



## Canopy Dictionary

This comprehensive resource lists terms followed by definitions for all Canopy entities.

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### CANOPY REALTOR® ASSOCIATION TERMS

Affiliate Member	National Association of REALTORS® (NAR)	Professional Standards
BIC	NC REALTORS® (NCR)	RAMCO Dashboard
Canopy Dashboard	NCREC	Real Estate Agent
Canopy Realtor® Association	Nonmember Licensee	Real Estate Commission
Code of Ethics	PAC	Realtor®
Designated Realtor® (DR)	Primary Membership	Secondary Membership
Firm		Trademark

### CANOPY MLS TERMS

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Auction With Reserve	Internet Data Exchange (IDX)	Open Listing
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Canopy MLS Service Area	Listing Data Checker	RatePlug
Clear Cooperation Policy	ListTrac	Real Estate Standards Organization (RESO)
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Exclusive Agency Listing Agreement	MLS-Touch Mobile App	Realtors® Property Resource (RPR) and app
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Canopy Housing Foundation Committee	Diversity and Inclusion Alliance – African-American Advisory Group	Grievance Committee
Canopy Housing Foundation Fair & Affordable Housing Advisory Group	Diversity and Inclusion Alliance – Asian-American Advisory Group	Leadership Academy Selection Committee
Canopy Housing Foundation Strides for Shelter 5K Run / Walk Committee	Diversity and Inclusion Alliance – Latin-American Advisory Group	Marketing and Communications Advisory Group
Canopy MLS Advisory Group	Diversity and Inclusion Alliance – LGBTQ Advisory Group	NC REALTORS® Board of Directors, Region 8
Diversity and Inclusion Alliance	Education Advisory Group (EAG)	Professional Standards Committee
		Young Professionals Network (YPN)

### REAL ESTATE AND BUILDING INDUSTRY COALITION (REBIC) TERMS

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Clustered Homes	Missing Middle Housing	Small Footprint Housing Unit
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Green Stormwater Infrastructure	Mode Shift	Transportation Demand Management (TDM)
High-Performance Transit	Multimodal	Transit-Oriented Development (TOD)
High-Rise Buildings	Naturally Occurring Affordable Housing (NOAH)	
Historic Property		

## Canopy Realtor® Association Terms

**Affiliate Member** – Individuals who do not possess an active real estate and/or appraisal license and are engaged in a profession related to real estate (home inspection, pest control, photographer, mortgage banker, etc.) *May not subscribe to the MLS.*

**BIC** – “Broker-in-Charge”; the qualifying broker responsible for the office. Means a person or entity who is licensed as a real estate broker by the Real Estate Commission (both North and South Carolina) and is designated as the Broker-in-Charge of any partnership, association, limited liability company, corporation or their business entity who, for compensation or valuable consideration, sells or offers for sale, buys or offers to buy, or negotiates the purchase or sale or exchange of real estate, or who leases or offers to lease, or rents or offers to rent, real estate or the improvements thereon for others. In most instances, but not necessarily, the Broker-in-Charge is the Member Participant.

**Canopy Dashboard** – A centralized location found by logging in at [www.canopymls.com](http://www.canopymls.com), with one-click resources to pay a bill, sign up for classes, and single sign-on access to apps including most of the tools listed in the Canopy Dictionary.

**Canopy Realtor® Association** – a local association of Realtors® based in Charlotte, North Carolina.

**Code of Ethics** – An enforceable set of standards that govern the professional conduct of Realtors®. All Realtors® agree to abide by the Realtor® Code of Ethics when joining a local Realtor® association. Developed by the National Association of REALTORS®, the Code of Ethics describes the optimum performance the public has the right to expect and makes that performance the norm for Realtors®. The Code of Ethics is what differentiates a Realtor® from other real estate licensees who are not held to this same high standard.

**Designated Realtor® (DR)** – Usually the BIC of the office. The DR is the Realtor® member responsible for ensuring all Realtors® affiliated with the DR comply with all duties and obligations of membership. If not the BIC, the DR must be an individual authorized to act on behalf of the firm’s principals.

**Firm** – A firm is a real estate brokerage. A firm may be made up of multiple offices at different geographical locations. Each office location must have a DR in place.

**National Association of REALTORS® (NAR)** – the National Association of REALTORS®, headquartered in Chicago, Illinois.

**NC REALTORS® (NCR)** – North Carolina’s state association of Realtors®, based in Greensboro, North Carolina.

**NCREC** – North Carolina Real Estate Commission. The body that licenses and regulates real estate agents in the state of North Carolina.

**Nonmember Licensee** – Any licensee who does not hold Realtor® membership (does not pay annual Realtor® dues and has not completed Realtor® orientation), but has a real license issued by the NCREC and is affiliated with an office whose BIC holds Realtor® membership. The DR of the office is billed an annual non-member licensee fee, per agent, for each licensee that does not hold Realtor® membership.

**PAC** – A Political Action Committee is a group of people that pool their resources to support candidates. NC REALTORS® PAC is the REALTORS® Political Action Committee (RPAC), which supports candidates who take positions that help the real estate industry thrive.

**Primary Membership** – The local Realtor® association through which a Realtor® pays NAR dues. See also Secondary Membership below.

**Professional Standards** – A process developed by the National Association of REALTORS® that provides a defined process of checks and balances to protect members and the public and to evaluate potential Code of Ethics violations. NAR’s professional standards policies ensure Realtors® conduct business with integrity and cooperate with each other to further their clients’ best interests.

**RAMCO Dashboard** – Your account portal, where you can pay a bill, update your profile information, place orders with the Realtor Store and more.

**Real Estate Agent** – A professional licensed to organize and assist buyers and sellers with real estate transactions.

**Real Estate Commission** – Refers to both the North Carolina Real Estate Commission (NCREC) and the South Carolina Real Estate Commission, which falls under South Carolina Department of Labor Licensing Regulation (SC LLR).

**Realtor®** – The term “Realtor®” is a federally registered collective membership mark, or trademark, that identifies a real estate professional who is a member of the National Association of REALTORS® and subscribes to its strict Code of Ethics.

