



- Membership Survey 2009 REPORT -

The objective of this survey is to determine the factors that constitute overall satisfaction with Northern Wasatch Association of REALTORS services to their members. The survey was placed on the WFRMLS website in the form of a pop-up that linked to the NWAOR website.

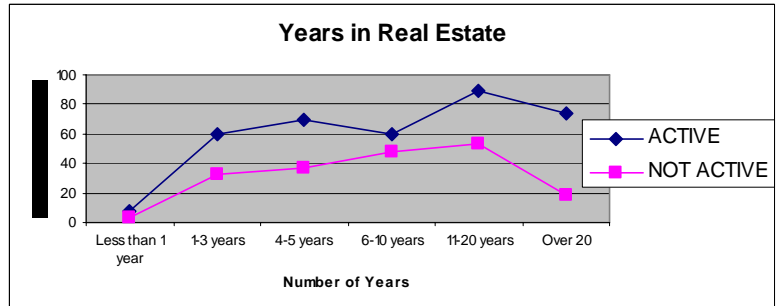
The survey was available from October 26 - November 13. There were 1901 members who could have participated; 555 members filled in the survey which is 29%. Of the agents who participated there were 361 who considered themselves Active and 194 who considered themselves not active.

1. Do you consider yourself to be an active participant in the Association?

ACTIVE	361
NOT ACTIVE	194

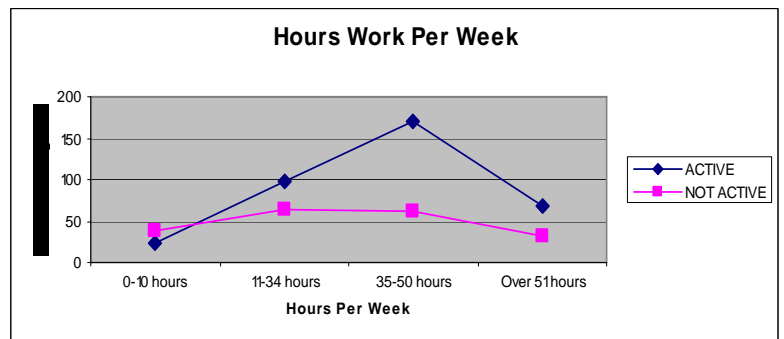
2. How many years have you been in the real estate business?

	ACTIVE	NOT ACTIVE
Less than 1 year	8	3
1-3 years	60	33
4-5 years	70	37
6-10 years	60	48
11-20 years	89	53
Over 20	74	19



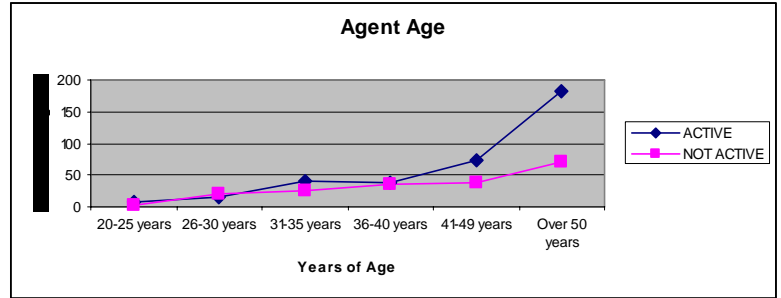
3. How many hours per week do you work in real estate?

	ACTIVE	NOT ACTIVE
0-10 hours	24	38
11-34 hours	98	64
35-50 hours	170	61
Over 51 hours	69	31



4. Mark your age range:

	ACTIVE	NOT ACTIVE
20-25 years	7	2
26-30 years	16	19
31-35 years	41	26
36-40 years	39	35
41-49 years	74	39
Over 50 years	183	71



5. Is real estate your only occupation at the present time?

	ACTIVE	NOT ACTIVE
Yes	291	136
No	70	56

6. In which city do you do most of your work?

ACTIVE

Ogden	94	Syracuse	3	Ogden So Ogden	1
Layton	45	West Haven	3	Ogden Weber County	1
Weber & Davis County	31	Bountiful	2	Ogden, Layton, Roy	1
Roy	23	Brigham City	2	Ogden, Roy	1
Davis	20	Davis/Weber/Morgan	2	Ogden, So Ogden	1
Weber	15	Morgan	2	Ogden, West Haven	1
All over	12	Ogden Valley	2	Plain City	1
North Ogden	11	Ogden, Eden	2	Pleasant View	1
Clearfield	7	South Weber	2	Roy, Ogden, Layton	1
Clinton	7	Syracuse, Layton	2	Utah	1
Kaysville	7	Washington Terrace	2	Weber Davis SL Counties	1
Eden	6	Clinton Clearfield	1	West Point	1
South Ogden	5	Farmington	1	West Valley	1
Salt Lake	4	Fruit Heights	1	Tremonton	1
Farr West	3	Harrisville	1		
North Ogden/Ogden	3	Hooper	1		
Northern Utah	4	Ogden Layton	1		

NOT ACTIVE

Ogden	54	Syracuse	3	Layton/North Ogden	1
Layton	22	Bountiful	2	Morgan	1
Davis County	11	Brigham	2	Ogden/Layton	1
Weber County	11	Kaysville	2	Pleasant View	1
Roy	10	Ogden Valley	2	Preston	1
Weber Davis	9	Park City	2	Roy, Clinton	1
Salt Lake	7	South Ogden	2	South Jordan	1
Eden	4	Clearfield	1	Weber/Box Elder	1
Anyplace I can	3	Draper	1	West side Weber County	1
Clinton	3	Greater Ogden Area	1		

7. In which city do you live?

ACTIVE

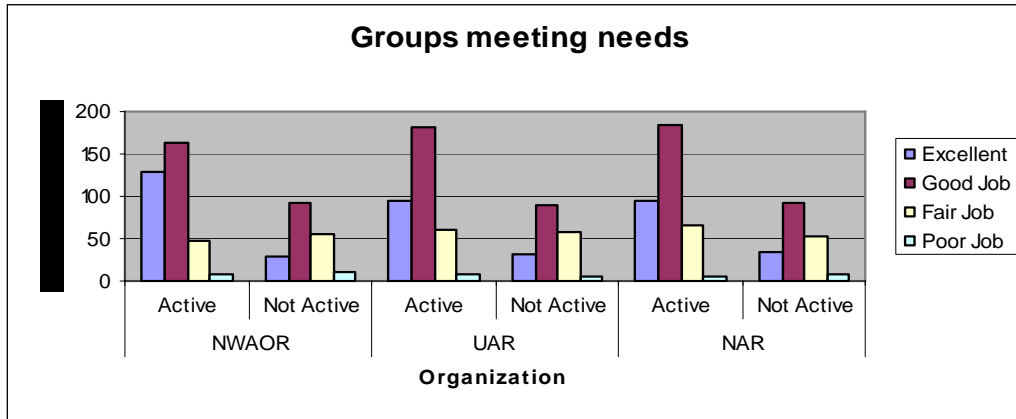
Ogden	64	Hooper	5	West Point	2
Layton	38	Mountain Green	5	Davis County	1
Roy	31	Huntsville	4	Farmington	1
North Ogden	28	Morgan	4	Far West	1
South Ogden	22	Perry	4	Ogden	1
Kaysville	18	Plain City	4	Logan	1
West Haven	15	South Weber	4	North Salt Lake	1
Eden	12	Uintah	4	Peterson	1
Syracuse	12	Bountiful	3	Slaterville	1
Clinton	10	Brigham	3	Tooele	1
Riverdale	8	Sunset	3	Warren	1
Clearfield	7	Taylor	3	Washington Terrace	1
Farmington	7	Fruit Heights	2	Willard	1
Farr West	6	Harrisville	2		
Pleasant View	6	Weber County	2		

