



## Frequently Asked Questions

### 1. What is the RPR?

The RPR - Realtors Property Resource - is a comprehensive, catalogued database of real estate information on every parcel of property in the United States, created by the National Association of REALTORS® as a REALTOR® member benefit.

### 2. What's different about RPR?

The differences between RPR and other sources of data is primarily that RPR is a compilation and integration of many databases. The system uses tax assessment records as a base for creating an RPR property record. Added to that is information from deed recordings, stand alone mortgages, notice of default and foreclosure records, demographics, and active and off market MLS data, licensed from MLSs across the country.

A key differentiator of the RPR is the calculation of an AVM—Automated Valuation Model—that will help REALTORS® better understand other AVMs that the consumer has access to, and better prepare them to explain their recommendations in the context of those valuations. The RPR AVM is based on the public record data presented on the property, so it is clear how it is calculated and what features of the property are represented in those calculations.

### 3. How is the RPR going to benefit a REALTOR®?

By combining all of this data in a single presentation, REALTORS® will save time, and perhaps even dollars, since much of the data included in the RPR at no cost is often purchased on a subscription basis.

### 4. Is RPR designed to be a national MLS?

No. The RPR will carry no offers of cooperation and compensation. Its design is to provide a single source access for public record information such as tax assessments and deed recordings and incorporate foreclosure information, comparable data, neighborhoods and community demographics. Its enhanced search features will allow nationwide depth of property searches, as well as market to market comparisons and referral opportunities not currently available.

**5. Why would a REALTOR® want property information for the entire United States?**

The RPR database will include depth of data for all of the approximately 147 million parcels of property across the country. Nationwide demographic information along with enhanced search capabilities will allow a REALTOR® anywhere in the country to provide greater information for their clients. Advanced User Profile Features will assist REALTORS® with the creation of referral communities as well as reverse prospecting of specialized property types, such as vacation and waterfront to REALTORS® throughout the country. On a more local level the RPR will cross local market boundaries, providing consistent depth of data across historic market areas, and eliminate county to county differences in access to valued information.

**6. What types of information are available in RPR, other than MLS and public records?**

Initially, the RPR database will include information available in the public domain, primarily tax assessment and property data, and licensed data from third parties, such as financial, lending, mapping, demographics, and foreclosure information. And, of course RPR will include licensed MLS data and photos. While much of this data is available, the value for the RPR will be the property-centric compilation of the data that will allow the REALTOR® to see all the components with one search, in a well-organized fashion. This will be the foundation upon which we layer additional data in subsequent releases of the application. We will investigate sources and opportunities to add content such as school information, new permits, documents like HOA and condo documents, and others.

**7. What is an AVM?**

An Automated Valuation Model (AVM) is a statistical analysis of sales information that creates an estimated value for a property based on a variety of factors. AVMs are primarily used by lenders to make a preliminary determination in underwriting, or for a collateral-based loan. An AVM is a computer model based on available data, and is not an appraisal prepared by a licensed appraiser.

**8. What is the RVM™?**

The REALTORS® Valuation Model™ (RVM™) is an AVM that will be developed by RPR using licensed listing data. The use of MLS data will create an estimated value which is superior to the AVM products that are on the market today, which are derived from public records data.

**9. Why is RPR developing the RVM™?**

Mortgage information and service companies fulfilled approximately 200 million AVM requests in the past 12 months alone – and the market will increase as a result of the demand for more and more accurate collateral valuation products, spurred by the credit



crisis. One of RPR's key strategic goals is for REALTOR® data to become central to the collateral valuation and risk process, where it is nowhere to be found today.

#### **10. How is AVM accuracy measured?**

There are a variety of independent benchmarks of accuracy that have been developed by lenders and third-party services. The typical measures of accuracy include the percentage of estimates within 5% and 10% of an appraised value, and the percentage that fall more than 20% outside this range. The AVMs displayed in the RPR – including the RVM™ – will all be tested using all standard third-party benchmarks, and the results will be published in RPR.

#### **11. Why display AVM and RVM™ estimates inside the RPR application?**

REALTORS® need to know what information is being viewed by all of the participants in the transaction, from the buyer and seller, to the mortgage broker, lender, servicer, investor, and secondary market. Having all such information in one place will ensure that the REALTOR® is always the most knowledgeable party in the marketing and transaction process.

#### **12. Can the RVM™ be displayed on a consumer website?**

No. For consumer display, the RVM™ will be provided through a PDF report from the RPR system – which is also available to registered VOW users. No other access to the RVM™ by non-members is permitted.

