explain the current state of the industry.

Before the Financial Institutions Reform, Recovery, and Enforcement Act of 1989 (FIRREA), there were no minimum qualifications to identify oneself as an appraiser. Title XI of FIRREA required states to institute an appraiser licensing and certification system for federally related transactions.

However, in 1994, bank regulatory agencies exempted some appraisal activity from Title XI's requirements.

Russell said this was not necessarily an effort to skirt Title XI's requirements, but rather to avoid duplicated efforts – since

the requirements of the exempted entities were already known to exceed those imposed by Title XI.

Then came the 2007 housing collapse.

"Nothing can capture what happened quite like a dumpster fire," Russell said. "We all wore it. We were all part of the problem. We all engaged in activity that contributed to this dumpster fire."

After the collapse, people tried to fix problems by swinging the pendulum in the opposite direction, which is where the Home Valuation Code of Conduct (HVCC) came into play, explained Russell.

The HVCC was interpreted by most lenders to require an Appraisal Management Company (AMC) to act as a firewall between the lender and the appraiser.

"HVCC, for better or worse, took away the relationship part of your business," Russell said. "In addition, there was more work for less money. A lot of really good appraisers decided, 'why am I going to keep doing this if it doesn't make sense to me as a business person?'"

Title XIV of the Dodd-Frank Act of 2010 was an attempt to remedy some of the issues that arose with AMCs, but AMCs continue to be a point of conflict in the appraisal process.

"Seven years later, we are not done implementing Title XIV," Russell said.

THE FUTURE OF VALUATION

Panelists discussed the perceived shortage of appraisers and possible causes of this trend, along with other challenges in the industry.

"Appraiser shortage is due to one word and one word only: economics," Pat Turner, president of the Old Dominion Chapter of NAIFA and president of the Virginia Coalition of Appraisal Professionals, said.

In recent years, the industry has created significant barriers for appraisers to enter the field. Individuals must take appraisal coursework and have experience to become an appraiser, but compared to past requirements and other industry professions, appraisers must also have a four-year degree.

Once an appraiser becomes certified, he or she still needs to be trained, requiring appraisers to share the income with a trainee in the field. Further, many lenders refuse to accept appraisals that are performed by trainees.

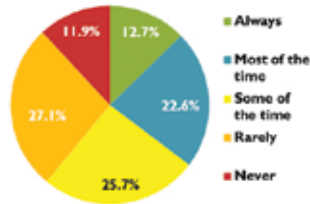
Training Takes Time, Little Compensation

Q: How are you compensated for your training work?



Trainers report that, on average, training adds 10.2 hours to their weekly workload.

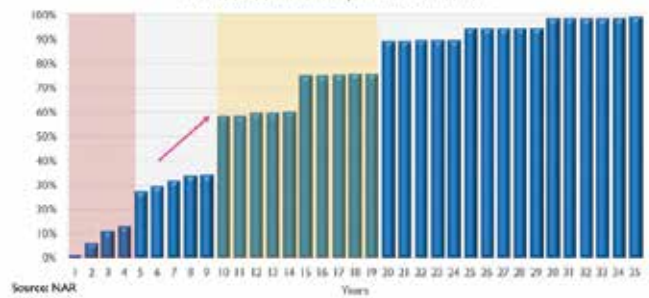
Q: How often will lenders accept appraisals for which part or all of the work was performed by a trainee?



More frequently rejected on FHA, VA, and FHA

Trickle Today...Wave Tomorrow

Distribution of Anticipated Retirement



10.6% leave soon, but 85.6% will retire in 14 years... boomer retirement wave

Slide presented by Ken Fears during the Summit; data from the NAR Appraiser Trends Study.

Retirement distribution as presented by Ken Fears from the National Association of Realtors®.

Appraisers are required by the Uniform Standards of Professional Appraisal Practice (USPAP) to have geographical competency in the area they are working in, which means they must have knowledge of the area’s market. If appraisers do not have geographical competency, they may make an inaccurate appraisal. Turner discussed how this is an issue, as AMCs sometimes choose appraisers from outside the region who charge less.

Ken Fears, director of regional economics and housing finance at the National Association of Realtors®, said another reason for the shortage of appraisers is the trend that many are retiring. According to the NAR Appraiser Trends Study, the average age of an appraiser is 54 years old and 10 years from now, 58 percent of appraisers will move out of the industry. He added that it is not just because of AMCs that there is a shortage of appraisers, but that many are opting out of specific types of assignments.

As the industry changes and moves behind computer screens, Turner doubted the value of automation over an appraiser visiting a property in person.

“I’ve said this over and over again: How many computers can see? How many computers can hear or smell?” Turner said.

Despite these factors, panelists seemed optimistic about the future of appraisers.

“I see this as the cup being half full, not half empty, because I think the economics are going to change,” Turner said. “As for the future of appraisers, I am not ready to say that it is doom and gloom.” +



Kate O’Toole is the NVAR digital and editorial content specialist.

Young Professionals Network: A Look at 2017

NVAR’S YOUNG PROFESSIONALS NETWORK (YPN) kicked off 2017 with a speed-networking event, where new and current members could meet colleagues and share information about their profession.

Later in the year, YPN hosted a Top Golf event and happy hours for St. Patrick’s Day and Christmas. “Get the Scoop with RPR®” served a dual social and educational purpose as an ice cream social and informational session at NVAR’s headquarters. To help promote the Realtors® Political Action Committee (RPAC), the group hosted the series: “Business & Beers with NVAR CEO Ryan Conrad.” YPN also partnered with the Realtor®-Builder Series for a program about smart home technology.

On the philanthropic side, YPN partnered with NVAR Cares for Habitat for Humanity’s Build Days and ReStore days. Members also volunteered at the Junior Achievement Center in Fairfax to teach children about running a business and volunteered at the Embury Rucker Shelter to serve food, organize donations and participate in other projects.

Many of these successful events will return in 2018. However, YPN is planning to expand its educational and philanthropic efforts by teaming with other NVAR committees and groups. To learn more, contact dcaldas@nvar.com. +

Life Under Construction

HOW TO MAINTAIN BALANCE DURING A HOME REMODEL

By Mina Fies



FOR MOST PEOPLE, the word “balance” doesn’t come to mind when remodeling a home. Instead, it can invoke feelings of anxiety and fear. However, with focus and planning, it is possible to mitigate the chaos and remain centered throughout the process.

