RPR™ | REALTORS PROPERTY RESOURCE

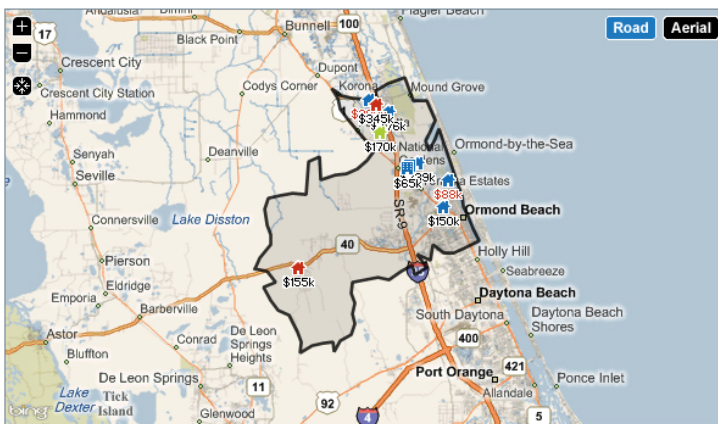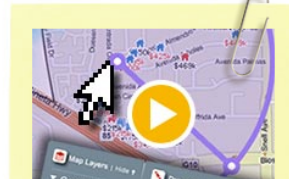My Searches ▼   Neighborhoods ▼ | Exact ▼ | Breakaway Trails in Ormond Beach, FL   🔍 Search   Deeper Search ↓

My Home Area is: Ormond Beach, FL 32174 Change →

Welcome to RPR

Come on in, take a look around and get comfortable with this new resource exclusively available to REALTORS®.

↑ Hide map

Show all changes in: Past Month

☐ My Listings   🏠 ☑ Pending   🏠 ☑ New Listings   🏠 ☑ New Distr

Property Report

Property Summary - 4 Sherrington Dr, Ormond Beach, FL 32174

Legend: ★ Subject Property

Home Facts

Listing Price
$229,900

Estimated Value
$209,000

Range:
$169,290 – $248,710
1-Month Change:
▲ $8,000
12-Month Change:
▼ −1.87%

An Introduction To REALTORS Property Resource (RPR)

Daytona Beach Area Association of REALTORS®

Can I search for all properties an agent represents?
Can I search for a property by MLS number?
Can I filter my search results by the square footage of a property?
Why are no active listings displayed in an area?

What will I find on the Property Details Page?
How do I update the Home Facts information on the Property Details page?
Can I add photos to a property or a report?
How can I review the history of a property?
Can I view historical photos of a property?

How do I search using the map?
How is a property's status displayed on maps? What do the colors mean?
Why is a map pin in the wrong place?
Why isn't a property displaying correctly on the map?
How do I interpret the heat maps?
A property boundary line is incorrect on the map. Can I fix it?
What is the flood zone heat map?

What will I find on the School Details page?
Can I correct the information about a school if I find an error?
What types of neighborhood data will I find on RPR?
Where does RPR get the data for the neighborhood pages?
How do I review neighborhood trends?
How can I print specifics from a neighborhood?
Where do I find the Median Estimated Home Value for a particular neighborhood?

What kinds of public records data will I find in RPR?
How frequently are the public records data updated?
Why are the tax records from my county, my MLS and on RPR all slightly different?
Why are public records data missing in my area?

Where does RPR's distressed property data come from?
How often are the distressed property data updated?
How does RPR categorize distressed properties?
Can I filter out distressed properties and properties that aren't listed for sale from my search results?

Getting Started

What is the REALTORS® Property Resource?
RPR, LLC, incorporated in November of 2009, is a wholly owned subsidiary corporation of the National Association of REALTORS®, and has no stockholders, no partners and no outside investors. It is funded by NAR's Second Century Initiatives reserves, and all technologies, databases, systems and any future return on NAR's investments belong to NAR's members.
RPR provides NAR's REALTOR® members access to a national database of robust information which will give REALTORS® the greatest access to nationwide property information needed to best serve their clients and customers. RPR is a parcel centric system which will aggregate all available data sets and attach them to a property, including tax assessment and public record information, notice of default, REO, foreclosure and pre-foreclosure data, MLS/CIE-provided information, zoning, liens, permits, school districts, flood plain maps, demographics and much more.
RPR is an exclusive benefit to REALTOR® members of NAR. RPR has no public or consumer access, and will not allow any feeds to third parties.

What kinds of property listings are shown in RPR?
RPR currently provides search tools and detailed listing information for active (on-market) residential real estate listings, and also provides access to some historical (off-market) listings information, such as recent sales (and prices), and recently expired or withdrawn listings. Listings are shown on the Search Results and Property Details pages.

Integration of more historical listings information will be a development focus following the initial RPR release. Commercial property listings also will be added in the future.

When will commercial property data be added to RPR?
RPR plans to integrate commercial property data, including public records as well as MLS on- and off-market listings, in 2011.

Can I see all listings nationwide?
Users can view residential real estate listings in markets with participating MLS organizations. More than 100 MLS organizations are partnering with RPR, and more are joining all the time.

The listings data (on-market residential property listings as well as off-market listings) that users can access in RPR is governed by the data licensing requirements of the associated MLS. Some MLS organizations may allow only their members to access listings data, while others may allow their listings to be viewed more broadly by RPR users.

RPR National Partners

RPR Partners in Florida

Navarre Area Association of REALTORS®
Navarre, FL
Members Served: 319
Realtor Association of Franklin and Gulf Counties MLS
Apalachicola, FL
Members Served: 252

RealtyWEB.NET MLS
Jacksonville, FL
Members Served: 5,200
St Augustine And St Johns County Board of REALTORS
St Augustine, FL
Members Served: 530
In Launch Queue
Daytona Beach Area Association of REALTORS®
Holly Hill, FL
Members Served: 1,300
Heartland Association of REALTORS®
Sebring, FL
Members Served: 310
RMLS
Palm Beach, FL
Members Served: 11,500
REALTOR Association of Greater Fort Lauderdale
Fort Lauderdale, FL
Members Served: 7,337
In Launch Queue
Miami Association of REALTORS®
Miami, FL
Members Served: 23,000
Florida Keys Board of REALTORS®
Tavernier, FL
Members Served: 470
In Launch Queue
Marathon and Lower Keys Association of REALTORS®
Marathon, FL
Members Served: 248
Key West Association of REALTORS® MLS
Key West, FL
Members Served: 356
Naples Board of REALTORS®
Naples, FL
Members Served: 5,175
In Launch Queue
Bonita Springs Association of REALTORS®
Bonita Springs, FL
Members Served: 1,064

Where Do I Get It?
The website URL is http://www.narrpr.com

How Do I Login/Create an Account?
The first time you visit the RPR website, you will need your NRDS ID. This number is on your NAR ID card as well as on the mailing label of your NAR monthly magazine. If you still do not know your NRDS number, call the Daytona Beach Area Association of REALTORS® at 386.677.7131 and we'll tell you.
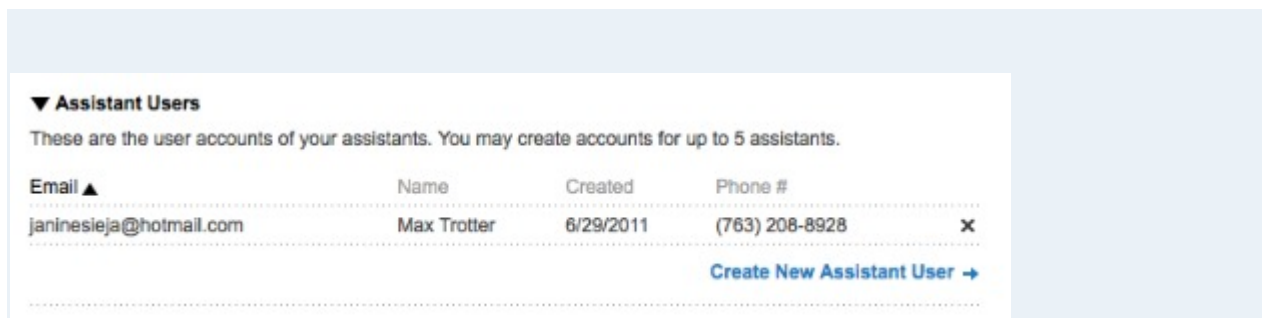
When you arrive at the homepage, you will see two options: to sign in or to create a new account.

To create your account, enter your last name and NRDS ID number, and then press the orange "Create" button. Your name and ID will be verified, and then you will be taken through a five-step wizard that walks you through the sign-up process, including creating your password to use the site and setting your home area. There, you're all set!

