



2024 CAAR Primary or Secondary REALTOR® Membership

Association Information

REALTOR® Membership, MLS & Key Service Rates

REALTOR® Membership Forms

WELCOME TO CAAR



HOW TO SUBMIT YOUR APPLICATION:

Please submit your paperwork by email to CAAR via email or mail and allow at least 24 to 48 hours to process your application.

Open, type, save to desktop then attach and return packet via email to:

Tiffany Vann

Membership & MLS Manager

membership@caar.com

Tiffany is happy to answer any questions you may have through email, in-person, zoom or by phone.

Main Office Contact Information:

CAAR - 550 Hillsdale Dr., Charlottesville, VA 22901

Office - 434.817.2227

www.CAAR.com | www.MyCAAR.com



Rely on a REALTOR®

550 Hillside Drive Charlottesville VA 22901 ~ 434-817-2227

Member Types / Duties of Membership

PRIMARY MEMBER: An individual is a primary member of CAAR if they pay local, state and national dues through CAAR. New member dues and application fees apply. You may be primary where your broker is primary or a secondary member. New Member Orientation is required.

SECONDARY MEMBER: An individual is a secondary member if they pay current state or national dues through another association/board. If the current year's Virginia REALTORS® and NAR dues have been paid through your primary association/board then only the Application fee and CAAR local dues apply at time of joining. Annually local dues apply to this membership type plus any service fees such as MLS or lockbox key. State dues would be applied for anyone who is secondary out of state.

A letter in good standing from your primary board is required for this membership type and new member orientation is required as this is membership to our Board.

APPRAISER: An individual who is a Licensed residential Appraisal, Certified Residential Appraiser, Certified General Real Estate Appraiser. If an appraiser also has a current/active real estate license, then the real estate license takes precedence over the appraiser license. **Membership is the same as above, whichever applies.**

REINSTATING MEMBER: An individual is a reinstating member if they were a prior member of CAAR and has not been inactive with the Association for more than six months. Membership dues shall not be prorated if an individual held REALTOR membership during the preceding calendar year. A state renewal fee of \$155 plus current costs of services shall be applied to renew. New Member Orientation is not required.

NEW MEMBER ORIENTATION: MANDATORY: New Member Orientation (NMO) is required for all applicants. Orientation is given once per quarter. You will have 6 months from the date of your application to complete Ethics and new member orientation. If you do not complete NMO within the 180 day time frame, your application for membership will be canceled and you forfeit the Application Fee. Once forfeited, you must repay the application fee to reinstate your application. Completing NMO is a requirement of maintaining REALTOR membership. If you arrive at NMO late or leave early, you will be required to complete the entire Orientation again.

When completing your membership application you will be required to select a NMO date. CAAR staff will register you and you will receive an email confirmation and reminder of the session date/time.

NAR CODE OF ETHICS TRAINING: You will receive your first Code of Ethics training during NMO. As a member of the National Association of REALTORS® you will be required to complete the NAR Code of Ethics once every three years as determined by NAR. Please schedule an NAR approved COE session with CAAR or where it is denoted as approved online or with any other board.

REAL ESTATE LICENSE & CHANGES MADE WITH DEPARTMENT OF PROFESSIONAL AND OCCUPATIONAL REGULATION(DPOR): CAAR has nothing to do with issuance of your real estate license. All Virginia licensing is handled through DPOR. It is your responsibility to keep up with your continuing education (SPLC or CE) and to know when your license expires. CAAR will maintain a record of the continuing education classes you complete at CAAR. CAAR will also assist you with any questions you have concerning your CE, however DPOR is the entity that regulates and controls your licensing. If your real estate or appraiser license becomes expired or inactive, you will be inactivated from CAAR and CAARMLS until it has been re-activated. If you update your contact info with CAAR it will NOT be updated with DPOR, please contact them directly to update your address and phone information.

CHANGING OFFICES: All licensees changing firms must notify CAAR by sending in a Member Record Change Form along with a copy of the Transfer form sent to DPOR. CAAR will make the transfer in accordance with the DPOR Regulations.



550 Hillsdale Drive Charlottesville VA 22901 ~ 434-817-2227 / Fax: 434.817.2836

CAAR Staff Contacts

Emails

Phone

Abby Tammen	Chief Executive Officer	abby@caar.com	434.817.2397
Vivienne Smith	Office Administrator	info@caar.com	434.817.2227
Ali DiGuardo	Dir. of Communications	communications@caar.com	434.817.2396
Tiffany Vann	Membership & MLS Mgr.	membership@caar.com [MLS] support@caar.com	434.817.2398
Lauren Graf	Ed. & Events Specialist	lauren@caar.com	434.817.2389
Teresa Kirkhart	Dir. of Education	education@caar.com	434.817.2395
Neil Williamson	Free Enterprise Forum	neil@caar.com neil@freeenterpriseforum.org	434.817.2380
Hillsdale Conference Center events@hillsdaleconferencecenter.com			
Brent Woodyard	Dir. of Sales & Client Services	brent@caar.com	434.817.2383
Grace Porter	Event & Client Concierge	grace@caar.com	434.817.2384

Support contact information for all CAAR platforms will be provided once membership is complete.

