Testimony of Brian Glanville regarding HB 2801-6

Chair Dingfelder and members of the Committee:

I am Brian Glanville, CRE, FRICS, MAI and the Senior Managing Director of Integra Realty Resources. I am a native Oregonian and a Certified General appraiser and have been licensed in Oregon since 1977. I am a Past President of the Oregon Chapter of the Appraisal Institute and was the National President in 2001. I spent two terms representing the United States on the International Valuation Standards Council (IVSC) writing valuation standards, ethics and best practices globally for appraisers. I also taught the Uniform Standards of Appraisal Practice (USPAP) nationally for over a decade.

Overall, I support this Bill as it gives appraisers another tool to measure the attributes of Green Buildings, but Section 13 and 14 will have unintended consequences, is unnecessary and places the burden on the Appraiser Certification and Licensure Board (ACLB) to implement a program that the ACLB was not designed to do nor has the competencies to do.

I assisted in writing ORS 674 which set up the ACLB in 1991. The banking crisis of the 1980's showed there was a lack of consistency nationally in the training and qualifications of appraisers. Congress recognized The Appraisal Foundation (TAF) as the body to set appraisal standards, ethics, qualifications, and education requirements for appraisers. Congress also required states to adopt USPAP and to set up a local licensing board to administer and enforce the requirements, or Federal lending would be suspended in any state that does not comply. The Appraisal Subcommittee reviews the activities of TAF and of the state enforcement bodies. The ACLB does not write education or certify competency of valuers, but makes sure that licensees meet the minimum qualifications set nationally. They do not have the qualifications to write or approve energy education that would establish an appraiser as competent. And the ACLB and the State of Oregon does not need the liability of stating that an appraiser is competent to value a certain aspect of real estate and later finding that the judiciary disagrees.

In June of 2011, TAF signed a memorandum of understanding with the United States Department of Energy to collaborate on issues relating to Green Building Valuation, including databases, education, standards and valuation best practices. The Appraisal Qualifications Board has already altered the criteria for new licensees to have training in the appraisal of energy efficient features as part of their educational requirements for licensing. USPAP already requires that an appraiser taking on an assignment must be competent to do so or they are in violation of their ethical requirements. This includes Green buildings. Thus, there is already a mechanism in place for the ACLB to enforce competency on appraisers and it is up to the appraisers to take courses or gain experience to become competent.

The professional organizations for appraisers endorse the competency and education in energy efficiency for their members. The Appraisal Institute, has a series of educational courses for both residential and commercial real estate appraisers and numerous other sources for self-education are provided on our website (see attachments). Other organizations have similar opportunities and are working with TAF to develop further education. These are the professional valuers

working with the energy community and standards setters to do exactly what HB2801-6 is attempting to have Oregon's ACLB do. These groups have the experience and training to accomplish this task and having Oregon potentially do something different could cause harm to the valuation and banking profession in Oregon.

I have spoken both nationally and internationally at conferences on Energy Efficiency and real estate and have stated that everyone needs to remember that cost does not necessarily equate to value. If a Green building is able to command higher rents, faster lease-up, lower expenses or lower vacancies, we reflect that in our valuations already. If the cost of adding an energy efficient item does not result in one of the above, then it is not recognized by buyers and sellers and does not represent market value. My firm is located in downtown Portland and we have appraised numerous "Green" buildings such as the Vestas Building, 12W, M Financial, 200 Market retrofit, The Alexan in South Waterfront and many others.

Our job is to independently reflect the activity of market participants in an unbiased manner and not adhere to unsubstantiated opinions mandated by any special interest group, no matter how well intended. An example was the Oregon Sustainability Center proposed near Portland State University. It had a cost fifty percent higher than the most recent high rise office in Portland, 1st and Main. The rents were estimated initially to average over \$40 per square foot when existing office buildings are rarely able to command more than \$30 per square foot for their best space. The market place could not support that difference and when the City of Portland asked the legislature to subsidize the project by selling bonds, you declined.

We as appraisers welcome as much knowledge and information as we can gather to do our job in protecting the public's interests, but we must retain the independence to measure the public's reaction to components of real estate in valuing a property. This bill is well intentioned and should move forward. But sections 13 and 14 place the burden of educating and certifying appraisers on the ACLB, a body not designed or qualified to do so. Such an action would place liability on the ACLB and the State of Oregon and could complicate the standardization of valuation across the country that is currently ongoing between the Department of Energy, The Appraisal Foundation and professional bodies such as the Appraisal institute. The actions advocated need to be carefully thought through to make sure no harm is done to the public. Although well intentioned, I believe the inclusion of section 13 and 14 should be deleted from HB2801.

The Appraisal Foundation and the US Department of Energy to Collaborate on Issues Relating to Green Building Valuation

FOR IMMEDIATE RELEASE

June 13, 2011

Contact:

Paula Douglas Seidel
Executive Administrator
The Appraisal Foundation

paula@appraisalfoundation.org

direct phone 202.624.3048

Washington, DC — The Appraisal Foundation, the Congressionally authorized source of appraisal standards and appraiser qualifications in the United States, is pleased to announce that it has signed a Memorandum of Understanding (MOU) with the U.S. Department of Energy, Office of Energy Efficiency and Renewable Energy, to collaborate on a series of activities focusing on energy efficiencies and the valuation of green buildings.

The Appraisal Foundation, a non-profit organization established in 1987, is dedicated to the advancement of professional valuation and serves as the parent organization for three independent Boards: the Appraisal Practices Board (APB), the Appraiser Qualifications Board (AQB), and the Appraisal Standards Board (ASB).

A principal component of the MOU is that the generally accepted standards of the appraisal profession, the Uniform Standards of Professional Appraisal Practice (USPAP), are applicable to green valuations. Collaborative activities between The Appraisal Foundation and the Department of Energy will include:

- Engaging the appraisal community on energy efficiency and green valuations.
- Development of additional guidance from all three of the Foundation's independent Boards relating to applicability of the existing standards to the valuation of green buildings. This guidance could take on a number of forms such as USPAP Frequently Asked Questions or

Advisory Opinions from the ASB, and voluntary guidance from the APB on recognized valuation methods and techniques.

- Development of one or more databases, through the Department of Energy, to provide data on energy performance for specific building types and upgrades, to the valuation arena. Data of this type has historically been sparse and/or difficult to collect, whereas this new initiative is intended to be of great assistance to the valuation community.
- Development of educational course curriculum, through the Department of Energy and based on the guidance of the Foundation's APB, relating to energy performance and sustainability in commercial buildings.

