

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Board of Real Estate Appraisers



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

Submitted by:
Board of Real Estate Appraisers
February 6, 2017



QUESTIONS FOR PERFORMANCE OVERSIGHT HEARING

BOARD OF REAL ESTATE APPRAISERS

1. **Question:** Please provide a list of the Board’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)
Marguerite Allen	3	Mayor Williams	6/26/17	(6 Absences)
Todd Canterbury	1	Mayor Gray	6/26/19	(0)
Tamora Papas	6	Mayor Gray	6/26/19	(0)
Margot Wilson	3	Mayor Gray	6/26/18	(4 Absences)

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

Answer:

FY 16 Dates	Time	Attendance (Absent)	Location
October 28, 2015	10:00 am	Marguerite Allen, Todd Canterbury, Tamora Papas, Margot Wilson (Marguerite Allen)	DCRA 1100 4 th St., SW
November 24, 2015	10:00 am	Marguerite Allen, Todd Canterbury, Tamora Papas, Margot Wilson	DCRA 1100 4 th St., SW
December 16, 2015	10:00 am	Marguerite Allen, Todd Canterbury, Tamora Papas, Margot Wilson	DCRA 1100 4 th St., SW
January 20, 2016	10:00 am	Todd Canterbury, Tamora Papas, Margot Wilson (Marguerite Allen)	DCRA 1100 4 th St., SW
February 17, 2016	10:00 am	Todd Canterbury, Tamora Papas, Margot Wilson (Marguerite Allen)	DCRA 1100 4 th St., SW
March 16, 2016	10:00 am	Todd Canterbury, Tamora Papas, Margot Wilson (Marguerite Allen)	DCRA 1100 4 th St., SW
April 20, 2016	10:00 am	Marguerite Allen, Todd Canterbury, Tamora Papas, (Margot Wilson)	DCRA 1100 4 th St., SW
May 18, 2016	10:00 am	Marguerite Allen, Todd Canterbury, Tamora Papas, Margot Wilson	DCRA 1100 4 th St., SW
June 22, 2016	10:00 am	Marguerite Allen, Todd Canterbury, Tamora Papas, (Margot Wilson)	DCRA 1100 4 th St., SW
July 27, 2016	10:00 am	Todd Canterbury, Tamora Papas, Margot Wilson	DCRA 1100

		(Marguerite Allen)	4 th St., SW
August	Recess	Recess	DCRA 1100 4 th St., SW
September 28, 2016	No Quorum	No Quorum	DCRA 1100 4 th St., SW
FY17 Dates	Time	Attendance (Absent)	Location
October 26, 2016	10:00 am	Marguerite Allen, Todd Canterbury, Tamora Papas, (Margot Wilson)	DCRA 1100 4 th St., SW
November 16, 2016	10:00 am	Todd Canterbury, Tamora Papas, Margot Wilson (Marguerite Allen)	DCRA 1100 4 th St., SW
December 14, 2016	10:00 am	Marguerite Allen, Todd Canterbury, Tamora Papas, (Margot Wilson)	DCRA 1100 4 th St., SW
January 18, 2017	10:00 am	Marguerite Allen, Todd Canterbury, Tamora Papas, Margot Wilson	DCRA 1100 4 th St., SW

3. Question: Did the Board 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 Board's mission**

Answer:

The Board of Real Estate Appraisers (Board) is tasked with regulating the licenses of real estate appraisers and protecting consumers by upholding the laws governing the practice of appraising real estate. The funds in FY16 were used to carry out this mission by organizing and overseeing the licensing process and required education association with each license category. The funds were also used to carry out the mission of consumer protection by evaluating complaints and issuing disciplinary measures when necessary to protect consumers.

The Board of Real Estate Appraisers received \$217,281.13 from real estate appraiser licensing fees in FY16.

Department of Consumer and Regulatory Affairs
FY 2016 - Budget Status Report - Real Estate Appraisal (6009) 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	7,683.12	0.00	0.00	7,725.85	7,725.85	(42.73)	100.6%
0014	FRINGE BENEFITS - CURR PERSONNEL	1,797.85	0.00	0.00	2,710.01	2,710.01	(912.16)	150.7%
PERSONNEL SERVICES		9,480.97	0.00	0.00	10,435.86	10,435.86	(954.89)	
0020	SUPPLIES AND MATERIALS	4,455.13	0.00	0.00	3,530.26	3,530.26	924.87	79.2%
0040	OTHER SERVICES AND CHARGES	38,650.00	0.00	0.00	18,616.96	18,616.96	20,033.04	48.2%
0041	CONTRACTUAL SERVICES - OTHER	161,095.00	0.00	0.00	99,922.83	99,922.83	61,172.17	62.0%
0070	EQUIPMENT & EQUIPMENT RENTAL	3,600.00	0.00	0.00	2,000.00	2,000.00	1,600.00	55.6%
NON-PERSONNEL SERVICES		207,800.13	0.00	0.00	124,070.05	124,070.05	83,730.08	
OPS95		217,281.10	0.00	0.00	134,505.91	134,505.91	82,775.19	
Summary		217,281.10	0.00	0.00	134,505.91	134,505.91	82,775.19	