#### **13. How is RPR different than a traditional tax product?**

A typical tax product has just property tax and assessment information, while RPR contains a much more comprehensive set of data bases from many sources, including public records, MLSs and third party content providers.

#### **14. What are the benefits of RPR to NAR's appraiser members?**

RPR will consolidate in one place much of the data currently used by appraisers, and provide appraisers with tools to analyze and update information, and auto populate forms.

#### **15. Which MLSs were selected as beta sites?**

Beta tests are underway in MLS Listings, Inc (Sunnyvale, CA); Arizona Regional MLS/ - ARMLS, (Phoenix, AZ); Spokane Association of REALTORS®, WA; Heartland MLS (Kansas City, KS); Metrolist MLS (Denver, CO); CRISNet MLS (Van Nuys, CA); SoCal MLS (Anaheim, CA); RealtyWEB.NET (Jacksonville, FL); REALTOR® Association of Miami and the Beaches – RAMB (Miami, FL); Mid-Hudson MLS (New York); Charlottesville Area Association REALTORS® (Charlottesville, VA), MLS PIN (Boston, MA); and Maine Statewide MLS – MREIS (Portland, ME).

**16. Once the RPR application is in fully deployed, who will be eligible to use it?**

Once fully deployed in late 2011, all REALTORS® and REALTOR® Associates may use the RPR system, regardless of whether their MLS licenses data for display on RPR. However, only those users who belong to cooperating MLSs will see their MLS data in the application.

**17. Who has access to the data on the RPR?**

There are numerous layers of data within the RPR, and the security is devised so that NAR members who register with a valid NRDS ID will have access to non-proprietary, non-MLS/CIE sourced data, but only MLS/CIE Subscriber/Participants will be able to view MLS/CIE information. There will be no public access to the RPR.

Once fully deployed in late 2011, all REALTORS® and REALTOR® Associates will have access to the full RPR record regardless of whether their local MLS/CIE has chosen to participate. The display of the MLS/CIE licensed data is determined solely the MLS/CIE, which may determine if the data categories are viewable by their members, cooperating MLSs, or all authorized RPR users, or some combination.

**18. Is a NRDS number required for access?**

Yes. A NRDS number is required for authentication against the NAR membership database. Access itself will have secure login structures via NAR and additional security systems for login through your participating MLS/CIE.

**19. What if I don't know my NRDS number?**

During the registration process, you will be provided with access to a tool to securely look up your NRDS number. Help is also available from RPR Customer Care.

**20. If my MLS/CIE does not participate, will I still have access to the RPR system?**

Yes. Once fully deployed at the end of 2011, all REALTORS® and REALTOR® Associates will have access to RPR, either through their MLS/CIE system, or directly via their NRDS ID# at [www.narrpr.com](http://www.narrpr.com).



**21. What are the consequences for members who abuse their access to the system?**

Use of RPR is governed by a comprehensive Terms of Use, which is extensively monitored. Members who do not comply with the Terms are subject to having their access revoked.

**22. How is RPR secured?**

The RPR application incorporates best practices such as strong passwords, user activity logging, and anti-screenscraper technologies. RPR is hosted in a best-of-class data center, protecting against intrusion, denial-of-service attacks, and other malicious exploits. We have also contracted with a highly regarded third party vendor to implement their authentication and access monitoring software.

**23. What is the coverage of RPR's tax data?**

RPR has licensed data that currently covers 94% of the U.S. population. An expansion plan is underway which will provide 100% coverage by the end of 2011.

**24. How will RPR be supported long term?**

RPR will generate ongoing revenues to support its operations and ongoing additions to its data sets by selling analytics into the mortgage and lending markets. No listing level data will be sold.

**25. How will RPR obtain the rights to provide analytics products to its customers?**

The rights to provide analytical products will be addressed through the Content License Agreement RPR enters into with each MLS.

**26. Who are the customers to whom RPR will be selling analytical information?**

The market for analytics and trend information is primarily composed of lenders, servicers, insurance companies, securitizers, and government entities. It is important to note that no listing-level data will be sold to these customers, to whom only aggregate statistical information will be made available.

**27. Will my personal information be sold?**

No. NAR member information will never be sold or distributed.

**28. What if the information displayed in the RPR application is inaccurate?**

RPR will contain a variety of mechanisms for members to report inaccurate data. The RPR Customer Care team will follow up on all such reports with the data source providers. Members will also be able to customize the data in the system for their own use.