NOTIFICATIONS:

CAAR uses email as its primary notification tool. Information regarding your membership and any schedules mandatory classes will be sent to you via email once your membership application has been processed. You will receive notice regarding CAAR SSO Portal login information (from CAAR).

IMPORTANT - PLEASE READ:

CAAR DOES NOT MAIL PAPER STATEMENTS FOR DUES OR QUARTERLY FEES!

- You will receive email notice for any quarterly or annual billing.
- Quarterly fees ONLY may be setup for auto deduct and credit card info maintained by you.
- Dues and Service Fee information may be obtained on the Pay a Bill page on the Portal.
- Receipts for all paid balances may be obtained on the Pay a Bill page under PAID ORDERS.
- Please see Pay a Bill page for non-deductible dues amounts.
- You may update your Profile information on the Portal, however, updates in the MLS will require support from CAAR staff.
- DPOR education information may be obtained at www.dpor.virginia.gov / License Lookup

It is the member’s responsibility to notify CAAR in writing of ANY change to contact information or change of status within 48 hours of occurrence of changes.

INSTRUCTIONS:

- All forms must be filled out in their entirety.
- All **NON-REFUNDABLE** Fees and Dues must be paid before Membership will be granted.
- All applications must have a photocopy of the Real Estate or Appraiser license attached.
- Secondary membership applications must include a letter of good standing from your Primary Board.

2024 CAAR Primary / Secondary Realtor Dues Schedule

****Secondary membership out of state pays both *CAAR local and **VAR State new member fees and dues**

***Secondary membership in-state pays *CAAR local dues and new member fee**

Amounts are pro-rated based on when you join

Review Block of Month You Join for Full Cost of REALTOR Membership, MLS and Key Services

Example: For REALTOR, [+] plus MLS and Key service in January the total cost is \$1840.00

Jan. - Dec. 2024	REALTOR Dues/Fees	+ Residential MLS	+ MLS & Key Service
NAR (National) Dues	\$156.00	\$350 app fee	\$50 app fee
NAR Consumer Ad. Asmt.	\$45.00	\$117	\$90
**VAR (State) Dues	\$191.00		
**VAR New Member Fee	\$191.00		
*CAAR (Local) Dues	\$390.00		
*CAAR New Member Fee	\$260.00		
TOTAL	\$1,233.00	\$1,700.00	\$1,840.00

Feb. - Dec. 2024	REALTOR Dues/Fees	+ Residential MLS	+ MLS & Key Service
NAR (National) Dues	\$143.00	\$350 app fee	\$50 app fee
NAR Consumer Ad. Asmt.	\$45.00	\$78	\$90
**VAR (State) Dues	\$191.00		
**VAR New Member Fee	\$191.00		
*CAAR (Local) Dues	\$390.00		
*CAAR New Member Fee	\$260.00		
TOTAL	\$1,220.00	\$1,648.00	\$1,788.00

March - Dec. 2024	REALTOR Dues/Fees	+ Residential MLS	+ MLS & Key Service
NAR (National) Dues	\$130.00	\$350 app fee	\$50 app fee
NAR Consumer Ad. Asmt.	\$45.00	\$39	\$90
**VAR (State) Dues	\$191.00		
**VAR New Member Fee	\$191.00		
*CAAR (Local) Dues	\$390.00		
*CAAR New Member Fee	\$260.00		
TOTAL	\$1,207.00	\$1,596.00	\$1,736.00

April - Dec. 2024	REALTOR Dues/Fees	+ Residential MLS	+ MLS & Key Service
NAR (National) Dues	\$117.00	\$350 app fee	\$50 app fee
NAR Consumer Ad. Asmt.	\$45.00	\$117	\$90
**VAR (State) Dues	\$143.25		
**VAR New Member Fee	\$191.00		
*CAAR (Local) Dues	\$292.50		
*CAAR New Member Fee	\$260.00		
TOTAL	\$1,048.75	\$1,515.75	\$1,655.75

May - Dec. 2024	REALTOR Dues/Fees	+ Residential MLS	+ MLS & Key Service
NAR (National) Dues	\$104.00	\$350 app fee	\$50 app fee
NAR Consumer Ad. Asmt.	\$45.00	\$78	\$90
**VAR (State) Dues	\$143.25		
**VAR New Member Fee	\$191.00		
*CAAR (Local) Dues	\$292.50		
*CAAR New Member Fee	\$260.00		
TOTAL	\$1,035.75	\$1,463.75	\$1,603.75

