RPR: Showing Consumers the Truth

Welcome Tameka Bryant

Learning Objectives

- Real estate market research and valuation tools consumers access online
- Pros and cons of automated valuation models (AVMs)
- ☐ How RPR® tools help buyers and sellers make informed decisions
- How REALTORS® can use RPR® data, tools, and reports

Course Structure

- 1. How Much Is This House Worth Today?
- 2. Consumers Don't Believe Everything They See on the Internet. Right?
- 3. RPR®—Where Data Becomes Market Knowledge
- 4. A Win for Consumers and REALTORS®

Trademarks

- □ Realtors Property Resource®
- □ Realtors Valuation Model®

No trademark symbols in course manual for ease of reading

What Is RPR?

- □ National database of property information
- 147 million properties—every property in the United States
- Integrates local MLS data—real time
- □ Reinforces the value of REALTORS®

NOT a national MLS

How Much Is This House Worth Today?

Chapter 1

Sellers and Buyers Want to Know



- □ Value up or down?
- □ Equity?
- Underwater with mortgage?
- Buy now or wait?
- Paying too much or getting a bargain?

What Are AVMs?

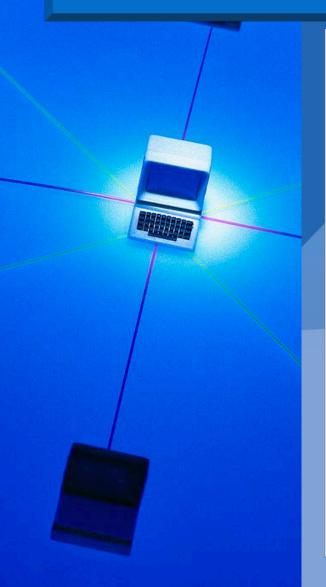
- □ Computer software program
 - Combines data
 - Calculates a value for a property
 - Predicts market trends
- Business tool to save operational costs and improve efficiency
- First users—county tax assessors, highvolume lenders, Freddie Mac

Commercial AVMs



- Manage portfolios of loans and properties
- □ Keep tabs on asset values
- □ Compare investment values
- Save time and money when a full appraisal isn't necessary
- ☐ Monitor appraisal quality
- Detect scams

Government AVMs



□ Freddie Mac

- Home Value Explorer
- Hedonic model

□ Fannie Mae

- Proprietary AVM compares other AVM values
- Risk assessment
- Inspection option recommendations

Consumer AVMs



- □ AVM technology + Internet business model
- □ Taps into consumer curiosity
 - Zillow[®]
 - Trulia
 - Eppraisal
 - Chase Home Value Estimator
 - And others

Sources, Issues, Accuracy

Public records

- Reported sales,
 property tax
 assessments,
 mortgages and liens
- Some MLSs license data to commercial AVMs

Issues

- Timeliness
- Availability

Accuracy

- Precision
- Reliability
- Validity



- □ Proprietary
- □ Trade secret
- □ Competitive edge

Model Types



Hedonic

Composite
value of the
values of
components—
the sum of the
parts



Indexed

Assigns value by comparing sales trends of similar properties



Blended

Combines hedonic and indexed models

The RPR® Model

- □ Blended approach
- □ Sales history of comparables
- □ Real-time MLS pricing information
- ☐ REALTORS® only
- □ Consumers benefit

Are AVMS Really Free?

- ☐ "Free" data = multi-million \$\$ enterprise
- □ Commercial AVMs
 - Subscriptions
 - License fees
 - Per-report fees
- □ Consumer AVMs
 - Advertising
 - Click-throughs
 - Selling leads back to brokers

How Does RPR® Monetize?

□ RPR licenses a single line of data to lenders and the GSEs for internal use

 □ NO MLS, property, listing, seller, and REALTOR®-refined data is ever sold

□ NO leads are ever sold

Do AVMS Benefit Consumers?

Yes

- Quick, free,convenient,anonymous priceestimate
- □Okay for "testing the water"

No

- □Can't replace
 REALTOR® knowledge
 and judgment
- □ Assumes average property condition
- □Calculates value—not sales price

Realtor Valuation Model®

- Overcomes data issues
- □ Real-time MLS data (where available)
- Tool sets refine values based on actual conditions and valid comparables
- □ Enriches data with lifestyle information
- □ Remembers and learns with usage

Consumers Don't Believe Everything They See on the Internet. Right?