**29. Can I download information from RPR for use in my listing presentations?**

RPR will contain advanced reports including, initially, a Property Report, Seller's Report, and Market Activity Report, which can be provided to consumers. Other reports will be added after launch. Screen scraping any information from RPR is strictly prohibited.

**30. Can REALTORS® provide data from RPR to the consumer?**

RPR will contain a wide variety of reports that members can provide to their clients and prospects. An interface will also be provided which allows NAR members to provide the reports from their Virtual Office Web sites to their registered users.

**31. Will my listing information be sold?**

The RPR business model is based on the sales of analytics, or aggregated information. No listing-level information will be sold or distributed.

**32. Will my data be sold back to me?**

No. Access to the RPR is free for NAR REALTOR® members, and the company will not provide it to any entities that wish to resell it to NAR's members.

**33. Can I frame the RPR application for use on my public Web site?**

No. Access to the RPR is provided for REALTORS® and REALTOR® Associates only.

**34. Will RPR display listings that are opted out of Internet display?**

Yes, because RPR is a private system for NAR members only, consumer advertising requirements do not apply.

**35. How frequently will MLS data be updated in the RPR system?**

RETS feeds will update in near-real time. Other formats will be updated within three hours of availability at each source.

**36. Will I be charged for enhancements or preferred placement in the system?**

No. The RPR will have no paid enhancement model.



**37. Will RPR integrate with an MLS system?**

Yes, and the preferred vehicle for delivery of RPR is through an MLS system. (MLS system integration specifications and work will be defined in conjunction with the MLS and their vendor[s].) The application will be branded to the MLS, and can be made available via single sign-on from the MLS system or direct portal access.

**38. Can I frame or link to the RPR from my MLS system?**

Yes. The RPR application can be cobranded for display in conjunction with an MLS system. APIs will be provided to help manage single sign-on, user profiles, and deep linking. Co-branding support will be provided by RPR's Customer Care team.

**39. If a property has been listed in multiple MLSs, how will it display?**

The listing information from each MLS will be displayed side-by-side, so the member can easily view how the listing is represented in each system where it appears.

**40. Will RPR manage the syndication of listing information for MLSs?**

No. Listing syndication is not a service that RPR will provide.

**41. Will information from RPR be displayed on NAR's consumer sites, including REALTOR.com and HouseLogic.com?**

No. The information in RPR is exclusively for the use of NAR members.

**42. Does RPR include all property types?**

RPR will be the most comprehensive property database in existence. It will include all parcels of residential and commercial property and vacant land in the United States.

**43. Where will the commercial listing information come from?**

RPR will license all commercial property types from cooperating MLSs, as well as from REALTOR® CIEs. Other sources of commercial information are currently being evaluated by the RPR Advisory Committee.

**44. Will RPR work in non-disclosure states?**

Yes. While sales data may not be available in non-disclosure areas, other key public records data will be incorporated into RPR. In addition, RPR features the entire MLS content of all cooperating MLSs in such areas.



**45. Will RPR include FSBO data?**

The RPR System is a parcel-centric database that is not tied to whether or not a property is currently for sale. It will contain nationwide public records and tax assessments, which will include deed and transfer information. Currently “For Sale” information will be received from participating MLS/CIE’s and will not contain FSBOs. There is no consumer access to the site, nor any ability for a FSBO to be entered into the RPR system.

**46. Will RPR aggregate MLS data from sources other than MLSs?**

RPR will work directly and exclusively with MLSs to license their content, and will not license content from any third-party aggregators.

**47. Can I frame the RPR application for use on my MLS or CIE public website?**

No. Access to the RPR is provided for NAR members only.

**48. Is support available for RPR users?**

Yes. The RPR application will contain contextual help and tips for users. In addition, beginning in mid-August, 2010 with the first launch, live support will be available 7 days a week, 24 hours a day. Support will be available by phone, email, and live chat.

**49. How will single sign-on to RPR work?**

A single sign-on API will be provided to MLSs and their vendors, allowing RPR to recognize a user’s identity and signed-in status, as well as verify membership in NAR. The process will be available during the initial launches in mid-August, 2010.

**50. Will other MLS client applications have access to RPR data?**

Any client application of an MLS may receive the available RPR APIs to integrate; however, this access is conditioned on the requirement that the data not be resold to NAR’s members in any way, and that the data not be included in any consumer application.

**51. What are the community features in RPR?**

The initial launch of the RPR will not include any social networking or community features.