



FEDERAL POLITICAL  
COORDINATOR

CONTACT TEAM  
MEMBER TOOLKIT





# TABLE OF CONTENTS

- 4** How to Build a Successful FPC Contact Team
- 7** FPC Contact Team Recruitment Letter
- 8** FPC Contact Team Submission Form
- 9** FPC Contact Team Member Responsibilities
- 10** Introduction to the REALTOR® Party Website
- 11** **Dos and Don'ts:**  
Meeting with Members of Congress
- 13** Including a Multicultural Chapter Representative  
on Your Contact Team
- 14** Staff Resources

# HOW TO BUILD A SUCCESSFUL FPC CONTACT TEAM

Every FPC experience is unique—levels of advocacy experience, knowledge of the public affairs world and personal connections to lawmakers all vary to a large degree. As a result, it is important to develop an FPC Team to support you in executing your significant grassroots activities and duties to the best of your abilities. The following guidelines will help you build a new team or help if you are struggling with your current support structure.

## STEP 1: IDENTIFY YOUR NEEDS

Take stock of your needs as an FPC and build your team accordingly.

**When choosing members of your FPC team, keep in mind that ideal NAR advocates hold the following attributes:**

- » An understanding of the key issues affecting REALTORS®;
- » An interest in politics;
- » A willingness to play an active role in specified NAR grassroots initiatives;
- » Existing relationships with legislators, community and business leaders.

Many REALTOR® advocates may have more specialized experience.

**Areas of advanced familiarity might include:**

- » Relevant issue expertise and/or a history of advocacy;
- » Campaign experience;
- » Leadership experience within NAR.

## STEP 2: ENSURE STRONG TEAM QUALITIES

Your goal in building an FPC team is to help you better carry out your duties and increase responses to Calls for Action. As a result, ideally your team should include:

- » A minimum of one FPC Team Member for each U.S. > Senator and U.S. Representative serving under each FPC.
- » Representatives of various major boards in the district and perhaps even the affiliates (Women's Council of REALTORS®, Commercial members, etc.)
- » Representatives of the minority population in your district if it is significant (e.g., National Association of Hispanic Real Estate Professionals (NAHREP), Asian Real Estate Association of America (AREAA), or National Association of Real Estate Brokers (Realtists).
- » REALTOR® members on your board you know will also respond to Calls For Action;
- » Those who serve on Government Affairs Committees and RPAC.
- » Also, consider asking members with different real estate specialties (e.g., *Commercial, Land, Broker etc.*)

# HOW TO BUILD A SUCCESSFUL FPC CONTACT TEAM

## STEP 3: SEEK ADVICE

There are significant resources available to every FPC to help them recruit and build a high-potential FPC Team. Consulting with the following groups will help you identify and recruit individuals who are interested and capable advocates on behalf of NAR. *They include:*

- » State and Local Associations;
- » Government Affairs Staff;
- » State and Local Association Executives;
- » NAR Political Field Representatives;
- » Leaders within NAR (e.g., committee chairs and committee members).

## STEP 4: HOLD AN ORGANIZATIONAL MEETING

Once chosen, it is important that you meet with your team and learn their interests, advocacy history and strengths. This will help you seamlessly work together to maximize the team resources in order to play a fundamental role in NAR's grassroots public affairs agenda. The organizational meeting may be in person, by conference call or tied to an already scheduled meeting to take advantage of team members being in one place. During this meeting, FPCs should gather information to establish regular contact patterns with team members, which can also be activated when hot issues emerge or when specific Calls for Action are made.

Below are some examples of information that you may want to gather:

- » Phone number;
- » Primary email address;
- » Home/work address;
- » Fax number.

## STEP 5: GET ON THE SAME PAGE

Your team members should all be equally familiar with their members of Congress. Since legislators have different committee expertise or issue areas that are of interest to them, communications directed at legislators should reflect the REALTOR® advocate's familiarity with an issue and his/her understanding of its importance to the particular member of Congress.

Provide your team with a biography of your lawmaker. Other materials can be provided by your NAR Political Field Representative.

# HOW TO BUILD A SUCCESSFUL FPC CONTACT TEAM

## STEP 6: ENSURE PARTICIPATION

Some FPC Team Members will be more involved than others depending on the time they can dedicate. *To help ensure maximum participation, we suggest the following:*

**Ask your team members about their level of time commitment.**

- » This will help identify which members are willing to do what activities.

