

THE NATIONWIDE STANDARD

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A Free Newsletter for Our Clients

9/29/2005

Serving you since 1987

Our Mission

"We are committed to being the foremost provider of accurate information and quality customer service at a competitive price for our clients."

Nationwide Real Estate Tax Service, Inc.
425 Tesconi Circle
Santa Rosa, CA 95401
(707) 528-7852
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January 2005 to January 2007

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HURRICANES KATRINA & RITA

It is impossible to ignore one of the most devastating and destructive natural disasters of our times. We would just like to extend our thoughts to all those affected and hope they find solace and recovery soon. If you would like to contribute to the relief effort, need to find someone, or would just like more information, one resourceful website is www.firstgov.gov.

Preparedness

Our last newsletter featured the need for businesses to have a well thought out and tested Business Recovery Plan. In light of Hurricane Katrina, we feel it is prudent to reiterate the need for preparedness. Out in the west here, the likeliest and most unpredictable catastrophe would be a major earthquake. I think all of us who were in California in 1989 will never forget the Loma Prieta earthquake and the damage it caused. Simply having a bag by your bed with a multi-purpose knife, some bottled water, a radio, and a first-aid kit is better than nothing. A couple good websites with ideas:

http://www.deanza.fhda.edu/emergency/em_kit_s.html

http://www.ready.gov/make_a_kit.html

What's New Online

If you order online with Nationwide through our free Tax-Tie ordering system, then you've probably noticed some new features that we've added this year, such as the ability to **Renew** or **Delete** orders and the recently added **View Orders** option. We are always looking for ways to add new features and enhancements as part of our service commitment to you! Just recently we updated our **LINKS** page to include valuable industry resource links and online access to this newsletter (PDF format). If you have suggestions for improvement of our services, just call or send us an e-mail. We'd love to hear from you!

Did You Know?

- A hurricane, a typhoon, and a tropical cyclone are all the same kind of storm, "tropical cyclones."
- In the Atlantic Ocean, Caribbean Sea, Gulf of Mexico and east of the International Date Line in the northern Pacific, they are called "hurricanes."
- West of the Date Line in the northern Pacific they are called "typhoons."
- In other parts of the world they are just called "tropical cyclones."

Quote for the Quarter

"You meet people who forget you. You forget people you meet. But sometimes you meet those people you can't forget. Those are your friends." (Anonymous quote)

Become a Learning Organization

Training. Groan. It's what you do to new hires. It's what you do to your dog. The education model in many organizations, both large and small, is: you hire someone; you train them to perform a task; they perform the task like they were trained; occasionally someone comes along (or worse, is brought in) to make it better.

But what if each employee, from all levels, was actively engaged in improving the performance of the organization everyday? By creating a program of continuous learning, you can galvanize your team and actively engage every member of the company. It doesn't have to be expensive seminars and retreats. It simply takes a little creativity and input from everyone.

How do you begin? Who has the time? Take a look at your needs:

- **Documentation:** Have the person learning it document it and the next person who learns it can review it to see if it is still accurate.
- **Team Building:** Reserve 15 minutes of your monthly meetings for all employees at all levels to deliver short learning sessions. These can consist of stories, activities, scenarios, etc on topics that are relevant to your organization and/or customers (i.e. customer service, phone skills, time management, constructive conflict, etc). Schedule it by small groups or departments so people have the support of others.
- **Personal Development:** Build a company library by forming a book club that meets once a month to discuss how to enact elements of a common business book that everyone has read (try starting with *Fish*).

Get together with everyone and brainstorm ideas. Training has its place, but *learning* takes it a whole lot further.



Quarterly Activity

At Nationwide, we take turns between departments on a monthly basis to teach each other lessons we've learned or discovered that will provide energy and insight into our jobs and each other. We thought we'd pass some of these lessons along with each newsletter. Try them out in your organization's meetings and start your path into becoming a 'learning organization'.

Abstain from Judging:

1. Pass a fictional book around the group you're pretty sure nobody has read.
2. Ask that each person to silently try to guess what the book is about just by looking at the cover.
3. After each person has had a moment to examine it, have them share opinions.

Lesson: You might be surprised at the variety of opinions formed about a book nobody has read. Those that might have read it will have a much deeper insight. Briefly summarize what the book is about and explain that we often form opinions or take actions when we don't have all the information, especially when we are seeing people or circumstances only on a superficial level.

Follow-Up: Before moving on or dismissing, ask the group to practice abstaining from judgment in their daily activities. The next time everyone gets back together, discuss what people experienced.