The importance of energy efficiency is gaining traction throughout the marketplace. On June 13, the issue was raised with President Barack Obama as part of the *Council on Jobs and Competitiveness* meeting and is a component of his *Better Buildings Initiative*.

Examples of the importance of education on energy efficiency and green valuations in the appraisal community include:

- Energy efficient items result in lower operating costs for commercial properties, thereby increasing the net income potential for the property. Since income potential is the primary factor considered by investors when buying commercial properties, this translates into a higher value potential for the property.
- Some municipalities and local jurisdictions are starting to require a certain level of energy efficiency for their commercial properties. Because many existing buildings do not meet the new standards, investors are likely to place a premium on those properties that do comply, thereby resulting in higher values for properties of these types.
- The increasing costs related to energy consumption make less efficient properties less desirable to many potential buyers, including owner occupants. Because the appraiser's job is to "mirror the marketplace," any premiums placed on properties due to their energy efficiency should be recognized by appraisers when providing opinions of value.

In the fall of 2011, The Appraisal Foundation will post an informational video introduction to green buildings and their valuation on the eLibrary section of its website.

For more information on the Foundation's collaboration with the Department of Energy or upcoming work in the area of green valuations, please visit The Appraisal Foundation's web site at www.appraisalfoundation.org.

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The Appraisal Foundation is a Congressionally authorized non-profit organization established in 1987 and is dedicated to the advancement of professional valuation. The Appraisal Foundation accomplishes its mission through the work of its three independent Boards: the Appraisal Practices Board (APB), the Appraiser Qualifications Board (AQB), and the Appraisal Standards Board (ASB).

The Appraisal Foundation is the author of the generally recognized standards of professional practice for the valuation profession, the *Uniform Standards of Professional Appraisal Practice* (USPAP). In addition, the Foundation establishes the minimum education, experience and examination requirements for state licensed and state certified real property appraisers. The Appraisal Foundation also issues voluntary guidance on recognized valuation methods and techniques.

More information on The Appraisal Foundation is available at www.appraisalfoundation.org.

MEMORANDUM of UNDERSTANDING BETWEEN THE APPRAISAL FOUNDATION AND U.S. DEPARTMENT OF ENERGY

U.S. DEPARTMENT OF ENERGY OFFICE of ENERGY EFFICIENCY AND RENEWABLE ENERGY

June 10, 2011

PURPOSE AND GOALS

This Memorandum of Understanding (MOU) is between the Department of Energy (DOE) Office of Energy and Efficiency and Renewable Energy (EERE) and The Appraisal Foundation (hereinafter, each individually a "Party" and collectively the "Parties") for the intention of establishing and collaborating on a series of activities focused on ensuring that the current appraisal standards (the *Uniform Standards of Professional Appraisal Practice* — USPAP) are applicable for energy performance and green valuations and that appraisers are trained in the applications of the standards, as well as the applicable recognized valuation methods and techniques.

The purpose of this MOU is to:

- Define a broad framework for collaboration between EERE and The Appraisal Foundation;
- Identify programmatic areas by which this collaboration can leverage the technical capabilities of EERE, specifically BTP; and
- Define specific areas of collaborative focus that align with the programmatic interests of EERE and the
 goals of The Appraisal Foundation.

Background

Section 911 of the Energy Policy Act of 2005 (Pub. L. No. 109-58) authorizes DOE to conduct programs of energy efficiency research, development, demonstration, and commercial application. EERE, through its Building Technologies Program (BTP) leads national efforts to improve commercial energy efficiency and reduce the environmental impact of energy-related activities. BTP contributes to its efforts to provide reliable, affordable, and environmentally sound energy for America today and in the future.

in partnership with the private sector, state and local governments, national laboratories, and universities, BTP works to improve the efficiency of buildings and their equipment, components, and systems. BTP improves commercial and residential building components, energy modeling tools, building energy codes, and appliance standards. The program supports research and development activities and provides tools, guidelines, training, and access to technical and financial resources.

Established in 1987, The Appraisal Foundation is a Congressionally authorized non-profit organization dedicated to the advancement of professional valuation. The Appraisal Foundation accomplishes its mission through the work of its three independent Boards: the Appraisal Practices Board (APB), the Appraisar Qualifications Board (AQB), and the Appraisal Standards Board (ASB).

The Appraisal Foundation is the author of the generally recognized standards of professional practice for the valuation profession, the USPAP. In addition, the Foundation establishes the minimum education, experience and examination requirements for state licensed and state certified real property appraisers. The Appraisal Foundation also issues voluntary guidance on recognized valuation methods and techniques.

Collaborative Objectives

The objectives of the Pariles to this MOU are to coordinate, leverage, and build upon the experience and capabilities of The Appraisal Foundation, as well as the technical capabilities and experience within EERE relating to commercial building performance and workforce development, in order to effectively and efficiently meet the goals and objectives of the DOE; to ensure that MOU efforts efficiently draw upon the expertise of each Parity; and to avoid redundancies among these two organizations.

Leveraging complementary programmatic strengths are intended to serve as the initial basis for a coordinated working relationship between the two organizations. Specific areas of collaboration on creating additional guidance related to the applicability of USPAP for energy performance and green valuations are listed below:

EERE Intends to -

- Develop one or more databases that will aggregate and provide the appraisal community with a set of building performance data for particular building types and upgrades; identify Federal government energy and green building-related policies and programs, including those related to leasing requirements for Federal buildings; and transparently make available additional information about applicable programs.
- Develop an educational course curriculum for appraisers on valuing energy performance and sustainability in buildings based, at least in part, on guidance issued by the Appraisal Practices Board which can be approved through the AQB Course Approval Program.
- Serve as a subject matter expert for the APB on issues relating to energy performance and green buildings

The Appraisal Foundation intends to -

- In recognition of the lack of current illustrative guidance to the majority of appraisers in the US on how
 to appraise green buildings, engage its ASB, APB, and AQB towards developing additional guidance to
 show how to apply existing appraisal standards and recognized valuation methods and techniques to
 energy performance and green appraisals.
 - Such additional guidance may include Advisory Opinions and Frequently Asked Questions related to compliance with USPAP, guidance regarding recognized valuation methods and techniques for appraising energy performance and green buildings, inclusion of energy efficiency and green building in the illustrative list of topics approved for continuing education for appraisers, and/or qualifying education on the appraisal of green buildings as a subtopic in the AQB Real Property Appraiser Qualification Criteria Required Core Curriculum necessary to obtain a real property appraiser credential.
- Educate and engage The Appraisal Foundation Advisory Council on energy efficiency and green buildings and their valuation, and will make a complimentary video available on its website for all appraisers.
- Provide valuation expertise to the BTP to assist in the development of the green building data project.