June - Dec. 2024	REALTOR Dues/Fees	+ Residential MLS	+ MLS & Key Service
NAR (National) Dues	\$91.00	\$350 app fee	\$50 app fee
NAR Consumer Ad. Asmt.	\$45.00	\$39	\$90
**VAR (State) Dues	\$143.25		
**VAR New Member Fee	\$191.00		
*CAAR (Local) Dues	\$292.50		
*CAAR New Member Fee	\$260.00		
TOTAL	\$1,022.75	\$1,411.75	\$1,551.75

July - Dec. 2024	REALTOR Dues/Fees	+ Residential MLS	+ MLS & Key Service
NAR (National) Dues	\$78.00	\$350 app fee	\$50 app fee
NAR Consumer Ad. Asmt.	\$45.00	\$117	\$90
**VAR (State) Dues	\$95.50		
**VAR New Member Fee	\$191.00		
*CAAR (Local) Dues	\$195.00		
*CAAR New Member Fee	\$260.00		
TOTAL	\$864.50	\$1,331.50	\$1,471.50

Aug. - Dec. 2024	REALTOR Dues/Fees	+ Residential MLS	+ MLS & Key Service
NAR (National) Dues	\$65.00	\$350 app fee	\$50 app fee
NAR Consumer Ad. Asmt.	\$45.00	\$78	\$90
**VAR (State) Dues	\$95.50		
**VAR New Member Fee	\$191.00		
*CAAR (Local) Dues	\$195.00		
*CAAR New Member Fee	\$260.00		
TOTAL	\$851.50	\$1,279.50	\$1,419.50

Sept. – Dec. 2024	REALTOR Dues/Fees	+ Residential MLS	+ MLS & Key Service
NAR (National) Dues	\$52.00	\$350 app fee	\$50 app fee
NAR Consumer Ad. Asmt.	\$45.00	\$39	\$90
**VAR (State) Dues	\$95.50	NOTE: Annual Dues for 2025 are billed Sept. 1.	
**VAR New Member Fee	\$191.00		
*CAAR (Local) Dues	\$195.00		
*CAAR New Member Fee	\$260.00		
TOTAL	\$838.50	\$1,227.50	\$1,367.50

Oct. – Dec. 2024	REALTOR Dues/Fees	+ Residential MLS	+ MLS & Key Service
NAR (National) Dues	\$39.00	\$350 app fee	\$50 app fee
NAR Consumer Ad. Asmt.	\$45.00	\$117	\$90
**VAR (State) Dues	\$47.75		
**VAR New Member Fee	\$191.00		
*CAAR (Local) Dues	\$97.50		
*CAAR New Member Fee	\$260.00		
TOTAL	\$680.25	\$1,147.25	\$1,287.25

Nov. – Dec. 2024	REALTOR Dues/Fees	+ Residential MLS	+ MLS & Key Service
NAR (National) Dues	\$26.00	\$350 app fee	\$50 app fee
NAR Consumer Ad. Asmt.	\$45.00	\$78	\$90
**VAR (State) Dues	\$47.75		
**VAR New Member Fee	\$191.00		
*CAAR (Local) Dues	\$97.50		
*CAAR New Member Fee	\$260.00		
TOTAL	\$667.25	\$1,095.25	\$1,235.25

Dec-2024	REALTOR Dues/Fees	+ Residential MLS	+ MLS & Key Service
NAR (National) Dues	\$13.00	\$350 app fee	\$50 app fee
NAR Consumer Ad. Asmt.	\$45.00	\$39	\$90
**VAR (State) Dues	\$47.75		
**VAR New Member Fee	\$191.00		
*CAAR (Local) Dues	\$97.50		
*CAAR New Member Fee	\$260.00		
TOTAL	\$654.25	\$1,043.25	\$1,183.25

All 2024 REALTOR® dues are deductible as a business expense **except** for: NAR \$55.00, VAR \$20.82 and CAAR \$9.00
\$45 NAR consumer ad assessment fee portion of your annual dues is tax deductible

Total Non-deductible portion of 2024 dues = \$84.82

Compliance with the Tax Reform Act of 1993 requires that the portion of dues attributable to lobbying and political activities at the State and Federal levels of government be considered nondeductible for income tax purposes.