Here are three ways to maintain sanity:

RELOCATE KEY FUNCTIONS

Most homeowners think they have to accept disruption and suffer through a remodel, but it doesn’t have to be that way. It is possible to keep a sense of normalcy and create a regular routine, which will go a long way toward ensuring a smooth remodeling experience. For example, during a kitchen remodel, set up another area

of the home to serve as a temporary kitchen. Use a folding table for work surfaces, relocate the coffee maker, move the refrigerator (or get a mini fridge), and designate a space for frequently used pantry items, such as cereal, peanut butter and canned goods.

As for food preparation, planning ahead will save future headaches. Make casseroles or easy-to-freeze meals to quickly warm up in the microwave. Dust off the crockpot and save time with one-pot cooking. Depending on how long the kitchen will be out of commission, consider purchasing a stand-alone induction burner (or two). After the renovation, they are handy to have when entertaining larger crowds.

If the family room will be out of commission, recreate the family’s

favorite hang-out spot in another area of your home by turning a spare bedroom into a living space. Bring in favorite chairs, pillows and blankets so it feels more like the usual family gathering space. Family photos are a nice touch, too.

TIP: Don’t forget to minimize a pet’s stress as well. If Spunky the cat likes to hang out on a particular pillow in the living room window, try relocating the cushion to the temporary space a week or so before construction begins. This will help alleviate the pet’s stress and keep him out of the work area once things get going.

PLAN YOUR TIME WISELY

Don’t think it’s possible to stand the disruption? Use the remodel as an excuse to take a vacation! With a little planning, it’s possible to make the most of a difficult situation. Consider family day trips to a theme park or local museum to avoid the disarray at home.

TIP: Time away is best spent at the beginning of a remodel. This is when the demolition phase and noisier parts of the process take place. Most homeowners like to be around when items like countertops and tile are installed, to keep an eye on the quality of the workmanship.

MANAGING EXPECTATIONS

The best way to alleviate stress during a remodel is to minimize surprises. Whether it’s a first time renovation, or a project for a seasoned pro, it’s important to have clear lines of communication with the contractor at every stage of the process.

After the design is complete and before the first hammer is swung, schedule a pre-construction meeting with the contractor. This is the time to discuss topics such as what times of the day work will begin and end, how the rest of the home will be protected from foot traffic, where the dumpster will be placed, who is the main point of contact each day, and how the crew will manage pets during the work day. Discussing these little details before construction gets underway will help both the homeowner and the contractor get started on the right foot.

Of course, communication is critical throughout the construction phase, so try to arrange a weekly in-person progress meeting with the contractor. At this meeting, the contractor should share what happened the week before and what is planned for the week ahead. Prior to the meeting, walk the space

alone and make a list of any concerns about quality or other general questions. Don't be afraid to respectfully question contractors, as they want clients to be satisfied and happy with the end result, too. The earlier concerns are raised, the easier it is for them to be addressed in a timely manner, which will keep frustration in check.

At the end of the project, have a completion walk-through meeting to review any last items that need to be addressed (sometimes referred to as a "punch-list"). This is the time to test appliances, ask how new features are operated, learn where the extra tile and paint cans are stored, and get answers to other miscellaneous questions. Ensuring satisfaction with the end product when it comes to quality and finish is just as important to the contractor as it is to the homeowner. Don't be in a hurry to just "get it over

with" and rush the contractor to finish. Those nagging items that were not done quite to satisfaction will impact long-term feelings about the space. Meeting with the contractor towards the end of the process and addressing such concerns will help the homeowner maintain control and psychologically reclaim the space.

TIP: Schedule weekly progress meetings for the same day and time each week to minimize multiple schedule changes.

Every remodeling project is different, but no matter what size and scope, there is no reason why homeowners can't maintain balance throughout the process. With planning (and of course, a good dash of patience) it's possible to enjoy an incredible dream space in no time. +



Mina Fies is the founder and CEO of Synergy Design & Construction and creator of the Renovation Roadway™.

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NVAR Standard Forms Changes

EFFECTIVE JANUARY 1, 2018



THE NVAR BOARD OF DIRECTORS has approved the following forms changes, as proposed by NVAR's Standard Forms Committee:

1. K1338 – EXCLUSIVE RIGHT TO REPRESENT BUYER AGREEMENT

- a. **Paragraph 4, Term and Termination:** This paragraph was modified to clarify the Buyer's responsibility for payment of the Termination Fee. This means that any Termination Fee paid by the Buyer to the Broker is in addition to any other fees paid by Buyer to Broker during the term of the Agreement.
- b. **Paragraph 5, Broker's Duties:** This paragraph was modified to clarify that any agreement between Buyer and Broker regarding the existence, terms, or conditions of offers must be in writing.
- c. **Paragraph 6, Buyer's Duties:** This paragraph was separated from Paragraph 5 for clarity, and to highlight the separation of the parties' duties. This paragraph was modified to advise Buyer not to take, post, publish or display photos or video recordings of the property without Seller's prior written consent. The term sub-agent was removed to make this paragraph consistent with the residential standard agency statute. The revisions to this paragraph also streamline the language regarding the existence of a recording system in the property and the possibility of video and/or audio recording.
- d. **Paragraph 8(B)(1):** This paragraph was modified to clarify that the Broker's Fee is owed to Broker after termination only if the Buyer later acquires real property of the same type as discussed in the Purpose Paragraph 7.
- e. **Paragraph 14:** This paragraph was modified to include headings for each of the three disclaimers for purposes of clarity. This paragraph was also modified to include a new disclaimer with respect to wire fraud. Since wire fraud is a significant risk to Realtors® and consumers, the Buyer is being warned of its possibility and instructed about precautions to take in order to avoid becoming a victim of wire fraud. Buyers are being advised not to rely exclusively on electronic communications, and to orally verify any changes to wiring instructions with the Broker or with any third-party vendor before transmitting funds by wire transfer.

2. K1208 – NEW HOME SALES CONTRACT

This form was created to accommodate the needs of the

membership, and should be used only in instances where the Buyers will buy a lot and then build a home. This contract is not intended to be used when:

- the owner already owns the lot;
- the builder owns the lot and will be building a house; or
- the builder owns the lot and has already begun building a house.

This contract was drafted to follow the Residential Sales Contract as closely as possible. However, some provisions, such as the inspection paragraph, differ significantly from the Residential Sales Contract.

3. K1382 – CONSTRUCTION FINANCING AND APPRAISAL CONTINGENCIES ADDENDUM

This financing contingency was created to be used with the New Home Sales Contract. This contingency can be used for all types of financing.

4. K1373 – OPTIONS ADDENDUM (NEW HOME SALES CONTRACT)

This addendum ensures that the parties to the New Home Sales Contract reduce to writing the options which are included in the base price, as well as those the Buyer wishes to add.

