

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Real Estate Commission



Fiscal Year 2017 Performance Oversight Responses to
The Committee on Housing and Neighborhood Revitalization

Submitted by:
Real Estate Commission
February 6, 2017



QUESTIONS FOR PERFORMANCE OVERSIGHT HEARING

DISTRICT OF COLUMBIA REAL ESTATE COMMISSION

1. Question: Please provide a list of the Commission's current members. For each member, please provide the following:

- The member's name
- The Ward, agency, or organization the member represents
- Who appointed the member
- When the member's term expires
- Attendance record

Answer:

Name	Ward	Appointed by	Expires	Attendance (Absences)
Josephine Ricks	2	Mayor Gray	Serving at the Pleasure of the Mayor	14 meetings (0 Absences)
Monique Owens	5	Mayor Gray	12/13/17	14 Meetings (0 Absences)
Frank Pietranton	3	Mayor Gray	12/13/17	14 Meetings(0 Absences)
Ulani Gulstone	8	Mayor Gray	12/13/17	13 Meetings (1 Absence)
Darrin Davis	8	Mayor Bowser	12/13/18	13 Meetings (1 Absence)
Danai Mattison Sky	1	Mayor Bowser	12/13/18	11 Meetings (3 Absences)
Christine Warnke	3	Mayor Gray	Serving at the Pleasure of the Mayor	11 Meetings (3Absences)

2. Question: Please provide a list of the Commission’s meeting dates, times, attendance, and locations, for FY16 and FY17 to date.

Answer:

FY 16 Dates	Time	Attendance (Absent)	Location
October 13, 2015	10:00 am	Josephine Ricks, Monique Owens, Frank Pietranton, Ulani Gulstone, Darrin Davis, Danai Mattison Sky, Christine Warnke	DCRA, 1100 4 th St., SW
November 10, 2015	10:00 am	Josephine Ricks, Monique Owens, Ulani Gulstone, Darrin Davis, Danai Mattison Sky, Christine Warnke (<i>Frank Pietranton</i>)	DCRA, 1100 4 th St., SW
December 8, 2015	10:00 am	Josephine Ricks, Monique Owens, Frank Pietranton, Ulani Gulstone, Darrin Davis, Danai Mattison Sky, Christine Warnke	DCRA, 1100 4 th St., SW
January 12, 2016	10:00 am	Josephine Ricks, Monique Owens, Frank Pietranton, Ulani Gulstone, Darrin Davis, Danai Mattison Sky, Christine Warnke	DCRA, 1100 4 th St., SW
February 9, 2016	No Quorum	No Quorum	DCRA, 1100 4 th St., SW
March 8, 2016	10:00 am	Josephine Ricks, Monique Owens, Frank Pietranton, Ulani Gulstone, Darrin Davis, Danai Mattison Sky, Christine Warnke	DCRA, 1100 4 th St., SW
April 12, 2016	10:00 am	Josephine Ricks, Monique Owens, Frank Pietranton, Ulani Gulstone, Darrin Davis, Danai Mattison Sky, Christine Warnke	DCRA, 1100 4 th St., SW
May 10, 2016	10:00 am	Josephine Ricks, Monique Owens, Frank Pietranton, Ulani Gulstone, Darrin Davis, Danai Mattison Sky, (<i>Christine Warnke</i>)	DCRA, 1100 4 th St., SW
June 14, 2016	10:00 am	Josephine Ricks, Monique Owens, Frank Pietranton, Ulani Gulstone, Darrin Davis, Danai Mattison Sky, Christine Warnke	DCRA, 1100 4 th St., SW
July 12, 2016	10:00 am	Josephine Ricks, Monique Owens, Frank Pietranton, Ulani Gulstone, Darrin Davis, Danai Mattison Sky, Christine Warnke	DCRA, 1100 4 th St., SW
August 2016	Recess	Recess	Recess
September 13, 2016	10:00 am	Josephine Ricks, Monique Owens, Frank Pietranton, Ulani Gulstone, Darrin Davis (<i>Christine Warnke Danai Mattison Sky</i>)	DCRA, 1100 4 th St., SW
FY 17 Dates	Time	Attendance (Absent)	Location
October 18, 2016	10:00 am	Josephine Ricks, Monique Owens, Frank Pietranton, Ulani Gulstone, Darrin Davis, Christine Warnke (<i>Danai Mattison Sky</i>)	DCRA, 1100 4 th St., SW
November	10:00 am	Josephine Ricks, Monique Owens, Frank Pietranton, Ulani	DCRA,