BREAKOUT OF SERVICE(S) COSTS
MLS and SentiLock Key Services

CAAR MLS Application Fee	\$350 (one-time)
Choose Your MLS Platform(s) – Residential and Commercial – Pro-rated Based on Join Date	
Residential MLS – Paragon	\$117 - full quarter / \$78 - 2 months / \$39 – 1 month
Commercial MLS – CVCMLS <i>(not included on primary rate sheet columns above)</i>	\$150 - full quarter / \$100 - 2 months / \$50 – 1 month

SentiLock Key Service Fees

Key Activation Fee <i>(one-time fee) – Is Not Prorated</i>	\$50
Key Service Fee – <i>Billed Quarterly</i>	\$90

*Annual Renewal Dues billed on/about September 1st and due by Oct. 31
Quarterly Service Fees for Key and MLS billed on/about Q1-12/1 | Q2-3/1 | Q3-6/1 | Q4 9/1*



CAAR Application for Primary or Secondary REALTOR® Membership

Salesperson or Appraiser

Email completed forms to: membership@caar.com

ALL APPLICABLE INFORMATION ON FORMS MUST BE FILLED IN PRIOR TO APPLYING

Your name must be entered exactly as it appears on your license for education credit purposes, please review your license if you are unsure.

You may obtain your license information from www.dpor.virginia.gov/licenselookup

***Denotes required sections to be completed**

*Contact Information:

First: _____ Middle: _____ Last: _____ Suffix: _____

Nickname, if any: _____ DBA (Doing Business As), if any: _____

Firm Name: _____ Branch Location of Firm, if applies: _____

Primary Email: _____ MLS Email, if different: _____

VA Salesperson License # 0225 _____ *Required field* or Appraiser License #4001 _____ *Required Field*

Preferred Phone: _____ Mobile _____ Office _____ Home (You must have a mobile number for lockbox key service)

Mobile Phone: _____ Home: _____ **Text:** _____ Yes _____ No

Preferred Address in MLS: _____ Show preferred address as Home _____ Show preferred address as Office

*Home Mailing Address:

Street / PO Box: _____ Apt/Suite: _____

City: _____ State: _____ Zip: _____ County: _____

Preferred mailing address: _____ Home _____ Office

***Select a Type of Membership:** REALTOR® is a Brand that identifies a real estate professional and not a status of licensure.

Salespersons and Appraisers become REALTOR's® when joining a local association, which includes the State and National Boards.

_____ Primary REALTOR® Membership with MLS

_____ Primary REALTOR® Membership without MLS

_____ Secondary Membership (Primary held elsewhere, must provide letter in good standing with application)

_____ Appraiser REALTOR® Membership with MLS (Appraisers must join with a current firm or apply as a sole proprietor)

*Have you ever been a REALTOR® through another association? _____ Yes _____ No

*If YES, list your current or previous primary association, if other than CAAR: _____

*NAR NRDS ID issued by previous or current association: _____

*Demographic information:

Gender: _____ Male _____ Female Date of Birth: _____ Active Military: _____ Yes _____ No

Languages, other than English, that you speak fluently: _____

*Salesperson Type: _____ Residential _____ Commercial _____ Commercial & Residential

***License Information:** You may obtain your license information from www.dpor.virginia.gov/licenselookup

License Type: _____ Salesperson _____ Broker _____ Appraiser

VA Real Estate License # 0225 _____ or Appraiser License #: 4001 _____
Required field *Required Field*

License Issue Date: _____ License Expiration Date: _____
Required field *Required Field*

*If currently a REALTOR®, do you currently have any pending Code of Ethics violations? _____ Yes _____ No

*If YES, have you been in violation of the REALTOR® Code of Ethics in the last three years? _____ Yes _____ No

*Have you ever been convicted of a felony? _____ Yes _____ No

As a licensee applicant, have you had a judgement against you within the past three year for:

_____ Civil Rights Laws _____ Real Estate Laws _____ Other laws prohibiting conduct rendered by courts or other authorities

If you checked any above, please include a narrative of the issue and attach to this application.

Applying for CAAR Board Membership, Please Read and Sign Below.

I hereby apply for membership in the Charlottesville Area Association of REALTORS® (CAAR). In the event my application is approved, I agree as a condition of membership to complete the **New Member Orientation course within 6 months of the date of this application** and, if subscribing to CAAR's MLS, **read the MLS Rules & Regulations within 30 days of joining.** I further agree that I will pay dues when due and will abide by the National Association of REALTORS® Code of Ethics, Local, State & National Bylaws, Association Policies, and duty to arbitrate, all as from time to time amended. Finally, I consent and authorize CAAR to invite and receive information and comment about me from any Member or other person, and I agree that any information and comment furnished to CAAR by any Member or other person in response to any such invitation shall be conclusively deemed to be privileged and not form the basis of any action by me for slander, libel, or defamation of character. If elected to membership I agree to pay (when due) the established fees, dues, assessments, and fines in effect as long as I am a member of this Association.

I understand and agree that all billings and communications from CAAR are delivered electronically to the email address I have provided the association. I understand that if I no longer wish to maintain my membership, the Association must be notified in writing with the proper request and form provided by my broker. I further understand there will be no refund of dues paid should I terminate my membership in the Association.

