

e-Professional Edge

A Publication of the Winston-Salem Regional Association of REALTORS®

July 2003

Inside this issue:

- 1 From the President's Desk
- 2 Government Affairs Report
By Chuck Folds
- 3 N.C. House Committee
Puts Exemptions into Tele-
marketing Bill
- 4 National Do Not
Call Registry
- 5 NAR Backs Bush Proposal
to Strengthen Consumer
Credit Protections
Report
- 6 Membership Report
- 7 Tempo™ Product En-
hancements
MarketLinx Develops New
Interface for Tempo™
- 8 NCAR Position on Non-
attorney Closings
- 9 HomeSpotter MLS Grid
- 10 National Do Not Call Reg-
istry Continued
- 11 RPAC Contributors
- 12 July Birthdays
- 13 NAR Advocates Greater
Disclosure Under
Fair Credit Reporting Act
- 14-16 Articles continued
- 17 JULY MEMBERSHIP
PICNIC
- 18 Study Documents Positive
Effects of Homeownership



From the President's Desk

By Ron Rosenberg

I wanted to take a minute this month and give thanks to the many volunteer members of our association that have already contributed their time and energy to several successful projects this year.

At our June membership meeting we approved numerous Bylaws changes that will greatly improve the efficiency of our Association's operations. This positive move forward was a direct result of the MLS Restructuring Task Force that was established by George Munford during his leadership last year. The members of this Task Force met on a regular basis over a ten month period. I want to give special thanks to George and all the Task Force members for their careful consideration of a very sensitive issue which helped to build a consensus within our membership. Mark Hartsell, the Chair of our Constitutions and Bylaws Committee, should also be commended for the extensive revisions he was required to make to our Bylaws.

Our SCAN Golf Tournament was a huge success this year, with a record dollar amount raised. The Community Service Committee, with Eddie Potts as Chair, along with Stephanie Hamberis, our Marketing Director, did a tremendous job in putting this outing together. Without the support of Shugart Enterprises, our title sponsor, and all the other sponsors and golf participants we could not have come close to collecting over \$22,000.

Meredith Holroyd, Phyllis East, and the Membership Development Committee have done a great job in organizing several "Hot Topic – Lunch and Learn" sessions throughout the year which provide timely education on current issues influencing our daily business. Penny Boyles and the Social Committee have helped us improve the quality of our monthly membership meetings, with plans to visit Bridger Field House, Pine Brook Country Club and Bermuda Run Country Club later this year.

These are just a few examples of the successful volunteer efforts being made by our members. There are a dozen other committees with hard working members making sure that our Association makes a difference for you, our members, and for our community.

When you see a volunteer or staff member contributing their time and doing a good job, please take a moment to thank them for their efforts, and then ask them how you can help by volunteering as well. I hope to see you at our picnic in July.

Governmental Affairs Report

By Chuck Folds

Winston-Salem Regional Association of Realtors

Government Affairs Report
July 2003

Positive Economic Impact of Residential Development in Davie County is Significant:

In a study conducted by economic professors from UNC-Charlotte, the impacts of residential development were measured in terms of changes in the counties' annual output, employment, tax revenue, and public costs. The report concludes that the construction and occupancy of single family homes increases revenue for the counties above the increase in costs. In fact, this economic activity is a significant contributor to the overall local economy by also increasing overall county output and jobs.

The study, based on year 2000 data, indicates that the construction of the 328 permitted single family homes: increased county output by \$79 million, generated 705 jobs, increased local tax revenue by \$974,000, and only increased public sector costs by \$251,000. The ongoing occupancy of those homes will annually; increase county output by \$5.57 million, generate 82 jobs, increase county revenue \$554,000, and increase public costs by \$446,000. Additionally, the New Residential Construction Industry, out of 136 separate industries in Davie County, ranks as the 5th largest output industry and 13th largest employment industry.

City of Winston-Salem Draft Traffic Calming Policy:

The Public Works Committee of the City Council unanimously voted to table the section of a policy that would require new developments of a certain size to "calm" traffic in connected existing neighborhoods. We were concerned with this section of the policy primarily because a developer could be required to "fix" existing traffic problems in neighborhoods where a new development would connect, provided no engineering standards for the traffic calming devices and measures, and gave no objective guidance as to the number and location of the devices. The Public Works Committee of the City Council will hear it again in August.

Fire Inspections Fee to Fund New Inspector Position:

The City of W-S recently completed a study that identified certain City regulations and processes that could be re-

designed to more business friendly. During this process, customers receiving services from the Inspections and Fire department expressed the need for better Inter-Departmental coordination and willingness to accept higher fees if necessary to implement enhancements. The Fire and Inspections Departments have reviewed fee changes proposed by staff and a group of affected parties (commercial contractors, and alarm and sprinkler installers), have agreed on a fee schedule. There will now be an additional fee for fire department review of plans for commercial and multifamily projects. This fee will go towards paying for additional staff for review and field inspections in order to reduce "late in the game" issues with sprinkler, extinguisher, and alarm systems that can be costly and time consuming. The fees will begin July 1 and a new inspector will be hired at that time. If the demand for another inspector exists, and if the fees are generating enough revenue, an additional inspector will be hired.

NCHBA's top legislative priority in 2003 is the passage of sweeping reform of the Administrative Procedures Act to curb the abuse of the use of "temporary" rules by state agencies. (from NCHBA):

House Bill 1151 would require "temporary" rules to meet the same standards of review as permanent rules, and rules that did not meet those standards would not go into effect. HB 1151 passed the House with only five dissenting votes, and on Thursday, June 5th, passed third reading in the Senate unanimously. The bill will now go back to the House for concurrence in the Senate committee substitute.

