



# 2025 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](mailto:membership@caar.com)

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

#### **Main Office Contact Information:**

CAAR - 550 Hillsdale Dr., Charlottesville, VA 22901

Office - 434.817.2227

[www.CAAR.com](http://www.CAAR.com) | [www.MyCAAR.com](http://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. If you arrive at NMO late or leave early, you will be required to complete the entire Orientation again. Secondary members are not required to take this course provided they have completed it with their primary association.

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 & FAIR HOUSING (2025) 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. NAR has elected to include Fair Housing as part of NMO. This course must be renewed every (3) three years to coincide with COE requirement beginning 2025.

**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 (SPLE 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

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[Click Here to Meet CAAR Staff](#)

*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 all quarterly and 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 ORDER HISTORY.
- 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](http://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 correct Real Estate or Appraiser license entered.
- Applications must include a letter of good standing from your Primary Board.

To avoid possible violations and fines you must read the MLS rules and regulations within 60 days of participation. The MLS R&R and how to avoid a fine information will be located on the Paragon home page / upper right corner / MLS Documents link.

# WHAT TO EXPECT FOR REALTOR DUES AND SERVICE FEES WHEN JOINING CAAR

One of the MOST important things to remember is **CAAR does NOT mail paper statements**, the notices of billing are always emailed, so it is VERY important you have an accurate email address listed with CAAR to receive these and other critical communications from CAAR.

## **QUARTERLY BILLING FOR SERVICES:**

CAAR bills one month ahead of each quarter for MLS and lockbox Key services. All fees are due within **30 days** of billing to avoid a late fee being applied. Services are optional as part of your membership platforms. You may setup auto deduction as an option for quarterly paying.

Billing takes place on or about:

Dec. 1

March 1

June 1

Sept. 1 - CAAR annual renewal dues AND 4th quarter MLS & Key service fees.

**See rate sheet included in packet for all costs associated with membership, MLS and Key services.**

## **ANNUAL DUES BILLING TO RENEW REALTOR MEMBERSHIP:**

Annually your REALTOR membership is renewed for the next year to State (VAR), National (NAR) and local (CAAR) for primary members and CAAR local dues for secondary members. These dues pay for various benefits and services offered by these three associations for REALTOR members. You may access your benefits with VAR and NAR using your NRDS ID provided when you join CAAR. **Annual dues cannot be paid by auto payment, it must be paid manually.**

Annual renewal dues are billed on or about the first business day of September and due by **October 31**. This is required by our bylaws. If payment is not received by Oct. 31 a late fee is applied on the next business day.

Additional Dues Invoice Line Items: Contributions to [RPAC](#) and donations to the [CAAR Foundation](#) are editable line items on your annual dues bill.

Tax deduction information is noted on the CAAR portal Pay a Bill tab.

**All members showing as still owed are notified with reminders to pay quarterly fees & annual dues. If your firm has notified you that they pay your quarterly fees please do not login and pay them, once their check is received it will be processed even though you may have seen prior email reminders to pay. Check with your broker to find out if your fees will be paid by the firm.**

## 2025 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. (MLS & Key application fees are one-time fees)*

*Application Fees, New Member Fees and Key Activation Fee are one-time fees, not recurring.*

**Review the block of the month you are joining for full cost of REALTOR, MLS and Key Services**

*Example: For REALTOR, [+] plus Residential MLS and Key service in January the total cost is \$2006.00*

Jan. – Dec.	REALTOR Dues	MLS Service	MLS & Key
NAR (National) Dues	\$156.00	\$126.00	\$105.00
NAR Consumer Ad. Asmt.	\$45.00		
**VAR (State) Dues	\$197.00		
**VAR New Member Fee	\$197.00		
*CAAR (Local) Dues	\$425.00		
*CAAR New Member Fee	\$325.00		
Key Activation Fee			\$60.00
MLS Application Fee		\$370.00	
<b>TOTAL</b>	<b>\$1,345.00</b>	<b>\$1,841.00</b>	<b>\$2,006.00</b>

March – Dec.	REALTOR Dues	MLS Service	MLS & Key
NAR (National) Dues	\$130.00	\$42.00	\$105.00
NAR Consumer Ad. Asmt.	\$45.00		
**VAR (State) Dues	\$197.00		
**VAR New Member Fee	\$197.00		
*CAAR (Local) Dues	\$425.00		
*CAAR New Member Fee	\$325.00		
Key Activation Fee			\$60.00
MLS Application Fee		\$370.00	
<b>TOTAL</b>	<b>\$1,319.00</b>	<b>\$1,731.00</b>	<b>\$1,896.00</b>

May – Dec.	REALTOR Dues	MLS Service	MLS & Key
NAR (National) Dues	\$104.00	\$84.00	\$105.00
NAR Consumer Ad. Asmt.	\$45.00		
**VAR (State) Dues	\$147.75		
**VAR New Member Fee	\$197.00		
*CAAR (Local) Dues	\$318.75		
*CAAR New Member Fee	\$325.00		
Key Activation Fee			\$60.00
MLS Application Fee		\$370.00	
<b>TOTAL</b>	<b>\$1,137.50</b>	<b>\$1,591.50</b>	<b>\$1,756.50</b>