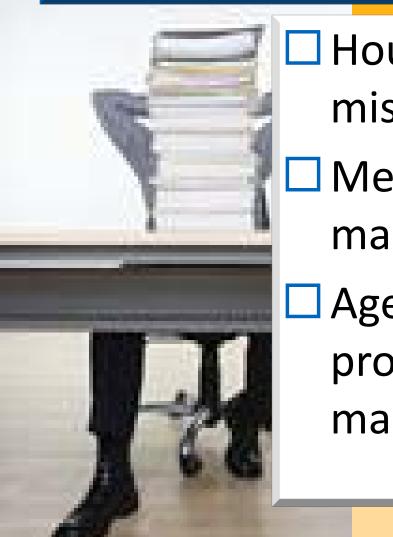
Chapter 2

Researching the Market



- Consumers are more plugged in and informed
- More distracted
- More sites competing for attention

Gathering (Mis)Information?



- Hours online form misperceptions
- Media coverage distorts market picture
- Agents first step with prospects—educate about market realities

Same Data—Different Answers?



How Do They Get Away With It?

- No risk if off target
- Disclaimers
- Variable accuracy ratings
- Caution—not an appraisal

Consumer AVMs try to estimate today's value by looking at yesterday's data

Non-Disclosure States

- Alaska
- Idaho
- Indiana
- Kansas
- Louisiana
- Mississippi
- Montana

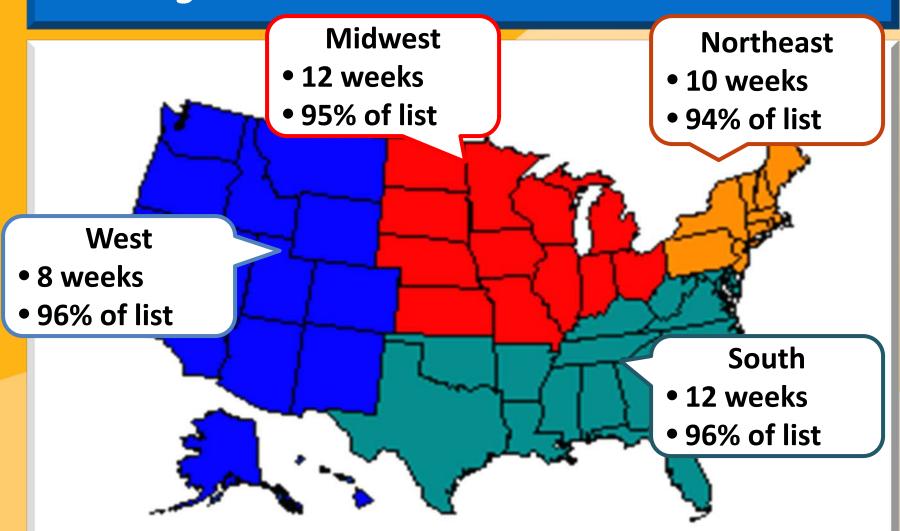
- New Mexico
- Texas
- Utah
- Wyoming

Sales not publicly publicly reported

Right Pricing

- $E_{xclusiv}$ \square #1 problem for sellers
 - ☐ Tendency to overestimate
 - The market sets the price

Days on Market? % of List



What Do Buyers Do?



AVMs Meet the Real-World Buyer

- Price isn't the final determinant
- AVMS can't replace agents' knowledge and experience
- AVMs can't communicate the experience of living in the home & neighborhood

AVMs meet the Real-World Seller



- Agents must clear away the noise of online estimates
- ☐ Educate, or re-educate, the client about market realities
- Check online AVM estimates before a listing appointment

RPR®—The Data-Supported Reality Check

- ☐ Developed specifically for REALTORS®
- Combines home information with MLS data and public records
- Positions REALTORS® ahead of the technology curve
- Reinforces REALTOR® value as local market expert

Page 32

Chapter 3

RPR—Where Data Becomes Knowledge

Data Becomes Knowledge

Data + Meaning = Knowledge

- ☐ Why are prices going up or down?
- ☐ Why do some homes sell fast?
- ☐ What's it like to live here?