**Secondary Membership** – According to NAR, secondary membership describes Realtors® who hold a second membership in an association other than their primary association. The only distinction between primary membership and secondary membership is that the dues collected in the member’s primary association include the NAR portion of dues.

**Trademark** – A trademark can be any word, phrase, symbol, design or a combination thereof, that identifies a good or service. The word REALTOR® is a trademark registered with the United States Patent and Trademark Office (USPTO) and owned by the NAR. Members of a Realtor® association may use the trademarked term but must do so according to the guidelines provided by NAR. Incorrect use of the trademark is prohibited. Learn more here in this short video: [Window to the Law: New Membership Marks Manual for the REALTOR® Trademark](#).

## Canopy MLS Terms

**Absolute Auction** – An absolute auction, also known as an auction without reserve, means an auction where the real or personal property offered for auction is sold to the highest bidder (i) without the requirement of any minimum bid; (ii) without competing bids of any type by a seller or agent of a seller, and (iii) without any other limiting condition of sale. (NCR Standard Form 601)

**Auction With Reserve** – An auction with reserve, also known as a sale subject to confirmation (this does not mean confirmation by a court, only acceptance by the seller), means an auction in which a seller reserves the right to establish a minimum bid, to accept or decline any and all bids or to withdraw the property at any time prior to the announcement of the completion of the sale by the broker. (NCR Standard Form 601)

**Branding** – Any information that might lead a consumer directly back to the listing agent, Listing Brokerage or Seller, including, but not limited to: phone numbers; e-mail addresses; websites that give reference to the listing agent, Listing Brokerage or Seller; firm and/or personal names; “for-sale” signs (excluding signs required by neighborhood restrictions if the text of the sign is illegible); logos; slogans; recorded sound that gives reference to the listing agent, Listing Brokerage or Seller; and theme songs.

**Broker or Licensee** – “Broker” or “Licensee” means a real estate or appraisal licensee, other than the Broker-in-Charge in an office or firm.

**Brokerage Back Office (BO)** – A data feed and license provided by MLS Grid to Member Participants upon request, only for internal, back-office functions and cannot provide any public display of listing data. Data may be used for Agent Production Analytics, Comparative Market Analysis and Real Estate Market Analytics. Visit [Canopy MLS Data Licensing](#) to request a data feed.

**Builders Update** – the source for new construction information in the Canopy MLS Service Area.

**Canopy MLS Service Area** – Defined in Canopy MLS Bylaws Article 3 as “any area or portion of an area in which a Member Participant or Subscriber may be able to effectively deliver service to a potential client or customer.” In other words, if you are a member of Canopy MLS, any property you have listed in North Carolina (N.C.) or South Carolina (S.C.) should be submitted to Canopy MLS. See also: <https://support.canopymls.com/kb/article/66-canopy-mls-service-area/>.

**Clear Cooperation Policy** – Defined in the *Canopy MLS Rules and Regulations* Section 1.1.2. See also: <https://apps.carolinarealtors.com/clearcooperation/>

**Cooperating Brokerage** – The Member Participants (firms) and Subscribers, other than the Listing Brokerage, who attempt to locate or do locate a buyer for the listing. A Cooperating Brokerage may be a subagent, a buyer agent or a licensee acting in other agency or nonagency capacities defined by law.

**Courthouse Retrieval (CRS)** – A tool accessed from the Canopy Dashboard that offers covenants, conditions and restrictions for six local counties: Mecklenburg, Cabarrus, Gaston, Iredell, Lancaster and York.

**Effective Date** – Defined in the listing agreement or purchase agreement, or as otherwise determined under applicable state law.

**Exclusive Agency Listing Agreement** – A contractual agreement under which the Listing Brokerage acts as the agent of the Seller(s), and the Seller(s) agrees to pay a commission to the Listing Brokerage if the property is sold through the efforts of any real estate broker. If the property is sold solely through the efforts of the Seller(s), the Seller(s) is not obligated to pay a commission to the Listing Brokerage.

**Exclusive Right to Sell Listing Agreement** – A contractual agreement under which the Listing Brokerage acts as the agent of the Seller(s), and the Seller(s) agrees to pay a commission to the Listing Brokerage, regardless of whether the property is sold through the efforts of the Listing Brokerage, the Seller(s) or anyone else, except that the Seller(s) may name one or more individuals or entities as exemptions in the listing agreement. If the property is sold to any exempted individual or entity, the Seller(s) is not obligated to pay a commission to the Listing Brokerage.

**FastStats** – A tool accessed from the Canopy Dashboard, [FastStats](#) creates detailed one-page local market reports in seconds for each area covered by Canopy MLS, including the Charlotte Region, the Catawba Region, the Asheville Region and the entire Canopy MLS Service Area.

**Favicon** – A small icon associated with a URL that is displayed in a browser’s address bar or next to the site name in a bookmark list.

**Firm Exclusive** – Defined in *Canopy MLS Rules and Regulations* Section 1.2.1. See also: <https://apps.carolinarealtors.com/files/Firm%20Exclusive%20Agreement.pdf>

**Fractional Listing** – A listing where the buyer receives a recorded deed for a share of the property. Legal restrictions can apply to fractional ownership, including state real estate law, private deed restrictions and federal/state securities law.

**Internet Data Exchange (IDX)** – A data feed and license provided by MLS Grid. Through IDX, Member Participants (MP) permit other MPs and Subscribers to advertise their listings on one another's websites. If a MP chooses not to participate, his or her firm's listings cannot be displayed on any other member's website. IDX policies are provided in the [Canopy MLS Rules and Regulations](#). Visit [Canopy MLS Data Licensing](#) to request a data feed.

**Limited Service Listing** – Defined in *Canopy MLS Rules and Regulations* Section 1.4. See also: <https://support.canopymls.com/kb/article/76-limited-service-listings/>.

**ListHub Data Syndication** – A tool accessed from the Canopy Dashboard, Canopy MLS has partnered with Move/ListHub to provide data syndication to more than 900 real estate channels on the Internet through [ListHub Data Syndication](#).

