



Director's Message

The Office of Real Estate Appraisers (OREA) continues to make significant changes to improve the level of service to the public. Under the direction of Governor Gray Davis and Business, Transportation and Housing Secretary Maria Contreras-Sweet, OREA has made a commitment to improve the quality of service to the public, cut unnecessary red tape and empower our employees to problem solve so that less significant discrepancies may be resolved more quickly. These changes have resulted in substantial improvements in both the initial application and renewal processes, and in eliminating the backlog of enforcement complaints. This is particularly well timed with the anticipated 6,500 renewals to be processed next year.

OREA also continues to work with the industry to streamline rules and regulations. A recent change allows California to enter into licensing reciprocity agreements with other states. Reciprocity agreements between states permit appraisers licensed in one state to apply for licenses in other states, based upon current licensure and without undergoing additional examinations. Previous regulations did not allow for reciprocity agreements. Recent regulatory changes also allow California to use standardized application forms for temporary practice permits. National appraiser organizations expressed concern with the current temporary practice permit process used by different states. OREA adopted regulations that conform to the recently developed national standards.

We are also proud of our new web site. New and important information is highlighted at the top of our home page. A convenient menu allows visitors to quickly access current and pertinent information regarding educational and work experience requirements for licensure, applicable federal and state laws and regulations, background on our office, and our customer survey. Visitors can also verify licenses and whether or not they are in good standing on line. I would encourage you to take the time to visit our web site at www.orea.ca.gov.

Our web site also includes press releases, which have recently involved real estate schemes. The potential for real estate fraud remains high. We have taken disciplinary action against appraisers participating in fraud schemes including gross overvaluation of property resulting in loan defaults. OREA is working closely with law enforcement agencies throughout the state, various District Attorney Real Estate Fraud units, California Highway Patrol investigators and other local law enforcement agencies to take action against those involved in real estate fraud. Our newsletters also contain specific information about our enforcement actions.

On our web site we have highlighted information about a bill, sponsored this year by the California Trustees Association and The Appraisal Institute, to increase licensing and renewal fees in order to support OREA's operation. Governor Gray Davis signed the bill to become effective on January 1, 2000. This bill was introduced as a result of the Legislative Analyst's Office report indicating the current fee structure did not generate revenues sufficient to fund OREA's mandate as a regulatory agency. In addition, the bill reduced the term of licensure from four years to two years and delayed funding the recovery account until January 1, 2002. Although the bill changed the term of licensure from four years to two years, licensees will only have to document completion of continuing education every four years.

OREA supported the changes in fee structure in order to maintain a high level of service, but realizes fees are extremely high. We are committed to continue reducing costs and increasing efficiencies in the future.

Again, we appreciate all the support we have received and look forward to your comments and suggestions.

Jerry R. Jolly

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Temporary Practice Permits and Reciprocity

OREA has recently completed a set of changes to its regulations regarding temporary practice permits and reciprocity. These new changes will allow standard forms currently being proposed by the American Society of Appraisers to be used by applicants who are not residents of California and who are applying for temporary practice permits to work in California, allow standard Consent to Service of Process forms currently being proposed by the American Society of Appraisers to be used by applicants who are not residents of California and who are applying for licenses or temporary practices to work in California, and will allow OREA to enter into mutual agreements with other states so that it will be able to issue licenses without additional testing of real estate appraisers who hold licenses in other states. The changes to OREA's regulations have an effective date of ?, 1999. Changes to our regulations are available on OREA's website; refer to Sections 3525, 3526 and 3569. OREA's website address is:

www.orea.ca.gov

E-Mail Your Questions to OREA



You can now e-mail your questions to OREA! Yes, we have a brand new e-mail address that you can use to correspond with our office. We know that this will provide greater access to OREA for all of our customers.

If you would like to e-mail OREA, you can reach us at:

questions@smtp.orea.ca.gov

OREA will make every effort to respond to your questions and concerns within twenty-four hours. We sincerely hope that this added feature will prove to be a convenience to you in your dealings with our office in the future!

Processing Licensing Applications

Through our efforts to streamline application processing, with a focus on customer service, OREA continues to process license applications in 30 days or less. While continuing to comply with real estate appraiser laws and regulations, the Licensing Unit continues to look for ways in which to further reduce application processing time and make it easier for you to work with OREA.

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 JERRY R. JOLLY
 ACTING DIRECTOR

Y2K Preparedness

Following are suggested Y2K websites for our readers to visit for information about Y2K issues and California's readiness for the change in century!

California Office of Emergency Services

www.oes.ca.gov

Federal Emergency Management Agency (FEMA)

www.fema.gov

The American Red Cross

www.redcross.org

United States Senate Special Committee on the Year 2000
Technology Problem

www.senate.gov/~y2k

The President's Council on Year 2000 Conversions

www.Y2K.gov

*(The information provided in this article is a Year 2000
Readiness Disclosure pursuant to the Year 2000 Information
and Readiness Act (P.L. 105-271).)*

Remember, USPAP is On-Line

The 1999 Uniform Standards of Professional Appraisal Practice can now be viewed on The Appraisal Foundation's web site under the heading "ASB." There is a link to their web site through OREA's web page under the heading "Office of Real Estate Appraisers—Related Sites."

Website Makeover

The Office of Real Estate Appraisers' website has a new look! It has been redesigned for the ease and convenience of our visitors. Among other things, our home page now sports a menu on the left-hand side that takes you to your specific location of interest in no more than three "clicks". The menu also includes a map and directions to our office.

In addition, OREA's newsletters, handbooks, brochures, as well as its forms are now downloadable in pdf format. In other words, you can now download them and they will appear as they do when published.

