



Government of the District of Columbia
Department of Consumer and Regulatory Affairs

Board of Real Estate Appraisers

January 31, 2019

Chairperson Anita Bonds
Committee on Housing and Neighborhood Revitalization
Council of the District of Columbia
1350 Pennsylvania Avenue, N.W., Suite 404
Washington, DC 20004

Dear Chairperson Bonds:

In response to the Committee on Housing and Neighborhood Revitalization performance oversight questions related to the Board of Real Estate Appraisers, I respectfully submit the following information.

Thank you for the opportunity to provide prehearing responses to your questions related to the Board of Real Estate Appraisers' FY18 activities.

Sincerely,

A handwritten signature in blue ink, appearing to read "Tamora Papas", is written over a light blue horizontal line.

Tamora Papas,
Chairperson

2019 PERFORMANCE OVERSIGHT QUESTIONS

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

- a. The member's name
- b. The Ward, agency or organization the member represents
- c. Who appointed the member
- d. When the member's term expires
- e. Attendance record

Name	Ward	Appointed by	Expires	Attendance (Absences)
Todd Canterbury	1	Mayor Bowser	6/26/19	(0 absences)
Tamora Papas	6	Mayor Bowser	6/26/19	(0 absences)
Andrew Sullivan	2	Mayor Bowser	6/26/20	(0 absences)
Margot Wilson	3	Mayor Bowser	6/26/21	(6 absences)

2. Please provide a list of the Board's meeting dates, times, attendance, and locations, for FY18 and FY19 to date.

FY18 Dates	Times	Attendance (Absent)	Location
10/18/17	10:00 AM	Marguerite Allen, Todd Canterbury, Tamora Papas, Andrew Sullivan (Margot Wilson)	DCRA, 1100 4 th St., SW
11/15/17	10:00 AM	Todd Canterbury, Tamora Papas, Andrew Sullivan (Marguerite Allen, Margot Wilson)	DCRA, 1100 4 th St., SW
12/20/17	10:00 AM	Todd Canterbury, Tamora Papas, Margot Wilson, Andrew Sullivan (Marguerite Allen)	DCRA, 1100 4 th St., SW
2/21/18	10:00 AM	Todd Canterbury, Tamora Papas, Andrew Sullivan (Marguerite Allen, Margot Wilson)	DCRA, 1100 4 th St., SW
3/28/18	10:00 AM	Todd Canterbury, Tamora Papas, Andrew Sullivan (Marguerite Allen, Margot Wilson)	DCRA, 1100 4 th St., SW

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4/18/18	10:00 AM	Todd Canterbury, Tamora Papas, Andrew Sullivan (Marguerite Allen, Margot Wilson)	DCRA, 1100 4 th St., SW
5/16/18	10:00 AM	Todd Canterbury, Tamora Papas, Margot Wilson, Andrew Sullivan (Marguerite Allen)	DCRA, 1100 4 th St., SW
7/18/18	10:00 AM	Marguerite Allen, Todd Canterbury, Tamora Papas, Andrew Sullivan, Margot Wilson	DCRA, 1100 4 th St., SW
9/19/18	10:00 AM	Marguerite Allen, Todd Canterbury, Tamora Papas, Andrew Sullivan, Margot Wilson	DCRA, 1100 4 th St., SW

FY19 Dates	Times	Attendance (Absent)	Location
10/17/18	10:00 AM	Todd Canterbury, Tamora Papas, Andrew Sullivan (Marguerite Allen, Margot Wilson)	DCRA, 1100 4 th St., SW
11/14/18	10:00 AM	Marguerite Allen, Todd Canterbury, Tamora Papas, Andrew Sullivan, Margot Wilson	DCRA, 1100 4 th St., SW
12/12/18	10:00 AM	Marguerite Allen, Todd Canterbury, Tamora Papas, Andrew Sullivan, Margot Wilson	DCRA, 1100 4 th St., SW
01/16/19	10:00 AM	Todd Canterbury, Tamora Papas, Margot Wilson, Andrew Sullivan (Marguerite Allen)	DCRA, 1100 4 th St., SW

3. Did the Board receive funds in FY18? If so, please provide the following:

- a. The amount of the funding**
- b. The source of the funding**
- c. A list of all expenditures**
- d. A description of how these funds furthered the Board's mission**

The Board of Real Estate Appraisers (Board) is tasked with regulating the licensees of real estate appraisers and protecting consumers by upholding the laws governing the practice of appraising real estate. The source of funding is licensee fees paid into the Appraisal Education Fund. The funds in FY18 were used to carry out this mission by sponsoring educational workshops and for attendance at regulatory association meetings.

