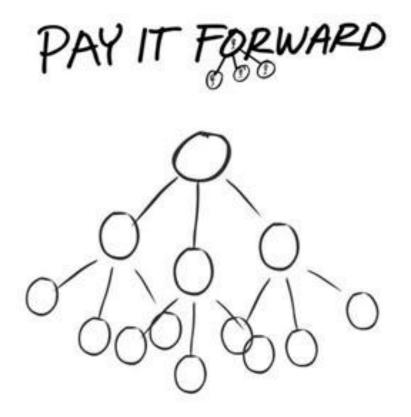
# Marketing Your Appraisal Firm in the Digital World

July 12, 2017



APPRAISAL & CONSULTANCY

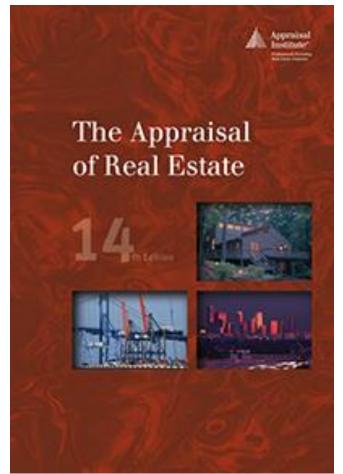
### Michael Hobbs, MAI, SRA, LEED GA President



You have two hands. One to help yourself, the second to help others.

Q I O T E D I A B Y . H E

# Amazing Resource In Our Industry



# Amazing Resources Outside Our Industry





# Why It Matters!

- 84% Sphere of influence more important that advertisting (Neilsen)
- 77% Look for advice, information or help online (Mention)
- 91% B2B decisions influenced by WOM (USM Incite Group)
- 90% of world data generated in previous 2 years (IBM Analytics)

# Why It Matters!

 2.5 quintillion bytes of data every day or (1 followed by 18 zeros)

• 2,500,000,000,000,000,000

### Without a Plan, Every Path is Good



# So, WHY should an appraiser do marketing in the digital world?

# Using The Valuation Process to Solve our Problem

Identification of the Problem							
Identify the intended use	ldentify the purpose of the assignment (type and definition of value)	Identify the effective date of the opinion	Identify the relevant characteristics of the property	Assignment conditions			
	Scope of Work	Determination					
	Data Collection and	Property Descrip	tion				
General characteristics of Subject characteristics of land use and im personal proper		teristics of provements, ty, business	Comparable Property Data Sales, listings, offerings vacancies, cost and depreciation, income and expenses, capitalization rates, etc.				
Data Analysis							
ket Analysis nand studies oply studies tability studies		Highest and Best Use Analysis Land as though vacant Ideal improvement Property as improved					
	Area Data Area Data aracteristics of id neighborhood ket Analysis nand studies oply studies	Identify the intended use       Identify the purpose of the assignment (type and definition of value)         Scope of Work         Scope of Work         Data Collection and I         Area Data aracteristics of id neighborhood         Subject Propose of Mork         Data Collection and I         Area Data aracteristics of id neighborhood         Data August and use and im personal proper assets, I         Data August Analysis nand studies oply studies	Identify the intended use intended use       Identify the purpose of the assignment (type and definition of value)       Identify the effective date of the opinion         Scope of Work Determination         Scope of Work Determination         Data Collection and Property Descrip         Area Data aracteristics of id neighborhood         Data Collection and Property Data Subject Characteristics of land use and improvements, personal property, business assets, etc.         Data Analysis         Meter Analysis         Highe in the purpose of Work Determination	Identify the intended use       Identify the purpose of the assignment (type and definition of value)       Identify the effective date of the opinion       Identify the relevant characteristics of the opinion         Scope of Work Determination         Data Collection and Property Description         Area Data aracteristics of Iand use and improvements, personal property, business assets, etc.       Comparable Properable Notes and exp capitalization rates and exp capitalization rates and studies boply studies         Data Analysis			

The Valuation Process -Identification of the Problem **Client: ICAP** Users: 2017 Collinsville Attendees Use: To counsel peers regarding probable effects of proposed actions Type of Value: Market Value (collective value of judgments of market participants) Effective Date: Today **Relevant Characteristics: Online presence** Assignment Conditions: None **Extraordinary Assumption: None** 