NOT ACTIVE

Ogden	29	Plain City	3	Holladay	1
Layton	27	Brigham	2	Huntsville	1
Syracuse	17	Farr West	2	Preston	1
North Ogden	8	Fruit Heights	2	Salt Lake City	1
Kaysville	7	Liberty	2	Slaterville	1
Roy	7	Midway	2	South Weber	1
Eden	6	Mountain Green	2	St. George	1
South Ogden	6	Pleasant View	2	Sunset	1
Clinton	5	Riverdale	2	Washington Terrace	1
Farmington	5	Taylor	2	Weber county	1
Hooper	5	Uintah	2	West Jordan	1
West Point	5	West Haven	2	West Weber	1
Morgan	4	Draper	1		
Bountiful	3	Harrisville	1		

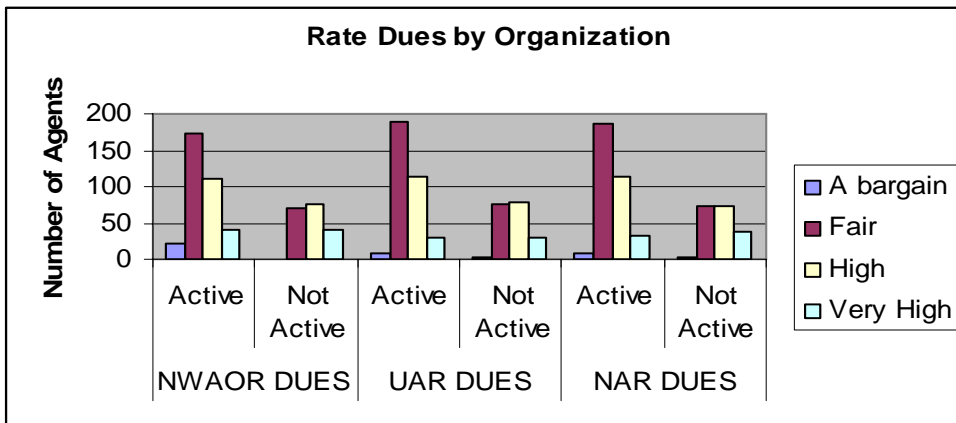
8. How do you evaluate the job that the following groups/organizations are doing to meet your needs?

	NWAOR		UAR		NAR	
	Active	Not Active	Active	Not Active	Active	Not Active
Excellent	129	28	96	31	94	33
Good Job	164	92	181	89	183	93
Fair Job	47	56	60	57	65	52
Poor Job	9	10	8	6	5	7



9. Rate the following NWAOR, UAR, NAR organizational dues.

	NWAOR DUES		UAR DUES		NAR DUES	
	Active	Not Active	Active	Not Active	Active	Not Active
A bargain	22	1	9	2	9	2
Fair	174	70	189	77	186	72
High	111	75	113	78	114	74
Very High	40	41	29	29	33	38



10. How would you rate the importance of the following services on a scale from 1 to 10?

Rank importance with (1) Less important (10) Very Important

ACTIVE	1	2	3	4	5	6	7	8	9	10
Government Affairs	12	9	10	8	26	15	31	64	34	142
Legal Support	12	10	8	10	29	21	28	49	34	145
Continuing Education	3	6	10	10	26	12	23	61	48	147
Networking Opportunities (lunches, social events)	43	27	28	27	73	28	34	45	14	31
Awards	111	38	34	22	59	25	19	19	5	17
Public Relations (Pro-Realtor advertising to public)	13	10	12	8	46	16	33	60	43	109

NOT ACTIVE	1	2	3	4	5	6	7	8	9	10
Government Affairs	6	4	8	6	22	9	14	37	19	51
Legal Support	10	5	4	3	21	14	18	29	20	53
Continuing Education	8	4	6	2	11	9	16	39	21	59
Networking Opportunities (lunches, social events)	37	21	27	16	38	8	10	10	4	7
Awards	88	17	19	11	23	5	6	3	0	2
Public Relations (Pro-Realtor advertising to public)	15	4	4	12	31	12	15	24	15	35

11. Please rank the Public Relations efforts to increase public awareness of REALTORS.

Rank importance with (1) less important (10) Very important

ACTIVE	1	2	3	4	5	6	7	8	9	10
Presidents Homefinder article in Saturday Standard Examiner	46	19	20	20	62	28	41	32	27	43
Various REALTOR related announcements in Homefinder section	38	26	22	20	67	32	41	35	16	38
Ads in the Standard Examiner	59	33	30	18	67	22	38	39	11	22
Advertising and sponsorship at Raptor baseball games	87	31	30	24	63	35	29	17	9	15
REALTOR float in various parades	67	36	24	30	65	32	36	28	9	12
Booths at county fairs	41	27	38	28	77	37	41	32	10	10
Billboard campaign	32	19	16	19	42	32	46	37	43	54
Christmas Jubilee and Tree, Jubilee charity events	32	22	16	17	61	25	56	46	22	40

NOT ACTIVE	1	2	3	4	5	6	7	8	9	10
Presidents Homefinder article in Saturday Standard Examiner	37	11	15	14	24	14	16	16	9	16
Various REALTOR related announcements in Homefinder section	28	17	20	15	30	14	13	15	6	2
Ads in the Standard Examiner	39	24	17	13	20	18	15	9	7	13
Advertising and sponsorship at Raptor baseball games	51	12	23	18	28	16	9	7	5	8
REALTOR float in various parades	46	14	20	18	33	16	10	8	4	8
Booths at county fairs	34	15	20	18	33	12	16	12	4	10
Billboard campaign	21	8	12	10	33	15	21	25	8	22
Christmas Jubilee and Tree, Jubilee charity events	22	13	10	13	22	16	27	15	15	20

12. Rate each of the following activities that have benefited you as a REALTOR in order of importance. (1) Less important (10) Very important

ACTIVE	1	2	3	4	5	6	7	8	9	10
Luncheons	89	18	23	24	57	26	36	36	12	25
Hot Topics	57	30	28	30	55	37	38	30	19	19
Tech Fair	58	17	28	32	62	25	40	30	30	17
Political Lunch	62	11	22	23	63	24	44	47	22	25
Boat and BBQ	154	43	32	20	47	18	10	6	3	13
Christmas Party	106	22	20	26	58	19	24	31	18	19
Wendover Bus Trip	217	30	13	16	33	11	6	5	5	8
Training Classes	14	2	8	7	25	7	26	72	57	127
RPAC Activities	45	11	21	22	53	30	35	47	25	56