**Delegate!**

- » Giving Team Members greater responsibility for certain projects often generates a feeling of ownership over the goals of grassroots, and eventually your team's overall success.

## STEP 7: PROVIDE RECOGNITION AND POSITIVE FEEDBACK

Team members who go above the call of duty or who have made great strides in furthering the team's goals should be acknowledged and appreciated in newsletters, email updates or in other forums. If the team has been successful (e.g., getting your member of Congress to be a co-sponsor or getting a vote), the team should celebrate its victory. Please notify NAR staff if you have a particularly victorious win.

FPC HILL VISITS



# FPC CONTACT TEAM RECRUITMENT LETTER

**[DATE]**

Dear **[INSERT FPC TEAM CONTACT]**:

I am writing today to see if you would be interested in joining my team. Over the next two years, I will be serving as the Federal Political Coordinator (FPC) for **[INSERT YOUR SENATOR/REPRESENTATIVE]** during the 118th Congressional session on behalf of the National Association of REALTORS® (NAR). In this capacity, I will work closely with **[INSERT MEMBER OF CONGRESS/ SENATOR]** and **[HIS/HER]** staff to ensure that **[HE/SHE]** has a good understanding of the issues before Congress that impact housing and the real estate industry. But I cannot do it alone. I need your help.

FPCs are the face and voice of real estate for lawmakers in Washington, D.C., and essential to NAR's continued success and growing influence on Capitol Hill. It is important to me that **[INSERT YOUR SENATOR/CONGRESSMAN]** grasp the full picture of the real estate industry and the breadth of what we represent. That's why I need you. Your experience as a **[COMMERCIAL BROKER, WOMEN'S COUNCIL MEMBER, NAHREP LEADER ETC.]** is invaluable and will help me better do my job as FPC. Together we will paint a clear picture of the issues affecting our industry and the homeowners in **[INSERT YOUR STATE]**.

As an extension of the grassroots voice, my FPC team will help organize and implement advocacy efforts to help me further build a strong relationship with our legislator. You will be especially crucial in bolstering each Call for Action.

Please let me know if you would be willing to serve at my side over these next two years. I would be honored to have you as my team member.

Sincerely,

**[NAME]**

FPC for **[SENATOR/REPRESENTATIVE]**

# FPC CONTACT TEAM SUBMISSION FORM

Submitting your FPC Team has never been easier!  
Follow this link: [REALTORPARTY.REALTOR/FPCTEAM](https://REALTORPARTY.REALTOR/FPCTEAM)  
and let us know your chosen circle of support.



# FPC CONTACT TEAM MEMBER RESPONSIBILITIES

- Respond to all NAR Calls for Action.
- Motivate others in your network to respond to NAR Calls for Action.
- Advocate on behalf of the REALTOR® Party.
- Assist your FPC with any in-person meetings in the district or in Washington.
- Help your FPC to develop any materials requested by legislative offices or staff.
- Be a resource for your FPC on any issues they may not be as cogent on.
- Help organize events for the member of Congress in the District (*board meetings, meet and greets, etc.*).

## FPC HILL VISITS



# INTRODUCTION TO THE REALTOR® PARTY WEBSITE

## LOG ON TO REALTORPARTY.REALTOR

The REALTOR® Party website is at the heart of the REALTOR® grassroots effort. This web-based, two-way political communication system was created to make contact with federal legislators as easy, efficient and especially as effective as possible. All Federal Political Coordinators utilize the REALTOR® Party website to access resources and carry out a majority of their advocacy activity. If you ever have any questions about the REALTOR® Party website, or problems logging on, please contact **Brandon Maddox, Software Engineer** at [bmaddox@nar.realtor](mailto:bmaddox@nar.realtor).

## CALLS FOR ACTION

- » A Call for Action will periodically come to the email used when you registered.
- » The Call for Action will prompt you to send either an email, fax or phone call to your member of Congress right from the email message.
- » Responding to a “*Call for Action*” is quick and easy, and is a required activity for all Federal Political Coordinators.
- » All FPC team members are also encouraged to answer every Call for Action.

Because the personal relationship with your member of Congress is so important to the success of the grassroots program, the Field Reporting feature of the REALTOR® Party website was created. This allows NAR staff to track your interaction with your legislator and provides key information for your fellow volunteers, team members, NAR lobbyists and field staff so they can be informed during their next meeting with the member of Congress.