**Listing Brokerage** – The firm who contracts as the agent of a property owner. The Listing Brokerage includes the Member Participant (firm) who is a party to the listing agreement with the Seller, as well as the Member Participant's Subscribers.

**Listing Content** – Defined in *Canopy MLS Rules and Regulations* Section 8.3. See also: [Digital Images, Virtual Staging and Unauthorized Use of Listing Content](#).

**Listing Data Checker** – An application designed to help multiple listing services validate the quality and accuracy of their data, and to enforce the correction of violations of *the Canopy MLS Rules and Regulations*. [Listing Data Checker](#) searches MLS listings for potential rule violations and flags listings that potentially violate the rules, allowing Canopy MLS staff to review and send email violation notifications to members. Listing Data Checker also tracks (if possible) when the violation is corrected and generates fines for violations.

**ListTrac** – A tool accessed from the Canopy Dashboard that allows Canopy MLS Member Participants and Subscribers to track how their listings are performing online in the Canopy MLS system, at broker and agent websites and in different real estate portals and compared to similar listings. This information can be used to determine if price changes or other updates are needed. [ListTrac](#) allows you to provide feedback to your clients on how their listing is performing online, including a Sellers Report that you can choose to send to the seller.

**Matrix™** – The listing management platform used by Canopy MLS helps real estate professionals list properties for sale or lease, and search for listings for clients. Matrix also integrates with the OneHome™ Client Portal that allows home buyers to research properties and communicate with their agents.

**Member Participant (MP)** – The Member Participant is usually the head of the office and/or the BIC; responsible for the office in Canopy, including roster changes for all Subscribers within the office, outstanding invoices, managing teams, etc. Refer to the [Canopy MLS Bylaws](#) for the official definition.

**MLS Grid** – Canopy MLS is a founding member of [MLS Grid](#), and uses MLS Grid to license and provide access to MLS data feeds for Member Participants, Subscribers and their designated technology vendors. MLS Grid simplifies data licensing and distribution through The Power of One – one set of rules and display guidelines, one standard license agreement. MLS Grid complies with the Real Estate Standards Organization (RESO) from the Web API to the Data Dictionary. Visit [Canopy MLS Data Licensing](#) to request a data feed.

**MLS-Touch Mobile App** – The [MLS-Touch mobile app](#) is a real-time client collaboration app that allows you to trade messages, view favorites and act on your clients' needs in the moment. It contains all of

your listing data and your contacts that you save in Matrix and allows you to share the app with your clients using all of the same reliable data that you use in the MLS.

**Multiple Listing Service (MLS)** – When brokers share information on properties they have listed into local broker marketplace databases, and invite other brokers to cooperate in their sale in exchange for compensation if they produce the buyer, they create hubs of trusted, verified information where all participants have equitable access. Refer to the [Canopy MLS Bylaws](#) for the official definition.

**MyFloodStatus** – A tool accessed from the Canopy Dashboard and integrated with Matrix, [MyFloodStatus](#) provides flood determinations and ongoing support to help you win more listings and market more properties. Discounted pricing is made possible by Canopy MLS.

**Net Listing** – A brokerage fee arrangement in a listing contract whereby the Seller will receive a fixed price for his property and the broker will receive any amount realized (i.e., the “net”) in excess of that price. Net listings are deemed unethical and, in most states, illegal. The Real Estate Commission (both North and South Carolina) strongly discourages the use of Net Listing agreements.

**New Construction** – The certificate of occupancy is no more than two-years-old, and the home has never been lived in. New Construction does not include remodeling.

**Nonparticipant** – Any licensee who is not a Member Participant or Subscriber of Canopy MLS.

**Online Auction** – Offers are submitted online using a third-party bidding opportunity, such as with bidselect.com, realtybid.com, HMBIREO.com, etc. Real estate brokers are cautioned to not cross the line separating real estate brokerage from auctioneering. An auctioneer license is required if there will be more than one round of bidding, and Listing Brokerages are encouraged to consult with the Real Estate Commission, the North Carolina Auctioneer Licensing Board or the South Carolina Auctioneers’ Commission for guidance.

**Open Listing** – A contractual agreement under which the listing broker acts as the agent of the Seller(s), and the Seller(s) agrees to pay a commission to the listing broker only if the property is sold through the efforts of the listing broker. The inherent nature of an Open Listing usually does not include the authority to cooperate and compensate other brokers and provides a disincentive for cooperation.

**Participant Data Access Policy (PDAP)** – A data feed obtained through MLS Grid that provides the firm's own listings, at no additional charge, and can be used for any purpose. Visit [Canopy MLS Data Licensing](#) to request a data feed.

**Participation** – The act of a Member Participant joining Canopy MLS, submitting listings to the MLS system and actively endeavoring to cooperate with and compensate other Member Participants of Canopy MLS. Refer to the [Canopy MLS Bylaws](#) for the official definition.

**Public Fields** – Fields provided on the Customer Report, OneHome Client Portal, and distributed in the IDX Database, including but not limited to Photos, Photo Captions, Virtual Tours and videos, Directions, Public Remarks, Restrictions.

**Quarterly Billing** – Your Canopy MLS subscription is billed quarterly. Oversight of payment can result in additional fees and in office termination for services.

**Canopy MLS Annual Billing Schedule:**

Invoices are posted on:

December 1 for the Q1

March 1 for Q2

June 1 for Q3

September 1 for Q4

**RatePlug** – A tool integrated with Matrix and the OneHome™ Client Portal that connects agents, home buyers and loan originators. Your invited lender's current products and rates are used to calculate affordability. Agents report a 15 percent faster contact to close when using RatePlug.

**Real Estate Standards Organization (RESO)** – An independent, nonprofit standards body. [RESO](#) was formed to develop data standards and processes that create efficiencies for all participants in real estate transactions. RESO's member organizations include MLSs, brokerages, Realtor® associations and technology partners serving more than one million real estate professionals. RESO's mission is to create and promote the adoption and utilization of standards that drive efficiency throughout the real estate industry. RESO's vision is a streamlined real estate technology industry.