ASSOCIATION HEALTH PLAN BILL PASSES HOUSE (from NAR):

Last week, the House passed the Small Business Health Fairness Act, H.R. 660, which would allow bona fide business and professional associations to create and administer association health plans and offer health benefits to association members through either fully insured group pools or self-insurance plans. The Senate has yet to take up the companion bill, S. 545, where it is anticipated to encounter strong opposition. For more info, CONTACT: Marcia Salkin, 202/383-1092, msalkin@realtors.org.

N.C. House Committee Puts Exemptions into Telemarketing Bill

By SCOTT MOONEYHAM : Associated Press Writer

RALEIGH, N.C. -- A House committee voted Wednesday to exempt media groups and real estate agents from a bill that would allow people to block telemarketers from calling their homes.

The Senate rejected a similar exemptions last month. Supporters of the legislation said the changes would largely gut the new telemarketing rules.

"I think if you start exempting some groups, it starts having an impact or kills the bill," Sen. Scott Thomas, D-Craven, told members of the House Public Utilities Committee.

The legislation would allow North Carolina residents who want to stop in-state businesses from calling them to sign up for a do-not-call registry. The federal government already has plans in July to begin a national no-call list to block out-of-state calls.

The bill, which passed the Senate last month, already would exempt small businesses and nonprofit organizations from the no-call prohibition. Companies that already have a relationship with a person on the registry could also call and not be punished.

But the changes approved Tuesday would also exempt newspapers, television and radio stations, cable television companies, and real estate agents. Some reporting requirements and other restrictions also were dropped for charities, small businesses and real estate agents.

The amendments needed because of the unique nature of the businesses involved, said Rep. Alice Bordsen, D-Alamance. Newspapers aren't typically in intense competition with each other for subscribers, she said.

"They hold communities together. They are the fabric of our communities," she said. John Bussian, a lobbyist for the North Carolina Press Association, told the committee that more than half of new newspaper subscriptions are generated by telemarketing calls.

But Rep. Drew Saunders, D-Mecklenburg, said he saw no difference between the marketing used by newspapers and other businesses.

"This is a business marketing tool, and I think they ought to be treated the same as anybody else," Saunders said.

A person who wants to get on the state list would call a toll-free number to the Federal Trade Commission, which also would oversee the national list.

The bill now heads to the full House.

National Do Not Call Registry

On June 27, 2003, the Federal Trade Commission (FTC) officially launched its National Do-Not-Call Registry, allowing consumers to limit the telemarketing calls they receive at home. Several states also have restrictions in place to limit who telemarketers can call and when. Many of these laws require callers to obtain a state-maintained list of people who do not wish to be contacted by telemarketers before contacting potential customers. The laws are sometimes seen as being too limiting for real estate professionals who generate new business through cold-calling campaigns or by calling FSBOs. The articles, links, and other material on this page provide more information on the FTC and state initiatives and their potential impacts on the real estate industry.

The National Do Not Call Registry is open for business, putting consumers in charge of the telemarketing calls they get at home. The Federal Government created the national registry to make it easier and more efficient for you to stop getting telemarketing sales calls you don't want. You can register online at DONOTCALL.GOV if you have an active email address. If you live in a state west of the Mississippi River (including Minnesota or Louisiana), you can call toll-free, 1-888-382-1222 (TTY 1-866-290-4236), from the number you wish to register. Phone registration will open to the entire nation on July 7. Registration is free.

The Federal Trade Commission, the Federal Communications Commission, and the states will begin enforcing the National Do Not Call Registry on Oct. 1, 2003. That's when consumers who put their numbers on the registry by August 31, 2003 will notice a downturn in the number of telemarketing calls they get. Placing your number on the National Do Not Call Registry will stop most, but not all, telemarketing calls.

Q&A: The National Do Not Call Registry

Tell Me More About the National Do Not Call Registry.

1. Why would I register my phone number with the National Do Not Call Registry?

The National Do Not Call Registry gives you an opportunity to limit the telemarketing calls you receive. On October 1, 2003, when the National Do Not Call Registry will be enforced, most telemarketers will be required to remove the numbers on the registry from their call lists.

2. Who manages the National Do Not Call Registry?

The National Do Not Call Registry is managed by the Federal Trade Commission (FTC), the nation's consumer protection agency. It will be enforced by the FTC and state law enforcement officials.

3. Why was the National Do Not Call Registry created?

The registry was created to offer consumers a choice regarding telemarketing calls. The FTC's decision to create the National Do Not Call Registry was the culmination of a comprehensive, three-year review of the Telemarketing Sales Rule, as well as the Commission's extensive experience enforcing the Rule over seven years. The FTC held numerous workshops, meetings and briefings to solicit feedback from interested parties and considered over 64,000 public comments, most of which favored creating the registry. You can review the entire record of the Rule review at www.ftc.gov/bcp/rulemaking/tsr/tsrrulemaking/index.htm.

How Does Registration Work?

4. How soon after I register will I notice a reduction in calls?

If you register by August 31, 2003, you will start receiving fewer telemarketing calls by October 1, 2003. If you register after September 1, 2003, telemarketers covered by the National Do Not Call Registry will have up to three months from the date you register to stop calling you.

5. I've already registered on my state's do not call list. Do I need to register on the National Do Not Call Registry?

The answer depends on where you live. Most of the 27 states that currently have active do not call lists will transfer numbers from their lists to the National Do Not Call Registry. A few will not. You can find out which states are transferring their do not call lists to the National Do Not Call Registry at www.ftc.gov/donotcall. If you live in a state that is transferring its do not call list to the national registry, you do not need to re-register. On the other hand, if you live in a state that has its own do not call list, but the state is not transferring numbers to the national registry, then you need to register your own number on the national registry. If you are uncertain whether you are on a state do not call list and wish to limit your telemarketing contacts, you can register with the National Do Not Call Registry.