5. K1020 – SELLER'S POST SETTLEMENT OCCUPANCY AGREEMENT AND K1225 – BUYER'S PRE-SETTLEMENT OCCUPANCY AGREEMENT

The changes to these two forms were administrative in nature to match the language which was recently updated in the Sales Contract, addressing the Property Maintenance and Condition.

6. K1360 – WELL AND SEPTIC CONTINGENCY

This change was administrative in nature. Paragraph 2B2 was amended to reflect a wrong reference to a previous paragraph. The old version incorrectly referred to paragraph A1. It has been amended to refer to paragraph B1.

7. K1336 – EXCLUSIVE RIGHT TO SELL LISTING AGREEMENT

This change was administrative in nature. The second paragraph 26 was renumbered to 27. +

Professional Standards Cases by the Numbers - 2017

The NVAR Professional Standards Department fielded a 43% increase in Grievance complaints last year compared to 2016.

Effective January 1, 2017, new violations were added to the Citation System, allowing for a more rapid disposition to certain complaints. Please visit nvar.com to view the current SentiLock® rules, Code of Ethics and updated Citation System provisions.

CASES BY THE NUMBERS

GRIEVANCE

Complaints received in 2017	110
Number of respondents named in the complaints	110
Disciplinary cases against individual Respondents that were dismissed	24
Disciplinary cases against individual Respondents that were forwarded	42
Disciplinary cases against individual Respondents issued a Citation	36
Citation cases that proceeded to a full hearing	4
Citation cases pending a full hearing	2
Disciplinary cases against individual Respondents that were withdrawn	3
Disciplinary cases against individual Respondents still under consideration	13
Disciplinary cases referred to another association	0

PROFESSIONAL STANDARDS

Hearings completed	33*
* Of the 33 hearings, Respondents waived their right to hearing in five cases	
Pending Hearing in 2018	9
Cases withdrawn or abandoned	10
Requests for appeal	9*
* Of the nine requests for appeal, five were appeals of the Grievance Committee's decision	
Cases in Abeyance	5



ARBITRATION

Claims received	10
Claims classified as a Mandatory Arbitration	7
Claims pending review by the Grievance Committee	3
Claims classified as a Voluntary Arbitration	0
Hearings held	1
Cases withdrawn	1
Cases resolved in mediation	3
Pending Hearing in 2018	0
Pending Mediation in 2018	1
Requests for Procedural Review	0
Arbitration cases referred to another association	1

To learn more about the NVAR dispute resolution options,
visit NVAR.com/disputes.

Code of Ethics Explained

COOPERATION AND COMMUNICATION

By Greg Hoff



ETHICS

THE REALTORS® CODE OF ETHICS is more than a guide to right and wrong. It is a powerful, practical business tool that leads to long lasting relationships with both clients and other Realtors®.

Elaborating on these relationships, the Code of Ethics discusses cooperation in Article 3:

Realtors® shall cooperate with other brokers except when cooperation is not in the client's best interest. The obligation to cooperate does not include the obligation to share commissions, fees, or to otherwise compensate another broker.

The majority of complaints regarding Article 3 involve a frustration of expected cooperation between Realtors®. However, the cooperation standard created by Article 3 is malleable, often making Article 3 violations difficult to determine.

Standard of Practice 3-10 provides the basic framework for interpreting cooperation within Article 3:

The duty to cooperate established in Article 3 relates to the obligation to share information on listed property, and to make property available to other brokers for showing to prospective purchasers/tenants when it is in the best interests of sellers/landlords.

The parameters of cooperation are left intentionally open – creating a case-by-case basis for determining Article 3 violations.

When reviewing complaints, the committee members consider the facts presented by both parties and determine a reasonable cooperation standard within these circumstances that embodies the spirit of 3-10.

Article 3 is not intended as a set of strict rules establishing cooperation. Instead, cooperation is established upon mutual initiation of a potential transaction between parties. From there, a standard of cooperation can reasonably be inferred based on the

specific circumstances. A Realtor®, for example, has not violated Article 3 when he or she merely fails to return a phone call or email from an agent representing an interested buyer or by failing to show a property upon request.

The following hypothetical situation is an example that illustrates the parameters and expectations of cooperation under Article 3.

Realtor® A represented a buyer who was interested in a property listed by Realtor® B. After viewing the property with his client, Realtor® A submitted an offer on behalf of his client to Realtor® B. Realtor® A attempted to contact Realtor® B several times via phone and email to find out about the status of his client's offer, but received no communication in return from Realtor® B. Realtor® B's client eventually accepted a different offer.

In this situation, Realtor® B would likely not be found in violation of Article 3. Unless it can be shown that Realtor® B purposefully impeded Realtor® A's client's offer, Realtor® B has not failed in his duty to cooperate under Article 3.

Conversely, consider the following situation:

Realtor® A represented a tenant who needed a move-in date by the end of the month. Realtor® A showed his client a property listed by Realtor® B and submitted a rental application for the property on behalf of his client. After awaiting approval status for more than a week and receiving no response, Realtor® A contacted Realtor® B again and was notified that his client had in fact been approved. Realtor® A subsequently submitted a drafted lease with a move in date by the end of the month, and

required deposits to Realtor® B. Realtor® B again failed to contact Realtor® A for more than a week, putting the move-in date required by Realtor® A's client in jeopardy. Days before the move-in date, Realtor® A contacted the rental property landlord who informed her that he was unable to move out in time for the client's move-in date, a fact that had not been communicated to Realtor® A by Realtor® B.

Similar to the first situation, this scenario demonstrates a failure in communication. However, this interaction would likely constitute an Article 3 violation. In this case, Realtor® A and Realtor® B were in the middle of a transaction that was time sensitive. Realtor® B failed to communicate in a timely manner and failed to disclose that the requested move-in date would be unavailable. This failure of communication falls below the reasonable expectation of cooperation established

within these circumstances, and thus would constitute an Article 3 violation.

The distinction between these examples, both involving communication failures, highlights the circumstantial nature of the cooperation parameters established by Article 3.

One of the common Article 3 violations centers around a Realtor® accessing a property in violation of Standard of Practice 3-9, which provides that "Realtors® shall not provide access to listed property on terms other than those established by the owner of the listing broker."

The following provides an example of such a situation.

Realtor® A listed a property and provided specific instructions for access on the listing, including a requirement of 24-hour notice for scheduling appointments. Realtor® B set up an appointment and showed the property to a client. A week

later, Realtor® B returned to the property with the same clients, but without setting an appointment first.

