

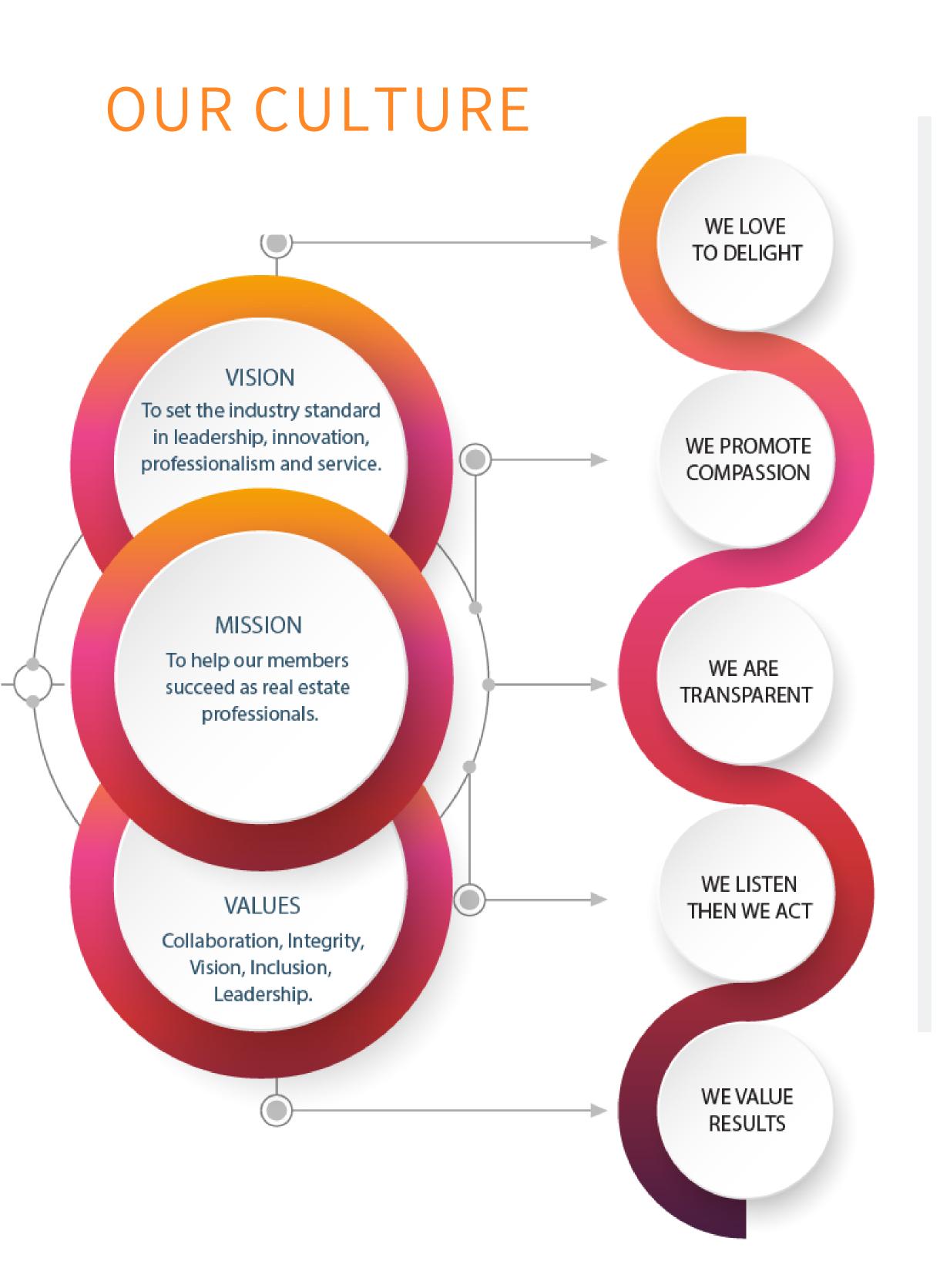
# Annual Report

## About Us

### OUR STORY



### OUR GUIDING PRINCIPLES



### OUR GOALS

- Bay East delivers services that elevate members' professionalism, productivity and profitability.
- Our members are valued as the knowledgeable, ethical, professional and trusted voice of real estate.
- Our members are the number one resource for buyers and sellers to achieve their real estate goals.
- Bay East leadership creates a positive impact in our profession and in our communities.
- Home ownership, housing & private property rights are a priority for elected officials and the communities they serve.