6. When I register my phone number, how long until it shows up on the National Do Not Call Registry?

(Continued on page 10)

NAR Backs Bush Proposal to Strengthen Consumer Credit Protections

Washington, D.C. (June 30, 2003) — The National Association of Realtors® praised President Bush and Treasury Secretary John Snow for the plan unveiled this afternoon to strengthen the consumer credit protections available under the Fair Credit Reporting Act (FCRA). NAR strongly backs the administration's proposals to provide consumers with one free credit report per year and to give consumers information as to how their credit scores were derived, how they can improve them and how they can correct any errors in their credit files.

"A consumer's credit score has become increasingly crucial to that person's ability to obtain the necessary mortgage financing and homeowners' insurance to buy a home," said NAR President Cathy Whatley, owner of Buck & Buck Inc. in Jacksonville, Fla. "The nation's Realtors® applaud the Bush administration for their proposal to protect consumers' access to their personal financial information and to combat identity theft. We stand ready to work with Congress and the administration to make it easier for consumers to review their credit profiles, improve their credit scores and correct any errors that could prevent them from buying the home of their dreams. NAR has long supported strong consumer credit protections and greater transparency in the homebuying process."

NAR supports amending the FCRA, which is up for reauthorization this year, to require greater consumer disclosures on credit and insurance scores; shortened time frames for consumer reporting agencies to investigate and correct consumer credit reports; stronger penalties for entities that repeatedly provide incorrect information to consumer reporting agencies; and fairer treatment of consumers' multiple shopping inquiries for the best mortgage or insurance rate.

Mortgage lenders and insurance companies are increasingly using credit-scoring models to determine whether to lend or offer homeowners' insurance to prospective homebuyers. Credit scores have become crucial not only to a consumer's ability to secure a mortgage, but also to a consumer's ability to obtain homeowners' insurance, without which he or she cannot obtain mortgage financing.

NAR recently convened an Insurance Task Force to examine the availability and affordability of homeowners' insurance in response to complaints from Realtors® that the lack of homeowners' insurance has become an obstacle to homeownership.

In a letter delivered to members of the U.S. House and Senate earlier this month, Whatley explained that "consumers are experiencing delayed or cancelled home settlements due to the unavailability of affordable insurance." A recent study conducted by the Independent Insurance Agents and Brokers Association of America found that nearly 2.5 million consumers lost their homeowners' insurance over the last 24 months.

NAR's Insurance Task Force found that the increasing use of scoring models by insurers and others has created unintended consequences for consumers. "Because consumer databases have grown and their uses have widened, accurate consumer information is essential to both individu-

Membership Report:

Board of Directors Report

Below are highlights of the June Board of Directors meeting:

- Approved one REALTOR® transferring from another Association
- Approved one new Secondary REALTOR® member and one new Affiliate member
- Accepted the resignation of one REALTOR® member
- Approved Life Membership for one member
- It was reported the *Winston-Salem Journal* will be doing a *HomeSpotter* website. The site will be static and the listings will be updated monthly as each new publication comes out.
- It was reported that the C&I membership approved a name change to the REALTOR® Commercial Alliance (RCA).
- Approved nominations for the following NCAR Awards: Hall of Fame, Citizenship Award, REALTOR®-of-the-Year, Regional Service Award, and Rising Star Award
- Approved of a maintenance agreement with Piedmont Sheet Metal
- It was decided the July membership meeting will be a picnic at Tanglewood; the August meeting will be at Bridger Field House, the September meeting will be at Pinebrook Country Club, and the November meeting will be at Bermuda Run Country Club
- President Ron Rosenberg appointed George Munnford to serve as temporary chair of the Nominating Committee and the Board of Directors appointed Tonda Burr, Jim Salzwedel, and Paula Stephen. These four will meet and choose three more members to serve on the Nominating Committee
- Reviewed several quotes for painting the metal section on the roof of the Association’s building; since there was such a variance in prices they decided to get more quotes and to request references

Membership Changes

Transfers:

- Kristen Bodford (from Seigler Real Estate to Premier Carolina Properties)
- Kelly Rybak (from Prudential Carolinas Realty to Turn Key Realty)
- Robert Southern (from Prudential Carolinas Realty to October Realty)

New MLS Companies:

- Chandler Appraisal (Sharon Chandler, Appraiser)
- HomeSeeker (Susan Barbour, Broker)
- Premier Carolina Properties (Rodney Bailey, Broker)
- Sanzenbacher and Associates (Brad Sanzenbacher, Appraiser)
- Veteran Real Estate (Gerald Miller, Broker)

New Member Transferring from Another Association:

- Butch Grubbs (Roberts Realty)

New Affiliate Member:

- Robert Stimpson (R & J Services)

New REALTOR® Secondary Member:

- John Faircloth (Coldwell Banker Triad)

New Life Member:

- Vicki Van Buren

Resignations:

- Mason Reilly (Mulvaney Homes)

Membership Totals Report

(as of June 30, 2003)

REALTORS®	1004
Affiliates	73
Institute Affiliates	12
Public Service	2
Life Members	<u>27</u>
TOTAL	1118
Applied for Membership	34
Non-Member Licensees	141
MLS Participants	1255
RCA Participants	103
PMD Participants	32

Tempo™ Product Enhancements

MarketLinx Develops New Interface for Tempo™

Last month I made you aware of the MarketLinx User Group (MUG) meeting where we learned about future Tempo™ functionality. The main event was the preview of the new Tempo™ Graphical User Interface (GUI), pronounced *GOO-ee*. A GUI is what you use to interact with computer programs. Basically, it's the screens that you see which contain graphics. The new GUI for Tempo™ has a completely new look and incorporates some new and really useful functionality.