Future collaboration efforts that would provide Federal resources will be appropriately defined in corresponding statements of work (SOWs) for interagency Agreements that detail specific programmatically-focused aspects of this collaboration in accordance with applicable procurement and financial assistance laws and regulations. The existing programs that are impacted are stated above in the MOU Purpose.

II. ROLES AND RESPONSIBILITIES OF THE PARTIES

Each Party to this MOU intends to carry out its responsibilities through the Individuals and organizations identified below as practical and appropriate and when called upon to help with specific MOU-relevant Projects.

A. EERE, through BTP, plans to provide expertise on commercial building energy performance best practices, data reporting, and methodology. EERE also intends to provide expertise from its Laboratory, especially related to curriculum development, to facilitate coordination and support the activities of this collaboration.

B. The Appraisal Foundation Intends to provide expertise from its ASB, APB, and AQB, as appropriate to enhance or further develop existing appraisal standards related to energy performance and green appraisals. The Appraisal Foundation Advisory Council and other Foundation Advisory Councils also intend to provide expertise as appropriate to facilitate coordination and support the activities of this collaboration.

III. MOU MANAGEMENT

Each Party to this MOU intends to designate a member(s) of its staff at a level not lower than GS-14 or equivalent grade to serve as the Party's Principal Point of Contact (POC) for and manager of the Party's participation in the collaboration. The principal POC for each Party shall respond to inquiries related to their respective activities and associated areas of expertise and authority.

Subject to legal and fiscal limitations and agency priorities, each Party plans to engage relevant programs and offices within their agency to provide or coordinate resources or activities; support development of appropriate tools or training; make staff available or otherwise provide employee support for collaboration and Projects; and provide contractor support for the development and maintenance of collaboration resources.

All Parties expressly acknowledge that the activities under this MOU shall be subject to the availability of appropriated funds and personnel or the approval of other sources of funding.

IV. SPECIFIC PROJECTS

As indicated in Section I. of this MOU, Parties Intend to create a series of SOWs Projects that are to be worked in conjunction with this MOU. These Project SOWs would be jointly created by the Party POCs for each agency to ensure that the defined needs and issues are addressed in a timely manner. The Project SOWs would detail the Project resources to be provided by the collaborating entitles, including the commitment of any direct funding, in-kind resources and other resources required during the Projects. The Project SOWs would detail tasking for each Party, along with how Projects are to be managed.

V. METRICS AND TARGETS

The Parties intend to develop metrics and annual targets related to the Parties' goals, and to work collaboratively to seek continuous improvement and its performance over time.

VI. AUTHORITIES

The Appraisal Foundation

Title XI of the Financial Institutions Reform, Recovery and Enforcement Act of 1989 (FIRREA), as well as other authorities contained in the current Restated Bylavis of The Appraisal Foundation.

Department of Energy

DOE enters into this MOU under the authority of section 911 of the Energy Policy Act of 2005 (Pub. L. No. 109-58) and section 646 of the Department of Energy Organization Act (Pub. L. 95-91, as amended; 42 U.S.C. § 7256).

VII. LIMITATIONS

Nothing in this MOU is to be construed as indicating a financial commitment by signatory agencies for the expenditure of funds except as authorized in specific appropriations.

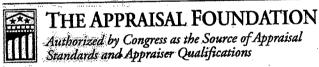
As required by the Antideficiency Act, 31 U.S.C. §§ 1341-42, all commitments made by the Parties in this MOU are subject to the availability of appropriated funds and to budget priorities. Nothing in this MOU, in and of itself, obligates any Party to expend appropriations or to enter into any contract, assistance agreement, interagency

Integra Realty Resources - Portland 1220 5H Hardron St., St. 808 Smiled, OS, 57205 510 522 7065

UNIFORM STANDARDS OF PROFESSIONAL APPRAISAL PRACTICE

2012-2013 EDITION

APPRAISAL STANDARDS BOARD



Published in the United States of America.

ISBN: 978-0-9798728-6-0

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EFFECTIVE:

January 1, 2012 through December 31, 2013

Contacting the Appraisal Standards Board

The ASB invites questions about USPAP, commentary on USPAP and proposed changes to USPAP from all interested parties, including appraisers, state enforcement agencies, users of appraisal services, and the public.

If you have any comments, questions, or suggestions regarding USPAP, please contact the ASB.

Appraisal Standards Board The Appraisal Foundation 1155 15th Street, NW, Suite 1111 Washington, DC 20005 Phone: 202-347-7722 Fax: 202-347-7727

E-Mail: <u>info@appraisalfoundation.org</u> <u>www.appraisalfoundation.org</u>

322 COMPETENCY RULE

An appraiser must: (1) be competent to perform the assignment; (2) acquire the necessary competency to perform the assignment; or (3) decline or withdraw from the assignment.

Being Competent

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The appraiser must determine, prior to accepting an assignment, that he or she can perform the assignment competently. Competency requires:

- 1. the ability to properly identify the problem to be addressed; and
- 2. the knowledge and experience to complete the assignment competently; and
- 3. recognition of, and compliance with, laws and regulations that apply to the appraiser or to the assignment.

Comment: Competency may apply to factors such as, but not limited to, an appraiser's familiarity with a specific type of property or asset, a market, a geographic area, an intended use, specific laws and regulations, or an analytical method. If such a factor is necessary for an appraiser to develop credible assignment results, the appraiser is responsible for having the competency to address that factor or for following the steps outlined below to satisfy this COMPETENCY RULE.

For assignments with retrospective opinions and conclusions, the appraiser must meet the requirements of this COMPETENCY RULE at the time of the assignment, rather than the effective date.

Acquiring Competency

If an appraiser determines he or she is not competent prior to accepting an assignment, the appraiser must:

- 1. disclose the lack of knowledge and/or experience to the client before accepting the assignment;
- 2. take all steps necessary or appropriate to complete the assignment competently; and
- 3. describe, in the report, the lack of knowledge and/or experience and the steps taken to complete the assignment competently.