Can I create an account for my assistant?
Yes, an agent can create an RPR account for up to five assistants. The account uses your assistant's email address as a login and your NAR and MLS credentials to establish the account.

Your assistant's account will have the same permissions as your own account, and is linked to your account, which will allows your assistant to search RPR, generate reports and perform any other task on RPR on your behalf. The assistant account is created from My Profile. Look for this section near the bottom of the page:

Follow the link "Create New Assistant User," and then enter the requested information to create the assistant's account.

What are RPR's technical requirements?
RPR has requirements for operating systems, browsers and other technical requirements.

These operating systems can be used with RPR:

Windows XP SP2 or later
Mac OS X 10.4.8 or later
Windows 98-Windows XP SP2 may be used with RPR, but these systems are not recommended. Other operating systems may not support the latest browsers or the Silverlight 3 plug-in.

These browsers can be used with RPR:

Internet Explorer 7.0 or later
Safari 3.0 or later
Firefox 3.0 or later (Firefox 4 now works with RPR, but we're still doing minor tweaking)
Chrome 1.0 or later
The additional system requirements include an Internet connection, a PDF (Portable Document Format) reader, plug-ins and cookies.

Internet connection:

Broadband connection recommended (256 kbps or greater), but RPR does work over dialup
Additional applications:

Adobe Acrobat Reader (or another PDF reader) to view reports
Plug-ins:

Microsoft Silverlight 4 or greater (Mac and PC versions available). Silverlight is a browser plug-in released by Microsoft. You can download it at http://www.microsoft.com/getsilverlight.
Cookies:

Cookies are required

What if my device doesn't have Silverlight or can't use it?
To see if the Silverlight plug-in is available for your computer or device, visit http://www.microsoft.com/getsilverlight.

There are several versions of Silverlight that you may have already installed on your computer or device. For the best experience in RPR, use version 4 or greater. To check your version, visit http://www.silverlightversion.com.

If you have an older version of Silverlight installed, you may not be able to use all the features of RPR, particularly some map searching tools. If you do not have Silverlight, but have a Javascript-enabled browser, you will still have access to basic mapping features using our Ajax maps.

Silverlight does not work on all platforms, browsers or mobile devices, including the iPhone and iPad. It may become available for these platforms in the future, but in the meantime RPR offers basic support for non-Silverlight maps so users can still search for properties without the plug-in. Users of mobile devices are also encouraged to try the RPR mobile application at http://m.narrpr.com for mobile-optimized access to RPR search functionality and reports.

What is Silverlight?
Silverlight is a browser plug-in released by Microsoft. It allows RPR to create highly interactive, data-driven charts, graphs and maps throughout the site. RPR will be integrating Silverlight more broadly into the site in the future. Here are some fast facts:

Silverlight is a browser plugin, similar to Flash.
It works in major web browsers (Internet Explorer, Firefox, Chrome, Safari).
It works on Windows XP SP 2 and later and on Mac OS X 10.4.8 and later.
It is expected to work on Windows 7 Mobile-based devices in the future.
Silverlight 4 is required to use the advanced Silverlight-based maps and drawing tools in RPR.

The latest Silverlight is available from Microsoft at:
http://www.microsoft.com/getsilverlight.

Why isn't my MLS displaying in the MLS Info dropdown menu?
Adding your MLS ID to your account using the sign-up wizard or the My Profile page should generate the corresponding MLS name in the MLS Info dropdown menu. If not, call Customer Care at 877-977-7576.

How quickly does RPR receive agent IDs for new real estate agents from each MLS?
RPR receives agent IDs for new agents from each MLS on a nightly basis. Updates will occur more frequently in the future.

How Secure is RPR?
RPR has seven standard practices to ensure security for users and data:

SSL Encryption. The sensitive areas of the RPR website are protected by industry-standard SSL encryption, so sensitive information like passwords is secured during transmission.

Account Lockout Policies. After five invalid login attempts, the website will lock out the user's account for 15 minutes. Administrators can also see who has been locked out, and how often they have been locked out.

Password Complexity Requirements. RPR passwords must be reasonably complex: six characters or more in length, with at least one capital letter and one number recommended. This makes passwords difficult to guess, and allows the password keystroke pattern system to be more effective.

Password Reset Question. Passwords are further secured by a challenge question that must be answered correctly before a password reset will be issued.

NRDS Validation: Upon signup, upon login and every 12 hours thereafter, each user is validated against the National Association of REALTORS®' NRDS database to ensure the user is an active REALTOR®.

Agent Roster Validation. When an agent associates with an MLS, a check of the user's agent ID is performed. This check is re-executed each time the user's profile is updated, and each time a property is viewed (e.g. via Search Results and Property Details pages and Reports).

Keystroke Pattern Authentication. A two-factor authentication system uses password keystroke patterns to further ensure that the user entering the password is the user to whom it belongs. Passwords cannot be shared, and hackers who "guess" a password will have this additional barrier to entry. Note: Keystroke detection is used only on the password field; it does not install anything on your computer and is not a security threat.

Why Can't I Paste My Username or Password in the Login Screen?
Why Do The Login Boxes Go Blank if I Press the Backspace Key?
The answer to both of these questions is that RPR uses a security system called Scout for SAFEMLS, an intelligence-driven authentication suite designed to improve security. What this means is that you cannot correct a typing error in either the Username or Password field – you have to start over. And, after five invalid login attempts, the website will lock out the user's account for 15 minutes.

Why do I receive an "Agent ID is invalid" message?
The "Agent ID is invalid" message is displayed when a user inputs the wrong ID for an MLS in the sign-up wizard or on the My Profile tab. If you receive this message, review the MLS you have selected to ensure that it is correct. Also verify that you have entered the ID correctly. If these steps fail, call Customer Care at 877-977-7576.

Homepage fails to load for some Internet Explorer users
Issue: The logged-in homepage fails to load for some Internet Explorer users. Users can sign in, and the homepage appears to be loading but doesn't complete.

ETA for Fix: None

Workaround: Try one of the alternate supported browsers (Firefox, Chrome, Safari) to sign in and use RPR. See this article to learn more about RPR's technical requirements:

http://support.narrpr.com/entries/181086-what-are-rpr-s-technical-requirements

To assist with troubleshooting this issue, we request that users experiencing this problem provide us with the following information (call Customer Care or post a comment on this article):

Browser (Internet Explorer, Firefox, etc.) along with version (can be found under Help> About)
Browser settings (can be found under Tools> Internet Options
Security tab> Internet Security Level
Privacy tab> Setting level
Do you have any Security or Firewall program?

How Do I create My Profile?
As an RPR user, it's important that you complete your profile. The information stored in your profile is used in components of the RPR system, such as Reports and the personalized homepage, and will be used in more components of future releases, such as the community feature.

Start by accessing your profile from the sidebar button Update Profile. Now you can:

1.   Enter your NRDS ID number, your last name and your email address.

2.   Upload your photo. The minimum file size is 30 KB and the maximum is 2000 KB. File should be .jpg, .gif or .png.

3.   Enter your contact information.

4.   Select your MLS from the MLS Info drop-down menu. If you're a member of more than one MLS, please enter them each here.

After you agree to the terms of use and Privacy Policy, your profile information will be saved. You can go back and update it at any time.

How Do I Add My Photo?
To add a photo, click the Update Profile sidebar button on the RPR homepage.

You are now in "My Profile." Make sure that the fields containing your contact information and NRDS ID are populated.
Follow the "Upload New Photo" link.
Choose a file when prompted. You can crop the image after you upload it to RPR. Your photo can be uploaded as a .jpg, .jpeg, .gif or .png file. The minimum file size is 30 KB and the maximum is 2000 KB. The minimum dimensions are 300 pixels by 300 pixels. Be sure to "save" when done.
To add a logo, follow the same initial steps above.

Follow the "Upload New Logo" link.
Your logo can be uploaded as a .jpg, .jpeg, .gif or .png file. The minimum file size is 5 KB and the maximum is 2000 KB. The minimum dimensions are 100 pixels by 100 pixels.

Why won't my photo and logo update on my profile?
After uploading a new photo or logo to your profile using the "Upload New Photo" or "Upload New Logo" links, you must press the blue Save button on the My Profile page to preserve the changes you made to your profile. Even if the upload or size change has been accepted and you see the new image on your profile page, you must still remember to press the Save button on that page, or you will not see your changes populated in your Reports and other customized information.

Why aren't my photo and logo displayed with my listings on RPR?
If you haven't uploaded your photo and logo to your profile, they will not appear with your listings. If you have done this step and your photo and logo still do not appear, call Customer Care at 877-977-7576.

Here's how to upload your photo and logo:

To add a photo, click on the My Profile tab (accessible near the top of every page of the site).