The new GUI allows you to display multiple windows on one screen, such as a calendar, contacts, email, Market Watch, Quick Search, Prospects, Saved Searches, etc. There is a System Settings and Preferences screen that allows you to create a personal profile, customize email settings with your photo, and even change the display settings, such as the color scheme of the GUI. Under Search Preferences you can even pick the fields that you want on *your* Quick Search! You can specify which fields you want in your default CMA report, and set the behavior for your Calendar and Task functionality in the system.

The new Tempo™ GUI is still in development and is scheduled for development completion in November. Roll-out dates have not been scheduled for the 28 MLS customers that MarketLinx has now. However, all 28 MLS customers should be running the new GUI next year.

The Triad MLS Product Development Committee will be previewing the current developments of the new Tempo™ GUI at their July meeting.

You can link to our other newsletters from the Triad MLS web site online at www.triadmls.net

By:

Darrin D. Edwards, MBA
Executive Vice President
Triad MLS, Inc.

Difficult Buyers Call for Tough Strategies

(July 1) -- To avoid costly hassles or lawsuits, homesellers should learn how to identify difficult buyers at the start of the deal process. Problem buyers may be friendly at first but then may become rude, demanding, inconsiderate, and explosive.

If they are already involved with a difficult buyer, sellers should have their real estate practitioner or another third party act as a go-between as much as possible.

Third parties have no emotional attachment to the home and know how to deal with tense negotiations. In addition, sellers should not grant major concessions but should consider meeting small requests if a written statement outlawing new demands can be arranged.

Finally, sellers should never let the buyers move in prior to closing the deal--which gives the new occupants a chance to change their minds and leaves the sellers with no choice but to evict them and begin the process again with new buyers.

Source: *Miami Herald* (06/29/03); Martin, Ellen James

NCAR Position on Non-attorney Closings

It is the position of the North Carolina Association of REALTORS® that it is in the best interests of a party to a residential real estate closing to retain a competent lawyer to protect his or her interests in connection with all aspects of the closing. If a competent lawyer is involved throughout the closing process, it also helps protect NCAR members who might be involved in the transaction against potential liability, since the lawyer helps insure that problems with the closing are avoided.

The NCAR position is contrary to the North Carolina State Bar’s Authorized Practice Advisory Opinion 2002-1 (“Advisory Opinion”), which permits non-attorneys not under the supervision of a North Carolina lawyer to oversee the execution of the documents and disbursement of the proceeds necessary to complete a residential real estate transaction.

In light of the State Bar’s adoption of the Advisory Opinion, a concerted effort to educate the public about the risks of completing a residential real estate closing without a lawyer should be undertaken. The North Carolina Association of REALTORS® anticipates—and welcomes—a role in this educational process, possibly through the addition of an appropriate notice to its standard contract forms or the creation of a separate notice that could be given by NCAR members to prospective parties to a residential real estate transaction. In addition to helping educate the parties about the important role of counsel in completing the closing process, this would also help protect NCAR members against potential claims from unrepresented clients and customers that they did not understand the risks of not having a lawyer.

It should be noted that although the Advisory Opinion permits a limited role for non-attorneys in the closing process, it also states that “[o]n the whole, the evidence considered by the State Bar indicates that it is in the best interest of a consumer to be represented by a lawyer with respect to all aspects of a residential real estate transaction.”



**Thank You To Our 2002-2003
Continuing Education Sponsors:**
Countrywide Home Loans
Magnolia Construction
Mayflower Transit
Nova Star Home Mortgage
WSRAR’S Property Management Division

IMPORTANT INFORMATION

PLEASE POST

MLS GRID FOR PLACEMENT IN HOMESPOTTER

The following is the list of coordinates and their respective placement in our HomeSpotter publication. Please use this as a guide to determine the quadrant that your listing will be placed in HomeSpotter. All information is pulled directly from your data inputted into MLS. When mapping coordinates, please use a Forsyth County map. If you need further assistance please contact Stephanie or Susan at 768-5560.

South East Forsyth County

33D4, 33D5, 34A4, 34A5, 34B4, 34B5, 34C4, 34C5, 34D4, 34D5, 35A4, 35A5, 35B4, 35B5, 35C4, 35C5, 35D4, 35D5, 36A4, 36A5, 36B4, 36B5, 36C4, 36C5, 49D1 – 5, 50A1 – 5, 50B1 – 4, 50C1 – 4, 50D1 – 4, 51A1 – 4, 51B1 – 5, 51C1 – 5, 51D1 – 5, 52A1 – 5, 52B1 – 5, 52C1-C5, 51C1 – 5, 63D1, 64A1

South West Forsyth County

AREAS: 47 & 48,

29C4, 29C5, 29D3, 29D4, 29D5, 30A4, 30A5, 30B4, 30B5, 30C1, 30C2, 30C4, 30C5, 30D4, 30D5, 31D4, 31D5, 32D4, 32D5, 33A4, 33A5, 33B4, 33B5, 33C4, 33C5, 45C1, 45D1, 45D2, 45C2, 45D3, 31A4, 31A5, 31B4, 31B5, 31C4, 31C5, 32A4, 32A5, 32B4, 32B5, 32C4, 32C5, 46A1, 46A2, 46A3, 46B1, 46B2, 46B3, 46C1, 46C2, 46C3, 46C4, 46D1, 46D2, 46D3, 46D4, 46D5, 49A1 – 5, 49B1 – 5, 49C1 – 5, 61A1 – 3, 61B1 – 3, 61C1 – 3, 61D1 – 3, 62A1 – 2, 62B1 – 2, 62C1, 62D1, 63A1, 63B1, 63C1