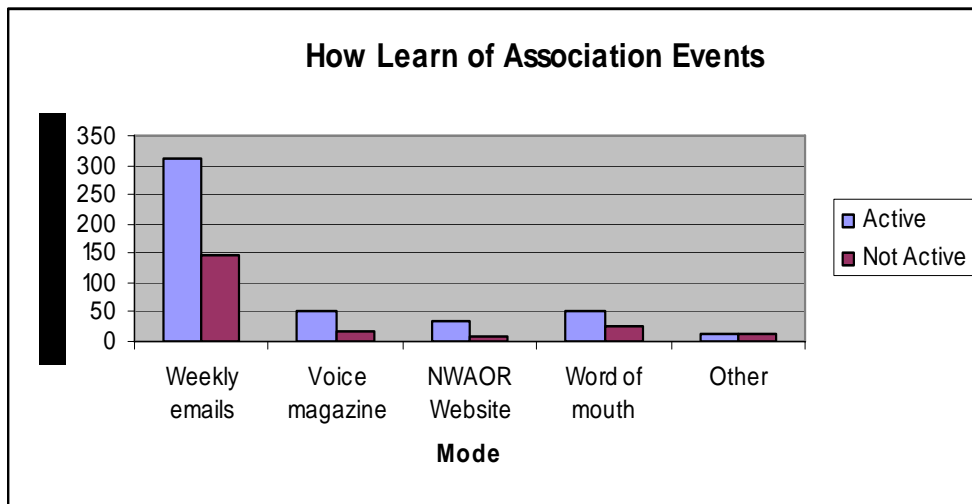
NOT ACTIVE	1	2	3	4	5	6	7	8	9	10
Luncheons	78	24	12	8	20	6	10	5	1	7
Hot Topics	53	10	16	11	37	13	15	7	2	4
Tech Fair	45	14	17	14	31	12	11	13	3	8
Political Lunch	52	10	19	11	31	13	14	12	5	4
Boat and BBQ	98	13	16	11	14	2	3	5	3	4
Christmas Party	77	15	16	11	20	10	7	4	0	9
Wendover Bus Trip	123	13	6	5	12	1	1	1	3	4
Training Classes	18	2	4	2	16	11	24	27	21	50
RPAC Activities	36	18	8	10	32	11	14	20	7	13

13. Have you taken an online CE class offered through the NWAOR website (www.nwaor.com)?

	Active	Not Active
Yes	36	27
No	316	158

14. How do you generally learn about Association events?

	Active	Not Active
Weekly emails	309	147
Voice magazine	54	19
NWAOR Website	33	8
Word of mouth	51	25
Other	14	12



15. Are there any services you are not receiving from NWAOR that would be beneficial?

ACTIVE		NOT ACTIVE	
No	271	No	137
Yes	43	Yes	20

If Yes: See page 13 for Active comments and page 21 for Not Active comments.

16. What is the most important service you receive from the Association?

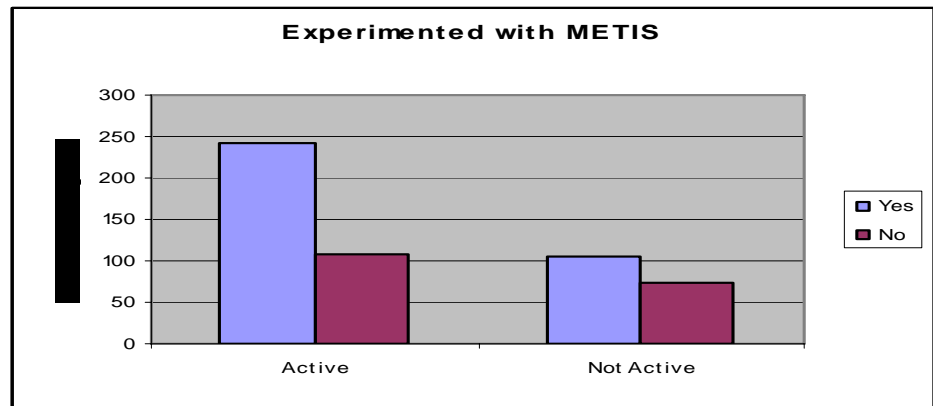
Please check only one	Active	Not Active
Government Affairs/Lobbying	44	14
Education	55	27
MLS	203	98
Public Relations	4	1
Awards	0	0
Key box system	21	13
Professional Standards/Ethics Enforcement	8	3
Legal Support	6	1
Forms	5	11
Social & Business Networking (lunches & other events)	6	3

17. How would you rate the WFRMLS public site (utahrealestate.com) compared to other public real estate listing sites?

	Active	Not Active
Excellent	91	29
Good	202	109
Fair	45	29
Poor	9	8

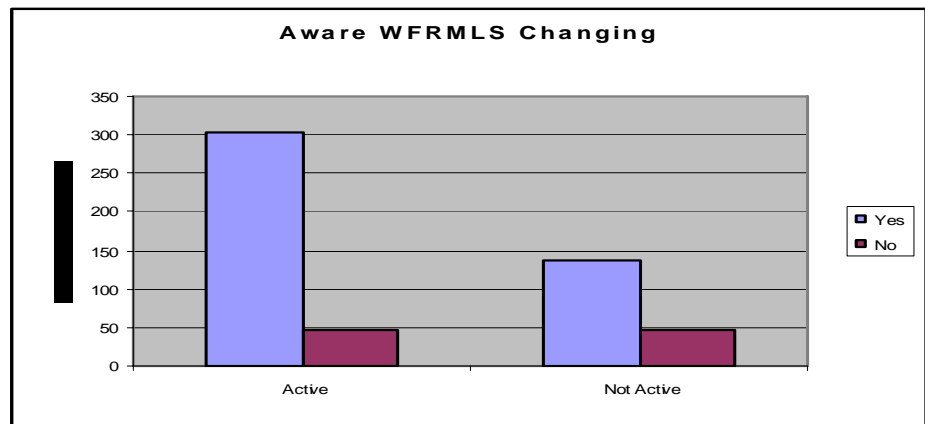
18. Have you experimented with the new WFRMLS site (Metis)?

	Active	Not Active
Yes	242	106
No	108	75



19. Are you aware that the WFRMLS site will be changing in the next few months?

	Active	Not Active
Yes	302	138
No	47	46



20. Do you participate in online social networking (e.g. facebook, twitter)?

	Active	Not Active
Yes	203	107
No	146	77

21. Do you consider it a benefit of the Association to communicate through online social networking (facebook, twitter)?

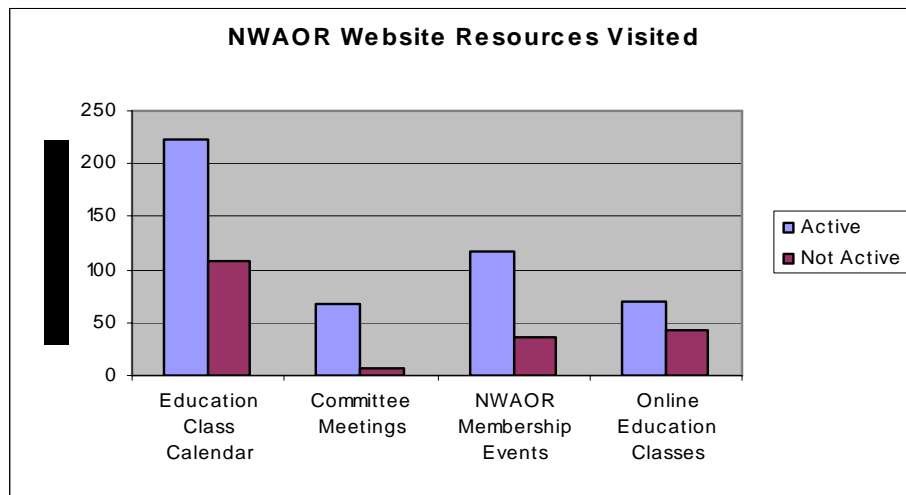
	Active	Not Active
Yes	168	68
No	170	109