<u>Comment</u>: Competency can be acquired in various ways, including, but not limited to, personal study by the appraiser, association with an appraiser reasonably believed to have the necessary knowledge and/or experience, or retention of others who possess the necessary knowledge and/or experience.

In an assignment where geographic competency is necessary, an appraiser who is not familiar with the relevant market characteristics must acquire an understanding necessary to produce credible assignment results for the specific property type and market involved.

When facts or conditions are discovered during the course of an assignment that cause an appraiser to determine, at that time, that he or she lacks the required knowledge and experience to complete the assignment competently, the appraiser must:

- 1. notify the client, and
- 2. take all steps necessary or appropriate to complete the assignment competently, and

Brian Glanville

From:

The Appraisal Foundation <info@appraisalfoundation.org>

Sent:

Friday, April 26, 2013 6:02 AM

To:

Brian Glanville

Subject:

National Alliance Created to Develop Valuation Education

To ensure delivery of these emails to your Inbox, please add info@appraisalfoundation.org to your email address book.

This email was sent to bglanville@irr.com by info@appraisalfoundation.org.

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THE APPRAISAL FOUNDATION

Authorized by Congress as the Source of Appraisal Standards and Appraiser Qualifications

PRESS RELEASE

NATIONAL ALLIANCE CREATED TO DEVELOP VALUATION EDUCATION

Consistent, Quality Valuation Education to be the Goal

FOR IMMEDIATE RELEASE April 26, 2013

Contact:

Paula Douglas Seidel
Executive Administrator
The Appraisal Foundation
paula@appraisalfoundation.org
direct phone 202.624.3048

Washington, DC — The Appraisal Foundation (TAF) and its Sponsoring Organizations have formed a national education partnership, the Alliance for Valuation Education (AVE), an organization dedicated to providing greater availability of consistent, quality valuation education. The AVE will be composed of TAF and 11 of its Sponsoring Organizations (Alliance Sponsors).

"Having these organizations work in collaboration with one another has been an evolutionary process based on their input and recommendations. It just makes sense," stated Steven Elliott, Chair of TAF's Board of Trustees. "This is an important and long overdue first step in combining our resources for the benefit of the entire valuation profession," he added. Elliott went on to say, "A common complaint heard from states over recent years is the lack of available quality educational offerings. It is our hope that the Alliance will reduce an education provider's cost to develop certain courses, thereby allowing them to focus more on delivering courses in underserved areas."

The AVE is the result of the work of the National Education Partnership Task Force, which was appointed by TAF's Board of Trustees in May 2012. The Task Force included representatives from several of TAF's Sponsoring Organizations as well as the Association of Appraiser Regulatory Officials.

The AVE will be:

established as a new 501(c)3 not-for -profit organization, separate from TAF and its Sponsoring Organizations. The Appraisal Foundation's Congressionally authorized Boards, the Appraisal Standards Board and the Appraiser Qualifications Board, will not be involved in the governance or operation of the AVE.

governed by a seven member Board of Regents appointed by the Alliance Sponsors and TAF. One of the Regent

positions will be an elected at-large seat, open to the general public.

composed of TAF and Sponsoring Organizations of TAF in good standing who elect to become a Sponsor of the Alliance. The Appraisal Foundation Sponsors may elect to not join the AVE.

a developer of educational materials, but not a presenter of the education. The AVE will be a wholesaler rather than a retailer, using a model similar to what TAF currently utilizes with the National USPAP Courses.

providing the education materials to all educational providers.

The initial focus will be real property continuing education, with topics possibly drawn from Valuation Advisories issued by the Appraisal Practices Board. The education developed by the AVE will be voluntary, any educational provider will be able to continue to develop similar education and appraisers would not be required to take AVE education.

In the future, the AVE may give consideration to developing other valuation discipline education, including both personal property and business valuation, basic qualifying education for real property appraisers (e.g. Basic Appraisal Principles and Basic Appraisal Procedures) and remedial real property education.

The appointed members of the Board of Regents will be selected by the Alliance Sponsors and the TAF Board of Trustees at their upcoming meetings in May in Savannah, Georgia. The organizational meeting of the AVE Board of Regents will occur this summer and it is anticipated that the first AVE course could be available in the first quarter of 2014.

The Board of Trustees of TAF would like to recognize the members of the National Education Partnership Task Force for their excellent work, dedication to the profession and vision:

National Education Partnership Task Force

David Lavne, Chair

- Charles Blau, National Association of Independent Fee Appraisers
- Don Dorchester, Royal Institution of Chartered Surveyors
- Mike Evans, Board of Trustees, The Appraisal Foundation
- Mark Grace, American Society of Farm Managers and Rural Appraisers
- Heidi Henning, National Association of Realtors
- Don Rodgers, Association of Appraiser Regulatory Officials
- Magdalene Vasquez, Staff Member, The Appraisal Foundation
- Alice Ritter, Appraisal Subcommittee (non-voting observer)
- Ted Freeman, Appraiser Qualifications Board (non-voting observer)

ALLIANCE FOR VALUATION EDUCATION

"EXCELLENCE IN VALUATION EDUCATION THROUGH COOPERATION"

























About The Appraisal Foundation

The Appraisal Foundation, a Congressionally authorized non-profit organization established in 1987, is dedicated to the advancement of professional valuation. The Foundation accomplishes its mission through the work of its three independent Boards: the Appraisal Practices Board (APB), the Appraiser Qualifications Board (AQB) and the Appraisal Standards Board (ASB). More information on The Appraisal Foundation is available at

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The Appraisal Foundation - 1155 15th Street, NW, Suite 1111, Washington DC, 20005, United States



FAQs

Valuation of Sustainable Buildings Professional Development Program (2/5/13)

Participants who complete courses in the Valuation of Sustainable Buildings Professional Development Program may represent that they have completed the program's curriculum and passed the examinations. Participants may not represent themselves as having a specialization, certification, competency, or expertise based solely on the successful completion of the program. The program provider does not assume any duty to the public for the services provided by program participants, or any other person or entity.