North West Forsyth County,

ALL of AREA 16 & 17

GRIDS: 4A2, 4B2, 4C2, 4A3, 4B3, 4C3, 4A4, 4B4, 4C4, 4A5, 4B5, 4C5, 18A1 – 5, 18B1 – 5, 18C1 – 5, 29C3, 30D1, 30D2, 30D3, 30A2, 30A3, 30B2, 30B3, 30C3, 31A1 – 3, 31B1 – 3, 31C1 – 3, 31D1 – 3, 32A1 – 3, 32B1 – 3, 32C1 – 3, 32D1 – 3, 33A1 – 3, 33B1 – 3, 33C1 – 3, 1C2, 1C3, 1C4, 1D2, 1D3, 1D4, 1D5, 2A2 – 5, 2B2 – 5, 2C2 – 5, 2D2 – 5, 3A2 – 5, 3B2 – 5, 3C2 – 5, 3D2 – 5, 15C1 – 5, 15D1 – 5

North East Forsyth County

ALL OF AREAS 19 & 20

4D2 – 5, 5A2 – 5, 5B2 – 5, 5C2 – 5, 5D2 – 5, 6A3 – 5, 6B3 – 5, 6C3 – 5, 6D3 – 5, 7A3 – 5, 7B3 – 5, 7C3 – 5, 18D1 – 5, 21A1 – 5, 21B1 – 5, 21C1 – 5, 33D1 – 3, 34A1 – 3, 34B1 – 3, 34C1 – 3, 34D1 – 3, 35A1 – 3, 35B1 – 3, 35C1 – 3, 35D1 – 3, 36A1 – 3, 36B1 – 3, 36C1 – 3

OTHER:

Davidson County	Davie County	Stokes County	Surry County	Yadkin County	Rockingham County	Wilkes County	Alleghany County
Beach	700						
Mountain	800						
Lake	900						
Other	999						

(Continued from page 4)

National Do Not Call Registry

After you register, your phone number will be available for telemarketers to remove it from their call lists by the next day. Telemarketers will have up to three months to get your phone number and remove it from their call lists.

7. How long does it take after I delete my phone number for it to be deleted from the National Do Not Call Registry?

After you delete your phone number, it will be removed from the National Do Not Call Registry by the next day. But telemarketers have up to three months to access information about your deletion and add your number back to their call lists, if they choose to.

8. If I registered by phone, will I receive a confirmation?

No, but you can verify that your number is on the registry online or by calling the registry's toll-free number.

9. I received a phone call from someone offering to put my name on the National Do Not Call Registry. Should I let them?

No. The FTC will not allow private companies or other such third parties to "pre-register" consumers for the National Do Not Call Registry. Web sites or phone solicitations that claim they can or will register a consumer's name or phone number on a national list - especially those that charge a fee - are a scam. Consumers are able to register directly, or through some state governments, but never through private companies. The National Do Not Call Registry is a free service of the federal government.

What About the Privacy of My Information?

10. If I choose to register my phone number, what personal information will be kept in the national registry, and how will it be used?

The only personal identifying information that will be shared with telemarketers is the phone number you register. Your email address will be stored separately and securely. It will not be accessible by others outside the FTC once we send a reply message to you.

Covered telemarketers are required to download registered phone numbers every three months. Law enforcement officials may access the phone numbers as part of investigations. If your state maintains its own do not call list, it may receive the list of phone numbers in the National Do Not Call Registry to update the state list.

If your phone number is removed from the National Do Not Call Registry, it will be available to the FTC and law enforcement officials for two years from the date of removal. Your phone number may be removed from the registry because it was disconnected, you asked for it to be deleted or your registration expired after five years.

What Phone Numbers Can I Register?

11. Can I register my cell phone number?

Yes.

12. Can I register all my family and friends?

No. You should register only your own telephone numbers.

13. I have more than three personal telephone numbers. How can I register all of those numbers?

You may register up to three telephone numbers at one time on the National Do Not Call Registry Web site. If you have more than three personal telephone numbers, you will have to go through the registration process more than once to register all of your numbers. There is a limit on the number of phone numbers you can register in this manner. You can only register one phone number each time you call the National Do Not Call Registry. You must call from the phone number you wish to register.

14. What happens if I register more than one number at a time online?

You will get an email for each number you register online. You need to open each email and click on the link in each email within 72 hours to register those numbers.

15. Can I register my business phone number?

The National Do Not Call Registry is only for personal phone numbers. Business to business calls are not covered by the National Do Not Call Registry.

When Does My Registration Expire?

16. How long does my phone number stay registered?

Your phone number will remain on the registry for five years from the date you register (unless you choose to take it

(Continued on page 14)

RPAC CONTRIBUTIONS TO DATE \$5,852

\$1,000:

Robert E. Helms

\$500:

Katy Boles

\$250:

Bruce R. Hubbard GRI

Foss T. Smithdeal III GRI

\$100:

Anne K. Walker GRI CRS ABR

Cindy Botta Blackwell

Courtney Slawter CRS

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May B. Kinlaw GRI ABR

Olivia Kleinmaier ABR

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**George A. Munford Jr. GRI CRS
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Andrew Reid Scott

Beverly W. Russ

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CRS

Brad Millsaps

C. J. Hyatt

Carol A. Ray ABR

Cathy Rothrock

Chris Perry

Christine Ritchie

Connie O. Kowalske GRI

CRS ABR

Curtis Leonard

Denise A. Jenkins

Donna L. Fiori ABR

Dorothy S. Leonard GRI

Dottie E. Pritchard GRI

Eleanor R. Bell GRI CRS
ABR

Ella D. Styers GRI CRS

Evelyn Haynes

Full Name (Name Field)