Visit us at www.orea.ca.gov. We think you will like what you see!

Locate Appraisers In Your Area On-Line

You can now generate a listing of licensed real estate appraisers in any zip code area of California. Simply click your mouse button on the words "Licensed Appraisers" located in the menu on the left-hand side of our homepage, type in the zip code in the appropriate box and a list of licensed appraisers in that zip code area will appear. Our web site address is:

www.orea.ca.gov



IN THE SPOTLIGHT

Peggy S. Okabayashi is OREA's Chief of the Management Services Branch. The Branch provides administrative support services to both OREA's internal and external customers. The Branch is responsible for administering the fiscal functions to ensure fund availability and safeguard assets; developing and maintaining critical information technology systems; and administering and overseeing contracts and procurement services. She currently manages the work of five dedicated and highly competent professional and administrative staff.

Peggy began working at OREA in September 1994 as OREA's Chief

Financial Officer responsible for accounting and budgets. During her tenure, Peggy has been responsible for developing and monitoring the annual budget; issuing the annual financial statements; for developing, modifying and maintaining OREA's critical information systems; facilities operations; and all procurement activities. As in many small organizations, she wears many hats. She currently acts as OREA's Y2K Project Manager, Information Security Officer, Chief Information Officer, Agency Small Business Advocate, Telecommunications Coordinator, Contracts Manager, Chief Financial Officer, and Budget Officer!

She began her career with the state in 1969 working for the Department of Motor Vehicles as an Office Assistant. She left state service in 1971 to raise her family. In July 1984 she returned

to state government and began working for the Board of Equalization as a Tax Compliance Representative. Throughout her 17-year career with the state, she has had the opportunity to work in various departments and in many different capacities, which have provided her with a wealth of knowledge and skills, that have enabled her to face OREA's business challenges.

Peggy is a native Californian born in Sacramento. She spent her youth on her family's farm in Sutter County. When away from OREA, she enjoys a break from work; okay, how about she enjoys outdoor activities such as biking, horseback riding, and fishing!

Y2K @ OREA

"I believe we will be prepared at that stroke of midnight. It will not be easy. Not all of our mission critical functions are currently up to speed. But I think we will have the right people in place and with sufficient resources and assistance from the private sector, we will be ready at the stroke of midnight January 1, 2000."

—Governor Gray Davis

Background

The arrival of the year 2000 at the stroke of midnight December 31, 1999, has the potential to cause significant problems with computers and embedded computer chips that could malfunction. As you are no doubt aware, the problem arises from the "Y2K bug."

The Y2K problem stems from the fact that computer programs use two numbers, instead of four, to record the year, such as 86 for 1986. This programming shortcut saved memory space but also created an unanticipated result. The

shortcut has the potential to cause computers that cannot discern between the years 1900 and 2000 to either output incorrect data or shut down. Given that, the information technology industry now faces a problem that is unique in the history of computer processing—a change of century. Older computers, software and embedded computer chips that are not Y2K compliant and are not either upgraded or replaced will recognize 00 as the year 1900.

Services that might suffer potential disruptions with the turn of the century are the delivery of utilities, electronic financial transactions, transportation and health care. It is impossible to determine at this time precisely what the impact might be.

Governor Gray Davis has made Y2K solutions the state's top technology priority. To this end, each state government agency has developed a business Continuity and Contingency Plan and undergone a detailed department assessment by the Department of Information Technology.

(Continued on page 6)



Customer Comment Line

Bakersfield

Prompt and courteous and nice to work with [OREA]! Thank you for the opportunity to respond.

Carlsbad

I recently received my renewal application and needed to submit [an] equivalency petition for one of my continuing education courses. In this process, I was assisted by Anita Thomas, Senior Licensing Technician. Ms. Thomas was very professional, polite and responsive in handling my petition. She returned all my phone calls and politely answered my questions. I never felt as though I was getting the “bureaucratic run-around.” Government agencies are generally stereotyped as being unresponsive and inefficient, but I can’t say this is true regarding my experience with the OREA.

Del Mar

I dealt with [the] receptionist (wish I remembered [her] name). She was courteous and enthusiastic.

Fresno

[I] request that OREA provide a wallet-size appraiser I.D. card with our renewals! When seeking data/assistance from realty offices, they often ask for licensed I.D. I would gladly pay an additional fee.

La Mesa

Licensing Form 3012 needs to be updated, the continuing education requirements for late renewals [and] continuing education [course] provider list are outdated, [and the] OREA address on forms is incorrect. Nice web page! Very user friendly!

Laguna Hills

The California Appraiser is a very helpful tool and I look forward to each issue.

Modesto

Brochures [that I asked for] were received within two days by mail. Outstanding!

Red Bluff

I feel very secure knowing constructive, friendly assistance is available. . .thanks to Paul Ketchum and Teresa Grossi. *The California Appraiser* is very valuable.

Hollister

The California Appraiser [is] informative and well received.

Riverside

Penny [Bulmer] was very helpful to me in the renewal I just did. The entire process took only about two weeks. Annie [Valencia] was very helpful with information on the mailing [of] diskettes.

Sacramento

Information [that I asked for] was provided [but the] person [was] not particularly helpful.

Santa Rosa

Penny Bulmer was very gracious and knowledgeable [about U.S. citizenship documentation] in helping me through this nightmare. Of four different agencies I contacted she was the only one who knew what to do.

Thousand Oaks

Although my interaction was more than 6 months ago, everyone was helpful. Keep improving and don’t forget ... the majority of us are still trying to do a good job out there. Please don’t let the complete home inspection criteria muddy up the valuation process.