Free Data, Priceless Knowledge

AVMs

- + Public Records
- + Time Lag
- = Old Data

Expertise

- + RPR® Reports
- = Informed Consumer

RPR® + MLS Data = Today's Market

RPR® Reports

Available for a neighborhood — Available for an address - # Property Report More Details | Show Sample # Seller's Report More Details | Show Sample # Market Activity Report More Details | Show Sample 🁚 📲 🚓 Mini Property Report More Details | Show Sample 🁚 Neighborhood Report More Details | Show Sample 🁚 📲 🚓

RPR® Report Power

- ☐ MLS data
- Quick report generation
- Professional presentation
- Personal and company branding
- Delivery options
- Comprehensive but hyperlocal
- ☐ Add in your own knowledge



Create a report

Create a report for Enter full property address

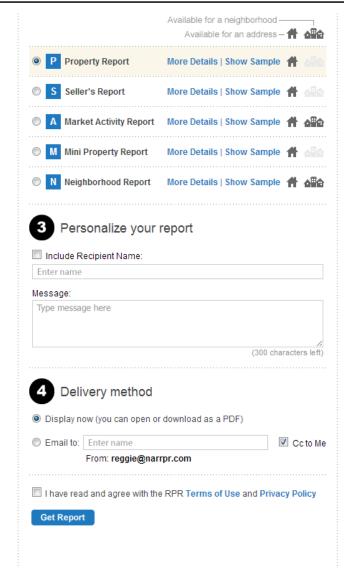
Submit

Cancel

▼ MY REPORTS

You have not generated any reports in the last 30 days.

The Reports Page



▼ YOUR COVER PAGE FOR REPORTS



Select cover page elements to include:

- All Elements
- Name
- Agent Photo
- ✓ License #
- Email

General Report Preferences

- Show Page Numbers
- ▼ YOUR PROFILE INFO



NAR Member 123 N. Main Street Gilroy, CA 12345

Broker Logo

Office Address



Main: steve@email.com

Office: http://www.stevesmith.com

Knowledge for the REALTOR®



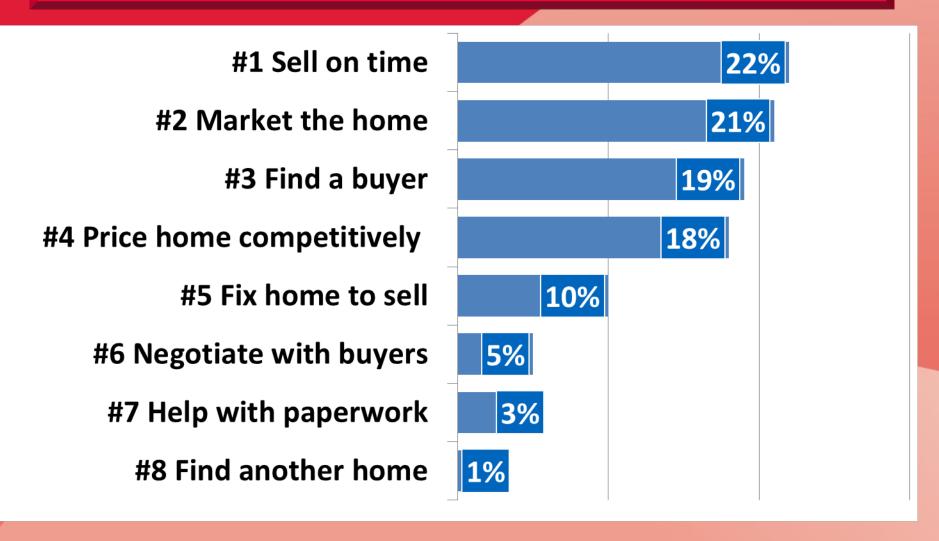
What would you like to know before the listing presentation?

- □ Sales and financing?
- □ On/off the market?
- □ Distressed?
- □ Do you want this listing?

The Big?