Gena Cline

Harold C. Weaver GRI

Helen H. Wright

Jack Stack GRI

Jane B. Whitlock GRI

Jennifer B. Davis

Judith E. Sidden

Judy E. Ricardo

Julia C. Howard

Julie Poplin

Kenneth G. Sales

Lara Carpenter

Lee A. Nolan

Linda J. Bailey

Linda Liu GRI

Linda M. Helsabeck GRI
CRS

Lisa L. Wise

Louise Z. Austell ABR

Lynn R. Stewart

Margie W. Cashion GRI

Marion J. Randall

Mary Ann Parrish

Mary Coan

Mary L. Wilson

Mary R. Howard

Marylee B. Hester

Merry S. Barber

Michael A. Clapp MAI

Michael Bradshaw

Mickey Cruse

Mike Hendrix

Millard F. Martin

Mindy Smith

Nancy C. Davis

Nancy Sipe CRS GRI

Oscar J. Pearl, Jr.

Patricia McCormick GRI ABR

Paula Mosteller

Paula Stephen GRI

Peggy P. Myers GRI

Peggy Petree

Phyllis C. Wilcox

Rosanne J. Clark

Sharon Cotten

Sharon McElveen

Shirley J. Ramsey

Susan M. Myers ABR GRI E-
PRO

Tara L. Cranfill

Vicki F. Bell

Zana B. Marette

July Birthdays



- | | | | |
|-----------|--|-----------|--|
| 1 | Dana M. Conrad ABR GRI
Mike Hampton | | |
| 2 | Anita McKnight ABR | | |
| 3 | Ladd Freeman
David A. Genevie | | |
| 4 | Terry R. Hedrick ABR
Patricia McCormick GRI ABR
John W. White | | |
| 5 | Paul M. Bodenheimer
Jan Doty-Adams
Louis G. Jewell | | |
| 6 | Ann M. Chilton GRI
Linda V. Motsinger | | |
| 7 | Carnella Acker
Clement H. Little
Leonard W. Taylor | | |
| 8 | Victoria Boysen
Mary Coan
Denny W. Farrimond GRI CRS
Ricardo Harley GRI
Todd A. Leinbach | | |
| 9 | Zelda Bryant ABR
Paige Dillon
Linda M. Pegram
Larry R. Thomason | | |
| 10 | Gena Cline
James Ellis
Ronnie J. Roberts | | |
| 11 | Shaun T. Sidden | | |
| 12 | Nancy H. Anders
Fran Briggs
Susan E. Carter GRI CRS
Leslie M. Glaspey
Lucretia H. Vriesema GRI | | |
| 13 | Nancy Brady
Tom Carlisle CRS
S.I. Craft Jr.
Cindy Durham
Audrey M. Fuhrmann
Andrea S. Suggs ABR | | |
| 14 | Joy Bailey GRI
Christopher R. Barnette
Larry Biggs ABR CCIM | | |
| | | 15 | Katy Boles
Kim M. Hackler ABR
Kelly K. Rhoades
Angela C. Lawrence
Anna Kathryn Reece
Dale Terry
Lu S. Tickle
Julie Wilson |
| | | 16 | May B. Kinlaw GRI ABR
Jay Luke |
| | | 17 | Lucia E. Rosenblatt GRI |
| | | 18 | Eleanor R. Bell GRI CRS ABR
Kelly P. Burr |
| | | 19 | Jimmy Barrett
Leigh Cortesis |
| | | 20 | Arcenius W. Bean IV |
| | | 21 | Fran Johnson GRI
Chad J. Sizemore |
| | | 22 | Donald L. Dunnagan |
| | | 23 | Mike B. Kotarba |
| | | 24 | Jake E. Faircloth
Stacey L. Leyba
Douglas W. Scott |
| | | 25 | Kelly C. Carter
Charlette R. Lindell |
| | | 26 | Johnny H. Lambert
Donna P. Nelson GRI
Bobette W. Wynter |
| | | 27 | Cheryl P. Everhart
Dean Piatt
Courtney Slawter CRS
Helen Stubblefield GRI |
| | | 28 | Vicki B. Bullard
Azilda Duncan
Samie Gupton GRI CRS
Arthur Johnston GRI |
| | | 30 | Linda Abrams GRI
Al Engler
Frank A. Plunkett
Monica Taylor |

NAR Advocates Greater Disclosure Under Fair Credit Reporting Act

WASHINGTON (June 18, 2003) — The National Association of Realtors® announced today that it supports amending the Fair Credit Reporting Act (FCRA) to require greater transparency and disclosure in the consumer credit scoring and reporting system.

Mortgage lenders and insurance companies are increasingly using credit-scoring models to determine whether to lend or offer homeowners' insurance to prospective homebuyers. Credit scores have become crucial not only to a consumer's ability to secure a decent mortgage, but also to a consumer's ability to obtain homeowners' insurance, without which he or she cannot obtain mortgage financing.

NAR recently convened an Insurance Task Force to examine the availability and affordability of homeowners' insurance in response to complaints from Realtors® that the lack of homeowners' insurance has become an obstacle to homeownership.

In a letter delivered earlier this week to both houses of Congress, NAR President Cathy Whatley explained that "consumers are experiencing delayed or cancelled home settlements due to the unavailability of affordable insurance." In fact, a recent study conducted by the Independent Insurance Agents and Brokers Association of America found that nearly 2.5 million consumers lost their homeowners' insurance over the last 24 months.

NAR's Insurance Task Force found that the increasing use of scoring models by insurers and others has created unintended consequences for consumers. "Because consumer databases have grown and their uses have widened, accurate consumer information is essential to both consumers and businesses," said Whatley, owner of Buck & Buck Inc. in Jacksonville, Fla. "It has been long standing policy at NAR to promote transparency in the mortgage and home-buying process."