OREA’S CUSTOMER SERVICE SURVEY

One of the goals of the Office of Real Estate Appraisers (OREA) is to provide you with the best possible customer service. Your input is vital to OREA’s success. Please help us serve you better by taking a few minutes to complete the survey on our web site. Mail completed survey forms to:

**Office of Real Estate Appraisers
1755 Creekside Oaks Drive, Suite 190
Sacramento, California 95833**



Verify On-Line

Verify active real estate appraiser licenses on-line by using OREA's website at www.orea.ca.gov!

Y2K @ OREA *(continued)*

OREA's Y2K Readiness

OREA is ready for the year 2000 and any potential problems associated with the Y2K bug. The process of getting ready has been spread over 5 years.

Every aspect of OREA's mission in some way depends on information technology. Because of this, potentially every one of OREA's automated processes was at risk of failure on January 1, 2000, unless action was taken to avert the problem. All in-house and vendor software, hardware, telecommunications, facilities, embedded chips and the entire information technology infrastructure, needed to be year 2000 compliant. The challenge was unique in that its scope was major and its due date unalterable. The scope was so pervasive that, by definition, it carried unusually high risks. OREA needed to identify all potential risks and threats to the continuity of its business, develop actions to mitigate those risks, and develop contingency plans to continue business if failures do occur.

A business Continuity and Contingency Plan was completed in April 1999. The purpose of the Plan is to ensure the continuity of OREA's core business processes by identifying, assessing, managing and mitigating year 2000 risks. The Plan prepares the Office to avoid a crisis that could result if its automated systems are unable to recognize year 2000 dates. OREA identified core business processes and devised an action plan to be activated should a failure occur, so that a basic level of service can be provided to its customers.

As of December 1998, OREA had completed all software renovations. Although these efforts greatly reduce the chance of system failure, there are no guarantees that automated systems will not be adversely affected, particularly by things beyond of OREA's control.

External Y2K Influences

The risk of failure is not limited to OREA's internal information systems. OREA is not alone in this challenge. Every federal, state and local government agency and every business within the private sector faces similar risks, which made it incumbent upon OREA to prepare itself to continue its business uninterrupted into the year 2000.

OREA depends on data provided by its business partners, including other state and federal agencies, and their parties. OREA also depends on vendors from which telecommunications, software and other information technology goods and services are provided. Finally, OREA, like every organization, depends on services provided by the public infrastructure, including power, water, transportation, and voice and data telecommunications. While OREA is working closely with these external organizations and expects these systems and services to be available, the Continuity and Contingency Plan will ensure that business processes can continue in the event of an unexpected failure.

Y2K Testing

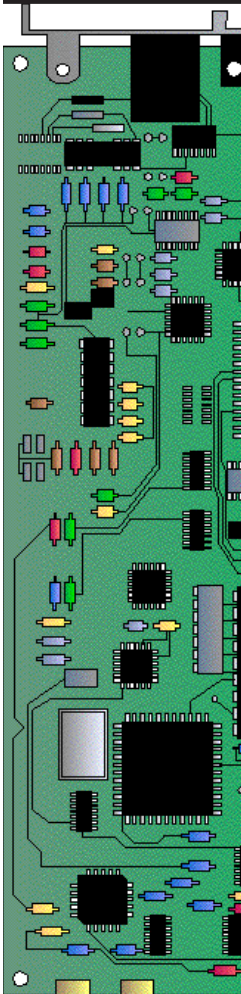
In July of this year, OREA's Continuity and Contingency Plan was tested. With only minor adjustments needing to be made to the Plan, OREA was successful in providing basic services to its customers. "The planned timely completion of crucial projects leading up to the test allowed OREA to pass the test with flying colors," said OREA's Acting Director Jerry R. Jolly.

(The information provided in this article is a Year 2000 Readiness Disclosure pursuant to the Year 2000 Information and Readiness Act (P.L. 105-271).)

Approved Course Providers

Course providers that have been approved by OREA are listed on our website. Simply click on the word "Education" found in the left-hand margin of our home page and select either basic or continuing education courses/providers for the listing of your choice!

Y2K



Did You Know That:

- ⇒ OREA's Y2K project team has been working since 1994 to ensure that OREA is prepared for the Year 2000?
- ⇒ OREA's computers have been tested and are able to handle the century change?
- ⇒ Computers such as 386's and older can not be made Y2K compliant?
- ⇒ Governor Davis' Executive Order D-3-99 requires all state agencies to have a plan to continue delivering essential services in the event of a Y2K disaster?
- ⇒ It's a good idea to have a standard disaster preparedness kit at home in the event of any emergency?
- ⇒ You can access preparedness information on the Office of Emergency Services website at <http://www.oes.ca.gov>?
- ⇒ You can access the Y2K status for the State of California at www.year2000.ca.gov/pmo/state-entities.asp?
- ⇒ You can contact OREA's Y2K Coordinator, Peggy Okabayashi, to express your concerns and have your questions answered about our office and its services at (916) 263-0722?

(The information provided in this article is a Year 2000 Readiness Disclosure pursuant to the Year 2000 Information and Readiness Act (P.L. 105-271).)