**Realist® Tax Search** – A web-based public record service accessed from the Canopy Dashboard and integrated with Matrix. [Realist® Tax Search](#) delivers up-to-date public records for all counties in N.C. and S.C. (146 in total).

**Realtor.com® Professional Search (and app)** – A tool accessed from the Canopy Dashboard and integrated with Matrix that provides a property-centric national database of more than 100 million property records available at your fingertips. [Realtor.com® Professional Search \(and app\) gives](#) access to property detail information quickly and easily and generate customer reports. Find property valuation information from multiple sources and top- selling agents in other states to refer relocating clients.

**Realtor® Value Campaign** – Canopy's [Realtor® Value Campaign](#) educates consumers and promotes the value of using a Realtor®. The campaign includes digital ads, graphics and radio spots that can be downloaded for agents to use in their own marketing.

**Realtors® Property Resource (RPR) and app** – A tool accessed from the Canopy Dashboard and integrated with Matrix, [RPR](#) has more than 147 million property records that have layers of data such as zoning, permits, mortgage and lien data, schools and the largest database of foreclosure information in the industry. Realtor® members also have localized MLS active and off-market data integrated.

**Remine** – A tool accessed from the Canopy Dashboard and integrated with Matrix, [Remine](#) combines consumer data and property data onto a single platform that delivers actionable intelligence to real estate agents.

**Seller** – The person or entity described as such in an Exclusive Right to Sell listing agreement or an Exclusive Agency listing agreement with respect to the property in question.

**Short Sale** – A transaction where title transfers, the sales price is insufficient to pay the total of all liens and costs of sale and where the Seller does not bring sufficient liquid assets to the closing to cure all deficiencies.

**ShowingTime** – A tool accessed from the Canopy Dashboard and integrated with Matrix, [ShowingTime](#) gives you the ability to manage showings on your listings and schedule showings for your buyers. ShowingTime.com and the ShowingTime mobile app also track showing activity and feedback.

**Statistical Analysis Module (SAM)** – A tool accessed from the Canopy Dashboard and integrated with Matrix, [SAM](#) allows you to position yourself as a market expert. Use SAM to create fast and easy reports, charts and presentations about the current market. SAM is an interactive market analytics Web tool for custom documents.



**Stock Cooperative Listing** – Ownership of an interest in a corporation which is formed primarily for the purpose of holding title to improved real property, either in fee simple or for a term of years. All or substantially all of the shareholders receive a right of exclusive occupancy of a portion of the real property, which right is transferable only concurrently with the transfer of the share(s) of stock in the corporation.

**Subdivision** – A neighborhood, community complex or builder tract.

**Subscriber (SUB)** – Nonprincipal brokers, sales associates, licensed and certified appraiser trainees affiliated with a Member Participant and government agency employees who subscribe to the MLS through a government agency Member Participant. Refer to the [Canopy MLS Bylaws](#) for the official definition.

**Supra** – Through lockboxes and electronic keys, the [Supra](#) System makes it easy for showing agents to access properties and for listing agents to track activity at client properties.

**Timeshare Listing** – A timeshare listing is defined as a listing where the buyer receives a right to use the property, but does not own any portion of the property itself.

**Unlicensed Assistant (AST)** – Anyone who does not hold an active North Carolina or South Carolina real estate broker's license nor is engaged with the practice of real estate can apply to MLS under an Member Participant for the purpose of assisting agent(s) within the office. Refer to the Canopy Realtor® Association and Canopy MLS [Membership Policies and Procedures](#) for policies regarding Unlicensed Assistants.

**Virtual Office Website (VOW)** – A Member Participant's website, or a feature of an MP's website, through which the MP is capable of providing real estate brokerage services to consumers. VOW policies are provided in the [Canopy MLS Rules and Regulations](#). Visit [Canopy MLS Data Licensing](#) to request a data feed.

**Virtual Staging** – Using photo editing software to create a photo or conceptual rendering of what a room and/or property could look like, if it were staged or lived in.

**zipForm MLS-Connect®** – We have partnered with zipLogix to make [zipForm® MLS-Connect](#) available to zipForm® Plus users. This allows residential listing data to be easily imported or pushed into zipForm®.

## Canopy Real Estate Institute (CREI) Terms

**Canopy Campus** – a one-stop campus for virtual education and professional development. Learn more at [How to Register for Classes on the Canopy Campus](#).

**CE Credit** – Continuing Education Credit is required by the state of North Carolina each year.

**CE Deadline** – June 10

**Designations and Certifications** – NAR offers a wide range of training for Realtors® to increase their knowledge and expertise. Many of these designation and certification courses are offered through CREI locally. The main difference between an NAR Designation and an NAR Certification is that to maintain your Designation annual dues must be paid. Certifications only require payment of an application fee.

**Drop-in Tutoring** – Tutoring for postlicensing courses is available at CREI.

**License Renewal Period** – All N.C. real estate licensees must renew their licenses with the N.C. Real Estate Commission between May 15 and June 30 annually

**Postlicensing Requirements** – North Carolina requires all newly-licensed real estate agents to complete N.C. postlicensing education within 18 months from their initial licensure date. New licensees must complete a series of three, 30-hour courses to have the provisional status removed from their real estate license.

**Privilege License Tax** – Individuals doing business in N.C. must obtain a privilege license from the N.C. Department of Revenue to carry on any business within the state. The privilege license tax is an annual tax and is due by July 1 of each year.

**Recurrent Code of Ethics Training** – All Realtors® must complete 2.5 hours of Code of Ethics training within three-year cycles. Failure to complete the training within the allotted time frame will result in loss of membership. To check your ethics training status and to find available training options, click the link below: <https://www.nar.realtor/about-nar/governing-documents/code-of-ethics/code-of-ethics-training-selection>.

**Workforce Housing Certificate Program (WHCP)** – identifies Realtors® who have committed time, obtained experience and received education about the workforce-housing market. This program originated from Canopy Housing Foundation.