- ☐ Price—a tough subject
- ☐ Sellers must be realistic
- Consider the competition
- ☐ Hyper location, condition, features
- ☐ Is there a demand for this house?
- ☐ Time on market = lost opportunity & \$\$

What Sellers Want

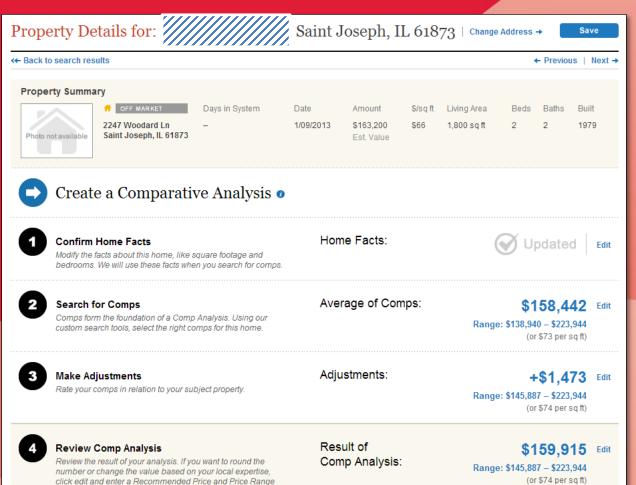


Comps Analysis

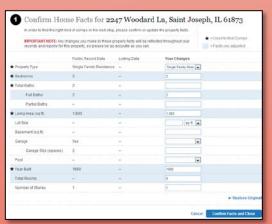
- ☐ Comps used to create the RVM or AVM
- Other comps generated by the system
- ☐ Specific comps
- ☐ Include or exclude foreclosures

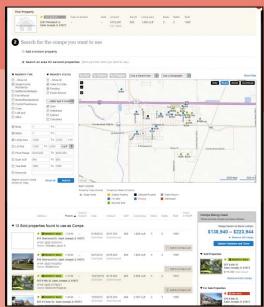
Your choice—mix and match

Comps Analysis



for this property.





Clear All

My House Is Worth More!

- ☐ Home improvement estimator
- ☐ Fill in information
- Home and market condition

Refining Values

▼ Refine the Value by Adjusting the Basic Facts

You can update basic facts about this property that are missing or not correct. Not all modifications will necessarily produce a change in value, which is computed using a variety of factors. Please note that the public records data and listing data for this property may not match. Be advised that when you refine value for this property, you are changing an estimate based on public records facts, not the listing information.

Updates saved.

Residence	Single Family Resid 🔻	Total Rooms	6		# Stories	1
Bedrooms	2	Living Area	1,280	sq ft	Year Built	1990
Full / Partial Baths	2	Lot Size	2,250 sq ft 💌		Apply o	hanges

Start with a search by address.

Adding basic facts—square footage and lot size—refines the value.

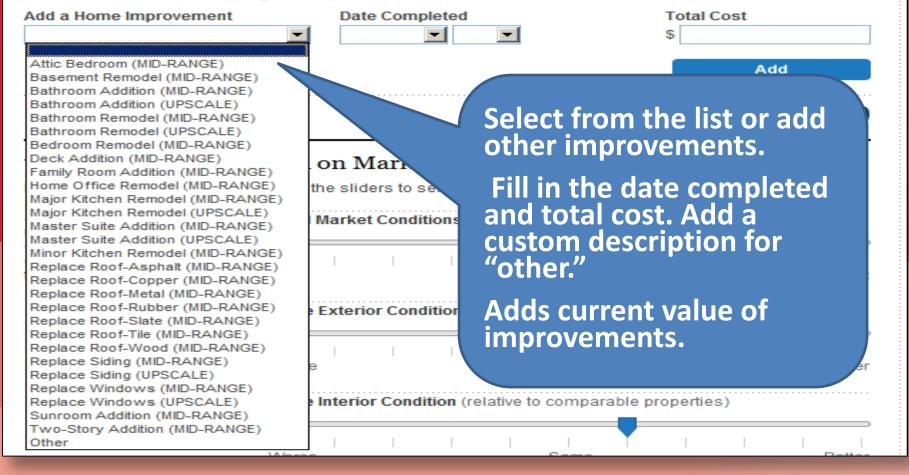
ie change from refining basic facts +\$6,639

Restore Original

Home Improvements

▼ Refine the Value Based on Any Home Improvements

Modify details about this property to refine value. Not all modifications will necessarily produce a change in value, which is computed using a variety of factors.