I acknowledge that as a member of the Association, I will be licensed to use the REALTOR® trademarks to indicate such membership, and I agree to abide by the rules governing use of those trademarks. I understand that REALTOR® is a federally registered trademark of the National Association and use of this designation is subject to rules promulgated by the National Association. I understand I must complete NAR's approved Code of Ethics and supply my certificate of completion upon request by this Board. Upon termination of my membership in the Association for any reason, my license to use the term REALTOR® is automatically revoked and I will immediately discontinue use of the term REALTOR® and all REALTOR® trademarks.

"By signing below, the applicant agrees not to use any CAAR logos or marks (including but not limited to CAAR, CAAR.com, and CAAR Work Force Housing Fund logos or marks) without the express written consent of CAAR. Notwithstanding the foregoing, the applicant's website may create and maintain a hypertext link using the CAAR.com logo, provided that the applicant shall comply in all respects with CAAR's Website Linking Policy, as such policies and regulations are amended from time to time."

*Applicant Signature

*Date

Charlottesville Area Association of REALTORS®

550 Hillsdale Dr., Charlottesville, VA 22901 | O: 434-817-2227 | F: 434-817-2836

W: www.caar.com | E: membership@caar.com | E: info@caar.com



CAAR MLS Registration Agreement

Please complete with signatures to register for MLS participation

Each REALTOR in the firm who will utilize the MLS must submit this registration form signed by the principal or authorized managing broker and pay the appropriate fees before using any CAAR Information Services.

Your Name: _____ Nickname, if any: _____

Firm Name: _____ Branch, if applies: _____

*I wish to subscribe to: (Please check one of the following)

_____ Residential MLS (Paragon) _____ Commercial MLS (Catalyst) _____ Both Paragon & Catalyst MLS Platforms

Quarterly fees for each MLS platform: \$117 a quarter for residential and \$150 a quarter for commercial MLS

___ Add this agent under my Firm or Office Support Staff to assume identity, if applicable. Add support staff name(s) below.

Staff Name: _____ Staff Name: _____

Principal or Authorized Managing Broker / Licensed Appraiser Complete Information Below:

I, _____, the principal or authorized managing broker/appraiser of the above-named firm/branch office, hereby register the REALTOR listed above as an authorized user of CAAR MLS Services under my membership. I understand the following:

1. My firm is responsible for CAAR MLS fees and fines incurred by this user.
2. I am responsible for ensuring that this user complies with CAAR MLS policies and the CAAR MLS Rules and Regulations.
3. The CAAR Board of Directors reserves the right to deny or revoke CAAR MLS Services for any person.
4. The user will continue to be able to use CAAR MLS and incur fees until and unless I cancel their registration or the CAAR Board of Directors revokes their CAAR MLS usage privileges.
5. Non-registered licensees and support staff may not use CAAR MLS in any way unless properly registered with CAAR as support staff, and they must use if solely to assist their employer.
6. If any non-registered person uses CAAR in any way through my membership, my firm is responsible for fees applied retroactively from the date of first use by the person (or from the beginning of the year of first use if the exact date of first use cannot be established). My firm is also subject to penalties including, but not limited to, a fine not to exceed \$1,000.00 as determined by the CAAR Board of Directors.
7. **All participants of CAAR MLS are required to read MLS Rules and Regulations within the 30 days of membership.**

*Principal or Authorized Managing Broker's Signature

Date

CAAR MLS Subscribers Agreement

I agree as a condition of participation in the MLS to abide by all relevant bylaws, rules and regulations and other obligations of participation, including payment of fees when they are due. I agree as a condition of participation to thoroughly familiarize myself with the MLS Rules and Regulations within 30 days of access to the MLS. I agree to be bound by the Code of Ethics on the same terms and conditions as board/association members as established in the Code of Ethics and Arbitration Manual, including the obligation to submit to ethics hearings and the duty to arbitrate contractual disputes with other REALTORS® in accordance with the established procedures of the board/association. I understand that a violation of the Code of Ethics may result in suspension or termination of MLS rights and privileges and that I may be assessed an administrative processing fee not to exceed \$500 which may be in addition to any discipline, including fines that may be imposed. I agree to prohibit access to the MLS by those not authorized to use the MLS and agree to keep any security features, including but not limited to passwords, confidential, to maintain listing information in a complete, accurate and timely manner and take full responsibility for the information entered into the MLS.

