

Arizona Real Estate Advisory Board Meeting Minutes

Wednesday
January 15, 2020
10:00 a.m. - Noon
Arizona Department of Real Estate
Training Conference Room
100 North 15th Avenue Suite 201
Phoenix, Arizona 85007

- I. Call to Order – Nedra Halley, Chair
Chair Halley called the meeting to order at 10:00 am.

- II. Introductions & Welcome
Members present:
Nedra Halley, Chair
Charlie Bowles, Vice-Chair
Carla Bowen
Karen Bohler - telephonically
Kim Clifton
Bill Gray
Nicole LaSlavic
Justin Rollins - telephonically

Absent:
Bruce Jacobs
D. Christopher Ward

ADRE Representatives present:
Louis Dettorre, Deputy Commissioner (DC)
Lancing Adams, Assistant Commissioner of Licensing Services (AC)
Abby Hansen, Chief of Staff (COS)

Public Present:

Lenna Bien, Designated Broker for The Agency
Susan Creedon, Designated Broker for Tucson Territory Property Management
Lynette Evans, Attorney General's Office
Amir Mach, Auditor General's Office
Scott McFadden, Auditor General's Office
Jan Steward, Arizona Association of REALTORS®

- III. Approval of October 23, 2019 and November 6, 2019 Meeting Minutes.
Chair Halley asked for a Motion to approve the October 23, 2019 Meeting Minutes. Upon a motion by Vice Chair Bowles, seconded by Member LaSlavic, the Minutes of October 23, 2019 meeting were unanimously approved.
Chair Halley asked for a Motion to approve the November 6, 2019 Meeting Minutes. Upon a motion by Vice Chair Bowles, seconded by Member LaSlavic, the Minutes of November 6, 2019 were unanimously approved.
- IV. Advisory Board Member Facilitator Reports
Member Clifton had one inquiry and referred it to AC Adams. The other inquiry was regarding advertising and she referred them to the Department Message Center. She asked that the Department issue a reminder regarding Advertising and Teams guidelines.
Member Gray stated many of his students have questioned the application fees charged to renters. They claim they pay the high fees and never hear if they are approved for the rental. Member Gray stated he did not know how to advise them. Member LaSlavic stated it sounded like this issue should be referred to the Attorney General. Member Clifton asked the Department representatives if these individuals could come to the Department to file a complaint. COS Hansen stated, yes they can, but indicated the Department is often unable to assist them, and we refer most to the Landlord Tenant Act under the Department of Housing, and to the Attorney General. AC Adams reiterated to direct them to the complaint process with the Department.
Member Bowen stated her issue in Navajo County is Fix & Flips, and the flippers not utilizing licensed contractors when the fix is greater than \$1,000. She stated brokers are starting to realize that the \$1,000 rule is real, and the issue is getting slightly better. She refers the complainants to seek legal advice. Member Bowen asked if the Fix & Flip article, authored by Member Clifton, could run again in the next Bulletin. Member Clifton noted she had assistance from Scott Drucker with the article.

V. Call to the Public

Lenna Bien stated she would like to thank the Department for their assistance and timeliness in processing transactions, specifically PC/PLLC's.

VI. Arizona Department of Real Estate Reports

DC Dettorre provided the following Department updates:

- Commissioner Lowe is attending the Association of Real Estate License Law Officials (ARELLO) meetings, and serves on the License Portability committee.
- DC Dettorre read Chair Halley's Annual Advisory Board Report for 2019.
- The Department issued its 4th quarter Bulletin.
- The Department is currently going through its Sunset Audit, which provides information to the Legislature to determine whether to continue or terminate the Arizona Department of Real Estate.
- The Department is following the FY2020 Strategic Plan with a strong focus on the number one item, customer service.
- The 2020 Legislative session has started and 422 new bills have been introduced to date.
Member Gray asked about "remote online notary". DC Dettorre stated, as this was not on the agenda, it would need to be added as an agenda item for the next meeting for discussion.
- State focus on the 2020 Census and building awareness and encouraging completion for an accurate representation of Arizona.

AC Adams gave a brief update on the year over statistics for FY20 to date on Universal Licensing Recognition for Licensing, Development Services and Education.

- The Department set the standard to have zero pending messages and voice mail at the end of each day.
- An Instructor Development Workshop will be held in Tucson on January 27th, 2020.

Member Clifton asked if the Department had reviewed the Online 90 hour pass rate. AC Adams stated it was equal performance or higher, but noted only a few schools are currently offering the course online.

Member Clifton stated she would like to see the actual numbers at the next meeting. Vice Chair Bowles said he would also like to see this information.

VII. National Association of REALTORS® MLS Policy 8.0 Clear Cooperation Policy (CCP)
Member Bowles asked about the situation between the National Association of REALTORS® and the local Multiple Listing Service, what are the dynamics? Member LaSlavic directed him to the Association Executives at the local Tucson Association of REALTORS®. Member Clifton noted the topic is not an Advisory Board matter and that there has been much miss-communication regarding the issue. The local Associations will publish details when finalized, but it does not affect the Department and noted it would only apply to those licensees that are REALTORS®.

VIII. Election of 2020 Advisory Board Chair & Vice Chair
Chair Halley asked the Board for nominations for Board Chair.
Member Bowles nominated Member Clifton
Member Gray nominated Member Bowles
Member Bowen nominated Member LaSlavic

All members were provided a slip to enter their nomination. Member Bohler and Member Rollins were advised they could submit their via email or verbally on the phone.

Member Bohler voted for Member Bowles
Member Rollins voted for Member LaSlavic

DC Dettorre tallied the slips – Three votes for Member Bowles, four votes for Member LaSlavic and one vote for Member Clifton.

Member LaSlavic is the 2020 Advisory Board Chair with all Advisory Board Members stating “all in favor”.

Chair Halley asked for nominations for Board Vice Chair.
Member Clifton nominated Member Bowles.
DC Dettorre asked for any other nominations, none were provided.

Member Bowles is the 2020 Advisory Board Vice-Chair with all Advisory Board Members stating “all in favor”.

IX. Call to the public
No public attendees asked to speak.

- X. Next Scheduled Meeting – April 22, 2020

- XI. Adjournment at 11:00
Motioned by Member Bowen, seconded by Member Clifton.

Respectfully submitted this 3rd day of June, 2020
Real Estate Advisory Board

Nicole LaSlavic

Nicole LaSlavic, Chair