Aggressive Appraising; The Fuse is Lit

Submitted By Rick Powell

Aggressive appraisers are not new to the real estate and lending industry. Loan officers and real estate brokers seek out aggressive appraisers to provide needed values or overlook potential problems. These appraisers, as the following examples will show, also make mistakes, errors, or omissions that fall below the standard of care causing legal consequences. In a rising market, such conduct may escape notice as inflation masks risky valuations. In a falling or stable market, lenders will lose considerable sums of money having relied on aggressive appraisals. Pursuing court action is often the only recourse. Aggressive appraising makes money in the short run by allowing under-secured loans to proceed. These loans are bombs waiting to explode, with the fuse lit, when the loan closes. Since real estate markets today inevitably change, the coming explosions are certain; only the number and amounts remain undetermined.

Aggressive Appraisals Are Not New

The earliest documented example is from an 1894 Texas case¹. The appraiser did not verify information provided by unreliable sellers concerned with the proceeds of the sale. The sellers knew the buyer was broke and would be unable to purchase the land without getting a loan. Their solution was to inflate the apparent value of the property through the appraisal process. The true sales price was \$5,500 but the price reported to the lender was \$15,500. The lender's appraiser made the final appraisal. He did not verify the acreage being sold or even which was the correct side of the river. The appraiser also relied on the neighbor for needed information. "Land was then on a boom" and the buyer had hoped that rising values would allow for repayment of the \$5,500 loan and leave a profit. Price levels did not go up and the lender had to foreclose on the property at a considerable loss. The lender, having relied on its own appraiser, was not able to recover from the fraudulent sellers.

The Problem Seems Worse, Not Better

Sadly, the state of appraising has not improved and, indeed, appears to have fallen. Today, the mortgage broker or loan officer looks for an "aggressive" appraiser. The aggressive appraiser is the appraiser who "plays ball", is a "team player", or who, in the final analysis, is an advocate² for the property. An advocate is one that:

- pleads the cause of another; specifically, one that pleads the cause of another before a tribunal or judicial court
- defends or maintains a cause or proposal

The problem seems to be that some appraisers have gotten to the point of being on the side of the loan officer and are no longer looking at the property as dispassionate professionals. Appraisers are professionals called upon to provide a value that a reasonable buyer of the property would also be willing to pay. The aggressive appraiser does not look at the property from the buyer's or lender's perspective. The only viewpoint appears to be the owner's opinion of value or the necessary value to "make the deal work". This must lead to opinions of value that are misleading and are insupportable in the face of appropriate data.

The Appraiser Now Faces the "Modern Age" of Federal Rules

Real estate appraisers are being accorded status similar to attorneys, architects, engineers, accountants, and physicians. "Professionals, by virtue of their special skills and expertise, are held to a higher standard of reasonable care."³ This standard of care is implicit in the Uniform Standards of Professional Appraisal Practice (USPAP).

Today, statutory law governs the appraiser incorporating the federal standards of USPAP. The relatively succinct California Business and Professions Code, Sec. 11319, has strong implications for everyday conduct of the appraiser. The pertinent text follows:

“Notwithstanding any other provision of this code, the Uniform Standards of Professional Appraisal Practice (USPAP) constitute the minimum standard of conduct and performance for a licensee in any work or service performed that is addressed by those standards. If a licensee also is certified by the Board of Equalization, he or she shall follow the standards established by the Board of Equalization when fulfilling his or her responsibilities for assessment purposes.”

USPAP provides an exacting standard for the modern appraiser to follow. USPAP does not provide a technical basis or a “by the numbers” approach, nor does it provide a road map for the appraiser to follow for a correct appraisal. Rather, USPAP provides an ethical guideline that, if followed, will produce a finished product which society can depend upon to make complex financial decisions. Standard 1 is perhaps the most important statement in USPAP and should be the basis for conduct of every real estate appraiser.

It is astonishing, and disappointing, reflecting on this writer’s sixteen years of professional experience, how often appraisers do not follow USPAP standards. Appraisers should be able to eliminate many, if not all, mistakes by reviewing their work to eliminate the possibility of being misleading to the client and possible third parties.

Aggressive Appraisers Beware

Today’s modern appraiser faces considerable challenges and, as any professional, is subject to nearly unlimited liability for below-standard work.. Unlike other professionals, appraisers use public records, professional information sources, Multiple Listing Services and other appraisers as resources in their work. The reviewer can easily verify and weight the aggressive appraiser’s work against the high standards of USPAP.

The aggressive appraiser will not find support from those who benefited from the biased appraisal. The standards set by USPAP will eventually weed out those appraisers who only consider the immediate income to be obtained by providing aggressive appraisals. It is when prices fall or the economy slows that fallout from aggressive appraisals will affect the lending industry.

In conclusion, the lender left holding properties with bad loans will look for someone to blame. The aggressive appraiser will be an easy place to start.

¹ Security Mortgage & Trust CO. v Haney et al. 27 SW Rep. 215 (April 18, 1894)

² Merriam Webster Dictionary 1999

³ Federal Sav. & Loan v Texas Real Estate Counselors 955 F.2d 261 (5th Cir. 1992)

(The opinions expressed in this article are not in any way to be construed as opinions of the Office of Real Estate Appraisers. The information presented is provided solely by the author.)

The California Appraiser Wants You!

OREA continues to invite its readers to submit articles for consideration for publication in *The California Appraiser*. Authors need not be appraisers; however, articles should address issues of interest to the appraisal industry. OREA will review the information submitted and, if appropriate, publish the article in a future edition of *The California Appraiser* newsletter. All articles are subject to editing for length and content. Articles submitted cannot be returned. Submit your articles to Tom Morrison, Legislative and External Affairs Coordinator, Office of Real Estate Appraisers, 1755 Creekside Oaks Drive, Suite 190, Sacramento, California 95833.

Age-Life Depreciation Errors

-- A Follow Up

OREA received several questions regarding an article that appeared in the Spring/Summer 1998 edition of The California Appraiser entitled "Age Life Depreciation Errors." Apparently, a little clarification is needed!