*Applicant/Subscriber Signature

Date



CAAR REALTOR®

New Member Orientation

550 Hillsdale Drive Charlottesville VA 22901 | O: 434-817-2227 | F: 434.817.2836
Email: membership@caar.com

WELCOME TO CAAR

(For Primary & Secondary Memberships Only)

Orientation Details

Classroom Location: Hillsdale Conference Center at the CAAR complex -550 Hillsdale Dr., Charlottesville, VA 22901

Code of Ethics Session: 9:00 am to 12:00 pm

Ethics is provided free for NEW members. As a new member, you will need Ethics to obtain license credits for license renewal and satisfy NAR's Ethics requirement for membership. Please check below a date **within 6 months** of joining.

Lunch with Leadership: 12:00 to 12:30

Hang with us as we invite CAAR Board of Directors members and Group liaisons to share lunch with you and give you the opportunity to ask questions and make contacts.

New Member Orientation: 12:30 to 3:00 pm

New Member Orientation is a requirement of membership as a REALTOR and must be completed **within 6 months** of your join date. You will receive one hour of introduction to the basics of the Paragon MLS platform and information on your local, State and national association tools and benefits, along with instruction on how to use your SSO Dashboard and access to the various member platforms and SentiLock lockbox key service.

Select a date WITHIN 6 months of joining. You will be notified of any change in date, if necessary, by email.

___ January 11, 2024 ___ April 25, 2024 ___ July 11, 2024 ___ Oct. 10 2024

Agent/Brokers joining as Secondary members who have successfully completed NMO at their primary board are not required to take this session.

Applicant Signature

Date

By signing above, you agree to attend CAAR New Member Orientation per CAAR Bylaw requirements.

If you need to extend the date of your NMO class, please email your request to rescheduled WITHIN your 6-month requirement period to membership@caar.com. Any request outside of that period will require a letter written for Board or Executive Committee review and approval. *CAAR Bylaws Article V. Section II-Qualification and Election.*

*All MLS subscribers are required to read the MLS Rules and Regulations **within 30 days of MLS participation** as noted on your MLS registration form.*



CAAR SentiLock Subscription Form

Email to: membership@caar.com

Please complete the following to register for SentiKey service through CAAR. Payment must be made at time of application.

First Name: _____ Last Name: _____

Firm Name: _____ Branch, if applies: _____

Phone: _____ Email: _____

Once processed you will receive an activation email notice from SentiLock. This will bring you to your user agreement which you will review and click “accept” at the bottom of the page for your activation to be complete.

Download the app on your smartphone device:

1. Apple users, navigate to the App Store on your mobile device. *(Version: Apple iOS 13)*
2. Android users should navigate to the Google Play store. *(Version: Android 10)*

The SentiKey Real Estate App is not compatible with Windows Mobile or Blackberry operating systems.

3. Search for “**SentiKey™ Real Estate**”. Choose to download & install the app onto your device.

Activation & Quarterly Fee:

- Quarterly Service fee: \$90 (not pro-ratable)
- One-time \$50 Key service activation fee
- We accept: Check / Visa or Mastercard
- Payment may be included on credit card remittance form included in this packet.

Subscriber Signature: _____ Date: _____

By signing this form you agree to abide by the rules of Lockbox Policy 10. This policy is found under the SentiLock folder in Paragon under MLS Document section (upper right of screen).

Need SentiLock Support? Call: 513.618.5800 or log into your SentiKey website at www.sentrilock.com





CAAR Policy #10: Lockbox System Policy

Policy

Statements of Lockbox System Policy and Procedures

Lockbox system policy, rules, and regulations are described in the following three documents:

1. CAAR Lockbox Security Requirements: Describes the minimum-security measures that our lockbox system must follow in order to have the protection of the NAR Errors and Omissions Insurance Program.
2. Lockbox Key Lease Agreement: The agreement that is digitally signed by all key holders upon activation of users SentiLock account; It describes the keyholder's and broker's responsibilities.
3. This document, CAAR Policy #10: Describes CAAR lockbox system policies.
4. Signature of this policy is required by all cooperating eKey users who wish to participate in our key system to open CAAR lockboxes.

Lockbox Key Policy

1. The lockbox key system is the sole property of CAAR.
2. Lockbox electronic Key service can be leased to any REALTOR® in the state of Virginia, with proof of active membership from the Association with which the REALTOR® is affiliated, in the form of a letter of good standing. A CAAR Lockbox SentiLock Key subscriber form must be signed by the key holder.
3. In signing the CAAR Lockbox SentiLock Key subscriber form, the principal broker accepts ultimate responsibility for ensuring that the key holder abides by the CAAR Lockbox Security Requirements, the Lockbox Key Lease terms of service, and the CAAR Policy 10: Lockbox System Policy rules and regulations.
4. The terms of the CAAR Lockbox subscriber agreement are statements of CAAR Lockbox System Policy. Additional rules, regulations, and statements of policy are found in this document and in the CAAR Lockbox Security Requirements.
5. A REALTOR® may not be in possession of another REALTOR'S® electronic Key device.
6. A REALTOR® may not allow a person who is not a REALTOR® or key holder to be present in or have access to properties, unless accompanied by a REALTOR® or the seller, without the written permission of the listing agent or seller. House keys may not be issued to a person who is not a REALTOR® or key holder without the written permission of the listing agent or seller.
7. A REALTOR® must secure the property and the property key unless otherwise directed by the listing agent or seller.
8. The Listing Broker or Agent may issue one-time code to non-member REALTORS®. Temporary access codes for non-member REALTORS® can be issued for a time selected by the listing agent.