- Q. Which courses are in the *Valuation of Sustainable Buildings* Professional Development Program?
- A. The courses below make up the Valuation of Sustainable Buildings Professional Development Program. Additional courses will be developed and added to the program as relevant information develops on green buildings. This ensures that you are up-to-date with the most current information available.
 - Introduction to Green Buildings: Principles & Concepts
 - Case Studies in Appraising Green Residential Buildings
 - Case Studies in Appraising Green Commercial Buildings
 - Residential and Commercial Valuation of Solar
- Q. Must I be an Appraisal Institute Designated member to attend the courses in the Valuation of Sustainable Buildings Professional Development Program?
- A. Anyone may take the courses in the Valuation of Sustainable Buildings program. Only Appraisal Institute Designated members, however, will be placed on the Valuation of Sustainable Buildings Registry. Everyone will receive a certificate of completion for each course he or she attends and passes.
- Q. I am an SRA and I only do residential appraising. Do I need to take Case Studies in Appraising Green Commercial Buildings to be placed on the Registry?
- A. No. The Valuation of Sustainable Buildings Registry is divided into two sections: Residential and Commercial. If you successfully take and pass the courses in the program that are only residential in nature, your name will be placed in the residential section. If you take courses that are both residential and commercial, your name will be placed in both the residential and commercial sections.

- Q. When additional courses are added to the Valuation of Sustainable Buildings Program, do I need to take them to stay on the Registry?
- A. From time to time, the Education Committee of the Appraisal Institute will assess if additional courses need to be added to the Valuation of Sustainable Buildings program. If one or more courses are added to the program, you will be notified in advance. When the course or courses become available, an asterisk will be placed by your name on the Registry to reflect that while you have taken and passed the first courses in the program, you haven't taken the courses recently added to the program. Once you have taken and passed the additional required course(s), the asterisk will be removed.
- Q. Which courses must I attend and pass the exam to be placed on the <u>Residential</u> section of the <u>Registry</u>? Which courses must I attend and pass the exam to be placed on the <u>Commercial section of the Registry</u>?
- A. Please see the chart below. Note. As more information on valuing green buildings becomes available, additional required courses will be added to the program. If you are currently on one or both of the Registries, you will need to take the courses that are added to the program within one year after the course has been released. An asterisk will be placed by your name with a note indicating you have one year to successfully complete the new course. After you have successfully completed the course, the asterisk will be removed.

Valuation of Sustainable Buildings: Residential Series	Valuation of Sustainable Buildings: Commercial Series
Introduction to Green Buildings: Principles & Concepts*	Introduction to Green Buildings: Principles & Concepts*
Case Studies in Appraising Green Residential Buildings	Case Studies in Appraising Green Residential Buildings
Residential & Commercial Valuation of Solar**	Case Studies in Appraising Green Commercial Buildings
	Residential & Commercial Valuation of Solar**

^{*}If you took one of the following seminars - Valuation of Green Residential Properties OR An Introduction to Valuing Commercial Green Buildings - you may challenge the Introduction to Green Buildings: Principles & Concepts' exam.

- Q. Several years ago, I took two seminars called An Introduction to Valuing Commercial Green Buildings and Valuation of Green Residential Properties. Are these seminars part of the Valuation of Sustainable Buildings Professional Development Program?
- A. If you took either Valuation of Green Residential Properties or An Introduction to Valuing Commercial Green Buildings, you may challenge the Introduction to Green Buildings' exam. If you pass the exam, the seminar may be substituted for the Introduction to Green Buildings: Principles & Concepts' course. We recommend, though, that you take the Introduction to Green Buildings: Principles & Concepts course because it is more up-to-date and contains information that was not included in these early seminars.

^{**} New course added to the Professional Development Program February 2013.

Q. What is the Valuation of Sustainable Buildings Professional Development's Registry?

- A. The Valuation of Sustainable Buildings Professional Development Program's Registry is located on the Appraisal Institute's Web site (Residential Registry and Commercial Registry). It lists the names of Designated members who have successfully completed (attended and passed the exam) the courses in the residential and/or commercial sections of the Valuation of Sustainable Buildings Program (see chart above). Placement on the Registry shows potential clients and employers that these Designated members have obtained knowledge on this specialized topic.
- Q. In addition to real estate appraisers, who else would find value in taking one or more of the courses in this program?
- A. Lenders, underwriters, public officials, architects, attorneys, property tax assessors, builders, Realtors.
- Q. If I am a Designated member and I want my name placed on the Registry, can I challenge the exams without attending the courses?
- A. No. You must attend the courses and pass the exams.
- Q. If I become a Designated member after I have taken and passed the courses in the Valuation of Sustainability Buildings' program, will I be placed on the Registry?
- A. Yes. Contact <u>education@appraisalinstitute.org</u>. Include your name and state in the subject line of your e-mail. Staff will review your files and process the appropriate paperwork.
- Q. Is this program approved for qualifying education (QE) credit?
- A. No. Because the content in this program is advanced, it is only approved for continuing education (CE) credit. The courses in the program have been approved for state CE and AI CE.
- Q. Do the courses in this program satisfy the ACE (Advanced Continuing Education) Appraisal Institute requirement?
- A. Yes. The following courses satisfy the ACE requirement. Please refer to the chart below for specific details:

MAI, SRPA, SREA, RM, or SRA Designated members, general or residential Candidates for Designation, and general or residential Practicing Affiliates	Introduction to Green Buildings: Principles & Concepts AND Case Studies in Appraising Green Residential Buildings
MAI, SRPA, SREA, RM, or SRA Designated members and general or residential Candidates for Designation, and general or residential Practicing Affiliates	Introduction to Green Buildings: Principles & Concepts AND Case Studies in Appraising Green Commercial Buildings
MAI, SRPA, SREA, RM, or SRA Designated members and general or residential Candidates for Designation, and general or residential Practicing Affiliates	Residential and Commercial Valuation of Solar

- Q. Are the courses in this program approved by GBCI (Green Building Certification Institute http://www.gbci.org/homepage.aspx) for continuing education credit?
- A. Yes.
- Q. What is the Appraisal Institute's Green Resources Web page, and how do I gain access?
- A. From one convenient Web page, registered participants of any of the Appraisal Institute's Green professional development courses may tap a variety of Green Resources. Topics are expanded regularly and include legislation, national and state government sites and programs, databases, design, and solar energy. This free benefit is available only to class participants. Appraisal Institute Designated members receive indefinite access; all other class participants are granted two-year admittance. The Web address to this helpful resource is provided with the course materials. The Green Resources online list http://www.appraisalinstitute.org/education/green/default.aspx will be updated regularly; we encourage course participants to check it frequently for new links.

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Education



Analyze the Value of Going Green with Appraisal Institute Resources

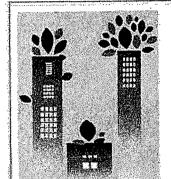
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Webinars



All Things "Green"

Appraisal Institute offers a variety of resources centered around the valuation of sustainable properties.