The Valuation Process – Scope of Work Determination

(type and extent of research needed to solve the problem)

- Market research, Marketing firms
- Internet search engines
- **Research reports**
- Existing appraisal firms' websites

The Valuation Process – Data Collection & Property Description Market Area Data – Technology past and

present

Subject Property Data – Your marketing & your website (live example)

Comparable Property Data – Your competitor's marketing & website

### That Was Then





"It Solves the Farm Help Problem"

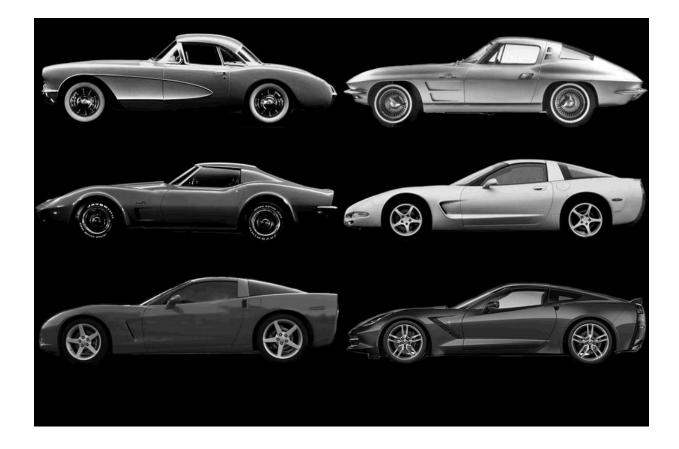
### That Was Then



### That Was Then



## Times are a Changing



### Times are a Changing



### This is Now



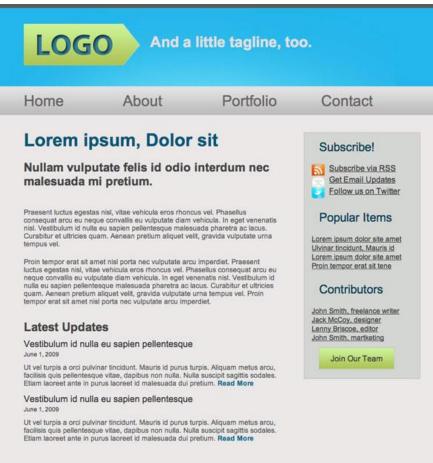
### The Valuation Process – Data Analysis & Research

Journal of Market Research, WOMMA, Google, Neilsen, Gartner Group, NAR, NREI, MBA, Advertisting Age, Ibis World, PWC, eMarketer, Forbes, AMA, Facebook, CNET, Social Baker, REIS, The Economist

### The Valuation Process – Land Value Opinion



### The Valuation Process – Land Value Opinion



Copyright © 2009 PSDTuts All Rights Reserved The Valuation Process – Cost Approach

Truly depends on how much time and functionality is deployed

Free to \$100s to \$1,000s to \$10,000s

### The Valuation Process – Sales Comparison Approach





July 27, 2015

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- >> Order Form
- >> Contact Us

a la mode, inc

» Home Page



#### THE HAIDA APPRAISAL PROMISE

#### Professionalism

- Ø Lending Institutions are contacted immediately with any issues Ø Borrowers are contacted promptly to schedule inspections Ø All appraisers are certified residential appraisers with college degrees

#### Efficiency

Ø Orders are received online or via fax for convenience Ø Completed appraisals are returned promptly Ø Appraisals are processed using state of the Art Appraisal software

#### Responsiveness

Waiting for www.haidaappraisal.com...

re responded to promptly

#### Welcome to Haida Appraisal

Haida Appraisal is a professionally managed residential real estate appraisal company serving Southern Illinois. We provide timely professional appraisals with a service-oriented approach. We believe in partnering with our clients in long-term relationships in order to provide the highest level of service and the best quality product.

We use the most up-to-date hardware and software available and we are EDI capable (we can email your signed appraisal).