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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	8,389.93	0.00	0.00	8,665.13	8,665.13	(275.20)	103.3%
0014	FRINGE BENEFITS - CURR PERSONNEL	2,063.92	0.00	0.00	3,121.85	3,121.85	(1,057.93)	151.3%
0015	OVERTIME PAY	0.00	0.00	0.00	84.40	84.40	(84.40)	
PERSONNEL SERVICES		10,453.85	0.00	0.00	11,871.38	11,871.38	(1,417.53)	
0020	SUPPLIES AND MATERIALS	5,000.00	0.00	0.00	1,036.16	1,036.16	3,963.84	20.7%
0040	OTHER SERVICES AND CHARGES	42,057.00	0.00	0.00	27,597.71	27,597.71	14,459.29	65.6%
0041	CONTRACTUAL SERVICES - OTHER	86,220.00	0.00	0.00	72,970.00	72,970.00	13,250.00	84.6%
0070	EQUIPMENT & EQUIPMENT RENTAL	5,000.00	0.00	0.00	0.00	0.00	5,000.00	0.0%
NON-PERSONNEL SERVICES		138,277.00	0.00	0.00	101,603.87	101,603.87	36,673.13	
OPS95		148,730.85	0.00	0.00	113,475.25	113,475.25	35,255.60	
Summary		148,730.85	0.00	0.00	113,475.25	113,475.25	35,255.60	

4. Did the Board receive finds for FY19? If so, please provide the following for the first quarter of FY19:
- 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

The Board of Real Estate Appraisers (Board) is tasked with regulating the licensees of real estate appraisers and protecting consumers by upholding the laws governing the practice of appraising real estate. The source of funding is licensee fees paid into the Appraisal Education Fund. The funds in FY 19 were used to carry out this mission by sponsoring educational workshops and for attendance at regulatory association meetings.

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	8,985.78	0.00	0.00	2,264.86	2,264.86	6,720.92	25.2%
0014	FRINGE BENEFITS - CURR PERSONNEL	2,228.47	0.00	0.00	596.41	596.41	1,632.06	26.8%
0015	OVERTIME PAY	0.00	0.00	0.00	(1.81)	(1.81)	1.81	
PERSONNEL SERVICES		11,214.25	0.00	0.00	2,859.46	2,859.46	8,354.79	
0020	SUPPLIES AND MATERIALS	5,000.00	0.00	0.00	5,000.00	5,000.00	0.00	100.0%
0040	OTHER SERVICES AND CHARGES	36,900.00	0.00	9,075.00	7,433.50	16,508.50	20,391.50	44.7%
0041	CONTRACTUAL SERVICES - OTHER	35,185.00	6,280.13	0.00	0.00	6,280.13	28,904.87	17.8%
0070	EQUIPMENT & EQUIPMENT RENTAL	1,600.00	0.00	0.00	1,600.00	1,600.00	0.00	100.0%
NON-PERSONNEL SERVICES		78,685.00	6,280.13	9,075.00	14,033.50	29,388.63	49,296.37	
OPS95		89,899.25	6,280.13	9,075.00	16,892.96	32,248.09	57,651.16	
Summary		89,899.25	6,280.13	9,075.00	16,892.96	32,248.09	57,651.16	

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5. Please describe the Board's activities and accomplishments in FY18 and FY19, to date, and how these actions have had an impact for residents of the District.

The Board had the following accomplishments in FY18 and FY19, to date:

- The Chairperson and Board Administrator attended the Association of Appraiser Regulatory Officials' spring meeting on May 4-6, 2018 and Board members and staff attended the fall meeting in Washington, DC on October 19-21, 2018.
- 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 co-sponsors 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 of AARO, and serves as 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.

6. Have the Board's policies or practices changed in response to legislation or judicial decisions during FY18 or FY19 to date? If so, please elaborate.

The Board's policies and practices have not changed in response to legislation or judicial decisions during FY18 or FY19.

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7. Please describe the Board's goals in FY19 and the plan/timeline for completion?

The following goals are expected to be accomplished by the Board during FY19:

- 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 FY19;
- The Board will continue to update its website throughout FY19 with information about disciplinary actions, approved pre-licensure and continuing education schools and courses, and certified USPAP instructors; and
- The Board will host the AARO fall 2019 annual conference.

8. Has the Board posted meeting notes and agendas online?

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

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

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

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. 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.

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

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 to identify and recommend 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

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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.

11. What trainings have you offered or arranged in FY 18, and in FY19 to date? Will these recur? Explain.

- Historic Preservation Seminars: These seminars (two) represent a continuing effort by the Board to ensure our licensees are knowledgeable about our historic districts and disclosure requirements. The seminars will occur annually.
- On February 21, 2019, the Board will sponsor a continuing education course entitled "Ignorance isn't Bliss: Understanding an Investigation by a State Appraiser Regulatory Board or Agency. This is a one-time training.

12. How many new licenses were awarded in FY18, and how many in FY19 to date?

There were 72 new licenses awarded in FY18 and 43 new licenses awarded in FY19 to date.

13. How many licenses were revoked in FY18, and how many in FY19 to date?

There were no licenses revoked in FY18 and FY19 to date.