## Canopy Housing Foundation Terms

**Adopt-A-Stream** (Charlotte/Mecklenburg) – The Canopy Housing Foundation has adopted the stream in Pearl Street Park, located at the front door of the Canopy Realtor® Association headquarters. The foundation leads volunteers in periodic trash collection efforts to help keep the water clean. Adopt-A-Stream is a longtime program of Charlotte-Mecklenburg Storm Water Services.

**Community Grants** – provide financial support to area nonprofit organizations that address unmet housing needs in Mecklenburg, Iredell and Haywood counties.

**Habitat Support Grants** – provide monetary support to Habitat for Humanity organizations in the Charlotte region.

**Holiday Auction** – The Canopy Housing Foundation holds the Holiday Auction each year to raise funding for critical housing needs in Mecklenburg, Iredell and Haywood counties.

**Humanitarian Award** – recognizes individuals, projects or groups that have made outstanding contributions in the community.

**Pearl Society** – created in 2019 to establish a legacy for our Realtors® and to broaden their visibility and impact in the community through a society of giving. Named after Pearl Street Park, which began as a city park dedicated to “Negro recreation,” according to newspaper articles at the time.

**Project Reach** (Realtors® Engaging and Creating Hope) – serves as a vehicle to provide Realtors® with hands-on community service experiences at five local non-profits.

**Quarterly Foundation Solicitations** – the second quarter and the fourth quarter of each year.

**Realtors® Care Day (RCD)** – an annual community-wide home repair project by Realtors®, assisting homeowners with exterior home repairs and providing adaptive and safety modifications for those in need.

**Strides for Shelter 5K Run/Walk** – an annual event that benefits those in the homeless community; one of few local races dedicated to housing initiatives.

**Western Region Community Grants** – provide financial support to area nonprofit organizations that address unmet housing needs in Haywood County.

**YES Award** – the Youth Excellence in Service Award recognizes and celebrates the area’s youth who are engaged in improving the quality of life in the region.

## **Canopy Committee Service Opportunities**

**Audit, Budget and Finance Committee** – The Audit, Budget and Finance Committee, mandated by the Association bylaws, helps the board of directors fulfill its fiduciary duty to oversee the organization’s finances and provides a crucial link between the board of directors and the independent auditors. The committee monitors financial practices and transactions by overseeing the annual operating budget process and internal controls and accountability policies, and it ensures adherence to such policies and procedures. The committee also oversees the independent audit function. Currently, the committee has at least five members: the current treasurer, one current board member and two other Association primary members who are in good standing with the Association. Individuals with a financial background are given preference.

**Canopy Housing Foundation Committee** – The Canopy Housing Foundation Committee serves as a primary standing committee of the Foundation and oversees all aspects of the Association’s non-profit entity, including funding, advocacy, education and leadership. This committee is charged with ultimately creating greater public awareness of the vision and mission of the Foundation both within the Realtor® membership and in the broader community. This committee oversees the Foundation’s two grant programs (Community Grants Program and the Habitat Support Grants Program) as well as the Annual Awards Grants Celebration, the Strides for Shelter 5K Run/Walk, the annual Humanitarian Award, the YES Award, and the Holiday Auction and Raffle. This committee also assists the Realtors® Care Day (RCD) Core Committee and the Fair & Affordable Advisory Group as needed. All recommendations of this committee are reported to the Canopy Housing Foundation Board of Directors for final approval.

**Canopy Housing Foundation Fair & Affordable Housing Advisory Group** – The primary responsibility of this committee is to promote fair housing and affordable housing through advocacy and education within the Association and the community-at-large throughout the year. This objective is achieved through participation in selected housing forums/events/programs that highlight "National Fair Housing Month" as well as other appropriate activities that may be determined and which will ultimately advance Canopy’s commitment in these areas. This group is also responsible for planning and implementing Project REACH (Realtors® Engaging and Creating Hope) in June as part of “National Homeownership Month”. All recommendations of this committee are reported to the Canopy Housing Foundation Board of Directors for final approval. In order to make informed decisions on the issues at hand, members are encouraged to be a graduate or enrolled in Canopy’s Workforce Housing Certificate Program.

**Canopy Housing Foundation Strides for Shelter 5K Run / Walk Committee** – The Canopy Housing Foundation Committee annually sponsors the Strides for Shelter 5K Run / Walk, one of the few local races dedicated to housing. Typically, in October, the race raises funds to address issues and provide resources for those within the homeless community. This project creates a greater awareness of the overall vision and mission of the Foundation. This committee is charged with ultimately planning and

implementing this annual event working to achieve the established goals in the areas of: registrations, team fundraising, and sponsorships. The committee will work in conjunction with the members of the Foundation Board of Directors, the Foundation Committee and with the chosen non-profit beneficiary to plan and implement every aspect of this successful fundraiser. All recommendations of this committee are reported to the Canopy Housing Foundation Board of Directors for final approval. The Strides for Shelter 5K Committee should be no more than 20 people.

**Canopy MLS Advisory Group** – The Canopy MLS Advisory Group operates as a review panel for proposed changes to the MLS system and the *Canopy MLS Rules and Regulations*. The advisory group also considers new technologies after they have been reviewed by staff. The role of the Canopy MLS Advisory Group is to review new products objectively and to evaluate and advise the Executive Committee and Canopy MLS Board of Directors on the benefits to the members and usability of a product or technology. Recommendations from the advisory group are forwarded to the Canopy MLS Board of Directors for final approval. This advisory group should be no more than 20 members.

Note: All Canopy MLS participating associations, no matter their size, are welcome to appoint one representative from their association to serve on the Canopy MLS Advisory Group

**Diversity and Inclusion Alliance** – The Diversity and Inclusion Alliance works to strengthen, encourage and increase diverse members' participation and leadership within the Association. The Diversity and Inclusion Alliance aims to maximize involvement of diverse members in Association programs and activities, and to foster opportunities for leadership. Members include all constituencies within the Association with a focus on those constituencies underrepresented in leadership. Any member can join the diversity council with the option to be a part of any or all of the advisory groups: African-American, Asian-American, Latin-American and LGBTQ. No meeting attendance is required but members are encouraged to participate in Diversity and Inclusion Alliance events and volunteer opportunities.