DOWNLOADS

Residential Green and Energy Efficient Addendum Assists appraisers in analyzing "Green" features and properties.

FAQs: Valuation of Sustainable Buildings Professional Development Program

Additional Resources: Only available to "green" course participants, Click below on the course/s you have taken to access these resources.

- Introduction to Green Buildings: Principles & Concepts
- Case Studies in Appraising Green Residential Buildings
- Case Studies in Appraising Green Commercial Buildings
- Residential and Commercial Valuation of Solar

FIND AN APPRAISER

Search for a designated member who has completed the Valuation of Sustainable Buildings Professional Development Program:

Residential

Commercial

Sandra K. Adomatis, SRA, Provides information about Al's Internal "Green" initiatives



GBC CMP

The Appraisal Institute is an Education Provider with the US Green Building Council (USGBC). All programs listed here are approved with GBCI for the LEED Credential Maintenance Program.

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Green Building: The pra	ctice of creating	structures and using processes in construction, operation, mainten	nce, renovation	and deconstruction.	This practice expands and
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The objective of this Addendum is to standardize the communication of the high performing features of residential properties. Identifying the features not found on the 1004 form provides a basis for comparable selection and analysis of the features. Builders, contractors, homeowners, and third party voltices are encouraged to complete this Addendum and present to appraisers, agents, lenders, and from elements.

¹ U.S. Environmental Protection Agency at www.epa.gov/greenbuildings/pubs/about.htm.

^{*}NOTICE: The Appraisal Institute publishes this form for use by appraisars where the appraisar deems use of the form appropriate. Depending on the assignment, the appraisar may need to provide additional data, analysis and work product not called for in this form. The Appraisal Institute plays no role in completing the form and disclaims any responsibility for the data, analysis or any other work product provided by the individual appraisar(s), All Reports* Al-820,04 Residential Green and Energy Efficient Addendum.

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January 2015 January 2013

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ne following Items are	considered within	the appr	aised valu	e of the subje	ct property:						
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January 2013

e following items are c	onsidered within the app	raised value of Source:	the subject property:			Manager III (February)
alk Score	Score:	(Example: ht	ttp://www.walkscore.com)			
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Residential Green and Energy Efficient Addendum Glossary and Resources

ICC-700 National Green Building Standard (NGBS): An ANSI-approved residential green building standard developed by the National Association of Home Builders (NAHB) and the International Code Council (ICC). It is applicable to single and multifamily projects, renovations and additions and residential land development. To comply, all buildings must incorporate sustainable lot development techniques and address energy, water & material resource efficiency and indoor environmental quality. Also, all owners must be educated about building operation and maintenance. Certification to the NGBS is provided by the Home Innovation Research Labs. http://www.nahb.org/page.aspx/generic/sectionID=2510 or http://www.nahb.org/page.aspx/generic/sectionID=2510 or

LEED: Leadership in Energy and Environmental Design is redefining the way we think about the places where we live, work and learn. As an internationally recognized mark of excellence, LEED provides building owners and operators with a framework for identifying and implementing practical and measurable green building design, construction, operations and maintenance solutions. http://www.usgbc.org/DisplayPage.aspx?CMSPageID=1988

Energy Star*: ENERGY STAR certified new homes must meet strict energy efficiency guidelines set by the U.S. Environmental Protection Agency. These homes are independently verified to be at least 15% more energy efficient than homes built to the 2009 International Energy Conservation Code (IECC), and feature additional measures that deliver a total energy efficiency improvement of up to 30 percent compared to typical new homes and even more compared to most resale homes. http://www.energystar.gov/index.cfm?c-new_homes.htm index

Home Energy Score (HES): The Home Energy Score is similar to a vehicle's mile-per-gallon rating. The Home Energy Score allows homeowners to compare the energy performance of their homes to other homes in the area. It also provides homeowners with suggestions for improving their homes' efficiency.

The process starts with a home energy assessor collecting energy information during a brief home walk-through. The assessor then scores the home on a scale of 1 to 10, with a score of 10 indicating that the home has excellent energy performance. A score of 1 indicates that the home needs extensive energy improvements. In addition to providing the score, the home energy assessor provides the homeowner with a list of recommended energy improvements and the associated cost savings estimates. https://www1.eere.energy.gov/buildings/residential/hes-index.html.

HERS index. The Home Energy Rating System (HERS) Index is the industry Standard by which a home's energy efficiency is measured. It's also the nationally recognized system for inspecting and calculating a home's energy performance. http://www.resnet.us/hers-index. This index is assessed by a qualified third party certifier based on the physical characteristics of the house. The energy estimates from this assessment may vary depending on the lifestyle of the occupants, increasing utility expenses, and changes in the maintenance or characteristics of the energy features.

Building Envelope: The building envelope is everything that separates the building's interior from the exterior. This includes the foundation, exterior walls, roof, doors and windows.

Geothermal: A geothermal heat pump uses the constant below ground temperature of soil or water to heat and cool your home. http://energy.gov/energysaver/articles/geothermal-heat-pumps

Low-E: Low emittance indicates a coating is added to the glass surface. The coating allows visible light to pass through the glass while stopping the radiant heat energy from the sun and heat sources in the building from passing through the glass. Approximately 40% of the sun's harmful ultra violet rays are blocked and insulation enhanced.

Whole Building Ventilation System: A whole building ventilation system assists in a controlled movement of air in tight envelope construction and may include air-purifying systems. Whole building ventilation equipment is often a part of the forced air heating or cooling systems.

Energy Recovery Ventilation System: Often called Heat Recovery Ventilators (HRV). These systems replenish the indoor air without wasting all the energy already used to heat the indoor air. In some climates, these systems are also used to handle water vapor in the incoming air.