In this situation, Realtor® B would almost certainly be found in violation of Article 3 because he accessed the property in nonconformance of the listing instructions.

Members of the hearing panel focus on the facts of each case to determine whether there was reasonable cooperation. Conduct that is demonstrably purposeful or significantly negligent in cooperation with another agent creates possibility for Article 3 violations.

Beyond what is established by Standard of Practice 3-10, there is no universal standard applicable to every case when determining cooperation. +



Greg Hoff is a second-year law student at George Mason University's Scalia Law School, serving as a legal intern for NVAR.

2018 MARKET & ECONOMIC BRIEFING

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POLICY

Wednesday, **March 21**
NVAR.com/**Briefing**



CONTINUING EDUCATION (CE)

Broker CE : Brokerage Risk and Liability

Time: 8:45 a.m. - 12:25 p.m.
 Date/Location: January 18.....Fairfax
 February 22.....Fairfax
 March 14.....Fairfax

Broker CE : Productive Agents and Offices

Time: 1 - 4:45 p.m.
 Date/Location: January 18.....Fairfax
 February 22.....Fairfax
 March 14.....Fairfax

16 hr CE Day 1

Time: 8:45 a.m. - 4:45 p.m.
 Date/Location: January 20.....Fairfax
 February 10.....Herndon
 March 10.....Fairfax

16 hr CE - Day 2

Time: 8:45 a.m. - 4:45 p.m.
 Date/Location: January 27.....Fairfax
 February 17.....Herndon
 March 17.....Fairfax

16 hr CE - Evening (4 parts)

Time: 6 - 9:30 p.m.
 Date/Location: February 6 (Part 1A).....Fairfax
 February 8 (Part 1B).....Fairfax
 February 13 (Part 2A).....Fairfax
 February 15 (Part 2B).....Fairfax
 March 6 (Part 1A).....Herndon
 March 8 (Part 1B).....Herndon
 March 13 (Part 2A).....Herndon
 March 15 (Part 2B).....Herndon

CE: 8hr Mandated Course

Time: 8:45 a.m. - 4:45 p.m.
 Date/Location: January 10.....Herndon
 February 20.....Fairfax

CE Elective: Environmental Issues

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

CE Elective: Home Innovations and Trends

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

CE Elective: Detection and Prevention of Contract Fraud

Time: 8:45 a.m. - 12:25 p.m.
 Date/Location: February 21.....Fairfax

CE Elective: New Rules of Real Estate Finance

Time: 1 - 4:45 pm
 Date/Location: February 21.....Fairfax

CE Specialty - Electronic Communications, Copyrights, Website ADA and Advertising

Time: 10 a.m. - 12 p.m.
 Date/Location: February 16.....Fairfax

CE Specialty - Architecture, Styles, Building Nomenclature and Materials

Time: 9 a.m. - 12 p.m.
 Date/Location: March 7.....Fairfax

POST-LICENSING EDUCATION (PL)

Post Licensing - VA Agency Law

Time: 9 a.m. - 12 p.m.
 Date/Location: January 8.....Fairfax
 February 5.....Herndon
 6 - 9:30 p.m.
 March 5.....Fairfax

Post Licensing - Ethics

Time: 1 - 4 p.m.
 Date/Location: January 8.....Fairfax
 February 5.....Herndon
 6 - 9:30 p.m.
 March 6.....Fairfax

Post Licensing - Contract Writing

Time: 9 a.m. - 4 p.m.
 Date/Location: January 9.....Fairfax
 February 6.....Herndon
 6 - 9:30 p.m. (2-evenings)
 March 19 - 20.....Fairfax

Post Licensing - Real Estate Law and Board Regulations

Time: 8:45 a.m. - 4:45 p.m.
 Date/Location: January 16.....Fairfax
 February 12.....Herndon
 6 - 9:30 p.m. (2-evenings)
 March 26 - 27.....Fairfax

Post Licensing - Risk Management

Time: 9 a.m. - 12 p.m.
 Date/Location: January 22.....Fairfax
 February 13.....Herndon
 6 - 9:30 p.m.
 March 12.....Fairfax

Post Licensing - Escrows & Protecting Other People's Money

Time: 1 - 4 p.m.
 Date/Location: January 22.....Fairfax
 February 13.....Herndon
 6 - 9:30 p.m.
 March 13.....Fairfax

Post Licensing - Fair Housing

Time: 10 a.m. - 12 p.m.
 Date/Location: January 23.....Fairfax
 February 20.....Herndon
 6 - 8 p.m.
 March 1.....Fairfax

Post Licensing - Current Industry and Trends

Time: 1 - 3 p.m.
 Date/Location: January 23.....Fairfax
 February 20.....Herndon
 8 - 9:30 p.m.
 March 1.....Fairfax

PRE-LICENSING EDUCATION

Principles of Real Estate: Day 1 -11

Time: 9 a.m. - 5 p.m.
 Date/Location: June 4 - 21.....Fairfax
 November 1 - 19.....Fairfax

FEATURED OFFERINGS

REALTOR® REFRESH: Secrets of the Pros

Time: 9 a.m. - 1 p.m.
Date/Location: February 15.....Fairfax

Designation: Pricing Strategies Advisor (PSA)

Time: 9 a.m. - 5 p.m.
Date/Location: February 12.....Fairfax

RI 504 - Working with Buyers

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

RI 507 - Ethics and Professional Responsibility

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

Military Relocation Professional Certification (MRP)

Time: 9 a.m. - 5 p.m.
Date/Location: March 15.....Herndon

Friday Focus Lunch 'n Learn

Time: 9 a.m. - 11:30 a.m.
Date/Location: February 2.....Fairfax

Property Management Lunch'n Learn

Time: 11 a.m. - 1:30 p.m.
Date/Location: March 2.....Fairfax

VHDA Professional Training Course

Time: 10 a.m. - noon
Date/Location: March 14.....Herndon

Getting Started with RPR

Time: 10 a.m. - noon
Date/Location: January 18.....Herndon
February 16.....Fairfax
March 7.....Herndon

RPR Mobile App

Time: 10 a.m. - noon
Date/Location: January 25.....Herndon
February 23.....Fairfax

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

Time: 10 a.m. - noon
Date/Location: March 14.....Herndon

D.C. CONTINUING EDUCATION (CE)

DC Fair Housing

Time: 9 - 12:15 p.m.
Date/Location: February 13.....Fairfax

DC Legislative Update

Time: 1 - 4:15 p.m.
Date/Location: February 13.....Fairfax

MD CONTINUING EDUCATION (CE)