8, 2016		Gulstone, Danai Mattison Sky, (<i>Christine Warnke, Darrin Davis</i>)	1100 4 th St., SW
December 13, 2016	10:00 am	Josephine Ricks, Monique Owens, Frank Pietranton, Ulani Gulstone, Darrin Davis, Christine Warnke (<i>Danai Mattison Sky</i>)	DCRA, 1100 4 th St., SW
January 10, 2017	10:00 am	Josephine Ricks, Monique Owens, Frank Pietranton, Darrin Davis, Danai Mattison Sky, Christine Warnke (<i>Ulani Gulstone</i>)	DCRA, 1100 4 th St., SW

3. Question: Did the Commission receive funds in FY16? If so, please provide the following:

- The amount of the funding
- The source of the funding
- A list of all expenditures
- A description of how these funds furthered the Commission’s mission

Answer:

**Department of Consumer and Regulatory Affairs
FY 2016 - Budget Status Report - Real Estate Guarantee & Education (6008) Summary**

OPS95

OCCUPATIONAL AND PROFESSIONAL LICENSING

Comp Source Group	Comp Source Group Title	Approp Bal	Pre Encumbrance Bal	Act Encumbrance Bal	Expend Bal	Pre-Encumbrances, Encumbrances and Expenses	Available Balance	Percent Obligated
0011	REGULAR PAY - CONT FULL TIME	154,315.67	0.00	0.00	129,036.46	129,036.46	25,279.21	83.6%
0014	FRINGE BENEFITS - CURR PERSONNEL	36,109.87	0.00	0.00	35,491.25	35,491.25	618.62	98.3%
PERSONNEL SERVICES		190,425.54	0.00	0.00	164,527.71	164,527.71	25,897.83	
0020	SUPPLIES AND MATERIALS	5,000.00	0.00	0.00	1,157.29	1,157.29	3,842.71	23.1%
0040	OTHER SERVICES AND CHARGES	129,890.80	0.00	0.00	52,699.35	52,699.35	77,191.45	40.6%
0041	CONTRACTUAL SERVICES - OTHER	447,800.00	0.00	0.00	434,298.69	434,298.69	13,501.31	97.0%
0070	EQUIPMENT & EQUIPMENT RENTAL	6,400.00	0.00	0.00	2,000.00	2,000.00	4,400.00	31.2%
NON-PERSONNEL SERVICES		589,090.80	0.00	0.00	490,155.33	490,155.33	98,935.47	
OPS95		779,516.34	0.00	0.00	654,683.04	654,683.04	124,833.30	
Summary		779,516.34	0.00	0.00	654,683.04	654,683.04	124,833.30	

These funds were used to sponsor education workshops, pay claims of direct losses to the public, and for attendance at regulatory association meetings.

4. Question: Please describe the Commission’s activities and accomplishments in FY16 and FY17, to date, and how these have had an impact on the residents of the District.

Answer:

- The Commission updated a reference/study guide containing significant provisions of DC real estate laws and regulations for public usage.
- The Commission participated in ongoing meetings with neighboring jurisdictions regarding major reciprocity related issues and new requirements for licensees.

This ensures the Commission is informed on industry trends in the area and may recommend adjustments to better service licensees should an issue arise.

- The Commission offered seminars and co-sponsored educational opportunities for licensees in collaboration with other DC government agencies and private organizations. Providing educational opportunities in conjunction with other DC government agencies has the dual benefits of providing licensees with necessary information and introducing beneficial agencies and programs to licensees.
- The Commission monitored pre-licensing and continuing education programs to ensure they were being conducted appropriately. This protects consumers and residents by ensuring their real estate professional obtained legitimate and informative continuing education courses to meet license requirements
- The Commission published a revised Property Management Study Guide to encompass new content sections, including, insurance, transfer of ownership, District Opportunity to Purchase Act, tenant's rights under foreclosure, and evictions. This publication provides information to the public in an easily digestible format and will improve comprehension of the District's complex legal structure.
- The Commission comprehensively reviewed statutes and rules governing the practice of real estate licensees to identify outdated provisions. This will ensure licensees and consumers are not hampered by outdated provisions in their real estate transactions.
- The Commission began work to establish a pre-licensing property management course. A pre-licensing property management course will improve comprehension of District-specific laws governing property management and encourage the use of best practices to benefit tenants.
- The Commission updated an email distribution list containing a data base of over 13,000 addresses for the purpose of disseminating significant regulatory alerts to licensees. This system has enhanced the Commission's ability to notify licensees immediately of trends involving illegal practices that will result in disciplinary actions, and other important information on regulatory requirements.
- The Commission approved 32 schools and educational programs to offer 195 approved courses through the Pulse CE Banking system for the 2017 renewal cycle. Identifying schools and courses that provide qualified educational courses helps licensees meet educational requirements and encourages the use of best practices.
- The Commission regularly updated information on the Commission's website. These updates included new Commission members, legislation and regulations, administrative law and authority of the Commission, pre-licensing and continuing education courses, , license renewal information, Real Estate Guaranty and Education Fund claim instructions and complaint forms, and a pamphlet discussing agency disclosure and real estate transactions.
- The Commission continued active involvement with the Association of Real Estate License Law Officials through Commission members serving as officers, committee chairpersons, and forum leaders in the Association Interacting with officials across the nation provides context for the Commission to evaluate the