## FIELD REPORTING

- » The Field Reporting tool allows NAR to recognize all the hard work you do building a relationship with your member of Congress.
- » Once on the REALTOR® Party website, go to Tools & Resources > Member and Consumer Mobilization > File an FPC Report.
- » On the FPC Field Report page, do a search and select your affiliated legislator.
- » Verify your FPC information or type in a different name and email address if your name doesn't correspond with the search results. Click the confirm button.
- » Next, find the category that best describes your most recent communication with your member of Congress.
- » Fill in the text boxes with the details of your interaction with your member of Congress. These text boxes appear small but will actually allow you to type several paragraphs if you like.
- » Your input is instantly sent to NAR's political and legislative staff informing them of your efforts. They use this information on Capitol Hill to demonstrate our cohesive membership.

# DO'S AND DON'TS: MEETING WITH MEMBERS OF CONGRESS

## DO

### BEFORE THE MEETING:

- » Prepare by reading up on your member of Congress on his/her website.
- » Learn your Members' committee assignments, where his/her specialties lie, as well as his/her personal interests.
- » Plan your strategy ahead of time. Decide who will lead the meeting if multiple REALTORS® are attending and what talking points each person will cover.
- » Choose talking points. Create a list of three to five important issues you want to cover and use real examples to communicate your point.
- » Organize by making sure you know where the meeting is taking place and at what time. Arrive on time, be polite and dress well.
- » Touch base with your NAR Lobbyist before the meeting so he/she can provide any insight on the Member's position on the issue.

### DURING THE MEETING:

- » Be sensitive to the amount of time allotted to you. Ask up front and if you get 15-20 minutes with your member of Congress (or staff) that's great!
- » Present the need for what you're asking the member of Congress to do. Use data or cases you know.
- » Present your business card up front.
- » Relate situations in his/her home state or district.
- » Ask the Representative's or Senator's position and why.
- » Show openness to and knowledge of counterarguments and respond to them cordially.
- » Admit what you don't know. Offer to try to find out the answer and send information back to the office.
- » Spend more time with Members who may not have embraced the NAR position on an issue. You can lessen the intensity of the opposition and perhaps change it.

### END OF THE MEETING:

- » Get the name and business card of any staff person who sits in on the meeting. This will help you should you need to follow up after the meeting.
- » Give the Member and staff any handouts you have on your talking points.
- » Thank the office for any support the Member has given on our issues.

# DO'S AND DON'TS: MEETING WITH MEMBERS OF CONGRESS

## DO

### AFTER THE MEETING:

- » Write a thank you email to the staff with whom you met and offer to be of any assistance on real estate issues in the future.
- » Follow through on any promises you made to the Member or staff.
- » File a field report.
- » Send the member of Congress a note of support when they do or say something that is helpful to NAR. This is especially important if the Member was not initially supportive of an issue and worked with us even if it was unpopular.

## DON'T

- » Don't fail to show up for your scheduled meeting. Call if you are running late.
- » Don't discount Congressional staff. Many Congressional staffers look (and are) young. However, do not assume that such a staffer does not have significant responsibility and the ear of his or her member. In many offices, the staffer you are meeting with will prepare a summary memo for the Member that carries extreme influence and power.
- » Don't overload a Congressional visit with too many issues.
- » Don't confront, threaten, pressure or beg.
- » Don't be argumentative. Speak with calmness and commitment so as not to put him/her on the defensive.
- » Don't overstate the case. Members are very busy and you are apt to lose their attention if you are too wordy.
- » Don't expect members of Congress to be specialists. Their schedules and workloads tend to make them generalists.
- » Don't be put off by smokescreens or long-winded answers. Bring the Members back to the point. Maintain control of the meetings.
- » Don't make promises you can't deliver.
- » Don't be afraid to take a stand on the issues.
- » Don't shy away from meetings with legislators with known views opposite your own.
- » Don't be afraid to say, "I don't know." Offer to follow up with them after the meeting when you can obtain the correct information.
- » When meeting in Washington, D.C., don't be offended if you are asked to meet in a hallway or tight space. Capitol Hill is a busy place with limited real estate. Where you meet does not matter, but what is said and how you conduct yourself does.

# INCLUDING A MULTICULTURAL CHAPTER REPRESENTATIVE ON YOUR CONTACT TEAM

In Congressional Districts with ethnically diverse populations, NAR recommends that you recruit members of your contact team to reflect that diversity. The national multicultural real estate organizations have chapters in or near many of these ethnically diverse districts. Reaching out to the chapters can help you identify REALTOR® leaders in those chapters who could contribute to the success of your contact team.