## Leadership

### 2018 OFFICERS







Nancie Allen President-Elect



Tina Hand Treasurer



Will Doerlich
Past President



Tricia Thomas
CEO

#### A Word from Tim Ambrose, 2018 President

"If you want happiness for an hour, take a nap. If you want happiness for a day, go fishing. If you want happiness for a year, inherit a fortune. If you want happiness for a lifetime, help somebody." – Chinese Proverb

Serving as the 2018 President of Bay East Association of REALTORS® was about helping others and making the right decisions to encourage our members to succeed as Real Estate Professionals. Throughout the year we helped families purchase their first home through our Foundation's First-Time Homebuyer Down Payment Assistance Program, supported college students with scholarships to further their education, and donated over \$7,000 raised by our REALTOR® community to support Mai's Dream, a park designed for special needs children. These are all happy memories that will last for a lifetime. Being President was not about being the leader of the Association; it truly was about helping others. I'm grateful to have had the opportunity to serve our members and our community.

e Proverb

I making the year ayment ated over eds ag the serve our

In the words of Jon Gordon, "You don't have to be great to serve, but to be great, you must serve."

### BOARD OF DIRECTORS



Membership

OUR MEMBERS

5,746
REALTOR® MEMBERS

815 NEW MEMBERS 5,932
MLS
MEMBERS

292

PLATINUM
AFFILIATES

### MEMBERS YOU SHOULD KNOW







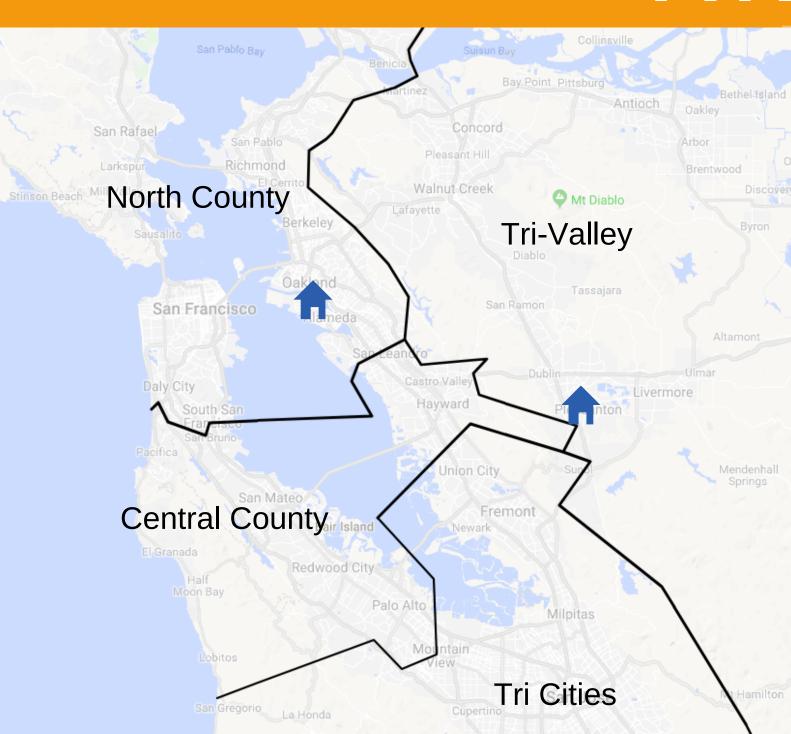
of the Year







AREAS WE SERVE



### OUR OFFICES

#### PLEASANTON

7021 Koll Center Parkway Pleasanton, CA 94566

17,156 square feet

#### ALAMEDA

2490 Mariner Square Loop Alameda, CA 94501

1,219 square feet

### MEMBER BENEFITS

#### WE LISTEN

According to the 2018 NAR Member Safety Report, 44% of women and 25% of men in the real estate profession experienced a situation that made them fear for their personal safety or safety of their personal information.