22. Have you ever logged into the NWAOR website www.nwaor.com?

	Active	Not Active
Yes	256	127
No	94	58

23. Which resources have you visited on the NWAOR website?

	Active	Not Active
Education Class Calendar	224	108
Committee Meetings	67	7
NWAOR Membership Events	118	35
Online Education Classes	69	43



24. What would you change about the NWAOR website?

If Yes: See page 14 for Active comments and page 21 for Not Active comments.

25. Do you contribute to the REALTOR Political Action Committee?

	Active	Not Active
Yes	232	69
No	116	111

If not, why not?

	Active	Not Active
Don't believe in RPAC	9	11
Can't Afford It	76	67
Not Effective/Worthwhile	8	14
Doesn't Reflect My Views	18	12
Not Aware what RPAC is	11	9

26. Are you aware of the current proposals to adopt a sales tax on personal services which would tax real estate commissions?

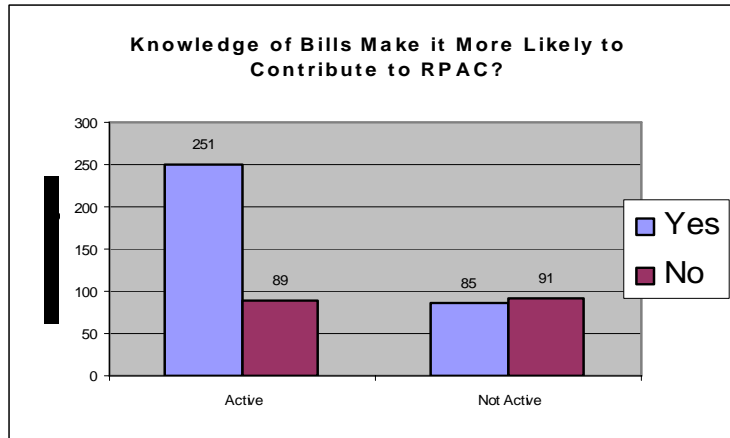
	Active	Not Active
Yes	302	140
No	48	41

27. Are you aware of the current proposals to adopt real estate transfer tax?

	Active	Not Active
Yes	275	116
No	74	63

28. Does your knowledge of the issues covered in 26 and 27 make it more likely that you will contribute to RPAC?

	Active	Not Active
Yes	251	85
No	89	91



29. Do you actively prospect to "For Sale by Owners?"

	Active	Not Active
Yes	70	32
No	131	87

If yes, how often?

	Active	Not Active
Everyday	7	5
3 times per week	14	8
Once a week	21	9
Once a month	17	4
Less than once a month	19	16

30. What percentage of your listings is from “For Sale by Owner”?

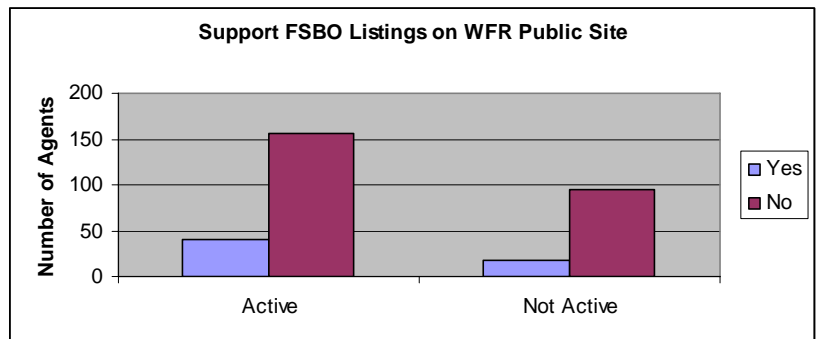
	Active	Not Active
Less than 10%	157	96
11-25%	18	5
Over 25%	8	3

31. What percentages of your total transactions are from “For Sale by Owner”?

	Active	Not Active
Less than 10%	162	96
11-25%	19	8
Over 25%	4	2

32. Would you support a change in the WFRMLS public site to allow “For Sale by Owner” listings?

	Active	Not Active
Yes	40	18
No	157	95



Additional comments on page 12 for Active members and page 20 for Not Active members.

Comments ACTIVE members

ACTIVE MEMBERS COMMENTS:

15. Are there any services you are not receiving from NWAOR that would be beneficial?

6 ft. vinyl yard signs, available at Salt Lake Board
access to a good healthcare plan
Accurate MLS sold info
affordable health insurance
All training classes available
Beer Garden jk....
Better education that is not based upon whether or not it makes money for the Association
better selection of directional signs
Bring back UARHOF! We are constantly getting RPAC crammed down our throats and other valuable organizations have gone by the way side. The truth is, we accomplished everything we needed to at the leg. before RPAC came into existence and we had the overpaid lobbyists working for the board. You can disguise it anyway you want to -but those of us that have been around long enough, know the truth and the way it used to be worked just great. If we put our focus on UARHOF, we could raise fund that we could donate to Own in Ogden or Own in Clearfield and enable more people to buy homes which would result in our agents making more sales.
Cheaper Dues
Communication and input in raising dues and remodeling the offices, Public disclosure of a budget
Discounts to local business....like a membership discount card
Eliminate the "Feel Good" activities and concentrate on things that grow business.
ethics and best practices training for all
Expanded Store ie. Salt Lake Board
Get rid of the no service low rate brokearages they make twice the work for the rest of us and they are driving down commisions.
Give Mike a raise
Help with being able to use our Supra Keys with a Mac Computer
I always buy in SLC - better choices
I always forget about the store....
I think the board needs to remeber they are there to help the realtors and not charge us for everything.
Insurance
Market news
Medical Insurance, Group Policy
Metal sign post
monthly statement
more area detailed market statistics
More Core Classes
More input from users on web site offerings.
more say so in how the board operates officers do not listen to the members they forget who the work for
More signs
More Substabce and less waist such as Boat and Lunch and Wendover trips, Total Waiste of time
more tech training
night classes
Not visited store..
NWAOR is fantastic. We have progressed from just another association to one of the best associations in the nation under Mike Ostermiller's leadership.
NWAOR website needs to allow for a login to be selected by the user, instead of my nerds # that I never remember I need the ability to create my own unique login.

ogden valley tour support
Setting up Websites, Computer Training
short sale riders
short sale signs
sign holders
sign posts
Some cute fun stuff like SL board has...
Sticky Letters or Phrases for Blank Rider signs
Varied versions of sign holders
Various riders, sign posts
vinyl lettering to put on blank riders
website development/training
Weekly massages
Welcome signs