Lockbox Location Policy

9. A lockbox may not be placed on a property without written permission from the owner of the property.
10. Recommendation: For added security, it is recommended that lockboxes be affixed securely to the listed property (but not to a US Mailbox).

Lockbox Ownership Policy

1. Ownership: Any REALTOR® licensed in the state of Virginia is eligible to purchase a lockbox.
2. Access to that box is dependent on Board reciprocity or subscription to CAAR SentiLock Key service.

Summary of Possible Lockbox System Policy Violations:

1. Lending a device that provides access to a personaleKey.

2. Possessing another person's device that gives access to a personal eKey.
3. Divulging a key's Personal Identification Number (PIN), thereby giving access to a personal SKey.
4. Failing to keep key device secure from theft, thereby affording possible access to the use of the SKey.
5. Allowing a person who is not a REALTOR® or a key holder to be present in a property, unaccompanied by the seller or key holder, without the written permission of the listing agent or seller.
6. Issuing a house key to a person who is not a REALTOR® or key holder without the written permission of the listing agent or seller.
7. Failing to secure the property upon leaving the property, unless otherwise instructed by the listing agent or seller.
8. Failing to secure the property key.
9. Intentional damage, theft, loss of key boxes from assigned properties.
10. Placing a lockbox on a property without written authorization from the owner.

Processing Alleged Lockbox System Policy Violations

Steps for Reporting Suspected Lockbox System Policy Violations

Anyone who suspects a lockbox violation may report it via the following steps:

1. Suspected violations should be reported to CAAR staff as soon as possible using the complaint form.
2. All reported suspected violations will be considered a violation review and handled in accordance with appropriate penalties.

Penalties for Violations:

Penalties for the violations above or for violations of the Lockbox Key Policy or CAAR Lockbox Security Requirements may be assessed to the key holder and/or his/her principal broker, and may include, but are not limited to, the following:

3. A letter of reprimand, with a copy of correct procedures attached, sent to the REALTOR® and principal broker and placed in the REALTOR'S® CAAR membership file.
4. A requirement to attend the next available CAAR New Member Orientation class following assessment of the penalty.
5. A fine of not less than \$100.00 unless there is a violation of paragraph one (1) of the Lockbox Key agreement in which case the fine will be not less than \$500.00.
6. The suspension of lockbox privileges, including deactivation of Skey service by CAAR staff.

Lockbox System Policy Violation Review Process

A "Violation Review" is the process through which CAAR MLS Staff does an initial investigation of a reported violation to determine whether the alleged violation actually occurred. If Staff finds sufficient evidence that a violation has occurred, the matter is sent to the MLS Committee for review and the possible imposition of a fine or sanction(s) or both. Any penalty imposed must be within the limitations stated within this policy or subject to the Regional Rules and Regulations for Lockbox Systems existing as part of the Citation Policy of CAAR's Professional Standards Policy.

If a violation is found, the REALTOR® and Principal Broker will be notified.

Information reviewed as part of a Violation Review is strictly confidential and is discussed only as needed with other pertinent CAAR staff, MLS Rules & Regulations Group Members, or Board members in the context of the Violation Review.

Participating and Reciprocal Agents Accessing CAAR SentiLock Keyboxes

Agents participating in SentiLock services through CAAR and/or accessing CAAR SentiGuard Lockboxes are bound to the CAAR Policy #10: Lockbox System Policy and CAAR Lockbox & Key Security Requirements. Agents participating in CAAR's key service are required to sign this form.

Agent Signature

Date



CREDIT CARD REMITTANCE FORM

550 Hillsdale Dr., Charlottesville, VA 22901
O: 434-817-2227 | F: 434-817-2836
Email: membership@caar.com

PAYMENT FOR ALL CAAR SERVICES MUST BE MADE AT TIME OF JOINING.

Type in your information below and submit by fax or email, or mail to CAAR (options at top of page).

DATE: _____

CHOOSE CREDIT CARD TYPE FROM LIST:

_____ VISA

_____ M/C

_____ Please save to my payment profile (*this does not confirm quarterly auto pay authorization*)

We do not accept AMEX or Discover.