practice of real estate in the District and informs future decisions that impact licensees and consumers.

- The Commission reviewed the all existing questions related to real estate brokers, salespersons, and property managers on the real estate examinations. This review consisted of reassessing their validity, deleting outdated questions, and drafting new questions consistent with regulations and industry trends. Reviewing and updating questions on real estate examinations ensures that licensees focus on current best practices.

5. Question: Please describe the Commission's goals in FY17 and the plan/timeline for completion?

Answer:

- The Commission continuously reviews the questions on broker, salesperson, and property management examinations to monitor the effectiveness of new questions and assess the appropriateness of existing exam questions.
- The Commission will establish a pre-licensing property management course to ensure potential licensees are well-informed on laws specific to the District of Columbia prior to examination. The Commission plans to complete this by the end of FY17.
- The Commission continuously reviews existing statutes and regulations governing real estate on a continual basis to identify industry trends and current regulatory needs.

6. Question: What are the Commission's biggest strengths?

Answer:

The Commission is proud of the educational opportunities the organization provides by sponsoring and co-sponsoring numerous education workshops annually to ensure licensees maintain a level of expertise in their evolving professions.

In addition to providing educational opportunities for licensees that encourage best practices, the Commission provides consumer protection to District residents. First, the Commission evaluates complaints brought by the public against licensees. These complaints are addressed in a timely manner and evaluated to ensure the licensee used best practices. In cases where a licensee may not have used best practices, the Commission's consumer protection measures may be extended by providing the public with a means of recovery for direct losses through the Real Estate Guaranty and Education Fund.

7. Question: What challenges does the Commission face?

Answer:

N/A

8. **Question:** Does the Board have any legislative issues to the District of Columbia Second Omnibus Regulatory Act of 1998?

Answer:

The Commission does not currently have any legislative issues related to the District of Columbia Omnibus Regulatory Act of 1998.

9. **Question: Is the Commission required to post meeting notes or agendas online? Has the Commission done so?**

Answer:

The Board is required to post meeting minutes online and has consistently posted the required documents.

10. **Question: How does the Commission represent and solicit feedback from residents? Please describe:**

- The process for soliciting feedback and number of submissions
- What has the Board/Commission learned from this feedback?
- How has the Commission changed its practices as a result of such feedback?

Answer:

The Commission informs the public and licensees of relevant information by publishing newsletters and sponsoring education and workshop courses. The public and licensees are able to respond to these publications and provide feedback to the Commission through a variety of means. The Commission has monthly public meetings where members of the public and licensees may provide feedback. The Commission also provides online complaint forms. In FY16 the Commission received 90 complaints.

The Commission recognizes the importance of maintaining a feedback loop with the licensees it serves. In an effort to enhance the ease of submitting and regularity of receiving feedback, the Commission has recently begun providing surveys to licensees at the end of courses and events. The Commission looks forward to reviewing this feedback and the increased engagement with licensees it will foster.

11. **Question:** What is being done to promote greater diversity in the composition of the Commission's membership?

Answer:

The Real Estate Commission is committed to ensuring there is diversity in the composition of the Commission's membership. The Commission works closely with the Mayor's Office of Talent and Appointments by identifying and recommending residents from across the District with a range of diverse backgrounds as candidates for appointment to the Commission.

The Commission also ensures a diverse pool of qualified applicants will be available for selection in the future by ensuring equal access to educational materials that range from pre-licensing courses to continuing educational opportunities. By providing these resources to the public the Commission is able to ensure educational materials and enrichment opportunities are available to residents regardless of their background, thereby encouraging diversity at large in the professions they license.