MORE 🔁

## The Valuation Process – Sales Comparison Approach



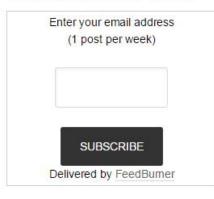
#### About

First off, thank you for being here. I'm honored you found my little corner of the web. My name is Ryan Lundquist and I am a Certified Residential Appraiser in the Sacramento area.

About the Blog: The Sacramento Appraisal Blog is a top-ranking appraisal blog and it exists to help illuminate the local housing market as well as resource the real estate community and general public on how to understand the appraisal process and better work with appraisers. Topics include real estate market trends, tips for Realtors, appraisal issues and anything I find interesting or entertaining. This blog is also listed as one



#### SUBSCRIBE TO BLOG POSTS



### The Valuation Process – Sales Comparison Approach

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#### Appraisal and consulting services throughout the New York City Metro Area

Established in 1986, Miller Samuel is a family-owned business that provides appraisal and consulting services on residential property throughout the New York City metro area. With a certified or licensed appraisal staff that averages more than 16 years of experience, Miller Samuel is known for it's neutral valuation perspective and professionalism, providing clients with benchmark insights to enable them to make more informed decisions. **Learn more**  "Jonathan Miller, the appraiser who is the savviest observer of the local residential market."

-CRAIN'S NEW YORK BUSINESS

**Inquire About An Appraisal** 

#### PROVIDING MARKET INSIGHT FOR:

Bloomberg

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ØIRS (m)

THE REAL DEAL

### The Valuation Process – Income Capitalization Approach



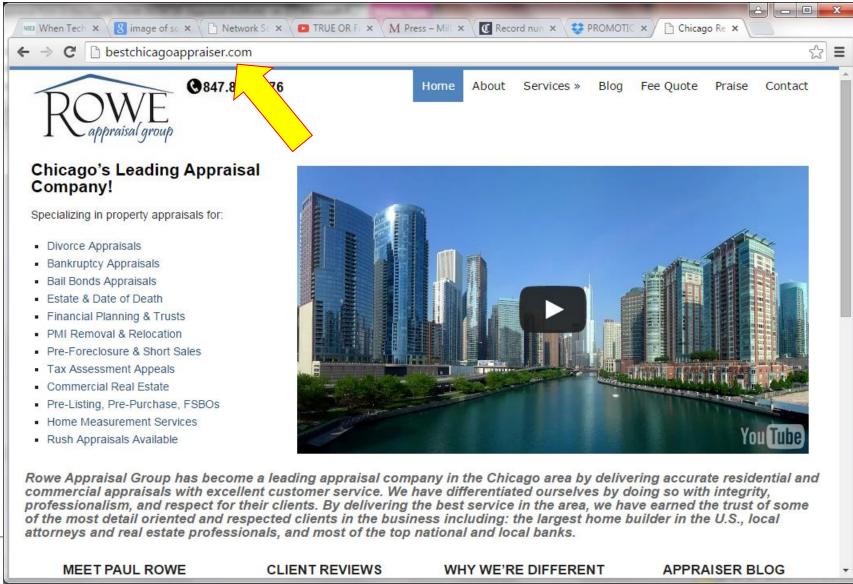
### Reconciliation????



Offline Real Estate vs Online Real Estate

- Location vs SEO
- Location vs SEM
- Location vs PPC

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	Joseph J. Blake & Associates josephjblake.com Google+page	<ul> <li>Hartford Building Inc, 400 North St. Paul Street #1400 Dallas, TX (214) 969-7477</li> </ul>	My Home is Worth, What? www.trulia.com/ Get a free home value estimate. View comparable homes in your area.	
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#### Images for michael hobbs 2017



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Report images

#### Michael Hobbs - LIFT Foundation LIFT Foundation

#### lift-foundation.org > About LIFT > Board of Directors 💌

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#### Melissa Lauderdale and Michael Hobbs's Wedding Website - The Knot

#### https://www.theknot.com/us/melissa-lauderdale-and-michael-hobbs-sep-2017 •

Welcome to Melissa Lauderdale and Michael Hobbs's Wedding Website! View photos ... Melissa and Michael. September 16, 2017 • Evansville, IN. 126 days to ...