#### THEN WE ACT

In 2018, Bay East began offering the Real Safe Agent System at no cost to REALTOR® members. Real Safe Agent is not a personal safety app, it's a crime prevention system for the real estate industry allowing the entire real estate community to collaborate and cooperate to keep each other safe.



#### WE LISTEN

Real estate professionals have been faced with the challenge of having to receive and exchange the TDS, SPQ, AVID and other official real estate documents by a specific date. According to risk managers, 15 - 20% of the forms are returned with critical errors and omissions.

#### THEN WE ACT

This year, Bay East members now have access to Glide, which enables agents and transaction coordinators to invite clients to complete the required forms electronically using a secure, guided interface.

### OTHER NEW PRODUCTS IN 2018



Innovative lead generation tool for REALTORS® providing home owners the ability to manage one of their biggest assets, their home.



Provides publications focused on real estate technology, including comprehensive company and product directory to help you access industry-leading ideas and solutions.



Showcases listings on TV and furnishes a marketing suite to post on property websites and social media.



Premier data import software for appraisers designed to move data quickly and easily, increasing efficiency.

#### OUR MEMBERS ALSO LOVE













Disclosures.IO













### EXCLUSIVE BAY EAST MEMBER BENEFITS

#### HELP FROM OUR TECH SUPPORT TEAM

Whether our members need computer help, have questions about Bay East products and services, or need computer repairs, our in-house Tech Support is here to help.



Tech support services and contact info.





Our Bay East Association Technical Support is just awesome! It is by far the most valuable benefit that we have. They were able to configure my computers to scan from an old printer/scanner after I was told that it was impossible. It is amazing how much time and money we save because of our tech support. Thank you so much! - Marina G.



#### GET PROFESSIONAL HEAD SHOTS TAKEN





We strive to help our members grow professionally in any way we can, that is why we offer complimentary studio head shots for individuals. Members can easily book an appointment online and will receive their digital photos within two weeks.



More about professional head shots.

BAY EAST EDUCATION ADVANTAGE PROGRAM

Education Advantage saves our members money on education courses, designations/certification seminars, and trainings that provide them with the necessary tools and knowledge to build their business.



Education Advantage benefits.



### COMMERCIAL BROKERS ASSOCIATION (CBA)











CBA offers a variety of commercial real estate services such as referrals, mentoring, discounts on education classes, and other tools to make commercial transactions hassle-free. The annual Basic Commercial Brokers Association membership cost is \$120 but is free to Bay East REALTORS®.

## The Association









NEW HIRES!



MARJORIE
AFALLA
Member Support
Representative



JESSICA
ARNOLD
Meetings & Events
Specialist



ANISTON
BRESLIN
Member Support
Representative



MEGAN
MCDONALD
Member Support
Representative



SARAH
MINTON
Communications &
Events Specialist



YASIR MUSHTAQ Web Specialist



SONA
RAWAT
Commercial &
Global Programs
Manager



SAMANTHA
SCHMIDIG
Communications &
Events Specialist



LISA
WHEELOCK
Billing Coordinator

## SYSTEM SUPPORT

15,072

SUPPORT CALLS



COMPUTER REPAIRS

263

EMAIL REQUESTS

MLS



26,980

VIOLATIONS DETECTED BY DATACHECKER

3,938

NOTICES SENT

## MARKETING



332

EMAIL CAMPAIGNS PRODUCED



245

MEMBER HEAD SHOTS



82

VIDEOS PRODUCED



858

FACEBOOK POSTS



53,949

BUZZ VIDEO VIEWS



865

INSTAGRAM FOLLOWERS

## MEMBER SERVICES



1,039
MEMBER WALK-INS



5,054

PHONE CALLS

## WEBSITE





86,278 USERS

1,024,465

PAGE VIEWS

## EDUCATION/TRAINING



EDUCATION CLASSES



229

TECH TRAINING COURSES



TOTAL ATTENDEES



26

COMMERCIAL COURSES

## PUBLIC AFFAIRS



PRESS RELEASES



MEDIA INTERVIEWS



PUBLISHED OR BROADCAST STORIES

## ACCOUNTING



24,571

BILLING EMAILS SENT



1,520

BILLING WALK-INS

## \*FINANCE

\$7,025,563 - \$6,837,187

TOTAL REVENUE

TOTAL EXPENSES (INCLUDING CORPORATE TAXES)