The "economic age-life" method of depreciation requires an appraiser to estimate both the economic life and effective age of improvements to real property, which are based on sales analyses of similar types of structures. The ratio of observed effective age (EA) to economic life (EL) equals depreciation, or $EA/EL = \text{Depreciation}$. This ratio is applied to the replacement cost or reproduction cost new, to determine the amount of overall depreciation. This is a lump sum amount and technically includes all forms of depreciation, including functional and external obsolescence.

The *Marshall & Swift* and *Marshall Valuation Service* cost manuals include age-life depreciation tables that are often used by appraisers. These tables represent depreciation factors that are based on a combination of condition, utility, and age. The data for the age-life tables in these publications is presented in a manner that excludes properties with any significant forms of functional or external obsolescence.

It should also be noted that because of the changing nature of homes and their quality attributes, the tables would include some very minor forms of incurable functional obsolescence. Construction materials are constantly changing and obsolescence is occurring as a result, especially in properties with higher effective ages.

In addition, because of the exclusion of properties with other noticeable forms of obsolescence, the amount of functional obsolescence in the tables would be minute. For properties with low effective ages, it is virtually non-existent.

FYI—

All of OREA's forms and instructions are available for downloading, including the *Change Notification and Miscellaneous Requests* form (REA 3011), from our website. Our web page address is:

www.orea.ca.gov

Appraising Properties with Hypothetical Conditions

By Linda Riddell, Administrator
Oregon Appraiser Certification and Licensure Board

A hypothetical condition means "that which is contrary to what exists, but is supposed for the purpose of analysis". Hypothetical conditions assume conditions contrary to known facts about physical, legal or economic characteristics of the subject property, such as market conditions or trends or the integrity of data used in an analysis.

When an appraisal assignment includes hypothetical conditions, the appraiser must comply with binding requirements as follows:

Standard Rule 1-2(h) – Identify any hypothetical conditions necessary in the assignment. A hypothetical condition may be used in any assignment *only* if: use of the hypothetical condition is clearly required for legal purposes, for purposes of reasonable analysis, or for purposes of comparison; use of the hypothetical condition results in a credible analysis; *and*, the appraiser complies with the disclosure requirements set forth in the [Uniform Standards of Professional Appraisal Practice] for hypothetical conditions.

Standard Rule 2-2(a)(viii), (b)(viii) and (c)(viii) – State all assumptions, hypothetical conditions and limiting conditions that affected the analyses, opinions and conclusions. Typical or ordinary assumptions and limiting conditions may be grouped together in an identified section of the report. An extraordinary assumption or hypothetical condition *must be disclosed in conjunction with statements of each opinion or conclusion that was affected.*

(This article was reprinted, with permission, from The Oregon Appraiser Spring/Summer 1999 newsletter.)

In addition to the items noted above, this bill defers funding of the Recovery Account, to be used for compensation in judicial findings of fraud, until January 1, 2003. On or before January 1, 2002, the director is required to determine if the number of complaint cases containing judicial findings of fraud warrant a Recovery Account. If it is determined that a Recovery Account is necessary, regulations are required to be adopted for the administration of the Account on or before January 1, 2004.

AB 431 clarifies that although the term of licensure changes from four years to two years, licensees will only have to document completion of continuing education every four years. Also, in lieu of completing a four-hour course in federal and state laws and regulations every four years, this bill allows renewal applicants to certify that they have read and understand all applicable laws and regulations. (Note that this certification does not provide a four-hour "credit" towards the total continuing education hours required.)

Renewal applications submitted on or after January 1, 2000, will be subject to the provisions of AB 431 as noted above. This includes payment of the fees shown and issuance of a two-year license instead of a four-year license.

License Level		Certified Residential		Certified General		Fee Component	
Applicant/Issuance	\$525	\$525	\$525	\$525	\$525	Application/Issuance	\$450
Federal Registry	50	50	50	50	50	Federal Registry	n/a
State Registry	25	25	25	25	25	State Registry	n/a
Delinquent Child Support	10	10	10	10	10	Delinquent Child Support	10
Total:	\$610	\$610	\$610	\$610	\$610	Total:	\$460
							Trainee
							Residential
							Certified Residential
							Certified General
							Trainee

TWO-YEAR LICENSES

The following table shows the fees that will be due every two-year renewal cycle, as follows:

2000 fiscal year expenditure authority, beginning in the 2000-2001 fiscal year.

In addition, the bill expresses legislative intent for ORBA to pursue a reduction in expenditures of \$500,000 from the 1999-2000 fiscal year expenditure authority, beginning in the 2000-2001 fiscal year.

AB 431 also increases licensing fees by 46 percent, however the shorter term of licensure reduces the total amount of fees required when a license is renewed. While we support this change in fees in order to maintain a high level of service to our customers, we realize that these fees are high. We are committed to reducing costs and increasing efficiencies in the future.

The bill revised the term of licensure from four years to two years in order to even out the revenue stream coming into ORBA. This was recommended by the Bureau of State Audits in its March 1998 report pertaining to ORBA.

and deeds of trust and made various changes to the Real Estate Appraisers' Licensing and Certification Law.

Gray Davis and will go into effect on January 1, 2000. AB 431 made changes to existing law with regard to mortgages and deeds of trust and made various changes to the Real Estate Appraisers' Licensing and Certification Law.