You are now in "My Profile." Make sure that the fields containing your contact information and NRDS ID are populated.
Follow the "Upload New Photo" link.
Choose a file when prompted. You can crop the image after you upload it to RPR. Your photo can be uploaded as a .jpg, .jpeg, .gif or .png file. The minimum file size is 30 KB and the maximum is 2000 KB. The minimum dimensions are 300 pixels by 300 pixels. Be sure to "save" when done.
To add a logo, follow the same initial steps above.

Follow the "Upload New Logo" link.
Your logo can be uploaded as a .jpg, .jpeg, .gif or .png file. The minimum file size is 5 KB and the maximum is 2000 KB. The minimum dimensions are 100 pixels by 100 pixels.

The Homepage

What will I find on the homepage?
There's much to see and use on the RPR homepage.

Once you log in, you'll see your Home Area (local market) displayed. The setting of your Home Area determines the local map and data you see when you arrive at the homepage. Your Home Area can be a county, a city or a ZIP code. If you have never set your home area, you will see a display on the homepage that tells you to click on it to set up your home area. You will be sent to My Profile, where you will identify the neighborhood you wish to use as your home area. You can always change your Home Area, or add another Home Area (up to 10 total).

There are four ways to accomplish this.

Go back to the My Profile tab, accessible from the top of any page. You'll find a box at the bottom of the page containing your Home Area information. You can add or delete new Home Areas.
Use the My Searches dropdown on the left side of the Search bar, accessible from any page, to add or delete a Home Area. Click the Edit link from the My Home Areas section.
There's also a My Saved Searches box in the right column on the homepage. Mousing over any Home Area in the My Home Areas list reveals a trash icon that you can use to delete that Home Area.
From the homepage, follow the Change link to the right of the "My Home Area Is:" text that is above the map.
Below the map, you can select criteria for the properties that will be shown in your Home Area. You can choose whether to show all listings or listings by type and timeframe, e.g. New Listings in the past week, by checking or unchecking the boxes and using the dropdown below the Home Area map.

Then, choose the number of results (10, 20, 50 or 100) you wish to see using the Show Results dropdown. Sort the list by Date, Address, Amount, Number of Bedrooms, Number of Bathrooms, Living Area, Lot Size or Year Built using the Sort List dropdown. You can also further sort your results using the (similar) row of text information above the first listing: Date, Amount, Home Size, Lot Size, Bed, Bath or Built. Clicking any term sorts the listings by that term.

In the right column, you'll see a collection of helpful videos, in a carousel that looks like a sticky note, to help you get started with RPR.

Directly below that area, you can access your saved searches or connect with the RPR Help Desk.

How do I select my "home area" for the homepage?
The setting of your Home Area (your local market) determines the local map and data you see when you arrive at the RPR homepage. Your Home Area can be a county, a city or a ZIP code. If you have never set your home area, you will see a display on the homepage that tells you to click on it to set up your home area. You will be sent to My Profile, where you will identify the neighborhood you wish to use as your home area.

You can always change your Home Area, or add another Home Area (up to 10 total). There are four ways to accomplish this.

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There's also a My Saved Searches box in the right column on the homepage. Mousing over any Home Area in the My Home Areas list reveals a trash icon that you can use to delete that Home Area.
From the homepage, follow the Change link to the right of the "My Home Area Is:" text that is above the map.

Can I filter and sort the "home area" listings on the homepage?
Yes, you can filter and sort the listings on the homepage, which are listings from your selected Home Area. First, you can choose whether to show all listings or listings by type and timeframe, e.g. New Listings in the past week, by checking or unchecking the boxes and using the dropdown below the Home Area map.

Then, choose the number of results (10, 20, 50 or 100) you wish to see using the Show Results dropdown. And sort the list by Date, Address, Amount, Number of Bedrooms, Number of Bathrooms, Living Area, Lot Size or Year Built using the Sort List dropdown.

Date is the listing date
Address is the property address, sorted alphabetically by street name
Amount is the listing price
Number of Bedrooms and Number of Bathrooms are the total number of those rooms
Living Area is the square footage
Lot Size is the size of the lot
Year Built is the year the property was built
You can also further sort your results using the (similar) row of text information above the first listing: Date, Amount, Home Size, Lot Size, Bed, Bath or Built. Clicking any term sorts the listings by that term.

Searching & Search Results

How do I search on RPR?
Start your search from the white Search bar atop every page of the RPR website.

If you previously saved a search that you want to execute again, use the My Searches dropdown to choose the search to run. You'll find your searches organized by Searches (searches that you executed and saved), Custom Areas (locations you drew using a polygon or radius search and saved) and Home Areas (selected from the homepage or My Profile). If you haven't yet saved any searches, the dropdown will link to a video on saving searches.

If you are initiating a new search, use the middle dropdown in the Search bar to select All Properties, For Sale or Neighborhoods, depending on what you want to search. Enter your desired location and then initiate the search by clicking the orange Search button. Although RPR can search most any geography, it's smart to limit the size of the area you search. This ensures that you receive accurate results quickly. For instance, a search for All Properties in a county can take quite some time to run if the county is moderately or densely populated. It's better to search by city or ZIP in this case.

If you have more specific search criteria, follow the "Deeper search" link located to the right of the yellow Search button. Doing so will expand the Search bar to reveal more search options, which vary depending on whether your search is All Properties, For Sale or Neighborhoods. A For Sale search, for instance, includes expanded criteria such as price range, square footage, new on the market, property type and much more. Using more precise parameters guarantees you'll get the results you desire. Remember, once you set up a specific search you can save it to run again so you don't have to repeat this step in the process if you expect to use the search again.

Your results display on a Search Results page for For Sale and All Properties searches and a Neighborhood Details page for a Neighborhoods search. In the left-hand column of the results page, you can filter your search results. You will see information on each parameter in your search and can easily select or deselect criteria to narrow or widen your results. Some of the criteria for For Sale searches include most expensive, least expensive, bedrooms, bathrooms and living Area. You can toggle between a List View and a Map View using the tabs below the Search bar, depending on how you wish to view your results.

How Do I Save My Search?
Use the blue Save button above the map to save any search you have executed. Your custom search will include any filters you have added to the search results, such as showing only distressed properties. When you press the button, the field with the name of the search will become editable, so that you can name your search anything you

wish. Give your search a descriptive name—"Irvine Distressed near UCI" is an example—so you can find it even if you save a lot of searches.

You can run this search again from the My Searches dropdown in the Search bar. All of your saved searches, custom areas and home areas will be shown as links in this dropdown. When you work with a saved search, you can further modify it and choose the Save As option to preserve your new search separately from the original.

Or, if you frequently use the same area—like a subdivision or a neighborhood—for your searches, you can save that area for subsequent visits using the polygon and radius search tools. When you draw a search with either of these tools, you will see the option to save your search before you run it, again giving it your own name. You can return to this Custom Area again and again, and layer different search parameters onto it each time as you desire.

How do I use the My Searches area of the Search bar?
If you previously saved a search that you want to execute again, use the My Searches dropdown to choose the search to run. You'll find your searches organized by Searches (searches that you executed and saved), Custom Areas (locations you drew using a polygon or radius search and saved) and Home Areas (selected from the homepage or My Profile). If you haven't yet saved any searches, the dropdown will link to a video on saving searches.

You can also delete, reorder and rename your searches in the My Searches dropdown. First, click the blue Edit link from the right side of the dropdown.

If you want to delete a search, for instance if you are no longer working actively in an area, click the trash can icon to the right of the search name. If you want to reorder your searches, for example if you are using a particular search frequently and want it to be most accessible, click on the up-and-down arrow to the left of the search name and drag it to the top of the list. (The default order of the search names is alphabetical.) Rename the search by clicking on the actual name and typing a new name in the field.

Can I search an area for a specific type of property?
 Yes, you can search an area for a type of property. There are two ways to do this.

You can search using an address, city, state or ZIP code and then filter the search results by property type in the left-hand column on the Search Results page. You can choose Single Family, Multi-Family, Farm/Ranch, Mobile/Manufactured, Condo/Townhouse, Co-Op, Lot/Land, Other or All. Then click the blue Apply button. Your search results will be narrowed to those properties that fit the categories you selected.

Or, you can use the Deeper Search form when you initiate a search and choose property type there. You can choose from the same property type options: Single

Family, Multi-Family, Farm/Ranch, Mobile/Manufactured, Condo/Townhouse, Co-Op, Lot/Land, Other or All. Your search results will be customized accordingly.

Be advised that searches for Lot/Land currently yield results only for properties that are classified in county public records as residential vacant land. Other designations, such as by an MLS, do not surface in a Lot/Land search.