MD Legislative Update

Time: 9:30 a.m. - 12:30 p.m.
Date/Location: March 9.....Fairfax

BROKER PRE-LICENSING

Broker Appraisal

Time: 9 a.m. - 5 p.m.
Date/Location: January 31 - March 7.....Fairfax

Broker Law

Time: 9 a.m. - 5 p.m.
Date/Location: June 7 - July 19.....Fairfax

Broker Management

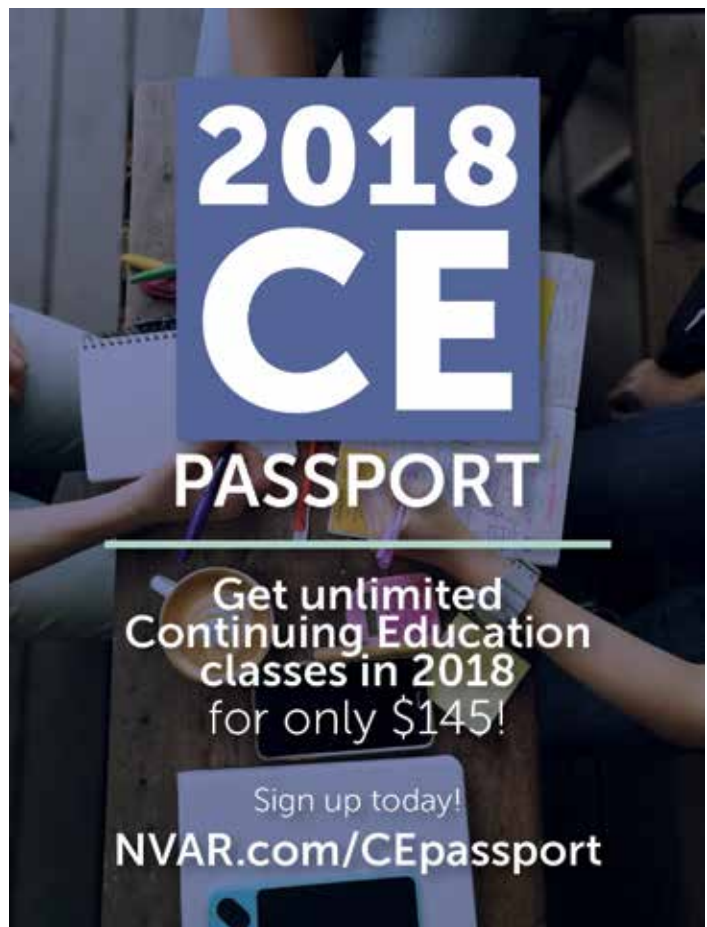
Time: 9 a.m. - 5 p.m.
Date/Location: August 16 - September 20.....Fairfax

Broker Finance

Time: 9 a.m. - 5 p.m.
Date/Location: October 4 - November 8.....Fairfax

NEW MEMBER ORIENTATION

Time: 9 a.m. - 1 p.m..
Date/Location: January 4.....Fairfax
January 19.....Herndon
February 5.....Fairfax
February 21.....Herndon
March 3.....Fairfax



Bright MLS Compliance Update

TIPS FOR ADDING LISTINGS IN 2018

By Michelle Yam, BrightMLS Accuracy and Policy Department Manager



The Bright MLS Compliance Department has changed its name to the Accuracy and Policy Department. The name change better reflects the department's functions: data accuracy, and enforcement of the Bright Rules and Regulations and policies. You may reach us at AccuracyandPolicy@brightMLS.com or by telephone at 301 838-7140.

ENTERING NEW HOMES

- Select “Yes” in New Construction Y/N field under the General Section of Keystone.
- Add showing instructions from the Showing picklist, such as: Onsite Sales, Offsite Sales, Plan Avail/No Model and See Models.

TAX ID NUMBERS

Bright MLS Public Records may not have Tax ID numbers for new construction if the county has yet to assign them or Bright MLS has yet to receive updated tax information from the taxing jurisdiction. To enter a listing without a Tax ID number, add the state and county information, then click “continue.” The following warning will appear: “You have not attached a Tax Record, are you sure you want to proceed?” Select YES to the warning. If the Tax ID number does not appear in the Bright MLS Public Records, you will not be assessed a fine.

MULTIPLE MODELS AVAILABLE

Since many new home communities offer more than one model, which may be built on a variety of lots, you only need to list the models. Once the home has settled, you may enter the sale as a Comparable.

If a single spec model is being used as the sales office, you should cite the sales office address as the address for the other unbuilt model homes. Enter each model under its own MLS number and enter the base price as the sales price.

As these homes are new construction, there may not be photos available. You may upload images or artist renderings,

including different elevations, floor plans and photos of the actual models.

CONTINGENCY EXPIRATION DATE AND TEMP OFF STATUS UPDATES

Two of the most common questions fielded by the Accuracy and Policy Department are about updating Contingency Expiration and Temp Off listing statuses.

DELINQUENT CONTINGENCY EXPIRATION DATE

- If the contingency has not been met and more time is needed, extend the Contingency Expiration date. If you do not have a new date, then use the proposed settlement date.
- If all contingencies have been met, change the status to Contract.
- If the contingencies have not been met and the deal falls through, change the status to either Withdrawn or, if there is still an active listing agreement, to Active.

DELINQUENT TEMP OFF STATUS

- Temp Off status indicates that the listing agent still has a valid listing, but the property is not available for showing. Generally, this is for short-term situations such as an unexpected repair or family emergency. If the property is available for showing, change the status back to Active. If a listing is in Temp Off status longer than 21 days, Bright MLS sends a courtesy notice. If additional time is needed, contact the Accuracy and Policy Department to indicate that the listing will need to remain in Temp Off status for an extended time period.

PHOTO AND VIRTUAL TOUR VIOLATIONS

The Bright MLS Rules and Regulations require that each listing contain an image of the property exterior or curbside view. The image must be uploaded within 48 hours of the listing appearing in Active status. If the seller does not wish to have a photo, then the agent should select “No Photo per seller.”

Bright MLS prohibits inappropriate information from appearing on photos or Virtual Tours. Inappropriate information includes brokerage or agent name, contact information, website addresses, personal property and obscene or profane material.

Many agents hire a company to create virtual tours. Some vendors provide their customers with both a branded and unbranded version of the tour. Virtual tours uploaded to Bright MLS may not contain broker or agent branding. If a vendor provides both branded and unbranded virtual tours, upload the unbranded tour to your listing.