Feb.-Dec.	REALTOR Dues	MLS Service	MLS & Key
NAR (National) Dues	\$143.00	\$84.00	\$105.00
NAR Consumer Ad. Asmt.	\$45.00		
**VAR (State) Dues	\$197.00		
**VAR New Member Fee	\$197.00		
*CAAR (Local) Dues	\$425.00		
*CAAR New Member Fee	\$325.00		
Key Activation Fee			\$60.00
MLS Application Fee		\$370.00	
<b>TOTAL</b>	<b>\$1332.00</b>	<b>\$1,1786.00</b>	<b>\$1951.00</b>

April – Dec.	REALTOR Dues	MLS Service	MLS & Key
NAR (National) Dues	\$117.00	\$126.00	\$105.00
NAR Consumer Ad. Asmt.	\$45.00		
**VAR (State) Dues	\$147.75		
**VAR New Member Fee	\$197.00		
*CAAR (Local) Dues	\$318.75		
*CAAR New Member Fee	\$325.00		
Key Activation Fee			\$60.00
MLS Application Fee		\$370.00	
<b>TOTAL</b>	<b>\$1,150.50</b>	<b>\$1,646.50</b>	<b>\$1,811.50</b>

June – Dec.	REALTOR Dues	MLS Service	MLS & Key
NAR (National) Dues	\$91.00	\$42.00	\$105.00
NAR Consumer Ad. Asmt.	\$45.00		
**VAR (State) Dues	\$147.75		
**VAR New Member Fee	\$197.00		
*CAAR (Local) Dues	\$318.75		
*CAAR New Member Fee	\$325.00		
Key Activation Fee			\$60.00
MLS Application Fee		\$370.00	
<b>TOTAL</b>	<b>\$1,124.50</b>	<b>\$1,536.50</b>	<b>\$1,701.50</b>

Dues and Fees Information and costs for July – Dec. next page

July – Dec.	REALTOR Dues	MLS Service	MLS & Key
NAR (National) Dues	\$78.00	\$126.00	\$105.00
NAR Consumer Ad. Asmt.	\$45.00		
**VAR (State) Dues	\$98.50		
**VAR New Member Fee	\$197.00		
*CAAR (Local) Dues	\$212.50		
*CAAR New Member Fee	\$325.00		
Key Activation Fee			\$60.00
MLS Application Fee		\$370.00	
<b>TOTAL</b>	<b>\$956.00</b>	<b>\$1,452.00</b>	<b>\$1,617.00</b>
Sept. – Dec.	REALTOR Dues	MLS Service	MLS & Key
NAR (National) Dues	\$52.00	\$42.00	\$105.00
NAR Consumer Ad. Asmt.	\$45.00		
**VAR (State) Dues	\$98.50		
**VAR New Member Fee	\$197.00		
*CAAR (Local) Dues	\$212.50		
*CAAR New Member Fee	\$325.00		
Key Activation Fee (one-time)			\$60.00
MLS Application Fee		\$370.00	
<b>TOTAL</b>	<b>\$930.00</b>	<b>\$1,342.00</b>	<b>\$1,507.00</b>
Nov. – Dec.	REALTOR Dues	MLS Service	MLS & Key
NAR (National) Dues	\$26.00	\$84.00	\$105.00
NAR Consumer Ad. Asmt.	\$45.00		
**VAR (State) Dues	\$49.25		
**VAR New Member Fee	\$197.00		
*CAAR (Local) Dues	\$106.25		
*CAAR New Member Fee	\$325.00		
Key Activation Fee			\$60.00
MLS Application Fee		\$370.00	
<b>TOTAL</b>	<b>\$748.50</b>	<b>\$1,202.50</b>	<b>\$1,367.50</b>

Aug.-Dec.	REALTOR Dues	MLS Service	MLS & Key
NAR (National) Dues	\$65.00	\$84.00	\$105.00
NAR Consumer Ad. Asmt.	\$45.00		
**VAR (State) Dues	\$98.50		
**VAR New Member Fee	\$197.00		
*CAAR (Local) Dues	\$212.50		
*CAAR New Member Fee	\$325.00		
Key Activation Fee			\$60.00
MLS Application Fee		\$370.00	
<b>TOTAL</b>	<b>\$943.00</b>	<b>\$1,397.00</b>	<b>\$1,562.00</b>
Oct. – Dec.	REALTOR Dues	MLS Service	MLS & Key
NAR (National) Dues	\$39.00	\$126.00	\$105.00
NAR Consumer Ad. Asmt.	\$45.00		
**VAR (State) Dues	\$49.25		
**VAR New Member Fee	\$197.00		
*CAAR (Local) Dues	\$106.25		
*CAAR New Member Fee	\$325.00		
Key Activation Fee (one-time)			\$60.00
MLS Application Fee		\$370.00	
<b>TOTAL</b>	<b>\$761.50</b>	<b>\$1,257.50</b>	<b>\$1,422.50</b>
December	REALTOR Dues	MLS Service	MLS & Key
NAR (National) Dues	\$13.00	\$42.00	\$105.00
NAR Consumer Ad. Asmt.	\$45.00		
**VAR (State) Dues	\$49.25		
**VAR New Member Fee	\$197.00		
*CAAR (Local) Dues	\$106.25		
*CAAR New Member Fee	\$325.00		
Key Activation Fee			\$60.00
MLS Application Fee		\$370.00	
<b>TOTAL</b>	<b>\$735.50</b>	<b>\$1,147.50</b>	<b>\$1,312.50</b>