HUD Revises VC Checklist

On September 10, 1999, the Department of Housing and Urban Development (HUD) required that appraisers complete Federal Housing Administration (FHA) appraisal assignments with the revised Valuation Condition (VC) checklist and the new Homebuyer Summary. With these changes, the 4150.2 Appraisal Handbook (Valuation Analysis for Home Mortgage Insurance for Single Family One to Four Unit Dwellings) has been extensively updated. The revised handbook consolidates existing requirements into one source and provides a comprehensive explanation for the required criteria in the VC checklist. Appraisers will need to thoroughly familiarize themselves with this handbook in order to pass the required FHA examination by HUD's deadline of January 31, 2000. Appendix D of the 4150.2 handbook, beginning on page D-22, deals specifically with the VC checklist and provides detailed explanation.

HUD states that the purpose of these revisions was to increase the accuracy and thoroughness of FHA appraisals utilized in the home buying process. The FHA requirements further delineate the appraiser's role in the inspection of the improvements and surrounding area that impact the marketability of the property, and are, in effect, supplemental standards to the appraisal process. FHA has attempted to clarify the appraiser's role in the home inspection by creating the "For Your Protection: Get a Home Inspection" form which is sent to the borrower. It explains that the appraisal is not a home inspection and states the benefits of a home inspection by a qualified inspector.

The appraiser's role in the FHA appraisal process is to report readily observable conditions in the inspection of the residence. If a deficiency is apparent, it should be noted in the appropriate

VC section. This is primarily a matter of disclosure. When a "yes" box on the VC sheet is checked, it is the Direct Endorsement (DE) Underwriter's responsibility to determine if a home inspection is necessary.

Many appraisers have expressed concern over their potential increased liability as a result of completing the VC checklist, which is considered an integral part of the appraisal assignment and must be completed in conformance with the Uniform Standards of Professional Appraisal Practice (USPAP). A major concern facing the appraiser is that of being in compliance with the Competency Rule, which requires the appraiser to "have the knowledge and experience to complete the assignment competently". Alternatively, the appraiser must take the necessary steps to complete the assignment competently. As mentioned earlier, the handbook and VC checklist require the appraiser to report readily observable conditions. In the event that the appraiser is unable to make a specific determination, he or she should document this on the VC checklist, and the DE Underwriter will determine whether or not a home inspection is needed. However, an appraiser's failure to accurately disclose readily observable items on the VC checklist could be considered a violation of the Competency Rule.

As in all appraisal assignments disclosure is key. The appraiser must accurately disclose his or her specific role in any assignment involving the VC checklist. This disclosure could involve limitations faced by the appraiser in the course of his or her inspection or unknown items not readily observable (i.e., because of limited access). The Office of Real Estate Appraisers believes that appraisers may benefit from utilizing an "Extraordinary Assumption and Limiting Condition" in their appraisal reports. An example of an

Extraordinary Assumption and Limiting Condition is as follows:

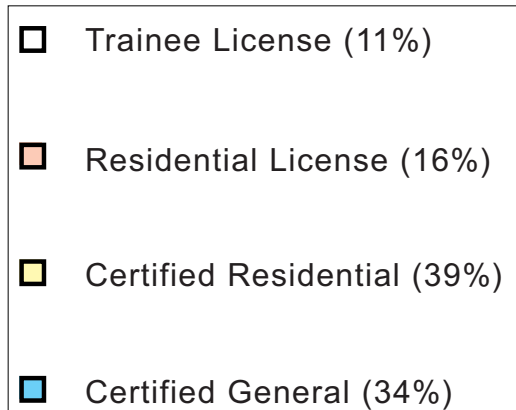
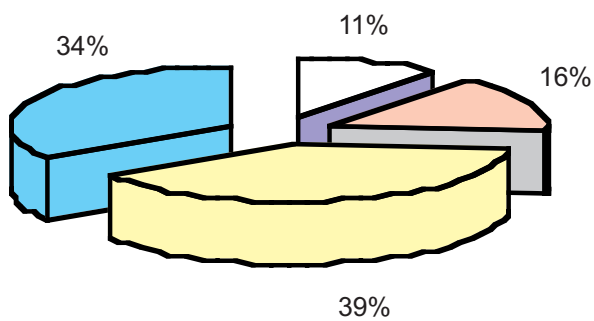
As a part of this assignment, I have completed the HUD Valuation Condition (VC) checklist. The purpose of this checklist is to assist the Direct Endorsement Underwriter in determining if the property meets minimum property standards for HUD. This VC checklist is based only on a visible inspection of those items noted. These findings are based on observable conditions noted at the time of the inspection and other conditions known to exist at the time of the appraisal. I am not a licensed building contractor or professional building inspector. I am not qualified to survey or analyze physical items that are not readily visible. If any parties in this transaction have questions or concerns regarding any mechanical or structural physical problems, condition, infestation, contamination or other issues regarding the subject property, an expert in that field of specialty should be consulted.

On page three of the VC checklist, a summary of estimated repair costs is required. This is necessary because FHA appraisals require an "as repaired" value. It is important to remember that the appraiser's workfile must include proper support for these "costs to cure" estimates.

In summary, the FHA revisions to the VC checklist have garnered numerous concerns from appraisers. Future problems can be largely mitigated through proper disclosure and assigning appropriate time in the appraisal process to thoroughly inspect properties.

Did You Know . . .