1. Find out if there is a chapter of one of the organizations in your area.
  - Contact your local association Government Affairs Director to see if he/she knows if there is a chapter and if so, who to speak with locally.

**OR**

  - Call the national group and identify whether there is a chapter and who you can speak with locally.
2. Set up an in-person meeting to discuss why the contact team is important to the industry; why a representative of the chapter is important on the team; and how participation in the team helps build a stronger chapter and stronger voice for real estate.
3. Remember that although most members of the chapters are REALTORS®, the organizations are independent of NAR. The involvement of a REALTOR® who is active in the chapter will help that contact team member build leadership skills they can use in both organizations.
4. Explain what a contact team does and what individual team members are asked to do.
5. Ask that your request be considered by the chapter's leadership and for a recommendation from the chapter for a team member.

If you have any questions, please contact **Victoria Givens, Senior Manager,** REALTOR® Mobilization Programs, at **202-383-1021** or [vgivens@nar.realtor](mailto:vgivens@nar.realtor).

## LINKS

The Asian Real Estate Association of America – [areaa.org](http://areaa.org)

The LGBTQ+ Real Estate Alliance – [realestatealliance.org](http://realestatealliance.org)

The National Association of Gay and Lesbian Real Estate Professionals – [naglrep.org](http://naglrep.org)

The National Association of Hispanic Real Estate Professionals – [nahrep.org](http://nahrep.org)

The National Association of Real Estate Brokers – [nareb.com](http://nareb.com)

# STAFF RESOURCES

## LEADERSHIP

---

<b>Shannon McGahn</b>	<b>Executive Vice President and Chief Advocacy Officer</b>	202-383-1045
<b>Helen Devlin</b>	<b>Senior Vice President, <i>Advocacy Strategy and Operations</i></b>	202-383-7559
<b>Bryan Greene</b>	<b>Vice President, <i>Policy Advocacy</i></b>	202-383-1114
<b>Joe Harris</b>	<b>Vice President, <i>Government Advocacy</i></b>	202-383-1226

## LOBBYISTS

---

<b>Kathryn Crenshaw</b>	<b>Senior Federal Legislative Representative</b>	202-383-1033
<b>Nicole Lindler</b>	<b>Director, <i>Government Advocacy</i></b>	202-383-1187
<b>Ryan Rusbuldt</b>	<b>Senior Director, <i>Government Advocacy and Operations</i></b>	202-383-1089
<b>Matt Stross</b>	<b>Director, <i>Government Advocacy</i></b>	202-383-1052
<b>Sean Sullivan</b>	<b>Legislative Representative</b>	202-383-1172
<b>Raley Wright</b>	<b>Senior Federal Legislative Representative</b>	202-383-1112
<b>Vijay Yadlapati</b>	<b>Director, <i>Government Advocacy</i></b>	202-383-1090

[nar.realtor/directories](https://nar.realtor/directories)

# STAFF RESOURCES

## GRASSROOTS

---

<b>Victoria Givens</b>	<b>Senior Manager, REALTOR® Mobilization Programs</b>	202-383-1021
<b>Erin Murphy</b>	<b>Director of Consumer Outreach</b>	202-383-1079

## POLITICAL REPRESENTATIVES

---

<b>Justin Baker</b>	<b>Political Representative</b>	202-383-1025
<b>Brandon Fenton</b>	<b>Political Representative</b>	202-383-1121
<b>Marygrace Fitzhenry</b>	<b>Political Representative</b>	202-383-1222
<b>April Gavin</b>	<b>Director of Political Field Operations</b>	202-383-1073
<b>Nick Scarci</b>	<b>Senior Political Representative</b>	202-383-1120
<b>Densay Sengsoulavong</b>	<b>Senior Political Representative</b>	202-383-1009
<b>Jami Sims</b>	<b>Manager, Political Advocacy</b>	202-383-1221

## RPAC

---

<b>Michael Clark</b>	<b>Director, RPAC Fundraising</b>	202-383-1080
<b>Lennard Manke</b>	<b>Representative, RPAC Disbursements</b>	202-383-1123
<b>Daniel Roth</b>	<b>Representative, Major Investor Fundraising</b>	202-383-1050
<b>Carlyle Smith</b>	<b>Representative, RPAC Fundraising Program</b>	202-383-1226



NARdotRealtor

realtorparty.realtor