24. What would you change about the NWAOR website?

1 calendar for everything, right now you click on calendar and their are no education classes listed, you must go into education to find the classes on a different calendar.
a lot - lock down realtor side- put more info up for agents
Ability to create a unique login, not my nerds #
awards format
awkward
Bring it up to date, it's very outdated.
Clean it up, it is very messy and unprofessionaly made
Continually update with the newest bells and whistles.
Continue to be user friendly
Get the updated contact ifo for members cleaned up
Include info about the website in the weekly emails with a link to the website.
It needs a facelift-update it
It's fine.
logon/password
Looks Good
Make education section more prominent
make it a little more intuitive
Make it more user friendly. It takes a while to figure out where to go and how to use the site.
make the online training button BIGGER.
More focus group/user input from actual users.
More Links ie. Fair Housing, Gov Reg.
more user firendly less cluttered
More user friendly like Utah.gov
overkill since we get email
Post the Budget and the Job Discriptions of all of the employeess and elected officials. The agents have a right to know where their money is going and who is fulfilling their job description. Transparency is the only way to bring everyone together and provide accountability.
put emails of contacts of staff
Re: Q25. I contribute, but don't always agree with it. I think the tax credit is contributing to making our future bleak, though it is helping in the short run. Should we sell out the long run for the short run? I don't think so, but the nation seems to be allowing it.
Roster/ linked to...

satisfied
Unknown
user friendly (not easy to find things)
water property section

Additional Comments

<p>A fellow realtor said it best: "A for sale by owner is an unlicensed agent that has a fool for a client. That is a fact under any market conditions, but especially under present market conditions. For us as Realtors to allow them to advertise under our banner is to condone that foolishness. I understand the logic that we would pick up a share of that business, but I believe it would truly send the wrong message to the public.</p>
<p>A fellow realtor said it best: "A for sale by owner is an unlicensed agent that has a fool for a client. That is a fact under any market conditions, but especially under present market conditions. For us as Realtors to allow them to advertise under our banner is to condone that foolishness. I understand the logic that we would pick up a share of that business, but I believe it would truly send the wrong message to the public.</p>
<p>Absolutely no to #32. If we do, they'll campaign to do away with boards and associations and work for private associations not controlled by wfr.</p>
<p>Adding FSBOs to our site would under cut our jobs! Single pay servicers are already damaging our reputation as Realtors as it is, they should not even be allowed to be associated with Realtors as they currently operate!</p>
<p>Allowing FSBO's to be on the MLS is RIDICULOUS and would hurt our business.</p>
<p>Are you for real. No way should a FSBO be on the WERMLS they pay no fees, and contribute nothing, unrealistic in their marketing. Plus they are taking money from active realtors.</p>
<p>As agents we pay for and support the MLS system so that it has the value that it does. If we allow the FSBO's to be a part of that, what is their incentive to ever list with us as agents? We will put ourselves out of a job in my opinion. When they are encouraged to list with agents it also guarantees the buyer's agents a commission and generates buyer leads for the listing agents. I strongly oppose even the companies that list the FSBO for a reduced fee. They are not supporting our organization. We need to fight to keep our value as an organization and what we offer through our services.</p>
<p>Board officers need to read the bylaws of the board they have given to much power to ex sec he is wearing to many hats contry to what WAS ORIG agreed uponwhen he was hired it is like the tail is wagging the dog officers and board members hsve no back bone No virus found in this incoming message.</p>
<p>Board Staff are doing a great job. Keep it up!!!</p>
<p>Change to Supra was handled in a heavy-handed, non-client-focused manner. Should have had some mechanism for agents who were legitimately unavailable rather than "you have to be here when we say" or make someone else do your work for you.</p>
<p>Concerning question #32- If we allow FSBO's to use the WFR we are taking away one of the reasons to use a RELATOR in the first place. Not the only reason, but a pretty powerful one. I also don't understant why our local dues are higher than our national dues.</p>
<p>Cut out all the crap and reduce our dues.</p>
<p>cut throat discount no service brokers are big liability to the industry.</p>
<p>do not ever allow non members access to our web site.</p>
<p>For sale by owner on the MLS?! Are you kidding? Why would you consider an action that greatly harms the members of the very organization that supports the MLS' very existence? It would fatally undermine our partnership.</p>
<p>For sale by owners being added to our site is a terrible idea!!!!!!</p>
<p>For Sale By Owners should NOT be allowed on the WFRMLS System. We work hard for what we have. It will create more problems than we are already facing. The way the current economy is, it is forcing FSBO's to use agents, and that's a good thing. DO NOT ALLOW THIS!!!!</p>
<p>Fsbo on the mls would be a terrible thing. Fsbos already think they can do it without a realtor. I strongly feel they should not be allowed on the mls.</p>

<p>I DON'T prospect FSBO's. The one exclusive benefit we as Real Estate Agents have to our clients is the MLS listing service. Part of our service includes marketing our clients listings to the other real estate agents and to the public. If the FSBO's are allowed to market their listings on the MLS, our Realtor professional fees will be grossly affected as a result. Most clients don't realize our value until AFTER the transaction has been completed. This would be disastrous to our realtor income.</p>
<p>How about PUBLISHING the survey so that the MEMBERS have an opportunity to read what others are saying. How can we know the worth of any survey that is not made public. The store needs to expand with more and varied items.</p>
<p>How come the voice magazine gets mailed to my office rather than my home address. I have marked in personal preference I want it mailed to my home but it still comes to my office so I don't get it on a timely basis. With Real Estate being done virtually where ever we have a computer we don't need to go in to the office very often. Either make it an online publication or mail it to our home address if you want us to read it.</p>
<p>I absolutely WOULD NOT support the MLS allowing FSBO to advertise on WFR! I am shocked that this is even being brought up! Why would we do such a thing? We pay for the information that is on the MLS in many different ways and would be prostituting it by allowing FSBO's to have access!!!</p>
<p>I am not in favor of lease keyboxes indefinitely. Realtors should be able to take advantage of a lease to own option.</p>
<p>I appreciate the staff support and Mike particularly.</p>
<p>I believe a full accountability of all income and expenses should be provided to the membership at each year end. FULL ACCOUNTABILITY. Also how all RPAC money is being spent.</p>
<p>I disagree 100% to the proposal to allow FSBO to announce their property/ies in our REALTOR website. If they are allowed to do this, why will they want to work with a REALTOR? No sense! Please do not allow FSBO in our website, this will ruin my and many other Realtors business. I said no to FSBO, let them find a way of announcing or sign with one of us, the experts to sell their home/s.</p>
<p>I do not favor a public MLS site at all. I think there is entirely too much free access to MLS data.</p>
<p>I don't attend luncheons because I pay for them with my dues and fees but if I can't attend at the last minute I am charged again. That is not fair.</p>
<p>I don't feel that any of the parties are worth the money I am spending towards it. If someone wants to go to Wendover they can pay for it themselves. I am not for spending time or money to hang out with people I would rather not associate myself with.</p>
<p>I feel like I pay annual dues and get very little in return. It seems as though the dues go up every year.</p>
<p>I feel that the integrity of the board has gone down hill in the past few years. The moral make up of some of the committees are degrading and embarrassing. I have looked at joining other boards such as Salt Lake or Brigham City. The luncheons are not what they used to be and maybe if we want the public to respect us we need to do some house cleaning in our own board.</p>
<p>I hate the \$25 transfer fee for new agents.</p>
<p>I have always been a strong supporter of RPAC, but now since the LEVEL of award you receive is tied to it, I am not going to support RPAC anymore.</p>
<p>I prefered pay for dues by the month with my office rent.</p>
<p>I resent Lobbyists, and gifts to politicians, but that is the immoral system that Politicians operate by, so I accept that the Realtor Associations must participate in this game. More so now than ever before. If votes continue to be bought by \$\$\$\$\$ rather than common honesty, in 50 years it won't matter. That is not a prophecy, just predictions by Abe Lincoln & Thomas Jefferson. And YES, I plan on being a Realtor as long as I continue to enjoy helping people, and have good health.</p>
<p>I strongly agree with what Larry Huston said:</p>
<p>I think it would be an a slap in the face of Realtors to allow FSBO listings on the MLS. It undercuts one of the fundamental services we offer to sellers, that of the an association of Realtors working together and sharing information across a private MLS system. Don't handicap our careers by offering MLS to the public dick and jane.</p>
<p>I think it would be beneficial to be able to join the NWAOR Facebook online networking as a "Friend". Now as it is you can only join the "Group". The Salt Lake Board is set up to join as a "Friend". This would provide the ability to do more networking and make more Realtors and other people aware that it exists.</p>
<p>I think that everyone being charged a key charge is not fair to those of us who do not have one.</p>