NAR supports amending the FCRA, which is up for reauthorization this year, to require strong consumer disclosures on credit and insurance scores; shortened time frames for consumer reporting agencies to investigate and correct consumer credit reports; stronger penalties for entities that repeatedly provide incorrect information to consumer reporting agencies; fairer treatment of consumers' multiple shopping inquiries for the best mortgage or insurance rate; and one free consumer report and credit score annually upon request of the consumer.

"These amendments would assist the consumer in discovering and correcting inaccurate information, and aid their ability to compile a complete and truthful consumer profile," Whatley said. "Since it is the consumer's information that is being compiled, that consumer should not have to pay to review it for accuracy. Public policy should provide an incentive to consumers to monitor their consumer reports."

(Continued from page 10)

National Do Not Call Registry

off the registry). If you register online, you may want to print the Web page for your records when your registration is accepted.

17. How can I find out when my registration expires?

You can click on the Verify a Registration button any time to check your expiration date. Your registration will expire five years from your registration date. You may want to print the Web page with your registration date for your records.

What If I Move or My Phone Is Disconnected?

18. I moved and got a new phone number. Do I need to register the new number?

Yes, you need to register the new phone number.

19. Do I need to take my old phone number off the list when I get a new number?

No. You can if you would like to, but the system will automatically remove numbers that are disconnected for any reason.

20. What happens if my phone number is disconnected and then reconnected?

If your phone number is disconnected for any reason, and then reconnected, you will need to re-register. Here are some examples:

- If you have a vacation home, and you disconnect the service for the months you are not there, then you need to re-register that phone number when you turn your service on again. Each time you re-register, telemarketers have up to another three months to take your number off their call lists.
- If your phone service was disconnected because of a billing issue, then you need to re-register the phone number when service is re-established. Each time you re-register, telemarketers have up to another three months to take your number off their call lists.

Registration and My Email Address.

21. Why do you need my email address?

When you use the registry's Web site to put a number on the National Do Not Call Registry, we will send you an email as part of the registration process. You need to click on the link in the email within 72 hours to finalize your registration. We also will email you if you request to verify or delete your registration online. Your email address will not be provided to telemarketers or the public.

22. Can I register online if I do not have an active email address?

No. The online registration process requires an active email address. If you register online, we will send you an email message with a link in it. You need to click on the link in the email within 72 hours to finalize your registration. If you do not have an email address, you can register by phone once phone registration for your state is available.

23. Can I reply to the email I got when I was registering?

No. The email address is a one-way mail service. It cannot accept incoming emails.

24. What if my email address changes after I register? Will I still be able to verify my registration or delete my phone number from the national registry?

Yes, you will be able to use your new email address to verify or delete your phone number online.

I'm Having Problems with Registration.

25. I called to register my phone number, but the message said my phone number could not be verified. Why not?

When you call to register a phone number, you are asked to enter the number you are calling from. The system tries to match the number you enter to "Automatic Number Identification" or ANI, which is like Caller ID for the telephone network. A small percentage of U.S. phones do not have ANI. If your phone doesn't, the system will have trouble locating your phone number. You can register your phone number on the National Do Not Call Registry Web site.

26. I called to register my phone number, but the message said that the phone number I was calling from did not match the phone number I entered. What happened?

To register, you must call from the phone you want to register. For example, you cannot register your home phone number by calling from work.

(Continued on page 15)

(Continued from page 14)

National Do Not Call Registry

Also, people in certain communities - such as senior living centers or university residences - have phone numbers that are hidden by a PBX (private branch exchange) telephone system and cannot be matched by the National Do Not Call system. If you live in such a community, you can register your phone number on the registry's Web site using the Register page.

Will All Telemarketing Calls Stop If I Register?

27. If I register my number on the National Do Not Call Registry, will it stop all telemarketing calls?

No. Placing your number on the National Do Not Call Registry will stop most, but not all, telemarketing calls. You may still receive calls from political organizations, charities, telephone surveyors, the business of insurance (to the extent that it is regulated by state law), or companies with which you have an existing business relationship.

28. I get calls soliciting money for political organizations or for charities - will the National Do Not Call Registry stop those calls?

Political solicitations are not covered by the National Do Not Call Registry. Telemarketers calling to solicit charitable contributions are not covered by the registry, but if you make a request to a specific organization that they not call you, they are required to honor your request. If they subsequently call you again, they may be subject to a fine of up to \$11,000.

29. What about telephone surveys?

If the call is really for the sole purpose of conducting a survey, it is not covered. Only telemarketing calls are covered - that is, calls that solicit sales of goods or services. Callers purporting to take a survey, but also offering to sell goods or services, must comply with the National Do Not Call Registry.

30. My number is on the National Do Not Call Registry. After I bought something from a company, a telemarketer representing that organization called me. Is this a violation?

No. Even if you put your number on the National Do Not Call Registry, a company with which you have an established business relationship may call you for up to 18 months after your last purchase or delivery from it, or your last payment to it, unless you ask the company not to call again. (In that case, the company must honor your request not to call. If they subsequently call you again, they may be subject to a fine of up to \$11,000.) Also, if you make an inquiry to a company or submit an application to it, for three months afterwards the company can call you. If you make a specific request to that company not to call you, however, then the company may not call you, even if you have an established business relationship with that company.

If you do not want to put your number on the national registry, you can still prohibit individual telemarketers, one by one, from calling by asking them to put you on their company's do not call list.

31. There appear to be many exemptions to the National Do Not Call Registry. Will the number of telemarketing calls I get really be reduced?

Yes. All professional telemarketing companies must comply with the Telemarketing Sales Rule, even if they are making sales calls on behalf of a company that is not covered. Failing to comply may subject the telemarketing company to a fine of up to \$11,000 for each call that is not in compliance.