Bright MLS will remove any branded virtual tours or listing photos and notify the agent to replace them with unbranded versions. If the agent reloads the branded virtual tour to the listing, Bright MLS staff will remove the branded tour and assess a fine to the agent. If you create a virtual tour using YouTube as the host without including any brokerage information, you may be in violation of your state licensing law on advertising, which requires brokerage information to be displayed on any marketing materials. Complying with state licensing law means the YouTube virtual tour would contain branding, therefore not permitted as a listing upload on Bright MLS. +

Welcome New Members

LEARN MORE AT [NVAR.COM/REALTORS/RESOURCES](http://nvar.com/REALTORS/RESOURCES)

Sami Abaied	Soo Choi	Johnnitta Harding	Sherrie Leuvay	Janet Pearson	Lyndsey Smith
Yousef Abed	Manish Choudhary	Robert Harley	Christopher Levy	Matthew Perez	Shari Smyth
Diego Abregu	Nicholas Clark	Jennifer Harlow	Erica Liesfeld	Clint Perkins	Abdullah Sofan
John Acquaah	Michele Condon	Christopher Harold	Da Lin	Jordan Peterman	Linda Torres Sosa
Joshua Ade	Jorge Cordero	Michael Harper	Maria Mercado Llanos	Patricia Petkosek	Dimitrios Sotiropoulos
Shahab Afnani	Kyle Crawford	Laurencia Hart	Joy Mack	Alejandro Pinto	Luis Castro Soto
Muhammad Afridi	Sharon Crenshaw	Kathleen Hasset	Sylvia Mader	Niparat Pitchayanonnetr	Barbara Spain
James Aguirre	Roger Cresswell	George Hayes	Amado Maldonado	Thomas Polera	Brendan Spear
Hasnat Ahmad	Akemia Crocker	Brett Hewitt	Ann Mallory	Maria Posada	Atchothan Sriskandarajah
Shahab Ahmad	Daniel Crum	Brandon Higgins	Deepa Manandhar	Saloni Prabhakar	Estella Stanley
Ali Ahmed	Josephine Cunningham	Hannah Hinzman	Sharon Mancillas	Corey Pressley	Krista Starr
Fahed Al Khatib	Keira D'Amato	Peggy Ho	Jose Mararac	Christian Price	Un Steele
Muhammad Alani	Darrin D'Amico	Lisa Hoagland	Mirna Marchetti	Ahmad Rahmani	Olga Sukhorukova
Hashim Allhussaini	Timothy Darling	Marcus Hollien	Sean Marietta	Cailin Ramsey	Amina Sultana
James Allmon	Janette Davis	Josefina Hooker	Patrick Martin	Christina Randolph	Assane Sy
Dilip Alluri	Nicole Day	Melody Hooker	Katherine Massetti	Rebekah Reaves	Junmei Tang
Isam Alsomiri	Wendy Daywalt	Rachel Hovanesian	Kenneth Lee Massie	Karen Recarte-Escobar	Trevor Taylor
Enma Estrada Alvarado	Hillary De Mayo	Adam Howar	Naomi Mayernik	Mohammed Riaz	Yasmine Tejada
Khalid Alyemni	Geraldina De Via	Lei Hu	Dionne Mayes	Matthew Rice	Carla Thatch
Carolyn Anderson	Allison Deagle	Yanhan Huang	James McCulloch	Katharine Rickford	Catchi Tomas
Francisco Lopez Arrubla	Pauline Dent	Nicholas Hutchins	Scott McFadden	John Ripley	Kelli Tomasulo
Tara Arthur	Nadia Deskins	Fernando Infante	Jacquelyn McGurl	Anthony Rivera	Jocelyn Tomelden
Malek Atef	Pravakar Dhungana	Annette Ishee	Shevoney McQueen	Ana Riveros	Andrew Toms
John Attiliis	Ciara Dixon	Kumar Iyer	Aaron Meland	Kelly Robertson	Ladyangela Took
Christopher Audino	Shohreh Djouharian	Jalaluddin Jabarkhiel	Sozie Mendelsohn	Pei Fang Robinson	Navid Torzadeh
Jihan Ayhan	Robert Donnelly Sr.	Regina Jackson	Corrie Merda	Sangsook Roche	Tuan Tran
Sami Ayish	Gwendolyn Driggers	Amit Jain	Deadria Van Metre	Takdanai Rojanadit	Yen Tran
Nicholas Bare	Sean Drummond	Sunny Jaisinghani	Janet Miller	Gregory Roland	Kristina Tricarico
Taylor Barnes	Geralda Dunlap	Pamela Jamieson	Maryam Minick	Maxine Rolland	Charles Trump V
Lynn Barnsback	Debbie Eastman	William Johnson	Sapna Mishra	Emanuel Nieves Rolon	Viktoriya Tsukanova
William Baulkwill	Anita Edwards	Jared Johnston	Jason Mitchell	Stephen Root	Richard Tucker Jr.
Russell Baum Jr.	Virginia Edwards	Krisztina Juhasz	Jennifer Mitchell	Joel Ross	Linda Tunmatip
Dorianne Bauza	Amro Eisa	Muhammad Junaid	Mark Montgomery	Eli Rudick	Nalan Turner
Georgette Bennett	Ashley Ellington	Brooke Kane	Karla Moon	Ranjna Sachdeva	Keith Turner
Edward Berenbaum	Gohar Emami	Helai Karim	Alison Moore	Hector Sahonero	Sarah Uhlmann
Govind Bhamrah	Emmanuel Falaye	Sonali Kattige	Wendi Moore	Muhammad Saleem	Daniel Vaccarello
Nyle Bigdeli	Sheila Falvey	Ross Kawakami	Felix Moreno	Tatiane Salles-Kotako	Kamal Vala
Tina Billings	Christine Farmer	MaryEllen Kelly	Illiana Moreno	Patrick Sander	Juan Vargas
Cynthia Bishop	Javed Farooqi	Lisette Key	Gardiner Mulford	Derrick Sanders	Jasmine Vasquez
Darlene Blagriff	Amos Fernandes	Iqbal Khaiy	Bonnie Murphy	Holly Santiago	Maria Velasquez
David Blaufarb	Denise Finley	Iftikhar Khan	Nancy Murphy	Tiffany Scalzo	Atika Virk
Sharon Boddie	Hazar Flashberg	Junaid Khanani	Sarah Murray	Ulla Scheik	John Viscudo
Beckwith Bolle	Gina Fleming	Hemaduddin Khwaja	Vidya Nadig	Nicholas Schiaffino	Shadee Wahdan
Raina Boyd	Brian Flores	Lkhagvaa Kicielinski	Raneem Nassar	Amy Schneble	Joseph Walker
Lori Boyle	Farida Fox	Victoria Kieffer	Valentin Neacsu	Weibin Xue Schomburg	Xin Wang
Dennis Bragg	Duane Francis	Andrew Kim	Tatiana Nelson	Shane Schutter	Sigrun Watson
Peter Braun III	Jane Franklin	Sungyun Kim	Deborah Neumann	Christi Schwartz	David Weiss
Jessica Bridges	Eduardo Garcia	Yuyeol Kim	Thu-Nguyet Nguyen	Linda Sengupta	Douglas Westby-Gibson Jr.
Neilsa-Gaye Brooks	Alexandra Garrison	Cristina King	Mindy Ni	Kateryna Seniuk	Roger White
James Brown	Janet Garrison	Clarie Kingdale	Kimberly Nicastr	Ligia Serrano	Brett Williams
Renee Brunson	Michael Gaske	Felecia Kluzinski	Nina Nicol	Badara Sey	Barbara Willingham
Catherine Buhian	Diane Gemma	Charles Knipper Jr.	Niamh O'Donovan	Jad Shaban	Rebecca Wilson
Shelly Burnett	Shashi Goli	Matthew Knoche	Matene Okoye	Dennis Sharland	Mulugeta Woldeabzghi
Barbara Byron	Emely Gonzalez	Michael Kosmides	Cesar Orellana	Alisa Shchelkunov	Eden Woldegebriel
Modou Camara	Laura Gonzalez	Paul Kostadin	Mary O'Rourke	Badrieh Sheibeh	Gary Wu
Jonathan Carcone	Michael Goss	Sushila Krishnamurthi	Ivan Ortega	Zainullah Shinwari	Hao Wu
Matthew Carcone	Maxine Grosch	Lokesh Kumar	Cesar Chong Osco	Michael Shlanta	Hui Xiao
Janine Carroll	Travis Grosch	Skylar Lambiase	Rosina Owusu-Ansah	Melanie Shoemaker-	Zackary Yates
Jake Castro	Londi Guerra	Fatima Lancaster	Sudha Pannala	Gleason	Maribeth Yohe
Giedrius Cekanskis	Kristina Guidry	Lam Le	Lesley Pappalardo	Christina Simpkins	Bruce Young
Bhaskar Challa	Kay Gwaltney	Ly Cam Le	Grace Park	Sirimas Sineenat	Elizabeth Young
Wilson Chan	Charles Haggins	Que-Thanh Le	Jennifer Parker	Amish Singh	Hong Yu
Akisha Chaney	Steve Haidar	Tucker Leachman	Sarah Parrish	Baljit Singh	Vasylyna Zenchenko
Clinton Chapman	Robyn Haizlip	Pierre Lee	Param Patel	Jessica Sliker	Nicole Zhang
Christopher Choi	Mary Ann Hansen	Melissa Lepore	Heather Paterno	Eugene Smiley	Natalie Zuniga +