In 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. All 2025 REALTOR® dues are deductible as a business expense **except** for: 2025 REALTOR dues non-deductible: NAR \$55, VAR \$20.88 and CAAR \$9. **Total non-deductible portion of dues = \$84.88**

#### Breakout of MLS and SentiLock Key Services

Residential MLS (Paragon) / Commercial MLS (Catalyst) / SentiLock Key Service	
CAAR MLS Service Application Fee (included in rate columns)	\$370
Residential MLS – Paragon (included in rate columns)	Full quarter - \$126 / 2 Months - \$84 / 1 Month - \$42
Commercial MLS – CVCMLS (not included in columns above)	Full quarter - \$162 / 2 Months - \$108 / 1 Month - \$54
SentiLock Key Service Activation Fee	\$60
SentiKey Quarterly Service Fee	\$105
<i>Annual Renewal Dues billed on/about September 1st and due by Oct. 31</i>	
<i>Quarterly Service Fees for Key and MLS billed on/about Q1-12/1   Q2-3/1   Q3-6/1   Q4 9/1</i>	



# CAAR Application for Primary or Secondary REALTOR® Membership

Salesperson or Appraiser

Email completed forms to: [membership@caar.com](mailto: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](http://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 Pronoun: \_\_\_\_\_ They / Them Date of Birth: \_\_\_\_\_

Languages, other than English, that you speak fluently: \_\_\_\_\_ Active Military: \_\_\_\_\_ Yes \_\_\_\_\_ No

\*Salesperson Type: \_\_\_\_\_ Residential \_\_\_\_\_ Commercial \_\_\_\_\_ Commercial & Residential



**\*License Information:** You may obtain your license information from [www.dpor.virginia.gov/licenselookup](http://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.

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**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](http://www.caar.com) | E: [membership@caar.com](mailto:membership@caar.com) | E: [info@caar.com](mailto:info@caar.com)



# CAAR REALTOR®

## New Member Orientation

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

### WELCOME TO CAAR

**(For Primary & Secondary Memberships Only)**

#### Orientation Details

**Classroom Location Only, No Virtual:** Hillside Conference Center at the CAAR complex -550 Hillside 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. NAR approved Ethics are required every three (3) years.

#### **Lunch with Leadership: 12:00 to 12:30**

Stay in-house for a provided lunch with CAAR Board of Director members and Group liaisons to give you the opportunity to ask questions and make contacts over lunch. If you have any special dietary requirements, email [Teresa Kirkhart](#).

#### **New Member Orientation: 12:30 to 1:50**

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 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 Supra lockbox key service.

#### **Fair Housing: 2:00 to 4:00**

NAR new-member applicants must complete two hours of fair housing training and is provided FREE to new members during orientation. This requirement coincides with NAR approved Ethics as a three (3) year cycle.

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

\_\_\_\_ January 9, 2025    \_\_\_\_ April 25, 2024    \_\_\_\_ July 24, 2025    \_\_\_\_ Oct. 2, 2025

#### **Agenda:**

9:00 – 12:00 – Code of Ethics offers - offers 3 hours Code of Ethics CE credit or 3 hours Code of Ethics PLE

12:00 – 12:30 – Stay signed in but grab some lunch with leadership

12:30 – 1:50 - Overview of CAAR, NAR and VAR, MLS Rules and SentiLock service.

2:00 – 4:00 – Fair Housing – offers 2 hours CE and 2 hours PLE

Breaks will be offered

\_\_\_\_\_  
**Applicant Signature Required**

\_\_\_\_\_  
**Date**

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

If you need to extend the registration date of your NMO class, please email your request to rescheduled **WITHIN** your 6-month requirement period to [membership@caar.com](mailto:membership@caar.com) or call 434.817.2398. 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.*



# 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 SentiLock Subscription Form

Email to: [membership@caar.com](mailto: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: \$105 (not pro-ratable)
- One-time \$60 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](http://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 SentriLock Keyboxes**

Agents participating in SentriLock services through CAAR and/or accessing CAAR SentriGuard 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](mailto: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 / Update Your Profile / Auto Pay Authorization / Payment Information**.  
Please complete payment profile information unless you selected the box above to have it added to your payment profile