#### Michael Hobbs, charged with child porn and child sexual abuse ... www.franklincounty-news.com/2017/.../michael-hobbs-charged-child-porn-child-sex... •

May 25, 2017 - http://thesouthern.com/news/local/crime-and-courts/michael-hobbs-charged-... Michael Hobbs, the Sesser man charged with multiple counts of child ... 2017; 50 Influencers: Dave Smith, Aggregate of Excellence May 20, 2017 ...

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	Michael Hobbs, SRA - Myappraisalinstitute.org		•

Right now, Rod Tidwell (Cuba Gooding Jr) is saying what you're thinking to Jerry Maquire (Tom Cruise)



# Why It Matters!

- 64% WOM more effective than traditional marketing (WOMMA)
- 74% WOM key influence in decision
- 50%+ Searches occurred on mobile

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PahRoo Appraisal & Consultancy

January 2000 - Present (15 years 7 months) | Chicago

Privately held valuation and consulting firm providing insightful, accurate, and timely valuation services of commercial and residential real estate assets for lenders, creditors, property owners, investors and portfolio & asset managers.

PahRoo Appraisal & Consultancy is the only locally-owned and operated appraisal firm in the Midwest with a specialty in Green, High-Performance, and Environmentally-Responsible properties. PahRoo is regularly called upon to solve valuation matters other appraisers cannot.

In summary, PahRoo Appraisal & Consultancy approaches each client assignment as a trusted adviser and delivers expert results with high customer satisfaction.

- 6 honors and awards
- 13 recommendations, including:



#### Laureen Blissard

Technical Director at Green Builder Coalition

Michael holds several credentials in the appraisal industry and also is a LEED Green Associate. Additionally, his... View↓



#### James Taylor

Entrepreneur, Small Business Advocate, Insurance Expert

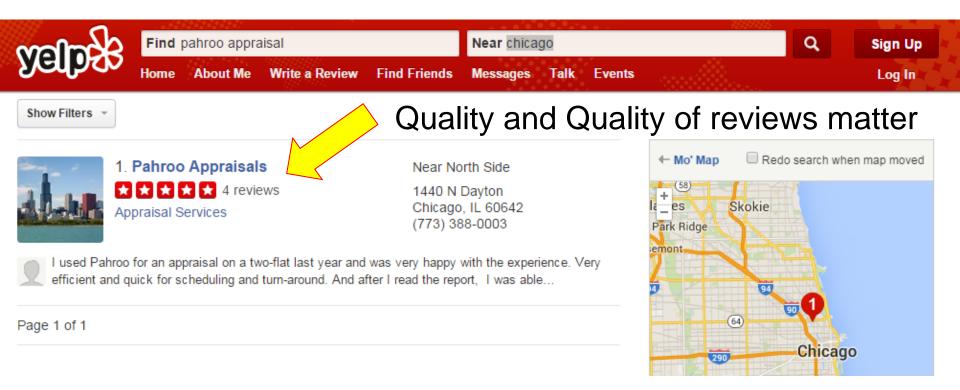
Michael is the ideal person to work with if you enjoy getting more than you pay for. The experience he brings to the table... View↓

11 more recommendations↓



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### Which Toolkit Do You Carry?