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

Answer:

- The Chairperson and Board Administrator attended the Association of Appraiser Regulatory Officials’ spring meeting April 10-16, 2016 and board, members and staff attended the fall meeting in Washington, DC.
- Served as an active member for various associations and organizations.
- Monitored several pre-licensing and continuing education providers.
- Offered Board-sponsored continuing education courses to update licensees on District of Columbia laws and regulations.
- Offered appraisers online renewal.
- The Board implemented the use of a contract review appraiser to issue appraisal reports on complaints received. This has improved the review of appraiser complaints and the productivity of the Board. The Board members attended the Association of Appraiser Regulatory Officials (AARO) meetings to interface with other appraiser regulatory officials and to gather new regulatory information and meet with federal officials. The information the members gather is used to improve the licensing and consumer protection experiences.
- The Board received annual training from The Council of Licensure, Enforcement, and Regulations. This training helps the Board continually improve operations.
- The Board offered seminars and co-sponsored educational opportunities for licensees. Seminar cosponsors included groups such as The Historic Preservation League and collaboration with other DC government agencies. Providing seminars with various

partners provides licensees a broad view of real estate appraising and encourages the use of best practices.

- The Board Chair serves as a member AARO, and has been asked to serve as Vice Chair of the Communication Committee. This will ensure that the District is well represented on a national level and allow the District to become a model for similar organizations across the nation.

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

Answer: The following goals are expected to be accomplished during FY17:

- The Board will publish newsletters twice-yearly for licensees.
- The Board will continue to meet with various jurisdictions as well as associations to keep abreast of current issues throughout FY17.
- The Board will continue to update its website throughout FY17 with information about disciplinary actions, approved pre-licensure and continuing education schools and courses, and certified USPAP instructors.
- The Board will participate in the Appraisal Subcommittee biannual audit review. The completion of this audit is dependent on the Appraisal Subcommittee.
- The Board will host the AARO fall 2017 annual conference.

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

Answer:

- The Board has consistently addressed public issues, evolving federal guidelines, and laws regarding real estate appraisers. The Board carefully considers the impact of any changes on the health, safety, and welfare of the public.
- The Board continues to address all responsibilities to ensure professional Board meetings are conducted. Members collaborate to ensure that the agendas, minutes, policy issues, recommendations, annual reports, public information, rules and regulations, operating procedures, and meetings and hearing schedules are handled in a timely manner.
- The Board has successfully hosted the AARO annual conference for two years. This brings real estate appraisers from across the nation to the District and allows licensees to learn from their peers.

7. Question: What are the biggest challenges that the Board faces?

Answer:

- The Board is regulated by a federal entity. The federally regulated Appraisal Subcommittee imposes new regulation guidelines for jurisdictions to follow. The

Board must weigh the effects of these changes and determine which are appropriate to implement in the District.

8. Question: Is the Board required to post meeting notes or agendas online? Has the Board done so?

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

9. Question: Does the Board have any legislative issues or suggestions for amendments to the District of Columbia Second Omnibus Regulatory Act of 1998?

Answer: The Board does not have legislative issues or suggestions for amendments to the District of Columbia Second Omnibus Regulatory Act of 1998 at this time.

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

Answer: The Board recognizes the importance of feedback on all aspects of their activities. The Board regularly surveys its applicants, licensees, and attendees of public meetings to gain feedback. This feedback is used to assess the Board's efforts and to determine areas that require attention. In FY16 the Board received 11 complaints. The Board reviews all statements and comments and takes them into consideration as appropriate. The Board reviews complaints and issues disciplinary action when appropriate to protect consumers and uphold the law governing real estate appraisers.

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

Answer: The Board is committed to ensuring there is diversity in the composition of the Board's membership. The Board 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 Board. The Board ensures equal access to educational materials and opportunities to enable licensees to fully participate in the continuing learning process and enrichment activities. Ensuring the opportunities and educational materials are accessible to residents across the District regardless of their backgrounds will encourage the growth of a qualified and diverse pool of real estate appraisers for future appointments.