**Diversity and Inclusion Alliance Leadership Group** – The Diversity and Inclusion Alliance Leadership Group (DIALG) works to ensure that diversity, equity and inclusion are prioritized and maintained in Canopy's culture, programs and initiatives. The DIALG develops and implements initiatives and programs that work to strengthen, encourage and increase diverse members' participation and leadership within the Association, advises staff on education/training programs, networking events, community engagement opportunities and initiatives with the multicultural real estate organizations. DIALG gathers diversity, equity and inclusion (DEI) information and resources to share with Canopy members. It also works with staff to plan events/programs that highlight "National Fair Housing Month" along with the Fair and Affordable Housing Advisory Group. The leadership group will meet monthly and have up to 25 members, including 5 appointed members.

**Diversity and Inclusion Alliance – African-American Advisory Group** – The African-American Advisory Group aims to maximize involvement of African-American members in Association programs and activities, and to foster opportunities for them to be appointed and elected to leadership positions. The Diversity and Inclusion Alliance works to strengthen, encourage and increase diverse members' participation and leadership within the Association. Members include all constituencies within the Association community with a focus on those constituencies underrepresented in leadership. No meeting attendance is required but members are encouraged to participate in Diversity and Inclusion Alliance events and volunteer opportunities.

**Diversity and Inclusion Alliance – Asian-American Advisory Group** – This advisory group aims to maximize involvement of Asian-American members in Association programs and activities, and to foster opportunities for them to be appointed and elected to leadership positions. The Diversity and Inclusion Alliance works to strengthen, encourage and increase diverse members' participation and leadership

within the Association. Members include all constituencies within the Association community with a focus on those constituencies underrepresented in leadership. No meeting attendance is required but members are encouraged to participate in Diversity and Inclusion Alliance events and volunteer opportunities.

**Diversity and Inclusion Alliance – Latin-American Advisory Group** – This advisory group aims to maximize involvement of Latin-American members in Association programs and activities, and to foster opportunities for them to be appointed and elected to leadership positions. The Diversity and Inclusion Alliance works to strengthen, encourage and increase diverse members' participation and leadership within the Association. Members include all constituencies within the Association community with a focus on those constituencies underrepresented in leadership. No meeting attendance is required but members are encouraged to participate in Diversity and Inclusion Alliance events and volunteer opportunities.

**Diversity and Inclusion Alliance – LGBTQ Advisory Group** – The LGBTQ Advisory Group aims to maximize involvement of LGBTQ members in Association programs and activities, and to foster opportunities for them to be appointed and elected to leadership positions. The Diversity and Inclusion Alliance works to strengthen, encourage and increase diverse members' participation and leadership within the Association. Members include all constituencies within the Association community with a focus on those constituencies underrepresented in leadership. No meeting attendance is required but members are encouraged to participate in Diversity and Inclusion Alliance events and volunteer opportunities.

**Education Advisory Group (EAG)** – The Education Advisory Group (EAG) provides directional input and serves as a sounding board for all Association/Canopy MLS/Canopy Real Estate Institute educational programs and opportunities. EAG advises staff on topics, speakers and presenters for Realtor® Hot Topics, Broker-in-Charge Briefings, the Realtor® EXPO, continuing-education classes, designations, the Workforce Housing Certificate program and other education events and programs. This advisory group is limited to 25 members and meets as needed.

**Government Affairs Committee** – The Government Affairs Committee advocates for the legislative priorities of the Association and makes recommendations to the Association Board of Directors on legislative and regulatory issues. Working through REBIC, committee members will partner with home builders, commercial brokers and developers to meet with and evaluate candidates for public office, as well as to make annual recommendations on candidate endorsements and RPAC funding. This committee is open to all Association members and meets as needed, which is an average of 6–8 times throughout the year. The committee is limited to 12 members.

**Grievance Committee** – The Grievance Committee meets monthly to review each ethics complaint filed with the Association to determine whether the allegations in the complaint, if taken as true, constitute a potential violation of the Realtor® Code of Ethics, and whether the correct articles of the Code are cited. The Committee also reviews arbitration requests to determine if a hearing is necessary. The Committee is tasked with ensuring the proper parties are named in the complaint or request and whether the complaint or request was timely filed. If the Committee determines the allegations in an ethics complaint warrant a hearing or, upon reviewing an arbitration request, that an arbitrable matter exists, the Committee will forward the case to the Professional Standards Committee for a full due process hearing.

Note: The Grievance Committee is limited by policy to 16 members (including the chair) who serve three-year staggered terms. Anyone interested in serving on this committee must have been a Realtor®, not just licensed, for at least five years.

**Leadership Academy Selection Committee** – The Leadership Academy Selection Committee members must be graduates of the Leadership Academy. The Selection Committee identifies emerging Realtor® leaders by reviewing program applications, interviewing applicants and selecting Association members to participate in each Leadership Academy class. Graduates of the program are typically considered for leadership roles in the Association/Foundation or Canopy MLS. The committee is expected to attend the Presidential Challenge presentations and graduation. The committee meets during the first quarter as often as needed until a class has been chosen. This committee is limited to no more than 10 members.

**Marketing and Communications Advisory Group** – The Marketing and Communications Advisory Group evaluates the effectiveness of the Association’s, MLS’s and Foundation’s marketing initiatives and communication tools for members and the public. It plays a key role in developing an annual consumer value campaign to promote the value proposition of engaging a Realtor®, and it provides members valuable information and tools to demonstrate their value to consumers and clients through traditional, digital and social media including the social media marketing tool [www.GrabandGrow.com](http://www.GrabandGrow.com). Additionally, the advisory group serves as an editorial board to propose content that is meaningful to their peers and relevant to consumers. This advisory group is limited to 20 members.