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Access National Bank Marshall Chapman 703-871-2100

Access National Bank John French 703-871-2100

Access National Bank Vicki Cooper 703-871-2110

ACOPIA Home Loans Bruce Park 703-930-6434

Bayshore Mortgage Funding Jon Lucas 703-539-5350

BB&T Mortgage Kevin Connelly 703-855-7403

BB&T Mortgage Cheryl Jackson 703-259-2477

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Chain Bridge Bank, N.A. Marv Stanger 703-748-2005

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Embrace Home Loans, Inc. Susan Barville 800-333-3004

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Fairway Independent Mortgage Corporation Patrick Maloney 571-267-4980

Fairway Independent Mortgage Corporation Kelly Katalinas 703-844-2060

Fidelity Bank Mortgage Eric Bumgardner 703-466-4080

Fidelity Bank Mortgage Steve Salvatore 703-466-4035

Fidelity Bank Mortgage John Slye 703-466-4010

Fidelity Bank Mortgage Mark Webster 703-466-4076

Fidelity Bank Mortgage Bob Shupp 703-466-4050

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Monarch Title Cary Melnyk 703-852-1730

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National Settlement Services Loretta Colom 703-354-9677

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Trinity Wiring & Security Solutions Liam Armstrong 703-257-9403

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PROPERTY SERVICES

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AD Brown Appraisals.....	Alan Brown	703-541-8212
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.....	Cindy Coffman	703-866-6000
AREAS Appraisers, Inc.....	Gilbert Rogers	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
Bruce W. Reyle and Company, Inc.....	Michael Jackie	703-273-7375
Capitol Appraisal Service, Inc.....	Richard Bowman	703-691-8800
Chevy Chase Bank.....	Donald Shoop	301-907-5850
Classic Appraisals.....	David Kontny	703-675-2265
CMS Appraisals, Inc.....	Silvia Bennis	703-209-9123
D&R Appraisal Services, Inc.....	Dawn Blalock	540-751-2220
DCO Appraisal Services, Inc.....	David Olynik	301-855-3886
Dickman & Associates.....	John Dickman	703-938-6633
Distinctive Homes Realty LLC.....	Michelle Gore	540-338-4606
dm Appraisal LLC.....	David Maeng	703-449-0281
Donald R. Drake, Jr.....	Donald Drake	571-237-9430
ENL Appraisal Services.....	Surendra Patel	301-660-7365
F & F Appraisals.....	Jerry Fleming	703-963-1743
Forte Appraisal Service, Inc.....	Anthony Forte	703-433-2205
Fortune Appraisal Service.....	Wanda Graham	571-449-6136
Gee Appraisers, Inc.....	Robert Gumbrewicz	703-451-9020
Hartmann Group.....	Lynette Hartmann	703-406-7621
Heiner Appraisal, Inc.....	Despina Gellios	703-754-6110
Home Appraisers.....	Thomas Runion	703-709-5695
Homestar Real Estate Services.....	Daniel Gartrell	571-261-3367
Hundley and Associates.....	Julie Lawrence	703-212-9080
Inman Appraisal Services, Inc.....	Scott Inman	703-644-9877
JDC Appraisals, Inc.....	Jeff Cunningham	301-946-4865
Kandhall Appraisal Services LLC.....	David Hall	571-455-2622
Karas, Inc.....	Melissa Jones	703-753-5635
Kinder Appraisal Services.....	Jill Kinder	703-268-0756
Lesley Omega Appraisers.....	Lesley Omega	703-403-2024
Marcia Novak & Associates LLC.....	Marcia Novak	703-585-2615
Metro Appraisal Services.....	Stephen McArdle	703-644-7772
Monir Moshashaie.....	Monir Moshashaie	703-255-6451
Murray Appraisal Services.....	Tom Murray	804-747-9326
NVA Appraisal LLC.....	Stephen Capistrant	703-477-3178
NVA Appraisal LLC.....	Jeffrey Kidwell	703-477-3178
Omni Appraisal Services.....	John Chapman	703-591-4001
Omni Appraisal Services.....	Nathalie Palmer	703-591-4001
Patricia A. Rasser.....	Patricia Rasser	202-505-0645
Preston Hummer.....	James Hummer	703-929-0857
Preston Hummer.....	Preston Hummer	703-929-0857
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Sandra A. Le Blanc.....	Sandra LeBlanc	703-629-6842
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Suburban Appraisers & Consultants.....	James Loizou	703-591-4200
Tech Appraisal Group LLC.....	Amy Switzer	703-631-1111
Walker Valuation Services.....	Dan Mori	703-339-6136
Washington Appraisal Group, Inc.....	David Shin	703-813-8160
Westover Appraisals LLC.....	Ray Taylor	954-218-1602
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ENVIRONMENTAL & MOLD SERVICES