Passive Solar: Passive solar is technology for using sunlight to light and heat buildings with no circulating fluid or energy conversion system.

http://medc.nrel.gov/solar/glossary
A complete passive solar building design has the following five elements: (1) aperture (collector) (2) absorber (3) thermal mass (4) distribution (5) control. http://www.nrel.gov/docs/fy01osti/27954.pdf

SEER: Seasonal energy efficiency ratio - The higher the SEER rating, the more energy efficient the equipment is. A higher SEER can result in lower energy costs. http://www.energystan.gov/index.ctm?c-tax_credits.tx definitions&dts=ssps.mcs.seer.eer

Water Sense: EPA released its Final Version 1.1 WaterSense New Home Specification. This specification will be effective January 1, 2013 and establishes the criteria for new homes labeled under the WaterSense program and is applicable to newly constructed single-family and multi-family homes. https://www.epa.gov/watersense/new-homes/homes-final.html

Water Heaters: Soler, Heat Pump, Tankless On Demand or Tankless Coil water heaters are described at the following location: <a href="http://energy.gov/ene

Green Certifying Organizations: A partial list of organizations can be found at: http://www.usgbc.org/ShowFile.aspx?DocumentiD=2001

HERS insulation installed Rating: Rating 1 is the best with 3 the lowest rating. http://www.resnet.us/standards/Enhancements to National Rating Standards.pdf

SAVE Act: The SAVE Act is proposed legislation to improve the accuracy of mortgage underwriting used by federal mortgage agencies by ensuring that energy costs are included in the underwriting process. http://www.imt.org/finance-and-leasing/save-act

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Green Resources

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Click on a category below to view useful website links and resources pertaining to green buildings.

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Report Supplements for Residential and Commercial Appraisers

- Residential Green and Energy Efficient Addendum to Al Reports Appraisal Institute http://www.appraisalinstitute.org/education/downloads/ai-residential-green-energy-effecient-addendum.pdf
- Recognition of Energy Costs and Energy Performance in Real Property Valuation: Considerations and Resources for Appraisers, 2nd edition (a guide for the green narrative report)
 Institute for Market Transformation and Appraisal Institute http://imt.org/files/Energy_Reporting_in_Appraisal.pdf
- PV Value™ Photovoltaic Energy Valuation Model spreadsheet tool helps determine the value of a new or existing photovoltaic system installed on residential and commercial properties
 Sandia National Laboratories, a multiprogram laboratory managed and operated by Sandia Corp., a wholly owned subsidiary of
 Sandia National Laboratories, a multiprogram laboratory managed and operated by Sandia Corp., a wholly owned subsidiary of Lockheed Martin Corp., for the U.S. Department of Energy's National Nuclear Security Administration, and Solar Power Electric™ http://energy.sandia.gov/?page_id=8047

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NATIONAL AND STATE GOVERNMENT SITES AND PROGRAMS

- California: One-stop site for information about energy resources in California California Energy Commission: Consumer Energy Center http://www.consumerenergycenter.org
- Glossary of terms related to high performing buildings
 City of Seattle, Office of Sustainability and Environment, Green Building Glossary
 http://www.seattle.gov/dpd/GreenBuilding/Resources/Greenbuildingglossary/default.asp
- California: Information on solar programs, rebates, tax credits, installation, and interconnecting Go Solar California http://www.gosolarcalifornia.org
- Advanced Buildings program transfers advances in building science and energy conversion systems into commercial practice by New York's residential construction industry. New York State Energy Research & Development Authority http://www.nyserda,ny.gov/advancedbuildings
- Property Assessed Clean Energy (PACE) Program PACE Financing http://www.pacefinancing.org
- A list by states of green certification programs
 PATH: A Public-Private Partnership for Advancing Housing Technology http://www.pathnet.org/sp.asp?id=20978
- Information about ENERGY STAR® homes and the HERS Index U.S. Environmental Protection Agency and U.S. Department of Energy http://www.energystar.gov/index.cfm?c=new_homes.hm_index
- The Better Buildings Initiative outlines President Barack Obama's vision to make commercial buildings 20% more energy efficient over the next decade by catalyzing private sector investment through a series of incentives to upgrade commercial buildings. White House, President Barack Obama http://www.whitehouse.gov/the-press-office/2011/02/03/president-obama-s-plan-win-future-making-american-businesses-more-energy

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LEGISLATION

- Proposed bill considering energy costs in debt ratios for qualifying buyers institute for Market Transformation http://www.imt.org/save-ac
- A comprehensive file on federal mandates worth reviewing U.S. Department of Energy



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http://www.energycodes.gov/federal/pdfs/federal_webcast_overview_icc,pdf

- · Information on selected green zoning codes
 - New York City: NYC Greener, Greater Building http://www.nyc.gov/html/gbee/html/plan/plan.shtml
 - San Francisco http://www.sfdbi.org/index.aspx?page=268
 - Portland, OR http://www.portlandonline.com/bps/index.cfm?c=31612

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ASSOCIATIONS AND ORGANIZATIONS

Resources on water conservation, efficiency, and demand management for conservation professionals and the larger water supply

American Waterworks Association: Waterwiser® http://www.awwa.org/Resources/Waterwiser.cfm?navitemNumber=1561

- In-depth technical and policy analyses and recommendations regarding green building and other sustainable practices
 American Council for an Energy-Efficient Economy
 http://www.aceee.org
- Education and resources for green construction Appraisal Institute Green_Educational Offerings http://www.appraisalinstitute.org/education/green/default.aspx Green Research Guide http://www.appraisalinstitute.org/ppc/greenresearchguide.aspx
- Examples and goals of green leases
 BetterBricks, the commercial building initiative of the Northwest Energy Efficiency Alliance http://www.betterbricks.com http://www.neea.org
- Education for home energy auditors Building Performance Institute (BPI) http://www.bpi.org
- Independent organization to promote responsible management of the world's forests—administers the FSC certification program Forest Stewardship Council http://www.fsc.org
- Sustainable Building Assessment & Certification: Information on the Green Building Initiative (GBI), which provides sustainability
 assessment and certification services through the Green Globes® program
 The Green Building Initiative
 http://www.thegbi.org/green-globes
- An interactive green community including a virtual trade show, articles, blogs, education, forums, and products i365Tech http://www.greenexpo365.com
- Up-to-date information on a variety of issues that affect construction of residential and commercial buildings National Association of Home Builders http://www.nahb.org
- A downloadable file for greening the MLS, This site has resources to assist MLS offices in implementing data fields for energyefficient and green homes.
 National Association of Realtors
 http://www.greenthemls.org
- Independent nonprofit research and educational foundation to foster efficient and sustainable use of resources Rocky Mountain Institute (RMI) http://www.rmi.org/rmi/
- National standards and information about becoming a HERS rater or energy auditor Residential Energy Services Network http://www.resnet.us/energy-rater
- Information on the LEED[®] certification program, research on sustainable building practices, publications, and more. U.S. Green Building Council http://www.usgbc.org
- U.S. regional and local green homebuilding organizations
 U.S. Green Building Council
 www.usgbc.org/ShowFile.aspx?DocumentID=2001