<p>i think that the awards being tied to a contribution level for rpac was a big mistake and I chose to boycott applying for an award because of it. I also think that you should not bill principal brokers a large optional rpac fee in their regular bill. believe me i do enough for political involvement for real estate.</p>
<p>I think that would be hypocritical to allow FSBO listings. If they want to use our services then they should use our services not take advantage of us.</p>
<p>I think the association should account for the spending of RPAC funds and for dues.</p>
<p>I think the awards program is a complete fiasco... I am a past major award winner and do not participate in the awards program any longer. I have also been a major RPAC contributor in the past. I give to RPAC because I believe in its benefit... linking it to awards has made it less likely that I would contribute. The elimination of Rookie of the Year and other awards is a disservice in my opinion. I believe this type of award can be a major goal and incentive to all Realtors. I also believe that it is important to give service and actively participate in the board, but doing so should be because you feel it to be a worth while cause not to fulfill the requirements for an award.</p>
<p>I think we should change our name! ;o)</p>
<p>I think we should stop any Brokerage from putting listings on the MLS for a fee. Real Estate can be hard enough without giving the for sale by owners an opportunity to advertise on the MLS pretty much for a minimal amount. I think this issue should be looked at very hard.</p>
<p>I would need to know more about FSBO public site before I supported it.</p>
<p>I would only support a FSBO section of the WFR under certain conditions. I would want the owner to be required to offer a buyer's agency compensation. I also believe they should have their comments carefully screened to avoid negative phrases, direct contact info for themselves, etc, the same way we are. I believe in cooperating with FSBO's. I think the Association is fooling themselves if they think that FSBOs won't end up putting together some type of comprehensive database, which will compete with the MLS. (If KSL.com made it a priority to build a decent site, they'd virtually have one already) No virus found in this incoming message.</p>
<p>If FSBO have the opportunity to put their properties on our MLS, our MLS will be no better than a FSBO classified site.</p>
<p>If FSBO owners are allowed to place listings on MLS, they should incur charges for doing so!</p>
<p>If FSBOs were given a easier access to the MLS it would kill our industry. The main reason sellers list homes with agents is because of the exposure through the MLS.</p>
<p>If we allow For Sale by Owners we are undermining our entire profession.</p>
<p>If we allow FSBO's on the MLS site the PROFESSIONAL REALTOR,S might as well give up their license's. We as PROFESSIONAL'S work had to learn our trade and take the time to make sure we have all the continuing education that is available to us to ensure that our clients are protected and represented in a way that separates us from the FSBO,s. For the most part FSBO are folks who dont understand what takes to sell a home legally. They believe we are to high paid and really think that they can do better for less money. We need to keep the MLS only for those of us who take this job seriously. KSL and Craig's list are for FSBO'S.</p>
<p>If you allowed FISBO's on our site then what do they need us for most Sellers do not understand the value we bring to the table most of them think the main benefit to them is the MLS even though thats not true most sellers don't realize until after a difficult transaction is completed that its my 36 years of experiance that makes me valuable not just the MLS No virus found in this incoming message.</p>
<p>I'm unsure onthe For Sale By owner question. It would be nice to have a undecided option for that question.</p>
<p>In my experience with NWAOR over the last 10 years there has always seemed to be a slight negative undertone towards Realtors. And though I do understand that some real estate agents are difficult to work with, it seems to cloud customer service in general. In my opinion, NWAOR should take a position of "Red Carpet" service and strive to ensure that every Realtor experiences nothing short of being pampered. After all, they are the "Customer".</p>
<p>In Number 16 I would check most of the boxes instead of only one.</p>
<p>just moved back to area in last year and so am getting to know what is available here.</p>
<p>Keep up the good work!</p>
<p>keep up the good work!!!!</p>
<p>Let FSBO stay on KSL and related sites, or charge much, much more, like 1 and 1/2% to list.</p>
<p>Maybe not on Utah Real Estate but some other sponsored web site.</p>