AART, INC.....	Christine Sleigh Popeck	703-425-2822
Accurate Radon Testing.....	Alexandra Bukowski	703-242-3600
AHS Mold Aid.....	John Taylor	877-932-7177
Capital Environmental Testing LLC.....	Todd Hix	202-257-9291
Dominion Environmental Testing LLC.....	Rex Brouillard	703-496-3799
Guardian Radon.....	Terry Strange	703-425-7001
PEARL Home Certification.....	Cynthia Adams	434-825-0232
Radon Defense.....	Nicholas DeFelice	703-688-3797
VESCO.....	Gregory Caudill	703-722-8851
VESCO.....	Ken Conte	703-722-8851
Yuck Old Paint LLC.....	Raea Leinster	888-509-9825

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HOME INSPECTION AND PROPERTY DISCLOSURE

Abode Check LLC.....	Raquel Barrientos	703-255-6622
Alban Inspections.....	Brad Hambley	240-457-0685
Anderson Inspection Consultant.....	Gary Anderson	301-855-3337
Beltway Home Inspections.....	Dennis Pelczynski	703-957-0155
BN Real Estate, Inc.....	Brenda Nguyen	703-599-9463

Burnett Home Inspections LLC.....	Chris Burnett	703-965-5260
District Home Inspection LLC.....	Scott Robertson	202-577-4489
Donofrio & Associates LLC.....	Stephanie Donofrio	571-289-4144
Hampton Home Inspection.....	Mark Hampton	703-929-4944
HomeScope.....	Martha Hamner	703-590-0348
HomeTeam Inspection Service.....	Carl Craig	571-765-7799
HomeTeam Inspection Service.....	Stephen Park	703-927-7758
House Inspection Associates.....	Jiri George Danihel	703-453-0442
Hurlbert Home Inspection.....	Seth Hurlbert	703-577-7127
Inquiz Home Inspections.....	Peter Anspach	703-244-9141
Master Home Inspection LLC.....	Richard Park	703-851-3339
NextDay Inspect.....	Michael Dowling	703-450-6398
No Surprises Home Inspection.....	Paul Cummins	703-472-9020
NOVA Home Inspection LLC.....	Sergio Delhoyo	703-929-8349
Pillar To Post Home Inspections.....	Kevin Dougherty	703-291-0344
Pillar To Post Home Inspections.....	Eric Boll	703-657-3207
Pillar To Post Home Inspections.....	Lisa Lloyd	703-520-1440
Pillar To Post Home Inspections.....	Michael Ward-Dahl	703-402-2475
Property Disclosure Solutions LLC.....	Nanette White	888-572-7860
ProSpect Inspection Services LLC.....	Anthony Kelly	703-407-7841
Pro-Spex, Inc.....	Glenford Blanc	301-675-8411
ProTec Inspection Services.....	Amy Devine	301-973-8531
ProTec Inspection Services.....	Francis McDonald	301-972-8531
Protect Inspect LLC.....	Timothy Zenobia	703-401-8881
Royal T Home Inspection.....	Troy Vogt	703-910-3251
The Robert Paul Jones Company.....	W. Scott Gudely	703-385-8556
Top To Bottom Services, Inc.....	Daniel Deist	301-938-9100
Top To Bottom Services, Inc.....	Matthew Kaufman	301-938-9100

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Floor & Decor.....	Tracy Caylor	703-362-9688
Floor & Decor.....	Keith Kania	703-362-9688
Leslie Anderson Interiors.....	Leslie Anderson	703-973-8734
M. Quinn Designs.....	Maira Quinn Leite	703-354-6359
Market Ready Staging Solutions.....	Susan Driscoll-Blount	703-660-8727
Preferred Staging.....	Monica Murphy	703-851-2690
Staged Interior.....	Trish Kim	703-261-7026

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Home Warranty of America.....	Anne Lang	703-220-9633
Old Republic Home Protection.....	Molly Flory	800-282-7131
SUPER.....	Jorey Ramer	617-817-1334
SUPER.....	Jackson Mosley	202-316-8889

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Atlas Services LLC.....	Lori James	703-201-3084
Atlas Services LLC.....	Shannon Hildreth	703-201-3084

MOVING & STORAGE

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Brogley's Estate Organization and Relocation.....	Rebekah Miller	202-827-5276
Interstate Moving Relocation Logistics.....	Erick Barr	703-745-6683
Interstate Moving Relocation Logistics.....	Michelle Ball	703-569-2121
Interstate Moving Relocation Logistics.....	Sherry Skinner	703-569-2121
Interstate Moving Relocation Logistics.....	Kim Woods	703-569-2121
Moving is Easy.....	Muslim Muratov	888-558-3279
Paxton Van Lines.....	Brittany Hampton	571-499-3186
RG Quality Moving and Storage.....	Remberto Gonzalez	571-505-2775

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Aqua Guard Waterproofing.....	Saidah Adams	301-595-9670
Asian-American Homeownership Counseling, Inc.....	Song Hutchins	301-760-7636
Crown Trophy of Ashburn.....	Curtis Berger	703-729-1229
Kristin Brindley Strategic Gifting.....	Kristin Brindley	313-971-8312
Willowsford Virginia.....	Stacey Kessinger	571-297-2000

PEST CONTROL SERVICES

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

PLUMBING

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

CORT Furniture Rental.....	Frances Boller	703-379-8846
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ROOFING

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

A & M Septic Service LLC.....	Michael Wehrle	703-350-1121
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List is current as of January 2, 2018.

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