NAME ON CARD: _____

CARD NUMBER: _____

EXPIRATION DATE: _____ C V V CODE (3 digits on back) _____ Amount: \$ _____

Cardholder acknowledges receipt of good and/or services in the amount of the total shown heron and agrees to perform the obligations set forth in the Cardholder's agreement with the issuer. The typed signature of Cardholder is acceptable for the processing of this form.

CARD HOLDER SIGNATURE: _____ DATE: _____

To setup auto pay for quarterly fees you must answer authorization questions under your member Profile:
Login to your **SSO Dashboard / Select Profile icon / Update Your Profile / Auto Pay Authorization**.
Please complete payment profile information unless you selected the box above to have it added to your payment profile

Let's Talk REALTOR® Benefits



REALTOR® Services/Products



- Complimentary services/products include TransactionDesk, CRS Data, Homesnap Pro, [Single Sign On \(SSO\) Dashboard](#), CAAR Member Portal, [MYCAAR.COM](#) (residential public search), [CVCMLS.COM](#) (commercial public search), Tier-1 support for systems on Paragon homepage (e.g., Paragon, SentiLock, TransactionDesk, etc.)

- Fees apply for services/products such as Paragon residential MLS (includes the Bright MLS data share and Harrisonburg-Rockingham Association of REALTORS® & Greater Augusta Association of REALTORS® partnership), Catylist commercial MLS, SentiLock, and data feeds for websites

Hillsdale Conference Center



- Complimentary 2-hour rental of member offices, where you can work or meet with clients
- Discounts for 2-hour, half-day, and full-day rentals for CAAR members - meetings, seminars, trainings, holiday parties, etc.

- See client testimonials on the [Facebook page - public](#)
- Learn more: <https://hillsdaleconferencecenter.com>

CAAR Office



- Professional staff available (appointments recommended)
- REALTOR® Store offers sign riders, lockboxes, gifts, REALTOR® branded gear, and more (available on-site & online via SSO Dashboard)

Professional Development



- Post-Licensure Education (PLE), Continuing Education (CE), and Broker Management Continuing Education (BM CE) classes
- National Association of REALTORS® certification and designations
- Discounts on PLE, CE, and BM CE courses through [The CE Shop](#)
- Complimentary training on REALTOR® services/products (i.e., TransactionDesk, etc.)
- Complimentary Latte and Learns with subject matter experts
- New REALTOR® Incentive Program - includes a rebate!
- Pat Jensen Leadership Academy - turn your participation into leadership!

Advocacy



- Protect property rights and homeownership opportunities by participating in Public Affair events/activities and call for actions (CFAs)
- Support the REALTORS® Political Action Committee (RPAC) and protect your business
- Promote a fair, equitable market place
- Advocate for fair housing
- Follow the [Free Enterprise Forum](#) - inspiring positive public policy

Check the CAAR Education & Events Calendar for upcoming classes, meetings, & events!

Let's Talk REALTOR® Benefits



Communications



- Weekly e-newsletter (NewsGroup)
- Complimentary Monthly Market Indicator Reports
- Complimentary Quarterly Sales Reports
- Promote the value of the REALTOR® via social media, advertising, etc.
- Promote the REALTOR® in the community via social media, advertising, etc.

Volunteer



- Lend your time and expertise on a Master Group (long-term), Project Team (short-term), Council, or Committee and shape the Association
- Expand your sphere of influence and create long-lasting connections with REALTORS®, affiliates, and community partners
- CAAR Foundation (non-profit) established in 2021 - more to come!

Ethical Environment



- REALTORS® abide and act by the REALTOR® Code of Ethics and Standards of Practice
- If a complaint is filed, you will be heard by a Grievance review, Ethics, & Arbitration hearing panel

Networking



- Over 400 affiliates members available to you and your clients
- Complimentary General Membership Meetings (GMMs)
- Charlottesville Young Professional Network (YPN) - professional development and socials
- Community partner volunteer events/days (e.g., build days, bell ringing, etc.)
- Connect and follow CAAR's social media channels ([Facebook page - public](#), [Facebook group - members-only](#), [Facebook YPN - members-only](#), [Twitter - public](#), [YouTube](#))

Awards Program



- Good Neighbor Award
- Real Estate Awards (i.e., Rising Star of the Year, REALTOR® Ethics in Action of the Year, Sales Associate of the Year, REALTOR® of the Year)
- Professional Honor Society

Contact Us Today

Monday - Friday
8:30 a.m. - 5 p.m.
550 Hillside Dr.
Charlottesville, VA 22901
(434) 817-2227

Questions?

General | info@caar.com
Education | education@caar.com
Membership | membership@caar.com
Communications | communications@caar.com
Young Professionals Network | ypn@caar.com
Diversity, Equity, & Inclusion Council | dei@caar.com
MLS | support@caar.com
IDX | idx@caar.com
CVCMLS | info@cvcmils.com