**NC REALTORS® Board of Directors, Region 8** – The Association is entitled to a set number of voting members to serve on the NC REALTORS® Board of Directors, based on a formula provided in the “NC REALTORS® Bylaws.” In 2024, Canopy has 26 seats. These seats are customarily held by the Executive Committee and Association Board of Directors, with the remaining seats and additional alternate seats open to the membership. The three scheduled NC REALTORS® meetings are typically Inaugural, Legislative and Convention.

**Professional Standards Committee** – The Professional Standards Committee conducts ethics and arbitration hearings as well as MLS appeals and MLS compliance hearings. Three volunteers at a time are selected to serve on each hearing panel. Hearing panel members will hear the testimony of complainants, respondents and witnesses; ask questions; and review evidence to render a decision, based on the testimony and evidence presented at the hearing, as to whether a party is in violation of the Code of Ethics or obligated to pay an arbitration award.

Note: The Professional Standards Committee does not meet as a group but is called to serve as needed. The committee is limited by policy to 30 members who serve three-year staggered terms. Anyone interested in serving on this committee must have been a Realtor®, not just licensed, for at least five years. It is not guaranteed that a member will be called to be on a hearing panel in a given year as the need is based solely on caseload.

**Young Professionals Network (YPN)** – The Young Professionals Network (YPN) is an avenue to help new real estate professionals excel in their careers. Members are provided in-person and virtual enrichment and networking opportunities to become involved and pursue leadership roles at the Association. YPN members help to shape programming and events of interest to their peers and take an active role in supporting the Association’s goals for education, inclusion, advocacy and other efforts in our community. YPN membership is open to all members of the Association.

## **Real Estate and Building Industry Coalition (REBIC) Terms**

*REBIC is an influential trade organization that supports a healthy real estate industry in the Charlotte region. REBIC was formed to act on issues of concern to those engaged in real estate sales, land development, residential and commercial construction, real estate finance and leasing.*

**Accessory Dwelling Unit (ADU)** – A structure contained within or separate from the main structure on a single-family or two-family lot that contains separate living quarters, including cooking, sleeping and bathroom facilities.

**Adaptive Reuse** – The use of existing structures, often historic buildings, for new uses.

**Amenity Zone** – A portion of the streetscape, typically between the sidewalk and the street, that includes amenities such as street furniture, signage and wayfinding, landscaping and street trees.

**Capital Investment Plan (CIP)** – A city’s long-range investment plan that funds the highest priority capital investments required to maintain the growth and economic vitality of the growing community.

**Clustered Homes** – A style of residential development where homes are grouped together on a development site, typically on smaller lots than allowed in typical single-family development, but with no change in maximum number of units.

**Cottage Cluster** – A group of homes, generally one or two stories that are clustered and arranged around a common open space. See also Pocket Neighborhood.

**Green Stormwater Infrastructure** – The use of measures that allow stormwater to be stored on site and slowly filtered into the ground, given off by plants or evaporated into the atmosphere, instead of immediately being transported through pipes, drains and water treatment systems to water bodies or manufactured flood-containment systems.

**High-Performance Transit** – A subset of a transit network that combines a variety of physical, operating and system elements and characteristics to provide a high level of service to transit patrons. These elements and characteristics often include a combination of speed, frequency, operating hours, vehicle design, onboard vehicle amenities, station design and station amenities.

**High-Rise Buildings** – the U.S.-based National Fire Protection Association defines a high-rise as being higher than 75 feet (23 meters), or about seven stories. Sometimes used to describe buildings greater than eight stories in height.

**Historic Property** – A district, site, building, structure or object significant in American history, architecture, engineering, archeology or culture at the national, state, or local level.

**Historic Structure** – Any structure that is:

1. Listed individually in the National Register of Historic Places (a listing maintained by the Department of Interior) or preliminarily determined by the Secretary of the Interior as meeting the requirements for individual listing on the National Register;
2. Certified or preliminarily determined by the Secretary of the Interior as contributing to the historical significance of a registered historic district or a district preliminarily determined by the secretary to qualify as a registered historic district;
3. Individually listed on a state inventory of historic places in accordance with state historic preservation programs that have been approved by the Secretary of the Interior; or
4. Individually listed on a local inventory of historic places in communities with historic preservation programs that have been certified either by the Secretary of the Interior or by an approved state program as determined by the Secretary of the Interior.

**Low Rise Buildings** – Tends to describe buildings that are one to two stories in height, but can refer to buildings up to five stories depending on context.

**Micro mobility** – A range of small, lightweight vehicles operating at speeds typically below 15 mph and driven by users personally. Micro-mobility devices include bicycles, e-bikes, electric scooters and electric skateboards. Micro-mobility options are often shared and stored in the public realm.

**Mid Rise Buildings** – Tends to describe buildings that are five to eight stories in height, but can be used to describe three and four-story buildings as well, depending on context.

**Middle Density (or Missing Middle)** – Development that is built at moderate density, including formats such as two-family housing (duplexes), three-family housing (triplexes), four-family housing (fourplexes), two-or-three story apartment buildings (often with street-level retail on the ground floor), and smaller-scale retail and office development that supports walkable neighborhoods. Middle-density development can be less costly to serve with infrastructure such as water and sewer than lower-density single-family development and often is compatible within and on the fringes of lower-density development such as single-family (detached) homes. Increased population density supports the City of Charlotte’s goal to create walkable neighborhoods that provide housing in a variety of formats, sizes and prices and supports neighborhood-level retail and smaller parks. Middle-density development fills the gap between subdivisions that are largely single-family detached homes and large multi-story apartment buildings, large retail complexes or office parks.

**Missing Middle Housing** – The residential component of middle-density neighborhoods. Missing Middle Housing includes a range of housing types that are missing in most neighborhoods constructed in the last 70 years because they were prohibited by many zoning ordinances and disfavored by the housing development and financing market. Types of housing that qualify as the missing middle include two-family housing (duplexes), three-family housing (triplexes), four-family-housing (fourplexes), townhouses, cottage homes, smaller two- and three-story apartment buildings and live-work buildings. This type of housing often supports a variety of different sizes and price points. Individual missing-middle housing projects can be appropriate infill development in existing neighborhoods. They can gently increase density in existing neighborhoods served by utilities without impairing neighborhood identity or charm.