The total number of licensees in California broken-out by license level:*



Trainee License (AT)	1,218
Residential License (AL)	1,894
Certified Residential License (AR)	4,481
Certified General License (AG)	3,946
Total:	11,539

***As of October 16, 1999**

Enforcement Actions

Enforcement actions are based upon the totality of the circumstances and the merits of each matter on a case-by-case basis, including the nature and severity of the offenses involved, prior disciplinary actions, if any, and circumstances that support a finding that the offender has been rehabilitated. **Violation descriptions may be partial and summarized due to space limitations.** For these reasons, cases may appear similar on their face yet warrant different sanctions. For a description of the criteria followed by OREA in enforcement matters, please refer to Title 10, Article 12 (commencing with section 3721) of the California Code of Regulations. The following actions do not include letters of warning.

Public Disciplinary Actions

Revocations

Martirosian, Erich
AL 015931

10/13/99. Accusation Final Decision revoking appraiser license, issuing \$10,000 fine and \$10,752 enforcement costs. Violated California Code of Regulations section 3721 (a)(2), acts involving dishonesty, fraud or deceit, USPAP Ethics Provision and S.R. 1 and 2. Performed appraisals on properties where he was the broker on the sale of the property; signed the name of another licensed appraiser on appraisals he prepared; failed to recognize professional assistance of another; failed to perform according to the appraisal certification; and failed to adequately collect, verify, analyze, describe or reconcile available data.

Resignations

Cooper, Grant
AR 003458

10/15/99. Resigned license before Administrative Hearing, without admitting allegations and agreed to pay \$10,000 fine/ enforcement costs by Settlement Agreement entered 9/10/99. Respondent alleged to have violated Title 10, California Code of Regulations section 3721; and USPAP Ethics Provision, S.R. 1 and 2; accused of performing appraisals in "flip" transactions; grossly overvalued eight properties by utilizing inappropriate comparable sales.

Hahn, David
AG 009828

7/26/99. Resigned license while under investigation. Alleged violations of USPAP S.R. 1-1(a), 1-1(b), 2-1(a), 2-1(b): utilized comparable sales that were not the same highest and best use; overestimated cost of subject's improvements; failed to support estimate of indirect cost via cost approach; failed to support estimate of market rent.

Pardo, Albert
AR 007444

10/15/99. Resigned license by Settlement Agreement after Accusation issued. Alleged to have signed appraisal reports that were prepared by another appraiser.

Smith, Daniel
AG 006762

4/29/99. Resigned license prior to investigation.

Urauchi, Paul
AR 010330

5/26/99. Resigned license while under investigation. Alleged violations of USPAP S.R. 2-1(a), 2-2(b), 2-3, Ethics Provision: failed to provide personal, unbiased professional analysis, opinions and conclusions in that the report was copied from another appraisal report; failed to explain any permitted departures from S.R. 1.

Suspensions

Kealing, Christopher
AL 012005

7/8/99. Settlement agreement, 60 day suspension stayed pending completion of the following conditions: 15 hr. USPAP, 60 hrs. basic education, appraisal log and work

samples, review fee, \$4,500 fine, public reproof. Alleged violations of USPAP S.R.1 and 2: failure to report subject's and comparables' previous sales history or analyze current agreement of sale; failure to explain selection of comparables dissimilar to subject; failure to adequately describe subject property; failure to adequately support the estimate of value.

Lirtsman, Larry
AR 016626

7/14/99. Settlement agreement, 30 day suspension, 15 hr. USPAP, \$5,000 fine, public reproof. Alleged violations of USPAP S.R. 1 and 2: failure to accurately identify and describe subject property, failure to report correct sales price of comparable properties; inadequately collected and reported available data; communication of a misleading or fraudulent report.

Public Reproofs/Fines

Alden, John
AR 010584

8/20/99. Accusation Final Decision issuing \$2,000 fine and public reproof. Violation of Business and Professions Code sections 11320 and 11321(a), appraising without a license and using the title of a licensed appraiser without being licensed. License expired 5/17/97.

Davis, Larry
AR 009448

8/27/99. Settlement agreement, \$2,500 fine, 15 hr. USPAP, 30 hrs. basic education, public reproof. Alleged violations of USPAP S.R. 1 and 2: failure to correctly identify the type and use of appraisal report, created a misleading report by utilizing comparable sales that were not true market driven transactions.

Evans, James
AG 006794

6/7/99. Citation/Order,\$3,000 fine, public reproof. Violation of Business and Professions Code sections 11320 and 11321(a), appraising without a license, altering real estate appraiser license. License expired 3/21/97. License reissued 9/8/99.

Katowu, Gino
AL 015877

4/14/99. Director adopted proposed Administrative Law Judge's Decision issuing public reproof for prior conviction of violation of 18 USC 1014, making a false statement to a financial institution.

Maichel, Jay
AL 015931

6/7/99. Settlement agreement, \$4,000 fine, 15 hr. USPAP, 45 hrs. basic education, public reproof. Alleged violations of USPAP S.R. 1 and 2, failure to collect, verify, analyze, or reconcile all appropriate comparable sales data, failure to consider and analyze recent sales or marketing history of subject property.

Njoku, Okechukwu
AR 012456

8/13/99. Accusation Final Decision issuing \$2,500 fine, public reproof. Violation of Business and Professions Code sections 11320 and 11321(a), appraising without a license and using the title of a licensed appraiser without being licensed. License expired 11/11/96. License issued 2/10/99. License expired 7/9/99.

Prebe, Mark
AR 008892

9/27/99. Settlement agreement, \$3,000 fine, 15 hr. USPAP, public reproof. Alleged vio of California Code of Regulations section 3721, forgery, making false financial statements. Violation of Business and Professions Code section 3702(a)(2), failure to demonstrate required qualifications of an appraiser. Violation of USPAP S.R. 1 and 2, omission of comparable sales available in the subject neighborhood resulting in overvaluation.