Slider Bars

▼ Refine the Value Based on Market and Home Conditions

Modify details about this property to refine value. Not all modifications will necessarily produce a change in value, which is computed using a variety of factors. Move the sliders to select a condition.

Local Market Conditions

Slow Average Hot

Use the slider bars to refine value for market and home conditions.

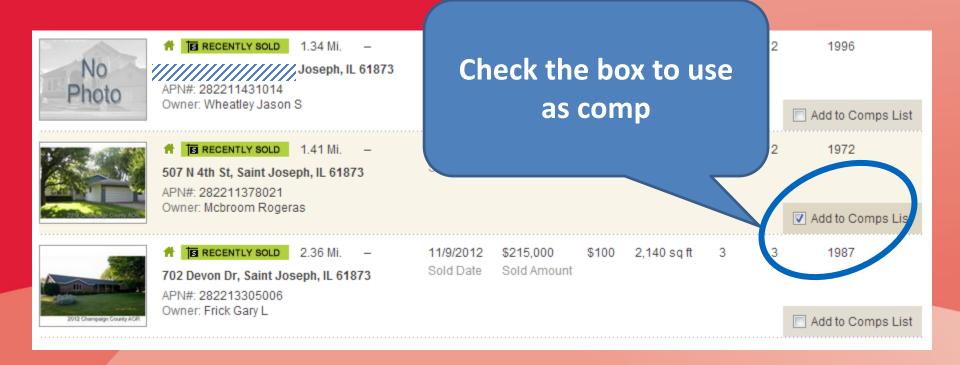
erior Condition (relative to comparable properties)

Same

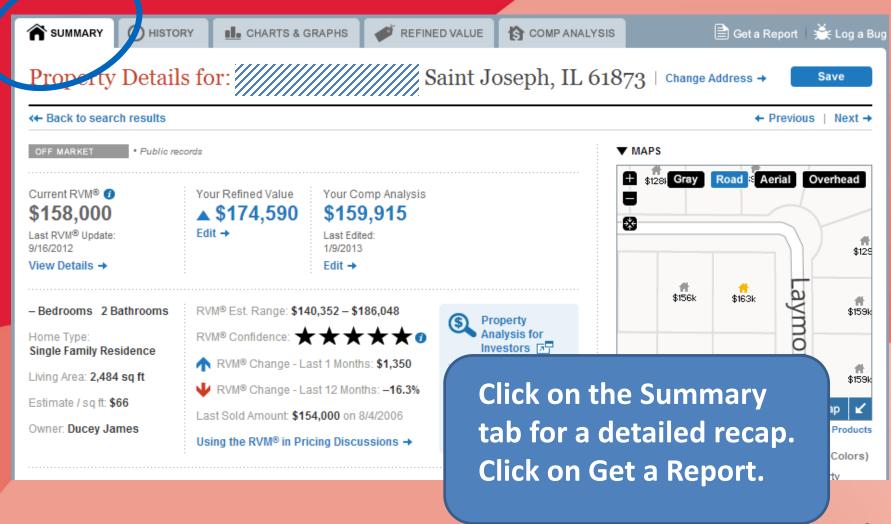
Interior Condition (relative to comparable properties)