32. Are telemarketing calls from overseas covered?

Yes. Any telemarketers calling U.S. consumers are covered, regardless of where they are calling from. If a company within the U.S. solicits sales through an overseas professional telemarketer, that U.S. company is liable for any violations by the telemarketer. The FTC can initiate enforcement actions against such companies.

Other Ways to Limit Telemarketing Calls.

33. I'm happy to have the choice to limit telemarketing contacts, but there are some telemarketing calls I don't mind receiving. Is there a way to allow only certain companies to call?

Yes. If you give a company your written permission to call you, they may do so even if you have placed your number on the National Do Not Call Registry.

34. If I don't want to put my number on the National Do Not Call Registry, can I still stop telemarketers from calling?

Yes. Even if you do not register with the National Do Not Call Registry, you can still prohibit individual telemarketers, one by one, from calling, by asking them to put you on their company's do not call list.

35. What is the relationship between the state do not call lists and the National Do Not Call Registry in terms of coverage?

The National Do Not Call Registry requirements are at least as stringent as most state laws. Because most unwanted telemarketing calls are part of nationwide, interstate selling campaigns, they will be covered by the National Do Not

(Continued on page 16)

(Continued from page 15)

National Do Not Call Registry

Call Registry. At any rate, the states can continue to enforce their laws, which will not be limited by the National Do Not Call Registry.

Filing a Do Not Call Complaint.

36. Why would I file a do not call complaint?

If your number has been on the National Do Not Call Registry for at least three months and you receive a call from a telemarketer that you believe is covered by the National Do Not Call Registry, you can file a complaint on the registry's Web site. To file a complaint, you must know either the name or telephone number of the company that called you, and the date the company called you.

37. When can I file a do not call complaint?

If you register your phone number between July 1 and August 31, 2003, then you can file a complaint if a telemarketer calls you starting October 1, 2003.

If you register your phone number after August 31, 2003, then you must wait three months before telemarketers must stop calling. After three months, you can file a do not call complaint on the National Do Not Call Registry Web site or by calling the registry's toll-free number.

38. How do I file a do not call complaint? What do I need to file a complaint?

You can file your complaint on the registry's Web site using the File a Complaint page, which will be available starting October 1, 2003. You must know either the name or the phone number of the company that called you. You also must provide the date that the company called you and your registered phone number. You may provide your name and address, but it's not required for you to submit a complaint. You may also call the registry's toll-free number.

39. What happens to my complaint?

Do not call complaints will be entered into Consumer Sentinel, a secure, online database available to hundreds of civil and criminal law enforcement agencies worldwide. While the FTC does not resolve individual consumer problems, your complaint will help us investigate the company, and could lead to law enforcement action.

40. What if I get a telemarketing call, but can't get the telemarketer's name or phone number?

For law enforcement officials to take action on your complaint, they need either the telemarketer's name or phone number. If you want to report a do not call violation, please get that information.

Long-Term Mortgage Rates Inch Upward

(June 27) -- In Freddie Mac's Primary Mortgage Market Survey, the average national commitment rate for a 30-year fixed-rate mortgage (FRM) averaged 5.24 percent, with an average 0.6 point, for the week ending June 27, 2003, up slightly from 5.21 percent last week. Last year at this time, the 30-year FRM averaged 6.55 percent. The average commitment rate for the 15-year FRM this week is 4.63 percent, with an average 0.6 point, up a little from last week's average of 4.62 percent. A year ago, the 15-year FRM averaged 5.99 percent.

One-year Treasury-indexed adjustable-rate mortgages (ARMs) averaged 3.45 percent this week, with an average 0.6 point, down a little from last week's average of 3.51 percent. At this time last year, the one-year ARM averaged 4.61 percent. This figure sets another record low.

"There were further signs this week that the economy may be finally taking a turn for the better," said Frank Nothaft, Freddie Mac chief economist. "Evidence of this change in momentum can be seen in the Fed's remarks yesterday that it was taking a neutral bias in terms of future intervention," he stated.

"Meanwhile, new home sales broke yet another record in May, while existing home sales were stronger than expected. This was primarily due to phenomenally low mortgage rates last month. Yet today we are experiencing rates that are about one-quarter of a percentage point lower, which suggests that housing will continue at its stellar pace," he added.

--Freddie Mac



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Study Documents Positive Effects of Homeownership

(June 27) -- Homeownership's economic rewards have long been documented, now there is mounting evidence to confirm the social benefits of homeownership as well. According to a recent study conducted by Ohio State University researchers, homeownership fosters household stability, social involvement, environmental awareness, local political participation, good health, low crime, and favorable community traits.

"On the whole, homeownership is associated with positive social outcomes at the individual, household, and community level," according to Ohio State University researcher Robert Dietz, who spearheaded the study. "These positive social outcomes include higher household life satisfaction and happiness."

Additional analyses by another OSU team and also by a pair of Johns Hopkins University researchers, meanwhile, conclude that homeownership is particularly beneficial to children.

Source: *CBSMarketWatch.com* (06/26/03); Kerch, Steve

Continued from page 5

and businesses," Whatley said. "It has been long standing policy at NAR to promote transparency in the mortgage and home-buying process."

"These amendments would assist consumers in discovering and correcting inaccurate information, and aid their ability to compile complete and truthful consumer profiles," she explained. "Since it is the consumer's information that is being compiled, that person should not have to pay to review it for accuracy. Public policy should provide an incentive to consumers to monitor their consumer reports."

The National Association of Realtors®, "The Voice for Real Estate," is America's largest trade association, representing over 900,000 members involved in all aspects of the residential and commercial real estate industries.