What types of properties can I search?
 Currently, RPR includes residential property types such as single-family residences and condominiums. The data for these properties comes from MLS and public records sources. RPR plans to add commercial property types in 2011.

How do I search for neighborhoods in RPR?
RPR's neighborhood search option lets agents search for a "neighborhood," which can be any level of geography including state, county, city, ZIP code (and, in some areas, even subdivision), and review aggregated information and statistics about the neighborhood. Use the Search bar atop any RPR page to search for a neighborhood. Select "Neighborhoods" from the drop-down menu; enter a location. Press the yellow Search button and view your results.

RPR partners with Maponics, the leading provider of neighborhood boundary data, to enable searching by neighborhood boundary, and to enable aggregation of property-level and blockgroup-level data for the Neighborhood Details pages.

Additionally, RPR is integrating neighborhood names from MLS listing data into searches of properties for sale. Agents affiliated with MLS organizations that provide this information will be able to search by the same neighborhood names available in their MLS system.

How do I use the advanced search options?
If you have specific search criteria, try using the Deeper Search option. Follow the "Deeper search" link located to the right of the yellow Search button. Doing so will expand the Search bar to reveal more search options, which vary depending on whether your search is All Properties, For Sale or Neighborhoods. A For Sale search, for instance, includes expanded criteria such as price range, square footage, new on the market, property type and much more. With an All Properties search you can look by owner name, APN number, Recently Sold properties and more.

Using more precise parameters guarantees you'll get the results you desire. Remember, once you set up a specific search you can save it to run again so you don't have to repeat this step in the process if you expect to run the search again.

Why doesn't a search find my subdivision?
RPR partners with Maponics, the leading provider of neighborhood boundary data, to enable searching by neighborhood, including some subdivisions. Maponics does not yet

have full nationwide coverage, but tens of thousands of new neighborhoods are being added every quarter to continually improve the robustness of this search feature.

Additionally, RPR is integrating neighborhood names from MLS listing data into searches of properties for sale. Agents affiliated with MLS organizations that provide this information will be able to search by the same neighborhood names available in their MLS system.

Why isn't a property showing up in my search?
Currently, RPR includes residential property types such as single-family residences and condominiums. The data for these properties comes from MLS and public records sources. If a property isn't in some way connected to a public record or a listing, it is not shown on the RPR website.

Errors in data or in search terms also can cause a property to not show up in a search. For instance, if a street address is incorrect in an agent's property listing, it won't match to a public record and may not show on RPR. Or, a user's typographical error can suppress search results. Using variations of a street address or a location can help improve your search results.

How do I view my search results on a map?
To view your search results on a map, click the "Map View" tab below the Search bar on the Search Results page.

How do I filter my search results?
Filtering allows you to narrow the results of your search and find properties that most precisely fit your requirements. You can filter your search results using the left-hand column on the Search Results page. Select your criteria for filtering (listings, foreclosure, pre-foreclosure, price range, bedrooms, bathrooms, living area, lot size, property type, features, year built, etc.) and press the blue Apply button. Your search results will be narrowed to those properties that fit the ranges you selected.

How do I sort my search results?
Sorting allows you to display your search results in the format and order you wish to see them. You can sort your search results by choosing the number of properties you wish to see per page (10, 20, 50 or 100) and changing the order the properties are shown (most expensive, least expensive, recently updated, address, bedrooms, bathrooms or living area). To sort, use the drop-down menus below the name of your search. Then press the blue Apply button to view your search results in your desired format and order.

Can I search for all properties an agent represents?
You cannot currently search for all properties that an agent represents, but the RPR homepage does let agents see all of their own new listings.

Can I search for a property by MLS number?
Yes, you can search by MLS number by entering the MLS listing ID in the Search field and clicking the Search button.

Can I filter my search results by the square footage of a property?
Yes, you can search by the size of the living area. There are two ways to do this.

You can search using an address, city, state or ZIP code and then filter the search results in the left-hand column on the Search Results page. You can choose the minimum square footage you want to see returned in a search, for example, properties that are 3,000 square feet or more. Then click the blue Apply button. Your search results will be narrowed to those properties that match the size you selected.

Or, you can use the Deeper Search form when you initiate a search and specify the size of the living area there. Select the minimum square footage you want to see returned in a search. Your search results will be customized accordingly.

Why are no active listings displayed in an area?
If you search an area and see only public records data, no active listings, it could mean that the local MLS has not yet signed up with RPR or that you do not have access to MLS information in that area.

The listings data (on-market residential property listings as well as off-market listings) that users can access in RPR is governed by the data licensing requirements of the associated MLS. Some MLS organizations may allow only their members to access listings data, while others may allow their listings to be viewed more broadly by RPR users.

This variability of listings access impacts which listings are accessible to users in For Sale searches (active, on-market listings), which recently sold properties are displayed in the Comps & Estimated Value tab of the Property Details page, and which on- and off-market listings are included in Property and Seller's reports. You can call Customer Care, 877-977-7576 to find out which MLS listings you have access to in RPR.

Property Details

What will I find on the Property Details Page?
The Property Details page contains a wealth of information about a home and its history. There are five tabs on this page:

The Summary tab displays photos, a map and basic facts about a property. These basic facts ("Home Facts"), such as the number of bedrooms and bathrooms, can be updated by the user for his or her usage. This tab also shows a wealth of information about the property, such as a legal description; details about the listing and any price changes (if the property is for sale); interior, exterior and room details; schools information;

mortgage information; and distressed property information (if relevant). If historical photos or listing information is available, it is linked from this tab.

The History tab has a sales history chart showing key events in a property's history, such as sales and mortgages. Another section on this tab summarizes prior sales transactions. Sales data can be viewed from MLS or public records sources when both are available, using a toggle control on the page. Tax assessment information is also found here.

The Charts tab shows charts that compare the property to others in its local market and depict local market conditions such as the median sales price vs. sales volume and the listing inventory. A hyperlink from each chart ("About this Data") provides context for the chart.

The Comps tab allows users to view and update a subject property's comparables. The tab has three sections. The top section shows the actual comps that were used to generate the property's RVM or AVM estimated valuation. Users can delete properties from this list by unchecking them, which will revise the property's estimated value. The middle section lets users add a specific property to the list above when they know a street address. The bottom section lets users add comps to the list using a broader neighborhood search of nearby recently sold properties with similar basic characteristics, e.g. number of beds, baths and living area. These three sources can be mixed and matched to produce a completely customized list for use in estimate refinement and Seller's Reports. Please note that in some areas comps are not currently available.

The Refined Value tab lets users adjust the RVM or AVM estimated valuation using their personal knowledge about a property's basic facts, home improvements and/or local market and property conditions. Please note that in some areas RVMs or AVMs are not currently available, and therefore no comps will be shown for those homes.

How do I update the Home Facts information on the Property Details page?
The Home Facts section of the Property Details page includes information about a property such as the number of bedrooms and bathrooms, its square footage, the lot size, the type of construction, the year it was built, its heating and cooling system, and more. This information comes from public records data or, if the house is on the market, listings data.

A user can modify these facts, and arrive at a revised valuation estimate for the property as a result. Simply enter new facts into the cells adjacent to the current facts, then press "Save Changes." Below the current AVM estimate, you will see an adjusted "refine value" price. Here's the Home Facts section that can be changed:

▼ Home Facts

	Public Facts	Listing Facts	Your Changes
Property Type	Single Family	Detached Single Family	
Number of Buildings	–	–	
Number of Units	–	–	
Number of Stories	1	01 Story	
Living Area	1,940 sq ft	1,940 sq ft	
Lot Size	8,712 sq ft	8,800 sq ft	[ ] Sq. ft. ▾
Year Built	1965	1965	
Bedrooms	4	4	
Full Baths	2	2	
Partial Baths	–	1	
Total Rooms	9	–	
Style	–	Ranch	
Pool	–	N	
Roofing	–	–	
Heating	Yes	Central Forced Air Heat, Gas Heat	
Cooling	–	No Cooling	
Fireplace	–	Wood Burning Fireplace	
Garage	Garage	–	
Number of Cars	2	–	
Basement	–	–	
Foundation	–	Concrete Perimeter	
Construction	–	Wood Exterior, Brick Exterior, Stucco Exterior	
Exterior Walls	–	–	

Save Changes

The new estimation is shown after the change:

SUMMARY   HISTORY   CHARTS & GRAPHS   COMPS   REFINED VALUE

Property Details for: 10451 E Vashon St, Tucson, AZ 85747

‹‹ Back to search results

FOR SALE
• Foreclosure
• REO / Bank Owned Property
• New, Active

List Price
$117,500
Updated: 6/24/2011

Current RVM
$132,460
Updated: 5/21/2011

Your Refined Value
▲ **$198,690**
Change →

4 Bedrooms   2 Bathrooms
Home Type: **Single Family Residence**
Living Area: **1,538 sq ft**
Days on Market: **3 days**
RVM Range: **$116,565 – $148,355**
↑ RVM Change - Last Month: **$460**
↓ RVM Change - Last 12 Months: **–19.81%**
Last Sold Amount: **$118,697** on 7/18/2001

Hot
or
Not?