Retter

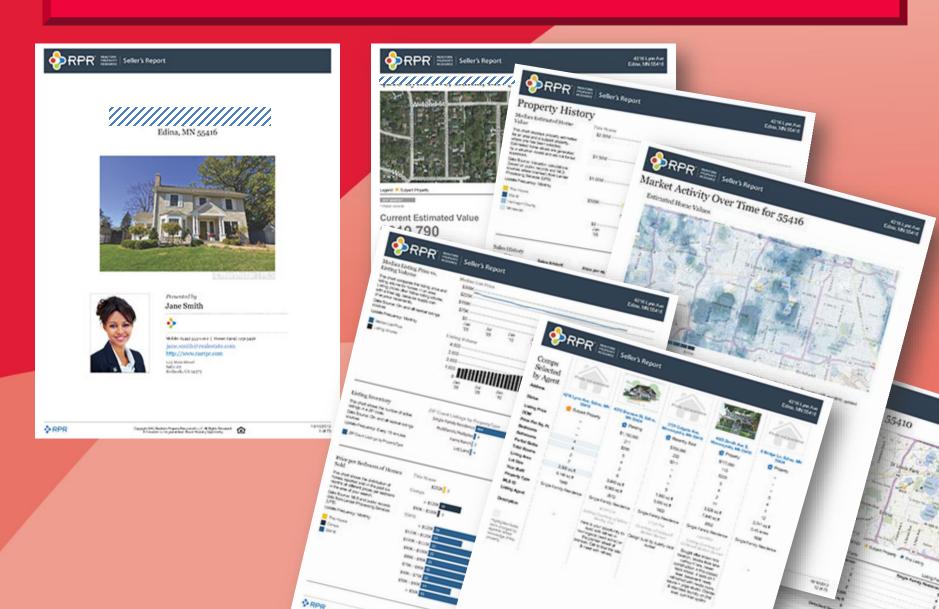
Choosing Comps



Get Report



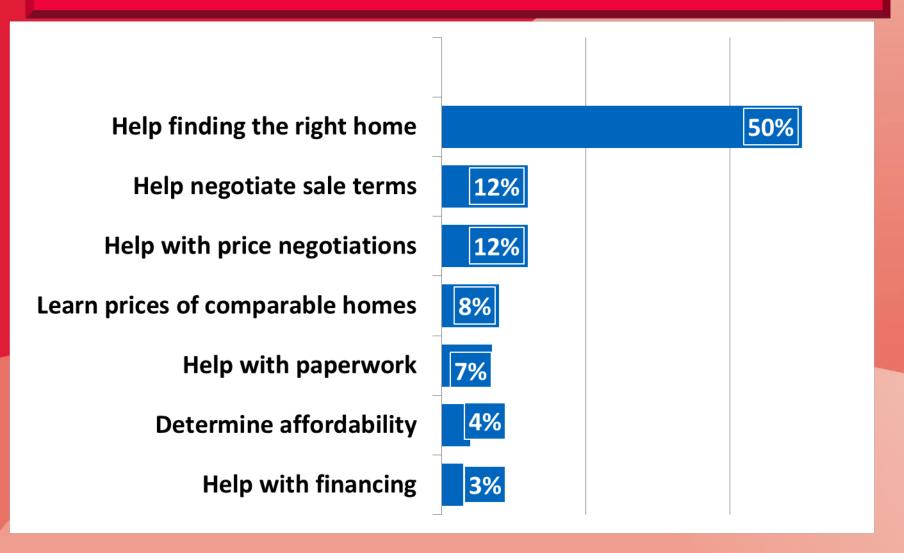
Seller's Report



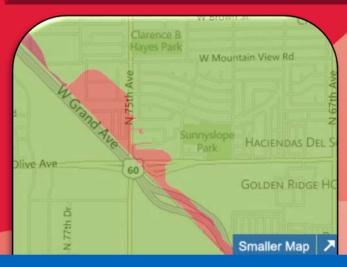
Seller's Report Content

- What are the basic facts about this property?
- ☐ How much is this house worth?
- What are the market conditions?
- Are other homes selling and for how much?