**\$188,376** 

2018 NET INCOME

\*UNAUDITED NUMBERS\*

### EVENTS



3

EVENTS

1,500+

ATTENDEES

EVENT LOCATIONS



Committees

OVERVIEW

23 COMMITTEES 366 VOLUNTEERS

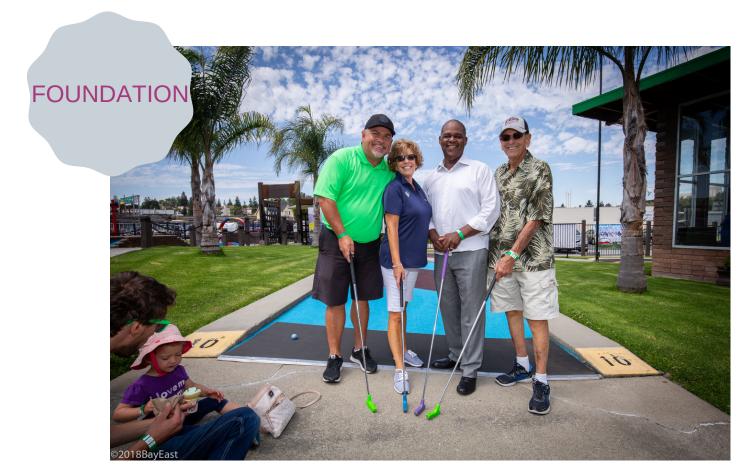
### THEIR 2018 ACHIEVEMENTS







The Leadership Development Committee hosted a Leadership Reception (left) to give incoming leaders a chance to meet and network with past Bay East Leaders. They also put on an Affiliate Appreciation event (right) with the Alameda Local Relations Committee to recognize our exceptional Affiliates members for their contributions to the industry.





The Bay East Foundation hosted two large fundraising events. In July the annual Georgie Porgie (left) miniature golf tournament raised \$13,000 for Members Helping Members™. In September, \$16,000 was raised for scholarships at Cheers to the Future (right) wine event.



The Bay East Young Professionals Network hosted a variety of networking events throughout the areas we serve.



The Housing Opportunities Committee held roundtable discussions and forums on a variety of topics. One event highlighted Accessory Dwelling Units (ADUs) where experts addressed what defines an ADU, zoning, financing, appraisals, and property management issues.