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DATABASES

- A central online resource for rebate information
 Database of State incentives for Renewables & Energy Efficiency (DSIREUSA)
 http://www.dsireusa.org/
- A database (still under construction) of ENERGY STAR® homes Residential Energy Services Network http://www.resnet.us
- DOE's High Performance Buildings Database Provides Valuable Sustainable Buildings Data
 U, S_x. Department of Energy
 http://www1.eere.energy.gov/femp/news/news_detail.html?news_id=7205

 High Performance Federal Buildings Database
 U.S. Department of Energy http://www1.eere.energy.gov/femp/pdfs/gray2_pres1208.pdf

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DESIGN

 Design-oriented site for sustainable homes, natural material, and green technology Jetson Green http://www.jetsongreen.com

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INSULATED CONCRETE FORMS

Information including PowerPoints, videos, and articles on energy-efficient wall systems
 All Wall Co.
 http://www.allwallsystem.com/AllWallInformation

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STRUCTURAL INSULATED PANELS

 Technical information on home building and panels NAHB Research Center http://www.toolbase.org

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SOLAR ENERGY

- Solar energy information and resources, including calculating payback EnergyBible.com http://www.energybible.com/solar_energy/calculating_payback.html
- Provides U.S. solar data, including slides and fact sheets
 Solar Energy Industries Association
 http://www.slideshare.net/SEIA/solar-industry-fact-sheet-pennsylvania
- Nonprofit corporation trains Nevadans how to design, sell, and install solar-power systems
 Solar Forces Inc.
 http://www.solarforces.org
- "Quality Assurance: The Evolution of Residential Solar Leasing" Solar Pro, Home Power Inc. http://solarprofessional.com/article/?file=SP6_2_pg14_QA_2

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REPORTS AND ARTICLES

- Article: "Green Homes Sell for More, Studies Show"
 EcoHome magazine, American Institute of Architects, Hanley Wood LLC
 http://www.ecohomemagazine.com/news/2011/08-august/green-homes-sell-for-more-studies-show,aspx
- Article: "Non-Green Office Buildings Sacrifice 8% in Rent Revenues"
 Environmental Building News, Building Green Inc.
 http://www.buildinggreen.com/auth/article.cfm/2010/11/9/Non-Green-Office-Buildings-Sacrifice-8-in-Rent-Revenues
- Energy improvement cost analysis report

Grajny Consulting http://grajnyconsulting.com/Improvement_Analysis.pdf

Article: "The High Cost of Deep-Energy Retrofits: A pilot project generates cost data on deep-energy retrofits of four buildings
in Utica, New York"
Green Building Advisor, The Taunton Press Inc.

http://www.greenbuildingadvisor.com/blogs/dept/musings/high-cost-deep-energy-retrofits

- Book: Value Beyond Cost Savings: How to Underwrite Sustainable Properties
 Green Building Finance Consortium
 http://www.greenbuildingfc.com/Home/ValueBeyondCostSavings.aspx
- Academically reviewed papers on sustainable real estate, as well as links, case studies, and sustainability resources
 The Journal of Sustainable Real Estate, University of San Diego's Burnham-Moores Center for Real Estate
 http://www.josre.org
- Blog post on Home Energy Pros: "Transaction Process Summit on High Performance Houses in Washington, DC, on Jan. 30, 2013"

Lawrence Berkeley National Laboratory http://homeenergypros.ibl.gov/profiles/blog/show?id=6069565%3ABlogPost%3A103614

 Green reports for a fee McGraw-Hill Construction, http://www.greensource.construction.com/resources/smartmarket.asp Article: "Certified Home Performance: Assessing the Market Impacts of Third-Party Certification on Residential Properties" PACENOW

http://www.pacenow.org/documents/seattle_green_real_estate_premium.pdf

- Article: "Going Green Saves Money. How Much is the Question" Smart Money, Dow Jones & Co. http://www.smartmoney.com/spending/for-the-home/going-green-saves-money-how-much-is-the-question-21081
- Report: "Integrating Sustainability and Green Building into the Appraisal Process"
 The Journal of Sustainable Real Estate, American Real Estate Society http://www.costar.com/uploadedFiles/JOSRE/JournalPdfs/11,221_248,pdf
- Report: Ben Hoen, Peter Cappers, and Mark Hale, "An Analysis of the Effects of Residential Photovoltaic Energy Systems on Home Sales Prices in California" Lawrence Berkeley National Laboratory, April 2011 http://eetd.lbl.gov/ea/emp/reports/lbnl-4476e.pdf
- Best practices for energy-efficient construction in a marine environment U.S. Department of Energy http://apps1.eere.energy.gov/buildings/publications/pdfs/building_america/marine_40_guide.pdf
- Article: "Seeing Green" Valuation magazine, Appraisal Institute http://www.valuation-digital.com/valuation/20112ndQ#pg10
- Paper: "High-Performance Buildings—Value, Messaging, Financial and Policy Mechanisms"

 Prepared for the U.S. Department of Energy by the Pacific Northwest National Laboratory; principal author M.J. McCabe of HaydenTanner, LLC http://www.pnl.gov/publications/abstracts.asp?report=327173

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TOOLS

- Free appraiser's guide for recognizing green building features in homes The Appraisers Research Foundation http://www.appraiserresearch.org/research-results/green-guide.html
- A map of LEED commissioned buildings in the United States (commercial) as well as LEED buildings per state, and functionality to virtually explore LEED projects Esri http://mapstories.esri.com/leed
- A map of USGC certified buildings in the United States (commercial) http://www.arcgis.com
- An interactive green community that provides details on "How to Identify and Resolve Issues in High-Performing Buildings" i365Tech http://www.greenexpo365.com
- Green Energy Compass online tool for benchmarking, analysis, and reporting of energy for homes and small buildings Performance Systems Development http://www.psdconsulting.com/software/greenenergycompass
- Free roof azimuth tool assists in pinpointing a property's azimuth Solmetric Inc http://tools.solmetric.com/Tools/roofazimuthtool
- Free web-based residential energy calculator and web service that provides customized estimates of residential energy use, energy bills, and CO₂ emissions. Identifies potential energy-saving strategies and ranks in order of cost-effectiveness. U,S. Department of Energy
- Find a "Walk Score" for a property to determine ease of living a lifestyle that is less reliant on cars Walk Score, Front Seat http://www.walkscore.com/how-it-works,shtml

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