Property viewed:
3 times

Neighborhood viewed:
0 times

Please note that only the Home Facts fields for Bedrooms, Baths, Living Area and Year Built will create a Refined Value. Also note that Total Rooms are not counted by RPR, but rather provided via public records and/or the MLS source; RPR displays what it has received.

When making changes to Home Facts or Refined Value, the Total Rooms field must not be less than the sum of Bedrooms and Bathrooms (full). For example, a property with 3 bedrooms and 2 full baths cannot be changed to have 3 Total Rooms, unless the number of bedrooms and/or full baths is also decreased.

The revised Home Facts are shown only to the individual user, not changed in the RPR database. If you find a significant public records or listing error, you can call RPR Customer Care at 877-977-7576. Customer Care representatives will be able to correct the error on the RPR website. Or, click on the "Report Errors" link in the upper right quadrant of the website. Enter the error as a "Data Issue." Your help improves accuracy for all users.

Can I add photos to a property or a report?
If the property is your listing, yes, you can add photos to a property that will appear on the Property Details page and the Property or Seller's reports. The photos of a property are drawn directly from the property's MLS listing. Add photos to the MLS listing for a property and in turn you will see more photos with the RPR listing for the property. Updates happen about every 15 minutes. Consult your local MLS for any limitation on the number of photos you can have on each listing.

If the property is not your listing, or the property is not currently listed, you cannot add or change the photos that are visible on the Property Details page or in reports.

How can I review the history of a property?
The best way to review the history of a property is to examine the Sales and Financing Activity Chart on the Property Details page.

The integration of information in Sales and Financing Activity Chart is unique in the real estate industry. It pulls together data from various sources and presents the results clearly and graphically.

The chart shows when a property was bought or sold over the past several years. It also shows whether the property has been refinanced. You'll see any foreclosure activity. You can also view the estimated loan balance and the estimated value of the property over time.

At a glance you'll have all the information you need about the history of a property.

Can I view historical photos of a property?
Yes, historical photos of a property are displayed, where available, on the Property Details page of a for-sale property. Click the blue View Slideshow of All Historical Photos button, located below the gallery of current listing photos, to view all the photos.

Maps

How do I search using the map?
Maps are an integral part of the RPR user experience, and RPR offers robust searching capabilities via maps. To begin map searching, first conduct a preliminary search for properties in any geographic area using the Search bar, which is available atop every page. After your search is complete, change the Search Results Page from List View to Map View in the white tabs above the results or click on the gray Bigger Map button below the square map of the area. (Next time, your search will default to this view.)

Now you've opened up a new window for customized map searching. In this view, which features a large map, you can define your own search areas by drawing them on the map, or by entering one or more ZIP codes, neighborhood names, or city or county names, or school attendance zones (where available). The map is powered by Microsoft Silverlight. Please note that you need Silverlight installed to view and use maps in this way. If you are an iPad user, you will continue to see RPR's current maps until Microsoft completes the port of Silverlight to iOS.

Use the gray toolbar above the map to create and save your customized search. You have three search options in the horizontal toolbar: polygon search ("Draw Search Area"), radius search ("Draw Radius Search") or search by geography ("Search," with a dropdown of geography options, e.g. cities and ZIPs). You can use the "Clear Entire Map" to start over.

Polygon Search
You can draw a polygon on the map by clicking the white "Draw Search Area" link or draw a circle on the map by clicking the white "Draw Search Area" link. (Note that your map area must be zoomed in to conduct the search; the tool will ask you to zoom in if necessary.)

Let's say you want to search two adjoining towns. Using the Draw Search Area tool, you can draw a rectangle around the towns by clicking on the map for the first corner of the rectangle, then clicking again for the second and third corner points. Click on your starting point to close the search. A Search box will appear when you complete the rectangle; click search to see your results shown as icons on the map as well as in a list that appears below the map.

Your shape can be as simple as a triangle or can have many sides, for instance if you're using a curved road as the boundary of your search.

You can modify the sides for your polygon after your shape is drawn by clicking on the midpoint of a side and dragging it to a new location. Click Search again and view your new results. You can turn one side into two lengths by double clicking on the midpoint and dragging the new point to a new location. This will, for instance, turn a square into an octagon.

Double clicking a corner removes the point in your search shape. For instance, if you double click on the corner of a rectangle, you will create a triangle.

When you draw a second polygon, Search will show the results of both polygons together. This is helpful for performing non-contiguous searches, like two towns that are not adjoining.

You cannot draw overlapping polygons. This will generate an error.

Radius Search

If you want to search for all properties within a three-mile radius of a location, you can use the Draw Search Radius tool instead. Click the Search Radius text and then click on the map where you want to locate the center of your circle. Drag away from the center point to create the outside boundary of your circle. You will see the circle's radius, in miles, appear when you mouse over the circle.

Here are some other features of the radius search:

You can adjust the length of your radius in the dialog box before you search. Choose a number (say, 5 miles instead of 4.65 miles), enter the new number and press your return key to adjust the circle size.

You can also make the circle bigger or smaller by clicking on the outer point defining the circle and dragging it to a new location on the map.

You cannot draw more than one circle on the map at a time. Starting a second circle erases the first.

Geographic Search

You can search the map by selecting one or more ZIP codes, neighborhoods, city or county names, or school attendance zones (where available). First, select the geography you wish to search from the gray control bar. Use the dropdown on the far right. Zooming in or out on the map changes the options available in the dropdown. Then, click on the map. Boundaries of the type of geography you selected, e.g. ZIP codes, will be shown on the map as you hover over them.

Clicking on the map acts as a toggle. Click once on an area to select it for your search. Click again to deselect it. Select multiple areas by clicking on them one at a time. You can click "Restore Map" to begin anew. When you have finished selected your area or areas for searching, press the blue Search These Areas button or the Save, then Search button to execute your search.

Map Layers

The vertical gray toolbar has other map controls ("Map Layers") to add context to your search and your view of an area. These include geographic overlays, data (heat map) overlays and Points of Interest. Or, you can "hide" Map Layers to remove all of these options and enlarge your view of the map.

The Geographies dropdown adds boundaries for cities, ZIP codes and neighborhoods to the map. It is convenient to add the outlines for, say, ZIP codes or neighborhoods to your search map after your search, so you can see which properties fall in a particular ZIP or neighborhood.

The Overlay dropdown adds housing data layers, shown as heat maps, to the large map. For instance, you can display the 12-month change in estimated home value in an area, or flood zone information. A legend for interpreting the data is shown below the map.

The Points of Interest dropdown lets you add information to the map such as the locations of schools and hospitals. Points of Interest categories include: Entertainment, Schools, Restaurants & Bars, Food & Drug Stores, Hospitals and Recreation. Each category has subcategories; because there are so many options, users can choose which ones to display—or turn off some or all of the Points of Interest. Points of Interest data are provided by Bing Maps and Bing Local.

You can click on any map pin to get more information about that point of interest. The "more details" link will take you to an Internet search of the location. You may need to unblock popups from your browser for this functionality to work.

Other Map Controls
Controls in the upper right corner of the map allow you to modify your map view. You can switch from aerial mode to road map mode, depending on whether you want to see a road map or a picture map. Plus, you can zoom in or out or pan in all four directions using the same control set. The heat map control is located below the map, allowing you to superimpose housing data on the geography shown on the map.

How is a property's status displayed on maps? What do the colors mean?
You can tell the status of a property by the color of its map pin, which is the small house icon shown on the RPR maps. You can see at a glance whether a property is for sale, recently sold or distressed. Here is what the color coding of the map pins represents:

Gray map pins denote properties for which public records and data are displayed on RPR.
Blue map pins indicate properties that are for sale. Listings may be new, active or pending sale.
A yellow map pin marks the property you are reviewing.
Red map pins are used for distressed properties. The properties may be labeled Pre-foreclosure, or they may be for sale and have Foreclosure or Notice of Default status.
Green map pins highlight recently sold properties.
Lavender map pins show properties that are for lease.

Why is a map pin in the wrong place?
Where possible, RPR places map pins in a property's exact location using parcel boundary and point data. Parcel data required for such placement is not available on a nationwide level, however, so in areas where parcel data is not available, map pin locations are established by cross referencing the property's address with underlying street centerline data to approximate the property's location as closely as possible.