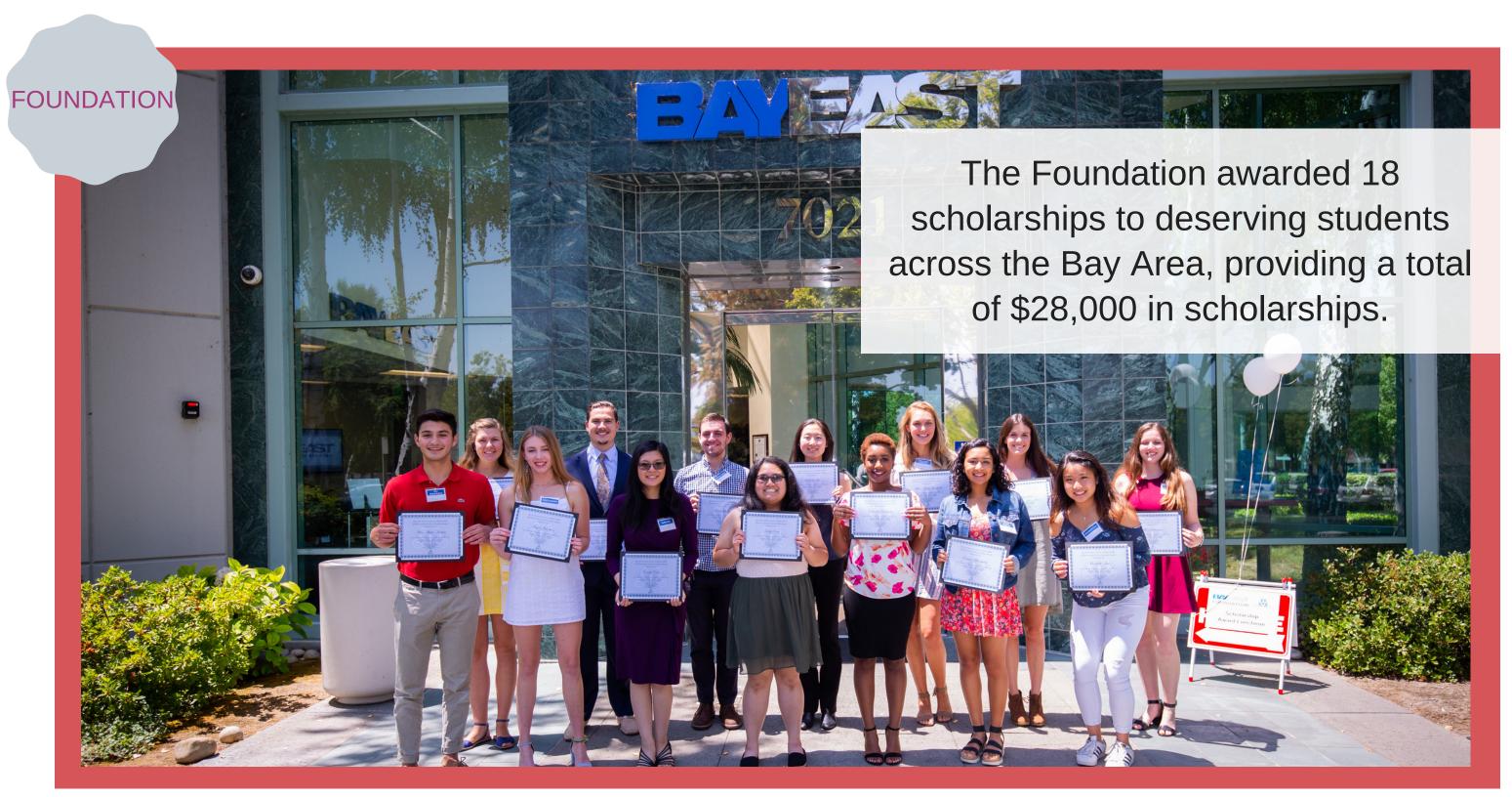


The Local Candidate Recommendation Committee conducted interviews of 50 candidates. The Bay East Board of Directors endorsed 19 candidates running for offices in San Leandro, Union City, Fremont, Dublin, Pleasanton, and Livermore. Of the endorsed, nine were elected.

The Local Government Relations
Committee - Alameda received a
proclamation from the City of Alameda in
honor of Fair Housing Month in April.









raised a total of \$25,500 donating to charities such as the Literacy Program at Jackson Elementary, Culinary Angles, Members Helping Members<sup>™</sup>, and the Alameda Education Foundation.



The Local Community Relations Committee - Alameda hosted a Bowling Fundraiser that consisted of 19 teams and 74 bowlers who raised \$3,700 for C.A.R. Housing Affordability.



The Young Professionals Network donated 25 backpacks filled with school supplies for kids leaving Camp Wilmont Sweeney, a Juvenile Detention Facility.



anniversary of the Fair Housing Act. As a result, committee leadership presented at each of the Marketing Groups.

only valid if a listing contract exists and a Seller Instruction to Exclude Listing From The Multiple Listing Service (SELM) form has been filed.

MLS

The Multiple Listing Service Committee created multiple videos about MLS updates, new rules and featured products. These videos, distributed through social media and newsletters, are a great way to keep members informed.







The Affiliate Committee put on a variety of panels such as the Top Producer Panel (left) which gave attendees the opportunity to learn how these exceptional professionals built their successful businesses. There was also an Affiliate Lender Panel (right) for REALTORS® to hear from lenders about the lending process and ways to build great relationships.



The Leadership Development Committee has hosted a quarterly series of "Coffees with Leaders." These events addressed timely topics to offer information, support and mentorship to members as they pursued various leadership roles.