## The Hard Part is ALREADY Done. You've Got the Data (Content), Share It!

nil	y Detached	Status: So	old			1	i i
	Baths	ESF	List Price	LP/ SF	Sold Price	SP/ SF	DOM
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T	5	3653	\$1,095,000	\$300	\$1,095,000	\$300	2
	4.5	3697	\$1,245,000	\$337	\$1,095,000	\$296	44
T	4.5	4006	\$1,200,000	\$300	\$1,200,000	\$300	18
	3.5	3697	\$1,245,000 V	\$337	\$1,200,000	\$325	17
	3.5	3510	\$1,250,000 V	\$356	\$1,230,000	\$350	61
	4	3510	\$1,400,000	\$399	\$1,365,000	\$389	24
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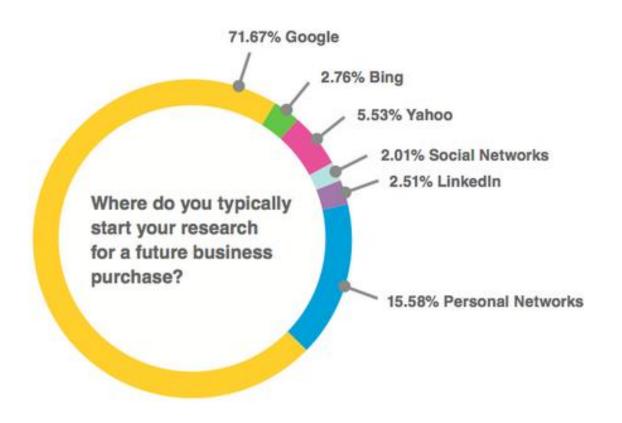
Don't have Data?! Content Ideas from YOUR Appraisal Files

County Trends Recent Sales Activity Market Analytics Interesting / Unusual Photos

Quality & Efficiency with Mobile Tools – Dustin Harris Drone Technology – Lamar Ellis III, MAI, SRA



#### Where It All Begins.....



Source: The State of Demand Generation 2013, Pardot



2012 was a year of social media shake-ups, new social platforms, and a tighter integration of social media into existing business processes. As the dust of the 2012 social media scuffle settles, now is a perfect time to look back at how each social network performed. The Nielsen Group measured the performance of the major networks and we have compiled the statistics into a series of report cards. Take a look at each network's growth, monthly visitors, and estimated marketing ROI.







Pinterest exploded onto the social scene in 2012 with over 1000% growth in monthly visitors. With a focus on visual content and a massive mobile audience, Pinterest could prove to be a huge marketing asset in 2013.



Despite an increase in total registered users, Facebook's monthly visitor count is down 4%. With recent changes to distribution and targeting options, Facebook continues to evolve and keep brands on their toes.



With a steady increase in visitors, Twitter remains the go-to social channel for marketers looking to monitor conversations, learn about customers, distribute content, and build relationships.



Still on the outskirts of the social media fray, Google+ spent the majority of 2012 quietly adding features, building a user base, and integrating with Google's search engine to set itself up as a major player in 2013.



With consistent traffic and a strong business focus, LinkedIn remains a major social workhorse of marketing and sales teams everywhere. After a needed face lift and added analytics for business, LinkedIn is not going away soon.



For more information on how to improve your marketing, visit Pardot.com SUNCE: http://blog.nielsen.com/nielsenwire/social/2012/



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# The Geometric Power of **Digital Marketing**

**BloombergBusiness** 

News Markets Insights







#### **Jonathan Miller on NYC Real Estate**

Aug. 7 (Bloomberg) -- Jonathan Miller, president of

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## Lacking Data (Content)? A World of Content in Your Hand!

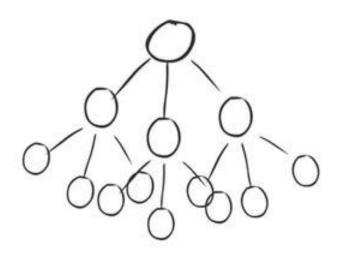


## Drone Technology – Lamar Ellis III, MAI, SRA



#### **THANK YOU FOR ATTENDING!**

#### PAY IT FORWARD



Michael Hobbs, MAI, SRA, LEED GA, PahRoo Appraisal & Consultancy <u>Appraisal@PahRoo.com</u> (773) 388-0003 You have two hands. One to help yourself, the second to help others.



#### Sources & Resources

Michael Tasner – No Joke Marketing David Arvin – It's Not Who You Know, It's Who Knows Your JD Gershbein – Owlish Communications (LinkedIn)

David Meerman Scott – WebInkNow (marketing blog) Joan Stewart – The Publicity Hound (PR blog) Jonathan Miller – Housing Notes (real estate blog) Ryan Lundquist – Sacramento Appraisal Blog (appraisal blog)

Andrew Saltzman – Aardvarks (Blog Writer)

Jim Ardito – Ardito Creative (Professional Writer & Blogger)