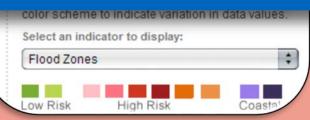
What Buyers Want



Search & Mapping Options

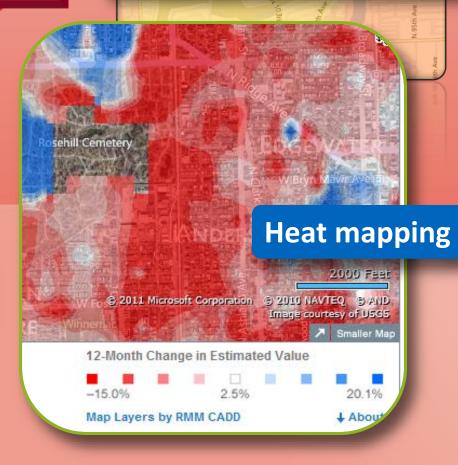


FEMA flood-map overlays

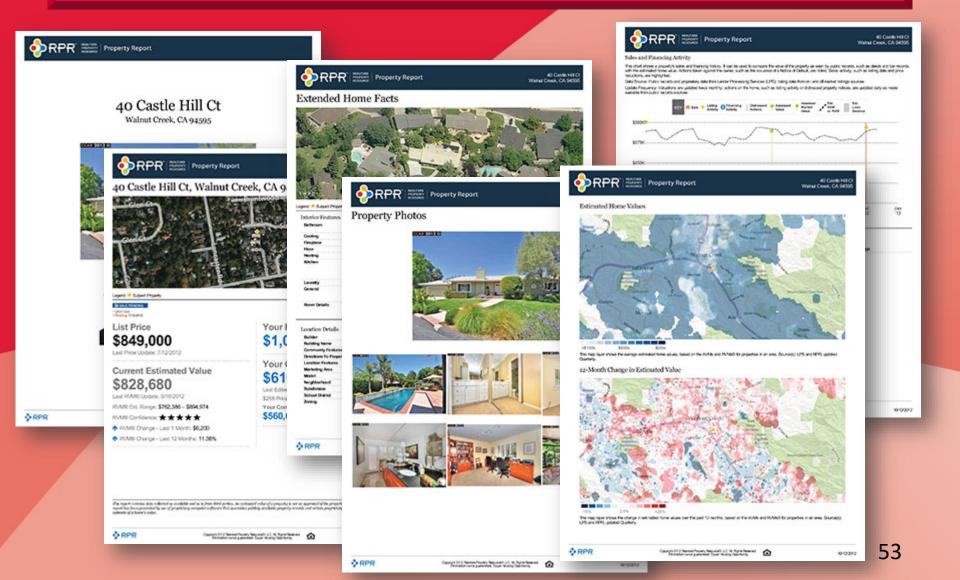




Geographic, radius, custom



Property Report



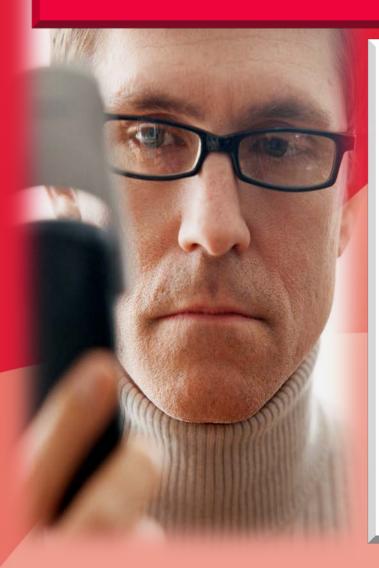
Property Report Content

- □ What are the basic facts about the property?
- Are there a lot of foreclosure homes on the market?



- How do comparable properties compare?
- What are the current market conditions?
- What is it like to live in the neighborhood?

Never Say "I'll Get Back To You"



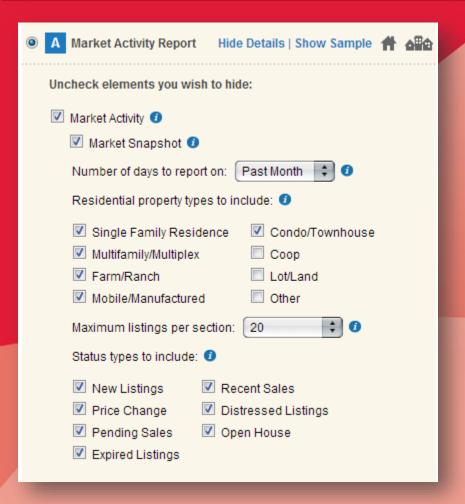
- □ Buyer contacts FSBO seller direct?
- Download PropertyReport to Smartphoneor I-Pad
- ☐ Stay first point of contact

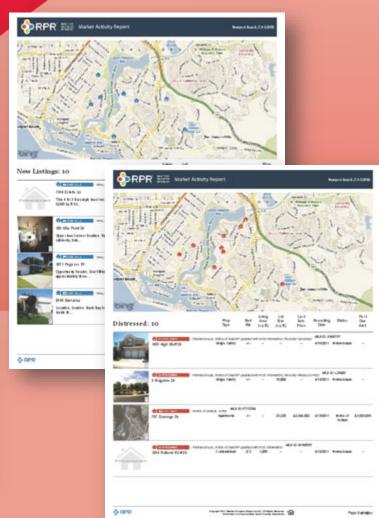
Market Report Content

- ☐ New listings
- ☐ Price changes
- ☐ Pending sales
- Expired
- Distressed
- Open houses