Hours of Operation:
Mon – Fri, 8am – 5pm

Important E-Mails:

General Info

info@nationwidecompliance.com

Business Development

jason@nationwidecompliance.com

Flood Questions

flood@nationwidecompliance.com

Tax Questions

tax@nationwidecompliance.com

Management Team:

President – Linda Walling

VP / Tax Dept. – Marci Dyche

Flood Dept. – Michelle Quilici

Geologist / IT – Dani Foster

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Halloween, 10/31

"On Halloween, the parents sent their kids out looking like me." -- Rodney Dangerfield

Thanksgiving, 11/24

"Thanksgiving dinners take eighteen hours to prepare. They are consumed in twelve minutes. Half-times take twelve minutes. This is not coincidence." -- Erma Bombeck

Christmas, 12/25

Hanukkah, 12/26

Peace on Earth; Good Will Towards All and Respect to Their Beliefs.

New Years Eve, 12/31

Should auld acquaintance be forgot and days of auld lang syne?

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The Mayonnaise Jar

A professor stood before his philosophy class and had some items in front of him. When the class began, he picked up a very large and empty mayonnaise jar and proceeded to fill it with golf balls. He then asked the students if the jar was full. They agreed that it was.

The professor then picked up a box of pebbles and poured them into the jar. The pebbles rolled into the open areas between the golf balls. He then asked the students again if the jar was full. They agreed that it was.

The professor next picked up a box of sand and poured it into the jar. Of course, the sand filled up everything else. He asked once more if the jar was full. The students responded with a unanimous, "yes."

The professor then produced two cups of coffee from under the table and poured the entire contents into the jar effectively filling the empty space between the sand. The students laughed.

"Now," said the professor as the laughter subsided, "I want you to recognize that this jar represents your life. The golf balls are the important things - your core beliefs, your family, your children, your health, your friends, and your favorite passions - and if everything else was lost and only they remained, your life would still be full. The pebbles are the other things that matter like your job, your house and your car. The sand is everything else - the small stuff."

"If you put the sand into the jar first," He continued, "there is no room for the pebbles or the golf balls. The same goes for life. If you spend all your time and energy on the small stuff you will never have room for the things that are important to you."

"Pay attention to the things that are critical to your happiness. Take care of the golf balls first - the things that really matter. Set your priorities. The rest is just sand."

One of the students raised her hand and inquired what the coffee represented. The professor smiled. "I'm glad you asked, it just goes to show you that no matter how full your life may seem, there's always room for a couple of cups of coffee with a friend."



Flood Researcher - Bianca Wilson

FEATURED EMPLOYEE

Bianca Wilson

Bianca came to Nationwide in October 2004 and performs flood zone research. When asked what she likes about her job, she responded "I enjoy looking at the maps. It's a little like detective work... every property is different!" She feels the people at Nationwide make working here special. "Everyone is nice, honest, and helpful. It feels like a family - close-knit."

Bianca's personal philosophy is guided by honesty. She feels it's important not to be superficial. "I just really try to be the best person I can be." Bianca likes cats and has 3 of them: Felicia, Shady, and Junior. "Junior likes to pick up clothes and socks in his mouth and walk around the house meowing. Shady likes hair-ties." Her favorite activities on the weekends are playing poker and spending time in her yard with her husband. Her favorite time of the year is winter when all the holidays come and you get "toasty and bundled up".

The people at work truly make her day. "There is never a day I wake up where I don't want to go to work!" We think she means with the exception of weekends and holidays... One thing is for sure: she is a highly devoted and greatly valued employee!

TAX SERVICE UPDATE

Nationwide's Tax Department is gearing up for the property tax season. The following are important dates to remember for **Impound Accounts**:

STATE	DATE	INSTALLMENT
WA	10/31/05	2 nd
OR	11/15/05	1 st , 2 nd , 3 rd
CA	12/12/05*	1 st
ID	12/21/05	1 st

**Usually on the 10th, but it is on a Saturday; the 12th is a Monday*



The Cheshire Cat Fades Away - Sir John Tenniel (1864)

The Tale

Alice Meets the Cheshire Cat

The Cat only grinned when it saw Alice. It looked good-natured, she thought: still it had very long claws and a great many teeth, so she felt that it ought to be treated with respect.

"Cheshire Puss," she began rather timidly, as she did not at all know whether it would like the name: however, it only grinned a little wider. "Come, it's pleased so far," thought Alice, and she went on.

"Would you please tell me which way I ought to go from here?"

"That depends a good deal on where you want to get to," said the Cat.

"I don't much care where..." said Alice.

"Then it doesn't matter which way you go," said the Cat.

"... so long as I get somewhere," Alice added as an explanation.

"Oh, you're sure to do that," said the Cat, "if you only walk long enough."

~ (Lewis Carroll, 1865)



Just For Laughs

The Salesman

A salesman, tired of his job, gave it up to become a policeman.

Several months later, a friend asked him how he liked his new role.

"Well," he replied, "the pay is good and the hours aren't bad, but what I like best is that the customer is always wrong."



WORD WEIRD

Auld Lang Syne: The times gone past; the good old days.

ETYMOLOGY: Scottish
Auld = old +
Lang = long +
Syne = since

FEEDBACK ABOUT THIS NEWSLETTER?

Please e-mail Scott Byorum:
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