Why isn't a property displaying correctly on the map?
A property's boundaries may not line up correctly if the map source contains a geocoding error. RPR uses a variety of sources to provide geocoding for properties, and on occasion the geocoding is incorrect. This is especially true in the case of new developments and rural areas. RPR reports errors to its providers, but such errors can take time to be corrected.

How do I interpret the heat maps?
Heat maps present real estate trends in a visual way. A heat map graphically represents data by using a color scheme to indicate variation in the data values. In the map view of the Search Results page, you can turn on four different heat map layers: median estimated value, estimated value per square foot, change in estimated value over the last 12 months and buyer's or seller's market. These maps are created from individual homes in a small area and are designed to give you a market picture on a very granular level.

Each heat map includes a key that explains what the colors mean. For instance, the Estimated Home Value heat map shows gradations in estimated home values, ranging from green (low values) to red (high values) with each pixel representing the average estimated value for homes in about a one-quarter-mile area. Areas where no data are available are not shaded.

A property boundary line is incorrect on the map. Can I fix it?
You cannot modify a boundary line on a map. A property's boundaries may not line up correctly if the map source contains a geocoding error. RPR uses a variety of sources to provide geocoding for properties, and on occasion the geocoding is incorrect. This is especially true in the case of new developments and rural areas. RPR reports errors to its providers, but such errors can take time to be corrected.

What is the flood zone heat map?
The flood zone map layer shows an area's flood zone designation as determined by the Federal Emergency Management Agency (FEMA). A high-risk area has a 1 percent or greater annual chance of flooding and a 26 percent chance of flooding over the life of a 30-year mortgage. A moderate-risk area is between risk limits of a 100-year and 500-year flood. An area with undetermined risk has not been analyzed by FEMA. All other areas are considered no or low risk.

Source: FEMA Map Service Center

Neighborhood and School Details

What will I find on the School Details page?
School Details pages show general information and ratings for public, private and charter schools, provided by RPR partner GreatSchools (http://www.greatschools.org), the country's leading source of information on school performance.

A School Details page is accessed from a neighborhood search or a property search. When searching a neighborhood, look for the "Schools Nearby" link in the sidebar of a Neighborhood Details page. Or, from a Property Details page (for a listing or a public record), look for the same "Schools Nearby" link in the sidebar below the neighborhood information.

The Summary tab of the School page gives basic information such as the school's address, grades served and enrollment. This page also shows the school's GreatSchools rating, with a maximum of 10 stars, as well as the average rating for schools in the area. The charts on this page show race and ethnicity at the school, test scores and more. You can link to active listings associated with the school, too.

The Reviews tab displays parent reviews for the school, from most recent to oldest. These reviews are provided by GreatSchools. The average review rating and total number of reviews are shown.

GreatSchools tries to update all data at least once a year in every state, using the most recent available information from either the state Department of Education or the National Center for Education Statistics (NCES). RPR updates its data from GreatSchools annually.

If you have more questions about GreatSchools and its schools ratings, please visit the GreatSchools FAQ page:
http://www.greatschools.org/about/gsFaq.page?state=CA#faq-rightschool

Can I correct the information about a school if I find an error?
You can submit a request for school information to be corrected by RPR partner GreatSchools (http://www.greatschools.org). GreatSchools, the country's leading source of information on school performance, provides the schools data--including general information and ratings for public, private and charter schools--shown on the School Details pages.

Users can submit errors at http://www.greatschools.org/about/feedback.page by selecting "Incorrect or missing school/district information" from the first dropdown. In the next dropdown, "Provide more detail about your feedback," choose the option that applies. Depending on your selection, you will be asked specific questions to provide GreatSchools the necessary information to make a correction. You will also be instructed of steps to take to ensure that a manual correction at GreatSchools isn't

overwritten by your state's Department of Education (GreatSchools source) in the future.

What types of neighborhood data will I find on RPR?
The neighborhood data displayed on the Neighborhood pages in RPR and in Reports encompasses housing data, demographic information, economic facts and statistics, and quality of life data:

Housing data, such as median estimated home value, median list price, median sales price, listing volume, sales volume and sales counts
People data, such as residents' average income, age and ethnicity, as well as their occupations, educational level and voting trends
Economy data, such as job growth, unemployment and cost of living
Quality of life data, such as climate, crime and commute information
The neighborhood data integrated in RPR goes far beyond typical real estate information and can be used in evaluating a target neighborhood and searching for the right area for your clients, too.

Where does RPR get the data for the neighborhood pages?
Any geography (ZIP code, city, metro area, county or state, and even subdivision in some areas) can be considered a "neighborhood" in RPR. The neighborhood data shown in RPR comes from the following sources:

Housing data, including median estimated home value, median list price, median sales price, listing volume, sales volume and sales counts, are aggregated and updated by RPR each month using licensed AVM, public records and MLS data. Rental, ownership and vacancy rates are sourced from Nielsen Claritas, the most accurate online resource for U.S. demographic information.
People data, including average income, age, ethnicity, occupations and education, are updated annually by RPR and sourced from Nielsen Claritas. Voter registration data are sourced from USElectionAtlas.org and updated every four years, following presidential elections.
Economy data, including job growth, unemployment and cost of living, are updated annually by RPR and sourced from Nielsen Claritas and the U.S. Bureau of Labor Statistics. Chart data are sourced from Moody's Economy.com and updated quarterly.
Quality of life data are sourced from the National Oceanic and Atmospheric Administration (climate), the Federal Bureau of Investigation (crime) and Nielsen Claritas (commuter). All are updated annually by RPR.

How do I review neighborhood trends?
You can get a feel for the trends in a particular neighborhood by examining the data and charts presented on the Neighborhood Details pages. RPR integrates housing data, demographic information, economic facts and statistics, and quality of life data into charts that make it easier to identify trends in a neighborhood.

Start by reviewing trends in home valuation and selling price by looking at the charts shown in the Summary tab of the Neighborhood page. You can open the "About this Data" link to help you interpret the information that is presented here. Then you can move to other tabs to review additional information.

The Housing tab and the Economy tab present the most charts that will help you identify trends in a neighborhood. The Economy tab, for example, displays unemployment rates and building permits data.

How can I print specifics from a neighborhood?
The most efficient way to capture and save specifics from a neighborhood is to create a Market Activity Report. The Market Activity Report is a snapshot of all the changes in a local real estate market. It includes a market activity summary and a listing of active, pending, sold, expired and distressed properties. Recent price changes and upcoming open houses are also included. You can create a Market Activity Report for the neighborhood you're interested in by clicking the Create Report tab at the top right of any page, selecting "Market Activity Report" and choosing the specific elements you want to include or omit in the report. You can then print your report.

In addition, you can create screen captures of individual charts or information on the Neighborhood Details pages to print specifics from a neighborhood.

Where do I find the Median Estimated Home Value for a particular neighborhood?
You can use the search function (search for Neighborhoods) from any page on the website, or use the "More about this Neighborhood" link from any Search Results or Property Details page to reach a Neighborhoods page. The first chart on the page shows the Median Estimated Home Value for the area. The chart shows the change in estimated value over the past two years for the county, the state and the ZIP code.

Public Records Data

What kinds of public records data will I find in RPR?
The public records data found in RPR includes a residential property's legal description, assessed tax and market values, tax information, owner information, and other characteristics of the property. Additionally, RPR provides access to up to 10 years of publicly recorded deed and mortgage history, and pre-foreclosure and foreclosure filings (in some states). Public records data is shown on the Search Results and Property Details pages, and in Reports.

How frequently are the public records data updated?
Tax assessment data is typically updated by public records sources on an annual basis. Deed, mortgage and foreclosure data are updated more frequently, as the data are made publicly available. The frequency of the data updates depends on each county

providing the information. Some counties work quickly, releasing data a few weeks after the data are recorded in the county office. Smaller and more rural counties may take up to two months to make such data public.

Once the new data are released by a county, they are collected by Lender Processing Services Inc. (LPS), RPR's partner for public records data. Updated data are delivered and integrated with the RPR system the day after a change is published in the LPS source database.

Currently, 2009 is the year most often seen in RPR's tax assessment data, because assessment files are received only once per year, and the counties themselves run a year behind (i.e. many counties don't produce 2010 assessment data until the last half of 2010 or sometime in 2011). For the most part, this is the nature of the yearly cycle of assessment data.

Why are the tax records from my county, my MLS and on RPR all slightly different?
Tax records from your county, your MLS and RPR could vary due to the timing of data updates. Although all tax data originates from public records, the county can post data to its website weeks or months before it becomes available to the MLS and RPR data providers. Also note that RPR's data providers convert, maintain and enhance public records using processes and historical files that are proprietary.