**Mobility Hub** – A defined center for clustered transportation options and amenities, including walking, biking, transit and micro mobility. Mobility hubs are often where transportation routes come together, and they provide an integrated set of services, facilities and supporting technologies. The location of mobility hubs will be defined through the Strategic Mobility Plan and Envision my Ride studies, conducted by the City of Charlotte.

**Mode Shift** – A change in the percentage of people using a particular way of getting around (walking, biking, taking transit, driving alone, carpooling, etc.) to another way of getting around. Mode shift tends to result when a new option becomes available or more attractive, or when another comparative advantage is created or promoted (less cost, less time, more usable time, etc.).

**Multimodal** – Refers to various modes of transportation – walking, bicycling, bus transit, rail transit, e-scooters and micro mobility devices, shared mobility services, personal automobile, etc. – and emphasizes the importance of providing transportation choices beyond single-occupant vehicles.

**Naturally Occurring Affordable Housing (NOAH)** – Market-rate housing that is relatively affordable in a housing market without the need for dedicated housing subsidies. Naturally occurring affordable housing is generally found in older building stock with fewer amenities. NOAH is often at risk for purchase and redevelopment, renovation or teardown, and new construction with additional amenities and a higher price – all of which can lead to displacement of lower-income residents who cannot afford substitute housing in the same neighborhood. Efforts to preserve NOAH can include purchase of older rental apartments by nonprofits or public-private partnerships.



**Neighborhood Character Overlay District (NCOD)** – A neighborhood character overlay district is a zoning tool used to preserve, revitalize, protect and enhance significant areas within a community beyond what is specified in the standard code. Conservation overlay regulations are applied in addition to standard zoning regulations and take precedence.

**Place-Based Economic Development Organizations** – Typically, a quasi-governmental or nonprofit entity that is tasked with the management of employment districts and areas. These organizations provide economic-development services focused on the districts they cover, typically focused on maintaining and enhancing the quality of the business environment in the district. The organizations allow private property and business owners (and even residents) to collectively invest in the curation and management of their community. They also create a partnership with the public sector to guide infrastructure investment, policy creation and management of urban services. Services and roles these organizations often perform for their area of focus include: business attraction and support, business community outreach and advocacy, enhanced public safety, addressing cleanliness and maintenance of public spaces, management of public financing and capital investment mechanisms, advocacy for policy and infrastructure planning, public space management and activation, promotions and events, and transportation demand management.

**Placemaking** – Placemaking inspires people to collectively re-imagine and reinvent public spaces as the heart of every community. Strengthening the connection between people and the places they share, placemaking refers to a collaborative process by which people shape the public realm to maximize shared value. More than just promoting better urban design, placemaking facilitates creative patterns of use, paying particular attention to physical, cultural and social identities that define a place and support its ongoing evolution.

**Pocket Neighborhood** – A set of residences clustered around a shared open space such as a courtyard, greenway or park. A pocket neighborhood can include single-family residences, both detached and attached (townhomes), and smaller apartment buildings. A Cottage Cluster is a type of pocket neighborhood.

**Shared-Use Path** – Off-road infrastructure, typically paved, that is designed as part of a transportation network serving persons walking or using, such as bikes, e-bikes, wheelchairs and scooters. A shared-use path may run adjacent to but be separated from a street, or operate in a completely separate right-of-way. Shared-use paths serve users who are traveling for recreational, employment or other purposes. The Little Sugar Creek Greenway and the Rail Trail are examples of shared-use paths.

**Small Footprint Housing Unit** – A housing unit that is a single-family dwelling that has less than 1,200 square feet of living area, or a single unit in a multi-unit building (duplex, triplex, fourplex or multifamily building) that has less than 550 square feet of living area.

**Traffic Impact Study (TIS)** – A study that assesses the adequacy of the existing or future transportation infrastructure to accommodate additional trips generated by a proposed development, redevelopment or land rezoning. These studies vary in their range of detail and complexity depending on the type, size and location of the development. They are important tools in assisting public agencies in making land use and planning decisions.

**Transportation Demand Management (TDM)** – It focuses on understanding how people make their transportation decisions, and helping people use the infrastructure in place for transit, ridesharing, walking, biking and telework. It is cost-effective in guiding the design of transportation and physical infrastructure so that alternatives to driving are naturally encouraged and systems are better balanced.

**Transit-Oriented Development (TOD)** – A pattern of higher-density residential, commercial, office and civic uses with an urban design and high-quality support for walking, bicycling, transit use and other forms of non-vehicular transportation, developed near high-performance transit stations. Transit-oriented development is often encouraged by using special development regulations around transit stations, which require a higher-quality public realm, limited parking and connections to adjoining neighborhoods. The City of Charlotte’s zoning ordinance was amended in 2019 to include new Transit Oriented Development Districts, applied to land around stations along the CATS Lynx Blue Line.

**Transit Supportive Development** – An alternative name for Transit-Oriented Development (see above) that places an emphasis on linking adjacent land uses and activities to a transit station or station area.

**Value Capture** – Value capture is a type of public financing tool that recovers some or all of the financial value that public infrastructure generates for private landowners in order to offset the costs of the investment itself. The ability to recuperate some of the cost of an investment allows the City of Charlotte to generate additional value and benefits for communities in the future.

**Voluntary Agricultural District (VDA)** – A program established in North Carolina by the 1985 General Assembly. The program encourages the preservation and protection of farmland and allows landowners to publicly recognize their farms. A VDA establishes an Agricultural Advisory Board in the county where a VDA is created. The program also allows for Enhanced Voluntary Agricultural Districts to protect farms from development for 10 years. Currently, 90 counties in North Carolina have county ordinances for Voluntary Agricultural Districts. 10,441 farms are enrolled in the program, which includes 855,976 acres of farms and forests.