METIS changes look good, however, it still needs a lot of user input. Need to get input from people actually using for CMA research, etc through focus group, surveys etc.
my experience with metis is not good. It seems difficult to use and to get used to. They announced that they had put my contacts into metis and I should use metis but i don't understand the system and it is not intuitive or elegant.
No allowing for sale by owners that takes away our value added services. Then people will think they can just throw it on the mls and pay half commissions. ABSOLUTELY REPULSED AT THE VERY IDEA ANY IDIOT COULD EVEN THINK OF THAT.
NO to FSBO on our site!!!
Not only am I completely against allowing FSBO's to be on the MLS, but want to see the agents/brokerages who "sell" the option of listing on the MLS with no agency eliminated. STRONGLY!!
Number 32. I would only support FSBO's on the WFR/MLS if they would be required to pay a minimum of 3% commission to a Buyers agent.
Please don't try to hide the RPAC donation as part of my bill and I would be more likely to contribute.
Please get rid of the low rate no service/low service brokearges. They make twice the work for the rest of us cause a conflict of intrest because we end up communicating directly with seller. and they are driving down commissions for the rest of us. Wake up. they are wrecking the business!!!!!!!!!!!!!! I am sick of paying allot of money and getting no results with this issue. Wake up and do something about it please!!!
Question #32. Are you kidding me ?
Question 32 comment, If the FSBO is required to get a license, do CE, pay the same fees, and become a board member, then by all means List Anything You Can. And welcome to real Real Estate. Other than becoming an agent and all the "stuff" associated with doing so, why the hell would anyone support such a proposal?
REDUCE THE RATES WE ARE CHARGED TO BE MEMBERS...WHY DO WE NEED TO PAY IN OCTOBER WHEN OUR MEMBERSHIP EXPIRES IN DECEMBER? WHY NOT CHANGE IT TO JULY SO THERE ARE NOT SO MANY MONEY PRESSURES AROUND THIS TIME OF YEAR?
Ref#19 I've heard this for over 2&1/2 years. Have seen very little change.
Remove the required RPAC donation from the Association Awards. An RPAC donation should have nothing to do with Realtors receiving a production award. What happened to Professional/Salesperson of the Year Award? Please bring this award back. It was an award that several agents in our office were striving for.
Since question 32 was posed about letting FSBOs on the MLS, I'm guessing there is a reason why. I can't for the life of me figure it out though. If there was a valid reason that made sense, I would certainly listen.
Supporting #32 would eliminate the "no service" and "partial service" listings that just support some of the negative perception of lazy realtors out there.
Thanks for all the efforts and dedication of those involved.
Thanks for always being available and accessible that is very important to me as we hardly ever know when a crisis is going to come up. It is nice to be able to get support quickly. Lets keep working at the professional standards and ethics. It seems as though we are slipping in some this area.
The answer to 32 is not "no", it is "Hell No". A for sale by owner is an unlicensed agent that has a fool for a client. That is a fact under any market conditions, but especially under present market conditions. For us as Realtors to allow them to advertise under our banner is to condone that foolishness. I understand the logic that we would pick up a share of that business, but I believe it would truly send the wrong message to the public.
The fees that we pay for political support of our industry failed where was our representatives when we needed a voice to stop the easy lending practices set by our government and supported by our own paid interest in Washington your cost countinue to go up and you never disclose where the money spent like showing how much money goes to the top officials of this orginazation.Now you want to include for sale by owners to water down our industry even more
The mls is the most important reason people still need Realtors. Keep protected.
The new supra ket is a disaster...its too big...it functions on Cel tower and as a result theree a certain homes that they do not work at because the cel service in that spot is dead...the new mls has so many problems to list...lafter 2 years of development to have so many basic funtions messed up and changed for the worse is a huge was of money for us and a boodoggle for the web developers..because we will be paying them for the next few years to undo or fix all the problems they are creating now.

the public site really needs to move fast. I noticed that media one has an iPhone app for finding listings... we are BEHIND THE CURVE No virus found in this incoming message.

The Risko lock box change over was a joke, the board had no accounting of boxes, as a result it cost many agents a ton of money, too bad you don't spend more time providing full service to those who pay your wages!!!!

The worst thing the WFRMLS could do is start supporting FSBO-- That would be a huge negative for me as an agent and would surely cause a loss of support of the board on many levels. Do Not allow FSBO listings on the MLS and I would prefer that the MLS research current companies who do flat rate listings for For Sale By Owners. I have received several listings from clients who previously used such services from brokers who felt harmed and frustrated by the experience. We need more regulation and protection as agents and as a public. Thank You No virus found in this incoming message.

There already are agents who list the FSBOs for \$200 or \$500 and then do nothing. It appears as a regular listing, but when I bring a buyer I am in a precarious situation--the agent is unavailable and basically refers the seller to me, which is uncomfortable, because of implied agency, etc. I respect the owner who wants to sell on their own--I did that myself before I was a Realtor. I didn't then ask for all the services (MLS listing, Realtor advice and help with pricing, etc. that a seller who is paying a Realtor gets). If someone wants to do it on their own, great! They can do it on their own. It is a viable way to sell a home. However, If we allow a cheaper version of the MLS to continue, the payment for our services will lessen dramatically, and the integrity of the MLS will suffer. I had a buyer who had listed with one of those agents, and the buyer was allowed to go in whenever they wanted and add pictures, change data, etc. to the listing of their home. That !

There are enough FSBO sites available, we don't need to add to it No virus found in this incoming message.

THIS ENTIRE SURVEY NEEDS TO BE PULISHED FOR ALL THE MEMBERS TO REVIEW. Your last survey was twisted around to serve those people that put it togher and was not published. The members are going to sign a petition to publish this survery if the board doesn't do it on their own.

To allow the for sale by owner to our website would be the worst thing we could do. Why Why Why would any one think this is a good idea. Any one who knows anything about FSBO's know 70% to 80% end up listing with us. I am happy to have FSBO's on the mls if they sign a contract with me and agree to pay at least6% of the sales price in a sales commision.

Under NO circumstances should the MLS present FSBO listings or have anything to do with them. That is the REALTOR's leverage. Kudos to the MLS for the fantastic job they are doing in the transition period. They listened carefully to us and that was the smart thing to do. Now I wish the local Association would listen more. I think they have very little idea what the general membership is thinking. I worry about the quality of local volunteer leadership (not staff leadership) and feel that leadership classes should be required for anybody wishing to obtain a high-level leadership position within the Association. I hate the new key box system, but I hate it way less than the last one. The Board should make the results of this survey (not their interpretation of the results, but the actual results) available to all members for their own interpretation given the mistrust that came about last year over the survey results. I would like to see the Board stop giving lip service to !

Very opposed to FSBO's on the WFR/MLS - It would hurt agents tremendously No virus found in this incoming message.

What good would it do to put for sale by owners on out site. It would just make one more reason for the for sale by owners to go around us. I think if they want it on the mls they should hire a realtor.

Who's idea is it to make the MLS available to the public?! They should hang their heads in shame.

WHY WOULD WE WANT TO OPEN OUR WEBSITE TO FOR SALE BY OWNERS, WE PAY FOR IT, IT WOULD CAUSE US TO LOOSE BUSINESS, CAUSE EMBARRASSMENT WITH OUR BUYERS AND IS THE MOST STUPID IDEA I'VE HEARD IN A LONG TIME.

Why would you give FSBOs the ability to pur their homes on the MLS. This is the main argument to get their listings.

You charge me alot of money and do nothing for it. I was not even told that Risko was changing. I never recieved not one email. I have all these boxes that are no good and now a key too with no warning. My key worked last week. Why was I not notified??

You used RPAC money to support election candidates that I do not support. You should not be giving any or out money to local elections No virus found in this incoming message.

To allow for sale by owner into the M.L.S. would deminish the need for the public to use the services of a Realtor. Who ever thought of this incompetent idea should be terminated.

Comments Not ACTIVE members

NOT ACTIVE MEMBERS COMMENTS

15. Are there any services you are not receiving from NWAOR that would be beneficial?

access to county abstracts
Appraiser Specific Services
better training
Call To Actions For Utah
CE courses in evenings or on Saturdays
CHEAP SIGN HOLDERS
Discount for not being Realtor
Discounted Copies
easier access to legal questions
Following strickter rules
get doug bates at all-pro and help the people get their money
How about customer service.
how would i know if I'm not receiving them?
I have never been educated in what you provide, other than all my money is needed to lobby washington
I honestly do not have a good knowledge of what is exactly in the store.
i need more inf about core clases
I really liked the "Realtor" golf shirts that you had. Local vendors can participate in making more products like that to sell and contribute to RPAC.
I would like more emails
I would like to have a class on just filling out a basic REPC
Internet support
It might be offered, not sure, but the Blue Book for Appraisers
Legal protection on our money from Brokers
Map of State showing MLS areas.
more classes
More oppurtunities for Realtors to express changes and concerns that take place. Offer something like "citty council" meetings where realtors can go and listen on current events and express ideas and opinions
Public Relations
Riders that don't turn yellow
sign clips
signs
Technical Training Programs
Under Contract sign riders
Why not offer FREE CE credits instead of spending so much money on luncheons?