Why are public records data missing in my area?
RPR's public records data covers more than 92% of the country's population, and has a footprint covering more than 2,000 U.S. counties. Coverage varies by data type (assessment, deed, mortgage and foreclosure) and will be constantly expanding to ultimately achieve 100% U.S. coverage. RPR's coverage also will expand from residential real estate to include commercial real estate.

Distressed Properties

Where does RPR's distressed property data come from?
RPR's distressed property data comes from MLS sources, and public records sources where available. Some MLS source feeds contain codes for distressed properties that identify residential listings as Pre-foreclosure or Foreclosure listings in RPR. Lender Processing Services' public records data, which is supplied to RPR, includes information on current and historical foreclosure filings in the highly active foreclosure states of Arizona, California, Nevada, Florida and Colorado. Information related to these filings is found in the Distressed Information section on the Property Details page.

How often are the distressed property data updated?
RPR's distressed property data comes from MLS sources and, where available, from public records sources.

Some MLS source feeds contain codes for distressed properties that identify residential listings as Pre-foreclosure or Foreclosure listings in RPR. When a listing shown as Pre-foreclosure or Foreclosure in RPR goes off-market, the property is no longer categorized as Distressed. Listings data are updated in RPR multiple times per day. Any changes in the source data, such as a Foreclosure property going off the market or an MLS changing a listing's distressed status, will be reflected in RPR the same day.

Data on distressed properties are also available from public records sources in the highly active foreclosure states of Arizona, California, Nevada, Florida and Colorado and provided to RPR by Lender Processing Services (LPS). Information is provided about official foreclosure-related documents, such as Notice of Default and Notice of Trustee Sale. Properties with active foreclosure documents are categorized by RPR as Distressed, and further categorized as Pre-foreclosure or Foreclosure. Once a qualified sale of the property is registered with RPR, removing it from foreclosure and bank ownership, or once an official rescission document is issued and published, the property is no longer categorized as Distressed. RPR does not control when public records documents are received and processed from counties; updates can take several weeks to be made public and available in RPR.

How does RPR categorize distressed properties?
Distressed residential properties are divided into two broad categories in RPR: Pre-foreclosure and Foreclosure.

Pre-foreclosure properties have been issued a recorded Notice of Default or Notice of Trustee Sale (or an equivalent status; different states use different terminology).

Foreclosure properties have officially been reclaimed by the Lender or Creditor via a recorded Foreclosure Deed or Sheriff's Deed. These properties are identified in RPR Search Results, Property Details pages and Reports with a red "Distressed" label. A property's Distressed status is cleared when a subsequent sale is detected by RPR.

In addition, some participating MLSs provide distressed codes in their listing data. RPR assigns a Pre-foreclosure or Foreclosure status to active listings with associated codes. These listings are identified in RPR Search Results, Property Details pages and Reports with a red "For Sale" label. A listing's Distressed status is cleared once it goes off-market.

Can I filter out distressed properties and properties that aren't listed for sale from my search results?

Yes, you can filter out distressed properties and properties that aren't for sale. There are two ways to do this.

You can search using an address, city, state or ZIP code and then filter the search results in the left-hand column on the Search Results page. Check the box for "Active

Listings" and uncheck the boxes for "Foreclosures" and "Pre-foreclosures." Then click the blue Apply button. Your search results will be narrowed to the appropriate properties.

Or, you can use the Deeper Search form when you initiate a search. Check the box for "Listings" and uncheck the boxes for "Foreclosures" and "Pre-foreclosures." Your search results will be customized accordingly.

Comps

How do I choose comps?
Users can choose a property's specific comparable properties (on the Comps tab of the Property Details page) from an initial list of up to 50 candidates—all with recorded sales within the past two years, located within two miles of the subject property, and with similar property characteristics. The agent narrows the list of comps to those deemed the most appropriate. This customized list appears in the Seller's Report generated by the agent, and is used to refine a property's RVM or AVM value estimate based on the agent's local knowledge of specific properties and the local market.

First, review the actual comps chosen for the subject property. Click on any address to expand the property details for review; click again to collapse. Based on your personal knowledge, you can delete any comps from this list that do not seem appropriate by unchecking them.

Next, you can add any specific property that you think should be on the comps list by entering a street address in the fields below the system-generated comp list. Enter the street address and click Submit.

You can also add other nearby comps using a broader neighborhood search. Choose your parameters (such as proximity and sale date) in the fields at the bottom of the tab, click Search, and then choose which results to add to your comps list.

When you're finished, you'll have a completely customized list to improve the accuracy of the home valuation and Seller's Reports. The comps list and valuation will automatically update with each of these changes.

Please note that in some areas comps and RVMs or AVMs are not currently available.

How can I use comp selection to refine the value of a property?
A property's estimated home valuation (AVM or RVM) is calculated using a proprietary algorithm that chooses and weights comparable properties. A user can adjust that valuation by adding or subtracting comps that are used in the algorithm's calculation, yielding a Refined Value for the property. This is performed on the Comps tab of the Property Details page. RPR's Refined Value calculation averages the sold price per

square foot of the selected comps: system-generated comps as well as user-added comps. Comps deleted by the user are omitted from the calculation.

You can add other recently sold Comps by using other the Add Other Nearby Comps search on the Comps tab of the Property Details page. Or, you can enter an address for any property, sold or not, and incorporate it into the calculation.

If you're adding a recently sold property as a comp, the sold price is used for the calculation. If the added comp is not recently sold, but is an active Listing, the listing price is used. Or, if a comp is not on the market or has multiple prices associated with it, for instance it has a recently sold price, an active list price and an RVM, the price is chosen in this priority order:

Recently Sold (sold within the past six months)
Active List Price
RVM
AVM
Last available sold price
Last available off-market list price
An exception to the simple averaging technique to refine a property's valuation is when all initially-listed RVM/AVM comps are selected. A simple average in this scenario would contradict with the initial RVM/AVM value because of a weighting system involved in the AVM/RVM algorithm. So, in this scenario, the initial estimate is weighted to balance out the Refined Value calculation.

How are comps selected in RPR?
The comparable properties that are initially displayed in the "Comps Used for Estimated Value and Reports" section of the Comps tab on the Property Details page represent the specific comps used by Lender Processing Services (LPS) to generate that property's Original Estimated Value (AVM or RVM). For each comp included, RPR displays its associated basic facts, as well as prices and dates—all required inputs for the AVM/RVM calculation.

Comps for AVM estimates are based solely on publicly recorded sold data, so RPR displays the sale price and sale date. Comps for RVM estimates include on-market and off-market listings from MLS data, in addition to publicly recorded sold data. For these, RPR chooses the appropriate price and date to display. For comps that are on-market MLS listings, the list date and most recent list price are displayed. For comps that are off-market MLS listings with a status other than Sold, the off-market date and most recent list price are displayed. For comps that are off-market MLS listings with a status of Sold, RPR displays the sold price and sold date.

Due to the large scale and automated nature of AVMs/RVMs, we understand that some of the preloaded comps may be less than ideal. For this reason RPR provides tools for the agent to apply their local knowledge and select a more appropriate set of comps:

1. Agents can simply uncheck any of these pre-selected comps that they think look suspect and/or don't agree with. RPR prevents these from showing on property reports, and re-factors the estimated value accordingly, using the available price and living area data of the remaining selected comps.

2. Agents can search for other additional comps using the "Add Other Nearby Comps" tool, which searches for nearby recently sold properties with similar characteristics. After choosing appropriate search criteria and displaying a list of candidates, agents can simply check one of the results and it will get added to the "Comps Used for Estimated Value and Reports" section. RPR will include these additional comps in property reports, and re-factors the estimated value using the sold price and living area.

3. The "Add a Specific Property" section lets the agent add any property choose to the list of comps. RPR will include these in property reports, and will re-factor the estimated value using the best price we have available for that property, based on the following hierarchical preference:

1 - Recently sold price (within six months) ... if that's not available, then
2 - Active list price ... if that's not available, then
3 - Current RVM ... if that's not available, then
4 - Current AVM ... if that's not available, then
5 - Most recent available off-market list price.

Reports

What types of reports are available? Which report should I choose?
Three types of reports are available from RPR:

Property Report, a comprehensive look at an individual property
Seller's Report, a tool for listing presentations
Market Activity Report, a snapshot of all the changes in a local real estate market
Which type of report you choose depends on your situation. In some cases, you may wish to create more than one type of report.

The Property Report is best for helping a client who is considering the purchase of a particular property. It can also be used to perform background research on any property of interest to the user or a client.

The Seller's Report is used primarily to help prepare for listing a property. The agent can use it to make a listing presentation for a client.