Market Report





Neighborhood Report



RPR®—A Win for Consumers and REALTORS®

Chapter 4

RPR® For Your Network

- Robust prospecting tool
- Who has a stake in the real estate market?
 - Buyers & sellers
 - Landlords & tenants
 - Business owners & employees
 - Lenders
 - Service companies
 - And others

RPR® Coverage Map



The Power of RPR® Tools

- Time saver
- "Back-office" support
- Enrichment
- Organization
- Anywhere access
- Value proposition
- REALTORS® only
- REALTOR® success first

Viewpoint: Gordon Corsie

I went with just the RPR report downloaded on my iPad and a listing agreement, but the sellers really liked it. When you have all of the information in hand, it makes you look like an expert—even if you're not.





Viewpoint: Dru Bloomfield



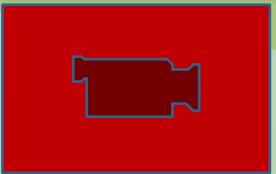


In a matter of minutes I was able to find the property and comparables on RPR. There's significantly more data with RPR that any other tools I've used and the graphics are excellent.

Viewpoint: Mary K. Roberts

I pride myself on my market knowledge. RPR makes me look like even more of an authority.





Viewpoint: Gia Freer

RPR gives me a significant advantage when competing for high-end listings because it separates me from my competition. RPR rocks!





3 Scenarios



Sprucing Up Adds Value

Helping Distressed Properties

- Helping Sellers
 - Understand market realities
 - See that others face similar circumstances
 - Provide data for compiling a short-sale package
- Helping Buyers
 - Understand the dynamics of the market
 - Formulate offers lenders will accept
 - Target areas and properties
- Work With Lenders and Relo Companies

Using Information Responsibly

- RPR® may show properties headed toward foreclosure <u>before</u> the MLS
- Avoid perception of compromising privacy
- Source of the source
- Fair Housing considerations
- Know who you share information with and why

RPR® Mobile



- Access the Internet = access RPR tools
- No app to download
- Use any phone service



BPOs + RPR® = More Income

- □ 10 millionBPO ordersin 2012
- □ \$3 million in
 BPO order
 income
 every month

- Complete the BPOR course
- One-time application process and fee
- Panel of preferred providers with priority treatment for BPO orders

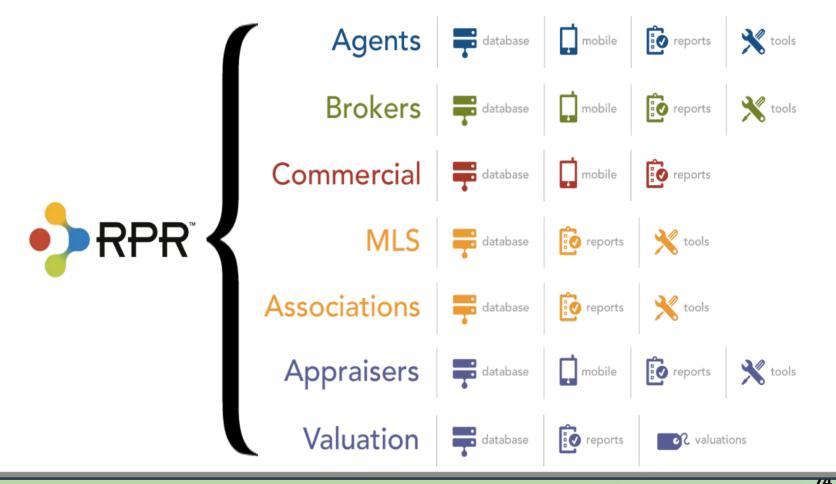
The Broker Tool Sets

- Company branding
- Affiliated services support
- ☐ Chart service
- Data tool

RPR® Commercial

- Business opportunities analysis
- Detailed location analysis and reporting
- Property information search and reporting
- Market analysis—customer concentrations
- Market leakage reports
- Demographic, lifestyle, & consumer segmentation
- Trade area and analysis reporting
- Drive time ring analysis
- Thematic mapping with custom search tools

Keep watching for more tools





Thank You For Attending