24. What would you change about the NWAOR website?

Don't Know
exporting files
get a better layout
Low tech
Lower fees
make it easier to use
more online class options
nothing
Nothing, Don't use it.
You do a great job

Additional Comments

already they allow people to put their homes on the mls for a reduced fee that doesnt involve realtors.
Thanks for all your help
Do NOT allow For Sale By Owner Listings On our WFR/MLS site. Our/My association dues must not support any listings other than our own Realtor listings. If you wish to have this kind of a site you can do it separately and pay for it with advertiser hits. You will make many Realtors very angry if this is allowed!!! I absolutely will not support it!
Dues for Appraisers who use only the MLS and none of the other services or products offered by NWAOR should be less than those for an active Realtor using all the services and products.
Forsale by owners would have reason to list there homes with a professional if they could post their listings on MLS No virus found in this incoming message.
FSBO listings should stay private..KSL. If we list them on our MLS it will take away so of our power to list FSBO homes.. Very bad idea!
FSBO listings would be ok if FSBO agrees to work with agents for the exposure.
How would "For Sale by Owner" listings in WFR/MLS benefit agents?
I am an appraiser but have to pay "FUll DUES" Myself and a number of appraiser's feel this is unfair as we pay similar types of membership dues and fees just to be an Appraiser. In other words, our dues are double what a realtor dues are.
I am on a team an some of the questions don't apply - Thanks for all you do!
I have given to the RPAC in the past and I believe in it, but I can't do it this year.
I love to be a Realtor but is getting harder for a single Lady with no other income.
I STRONGLY DISAGREE in making the WFR/MLS a public site to allow "For Sale by Owner" listings. Do most of the For Sale By Owners have a License to sell real estate.
I think it was a huge mistake to change keys AGAIN! Unless you have infrared which only palm offers you have to carry an enormous key around that stays charged about 6 hours. You can buy a \$50 component to the key which is not doing your members any favors. I think it was a poor choice with little thought behind it and inconsiderate to the members (who mostly use iphone's and blackberry's).
I think Mike has done a fantastic job representing the Board & our interests as realtors.
I think that we need a better marketing, showing that we are not "bad" to utilize. I think that our CLA or CE or which ever it is called should be a big marking tool. Let the public know that we are accoutable for our actions, the transactions and we are HIGHLY trained professionals. I would like to know exactly what our RPAC funds pay for? Do we pay for the representatives that we help elect to fight the bills? Or do we just decide who we want to run and throw money at them for their campain? I do not know why so much money is needed and for what purpose. I would really like to know and understand.
I understand that WFRMLS would like to capture the "For Sale By Owner" market like others to stepped into another stream of revenue. The For Sale By Owner who gets on the MLS, do they really understand that they need to cooperate with Realtors when Realtors bring their buyers? It's already a mess with disputes between the two. More and more For Sale By Owner's will NOT use Realtors and it will jeopardies our career in my opinion.
I would think it would be ludicrous to allow FSBOs to advertise through our MLS.
If for sale by owner listings are added to a site, that as a Realtor I pay a fee to access, I for one will NEVER pay that fee again.
If you allow FSBO to be on MLS you open it up to too many fly by night/ uneducated/unproductive realtors. more crap to wade through. It takes away from the value the active and productive realtors have.
If you allow FSBOs to use the MLS you will undermine its value. DON'T DO IT!!!!
I'm an appraiser and the only reason I'm a Realtor is the access to the WFRMLS system. There should be some other way (less costly) for appraiser's to get access without getting all the "benefits" sales people get, because they are of no benefit to me.

in my opinion, the association and web site do nothing for appraisers. you insist we belong and pay dues but we get NOTHING! it is a waste of my money. I would think that with a man like Mike Ostermiller in charge, he would include appraisers. We do make the realty world work yet we are nothing to you except money paid. I get absolutley nothing from paying dues except the privelege of using MLS data which the realtors are not inputing correct data in so it makes our job less reliable. sorry to vent but i figured this is a good time to do so because you asked for comments.

Item #32, really upsets me that you would even consider it. I feel that helping peoples search to find a home is a vital part of our business. I show value as a realtor and show people the power of the MLS. I would think that it would slow down listings becuae as every personal realtor website is linked to the MLS. If that would be the case WE as a realtor should aslo Charge for that service, not be charged from the MLS. As Far as Nwaor is conserved. I understand that our money to our fees are a vital part of lobbying, but I cannot stand the thought of being bribed. That is how I view it. I also feel that our fees are steep enough that it should cover enough.

MLS must remain only for professionals in our industry. If a person wants to market their home themselves, fine. But not on the website we professional realtors pay for. This would be misleading for the public and a conflict for our profession.

NO FSBOS

Question 16 doesn't offer enough choices. Picking only one is ludicrous. THESE are my choices: Gov't Affairs/lobbying, MLS, Education, Professional Standards/ethics, Keybox System. None of these is any less important than the other, in my mind. Also, please discontinue the RPAC awards banquet, unless the board can find another way to pay for it, besides using my dues dollars against my wishes. This would help to lower my dues!

Sell the building... Disband the association... Save us all a bunch of time and money... Let's roll into the UAR or Salt Lake board of Realtors if we absolutely have to have an association. This board is expensive and unproductive and not needed.

Sometimes agents feel that the Board has a disconnect with the agents. When a general topic that comes up about the board there is negative comments and feelings towards the board.

Thank You

Thanks to Karen for the great job she does!

That would be ludicrous to allow For sale by owners to list on our MLS.

The Association needs to change the pool from where they are selecting their people to run it. Once that changes, I might become involved again!!!! It all flows down from the top!!! Right now, it is not a very good flow!!!

The keybox exchange was terrible. Nobody checked serial numbers on the boxes. The key is not worth the money paid for it, it has to be charges every day even if you don't use it. The reports given by the key company are not complete and sometimes are delayed due to server problems. We need to re-evaluate this system. Next time let someone otheer than board members test the products so you get a non-bias evaluation of it. Also it's to bad you didn't have more people beta test the Metis site and non of the directors should have been involved since they are all one sided anyway towards anything the board does.

What would be the point of a realtor if the public had access to the WFR/MLS to sell there own listing?

why in the world would we want to put for sale by owners on WFR? are we all idiots???

Why in the world would you allow FSBO's to advertise on our site. If this is allowed this will be the begining of the end. In order to keep our profession alive. We need to make it as hard as possible for FSBO's to sell their home. REALLY???

Why would I want listings in our system the would not generate a commission or a future client base for on of my fellow realtors. FSBO listings one our site is the most foolish thing I have ever heard. FSBO's already have the attitude that they dont need Realtors to help them sell, so we are going to give them the platform they need to sell without us? Smart thinking guys!!

Why would you even consider letting a FSBO advertise on the WFR to take money out of our pockets?

with the ratio of realtors to customers there is a major amount of realtors what do all the associations do with all this money ?? alot of part time realtors believe the high costs are to weed out the part time realtors who cannot afford them. \$30 a month for mls for what to maintain a computer what a joke.