The Market Activity Report is a mechanism for examining a local real estate market or neighborhood. It provides more detail about transactions and conditions in a defined geographic area. This report can be helpful when working with either a buyer or a seller.

How do I create a report?
Please note the importance of having a complete profile when generating a report. A few items from your profile that appear on your reports are: photo, logo and basic contact information. Coming soon, your social network accounts will be listed on the cover page.

Creating a report is one of the best ways to capture RPR's data and analytics for the benefit of your business. Before you start, make sure your profile (photo, logo, contact info) is complete. Then, follow these steps:

Click the Create Report tab at the top right of any page.
Select the type of report: Property Report, Market Activity Report or Seller's Report.
Choose the specific elements you want to include or omit in the report.
Personalize the report cover with a message.
Agree to the RPR Terms of Use and Privacy Policy.
Press the blue Get Report button.
The Reports you generate appear in a linked list on the Reports page for 30 days, after which time they are automatically deleted. You can delete them manually by clicking the trash can icon next to the name of the report you want to delete.

How do I print a report?
When you generate your report, you will choose your delivery method: download or email. In either instance, you will receive your report as a PDF (portable document format). You must have Adobe Acrobat Reader installed to generate the report as a PDF file. If you do not have Adobe Reader installed on your computer, you can download for free it at this link: http://get.adobe.com/reader/.

After the report is delivered to you via download or email, simply print the report from your computer as you would any PDF, by opening the file and choosing the print option from the Acrobat Reader toolbar.

How do I email a report?
When generating a report, the user can choose the "Email to" delivery method from the Reports interface to email the report to a client. This selection will send a printable PDF (portable document format) to the email address of the user's choice. The user will receive confirmation that the report has been emailed to the recipient.

You can email reports to multiple recipients by entering more than one email address in the Reports interface and separating the addresses with commas.

How do I download a report?
 After selecting elements to include in the report and personalizing the report with the recipient's name and a message, the user can choose one of two delivery methods:

"Display now" opens a printable PDF (portable document format) file. This file can be printed and saved to your local drive.

Are the reports different from the information I find on RPR?
The reports compile information accessible on RPR into a user-friendly format that can be downloaded, printed and used with clients. Reports can be customized with an agent's name, contact information, photo and logo.
 "Email to" sends a printable PDF file to your own email address or to a client's. This file can be printed and saved to a local drive.

Can I retrieve my past reports that have disappeared?
 RPR saves each report a user generates for 30 days. During that time period, the report appears in the reports sidebar on the left side of the Reports page and also can be accessed from a link in the email you receive when the report is generated. After a month, the report is no longer available and cannot be identically regenerated because data have changed.

RPR recommends downloading and storing on your computer any report that is particularly important to you.

Why am I unable to generate a report?
An error when generating a report, or the inability to generate a report, could indicate that the user is missing Adobe Acrobat or another reader to view PDF (Portable Document Format) files. Or the user may need to upgrade to a browser that is supported by RPR:

Internet Explorer 7.0 or later
Safari 3.0 or later
Chrome 1.0 or later
Internet Explorer 6.0 is supported—with limitations—but is not recommended.

Why do I get a message that the PDF failed when I try to generate a report?
If you receive an error when trying to generate a report, please try again later. Because the reports collect a large quantity of data, on occasion they time out due to system load at the time when you request your report.

If you receive an error a second time, please contact Customer Care at 877-977-7576. Be prepared to tell us your user account (email address), what type of report you were running and the address or location that is the subject of the report.

You must also be certain that you have Adobe Acrobat Reader installed to generate a PDF copy of a report. If you do not have Adobe Reader installed on your computer, you can download for free it at this link: http://get.adobe.com/reader/.

AVM's and RVM's

What is an AVM?

A property's valuation, or Estimated Home Value, is generated by a specialized computer program called an AVM, or automated valuation model, that assembles public property records and proprietary data. (A valuation is not an appraisal.) AVM estimates are shown on Search Results and Property Details pages, and in Reports. In addition to the current estimate, the change in the past month and the past year are also shown. These estimates can be used as a baseline when comparing properties and areas, and can stimulate pricing discussions between agent and client. AVM estimates are currently available for single-family residences and condominiums.

You may notice that AVMs perform less reliably when applied to the 10 percent of the properties at the very top and very bottom of the price continuum of a market. Often there are so few, if any, comps in those price ranges that the AVM can perform unpredictably. RPR's AVM is generally quite useful for the vast majority of properties in a market.

RPR users can also refine the valuation of a property using personal knowledge to arrive at the most accurate estimate possible. Property characteristics, the condition of the property and the local market, improvement projects, and comps all can be factored into the refined valuation. This is accomplished using the "Refine Value" process. Follow the "Refine Value" link adjacent to the AVM estimate shown on the Property Details Page or from the Refine Value tab.

How is the AVM estimate range different from the AVM estimate?
The Property Details page shows both an AVM estimate (Estimated Home Value) and an AVM estimate range. The range is based on the confidence score for the property's estimated value. So a property valued at $100,000 with a high confidence score for the AVM might show a tight range for the estimated value, such as $90,000-$110,000, while the same property with a low confidence score would have a broader estimate range, such as $70,000-$130,000. Because AVM estimates are not an exact science, the real estate industry frequently looks at the estimate range rather than the estimate.

What is an RVM?
In your real estate market, you may see Realtors Valuation Model™ (RVM) home value estimates displayed for properties on RPR in addition to or instead of AVMs.

AVMs are described in this article: http://support.narrpr.com/entries/183459-what-is-an-avm

RVMs are based on AVMs but also factor in MLS listing data, sales data and off-market data to yield a more accurate home value estimation than an AVM estimation. RVMs are currently available in 326 U.S. counties and will be rolled out gradually across the country. RVMs are displayed for a property on RPR only if criteria for an accurate result are fulfilled, such as having a minimum of two comps from active or inactive listings available to help calculate the estimate.

Why do the AVM estimates for a whole neighborhood look wrong?
Sometimes, AVM estimates for an entire region can be skewed too low or too high. RPR is addressing this issue with its data providers. A new modeling system that incorporates listings data into AVM estimates will be rolling out across the country. This will improve AVM accuracy across the board.

What can I do if an AVM estimate seems too high or too low?
AVM estimates are largely driven by available information about the property and comparable recent sales. Models can have difficulty producing accurate estimates in areas where key property characteristics such as living area, number of bedrooms or number of baths are missing from public records. The same is true in areas with few recent nearby sales.

RPR users can refine the valuation of a property using personal knowledge to arrive at the most accurate estimate possible. Property characteristics, the condition of the property and the local market, improvement projects, and comps all can be factored into the refined valuation. This is accomplished using the "Refine Value" process. Follow the "Refine Value" link adjacent to the AVM estimate or from the Comps & Estimated Value tab.

RPR Mobile

What are the requirements for RPR's mobile application?
The requirements for RPR's mobile application (http://m.narrpr.com) are as follows:

Modern smartphone (iPhone, Android, BlackBerries under 2 years old)
Up-to-date phone operating system
Up-to-date browser
Cookies
Javascript
(Note: BlackBerries have issues accessing the mobile site. Updating browsers and clearing cache and cookies seems to help.)

Can I register for RPR using the mobile application?
No, you cannot register for RPR using the mobile application. Registration requires the advanced functionality of the RPR website. But once you are registered on the website you will use the same user name and password to access the mobile application.

Can I refine the value of a property on the mobile application?
No, you cannot refine the value of a property using the RPR mobile application. This advanced functionality is available only on the RPR website.

How do I change the font size on the mobile application?
To change the font size on the mobile application, look for the font size control at the top of every page. The font size control is the letter "a" in three different sizes. Once you choose your desired size by clicking on the font size you want (small, medium or large), it will be saved and used for all pages. Please note that some mobile devices may not support different font sizes.

How do I create a report from the mobile application?
To create a report from the RPR mobile application, you will first need to view a property from your search. Then, follow the "Get a report on this property" link located at the bottom of the page. You will navigate to an interface with report options for you to select, including the type of report (Property Report, Seller's Report or Market Activity Report) and the email address to which you want the report delivered.

Most mobile devices do not currently support viewing the completed report directly on your device, but you can click on the link in the email and open the PDF report if your device supports this.

Can I use RPR on iPad?
Yes, you can access RPR via your iPad. The device, however, currently has several functional limitations. Because Silverlight is incompatible with iPad, RPR's map functions are limited. Users cannot view heatmaps and map layers or search using the map. Users also cannot refine the value of a property by adding or removing comps (via

the Comps tab of the Property Details page). At this time, users may find RPR's mobile application more suitable for their needs.