Roxbury, Robert
AR 022559

5/18/99. Settlement agreement, \$4,000 fine, 15 hr. USPAP, 45 hrs. basic education, public reproof. Alleged violations of USPAP S. R. 1 and 2, Ethics Provision, violated the appraiser-client relationship, failed to adequately support the value estimate, failed to

(Continued on page 16)

Enforcement Actions *(continued)*

Shen, Michael
AG 010257

consider prior sale of subject property, failed to select comparable sales similar to the subject property.

6/7/99. Settlement agreement, \$10,000 fine, \$4,000 fine, withdrawal of OREA course provider accreditation, not act as instructor for courses to be used by OREA applicants, public reproval. Violation of Title 10, California Code of Regulations section 3721. Convicted for violations of Education Code section 94831(a), violations of USPAP.

Sherman, Alan
AR 005554

6/24/99. Citation/Order, \$1,000 fine, 15 hr. USPAP, public reproval. Violation of Business and Professions Code sections 11320 and 11321(a), creating the impression a license was valid when the license had expired. License expired 4/10/97. License renewed 1/7/99.

Private Reprovals

Certified Residential licensee

6/15/99. Settlement agreement, \$1,250 fine, 15 hr. USPAP, 20 hrs. basic education, submit appraisal log and work samples, review fee of \$275, attend an OREA discretionary conference, \$100 conference fee. Violations of USPAP S.R. 1 and 2: failure to include sufficient information to enable proper understanding of report; failure to disclose date subject was listed, status or effect on value; omission of comparable sales available in the subject neighborhood without justification or explanation.

Certified General licensee

9/27/99. Accusation Final Decision issuing \$1,500 fine, 15 hr. USPAP, 30 hrs. basic education. Violations of USPAP S.R. 1 and 2: failure to analyze the pending sale of subject property; failure to properly analyze comparables; failure to accurately describe subject property.

Certified General licensee

9/1/99. Citation/Order, \$750 fine, 15 hr. USPAP. Violations of USPAP S.R. 1 and 2: failure to consider and analyze prior sales of subject property; failure to adequately collect, verify, analyze, describe or reconcile available data.

Certified General licensee

5/13/99. Citation/Order, \$500 fine, 15 hr. USPAP, 30 hrs. basic education. Violations of USPAP S.R. 1 and 2: failure to explain exclusion of income approach; failure to include sufficient information to enable proper understanding of report.

Certified Residential licensee

10/12/99. Accusation Final Decision issuing \$2,500 fine, 15 hr. USPAP, 45 hrs. basic education. Violations of USPAP S.R. 1 and 2: failure to correctly identify the owner of the subject properties; failure to value the sites by an appropriate appraisal method or technique; failure to consider and analyze prior sale of subject properties.

Certified General licensee

4/15/99. Citation/Order, \$500 fine, 15 hr. USPAP. Violations of USPAP S.R. 1 and 2: failure to clearly and accurately set forth the appraisal in a manner that was not misleading; failure to recognize significant professional assistance.

Certified Residential licensee

9/24/99. Citation/Order, \$250 fine, 15 hr. USPAP, 30 hrs. basic education. Violations of USPAP S.R. 1 and 2: failure to adequately support value estimate; failure to adequately collect, verify, analyze, describe or reconcile available data.

Trainee applicant

7/27/99. Settlement agreement, not violate conditions of parole. Previous felony convictions of Penal Code section 487.1, grand theft.

Certified General licensee	9/15/99. Citation/Order, \$750 fine, 15 hr. USPAP. Violations of USPAP S.R. 1 and 2: failure to properly use or report appropriate method or technique; failure to consider and analyze prior sales of the subject property; failure to adequately collect, verify, analyze, describe or reconcile available data.
Certified Residential licensee	5/4/99. Accusation Final Decision issuing \$2,000 fine. Violation of Business and Professions Code sections 11321(a) and 22430; assuming the title of a licensed appraiser without being licensed and submitting an altered copy of his license.
Expired License	7/26/99. Citation/Order, \$2,000 fine. Violation of Business and Professions Code sections 11320 and 11321(a); using the title of a licensed real estate appraiser without being licensed.
Certified General licensee	7/13/99. Settlement agreement, \$500 fine, 15 hr. USPAP. Violations of USPAP S.R. 1 and 2: failure to include sufficient information to enable proper understanding of report; failure to adequately support value estimate.
Residential licensee	7/23/99. Settlement agreement, \$750 fine, 4 hrs. continuing education. Violations of USPAP S.R. 1 and 2: failure to adequately support the estimated value of subject property; failure to make necessary adjustments between comparables and subject property.
Trainee applicant	10/14/99. Settlement agreement, not commit any violation of laws related to duties of an appraiser. Convicted of misdemeanor violation of Penal Code section 487(a); grand theft.
Certified General licensee	6/11/99. Stipulated Court Order, \$2,500 fine, 15 hr USPAP, 15 hrs. continuing education. Violation of USPAP S.R. 3: altering review appraisals.
Residential licensee	7/28/99. Citation/Order, \$500 fine, 15 hr. USPAP, 30 hrs. basic education. Violations of USPAP S.R. 1 and 2: failure to summarize the extent of the process of collecting, confirming and reporting data; failure to consider and analyze data.
	Expired residential license 5/6/99. Settlement agreement, \$500 fine. Violations of Business and Professions Code section 11320, performing real estate appraisals while license was suspended and giving the impression of having a valid state appraiser license.
Certified General licensee	7/23/99. Citation/Order, \$500 fine, 15 hr. USPAP. Violation of USPAP records keeping provision; failure to retain written records of an appraisal report and work file.
Certified General licensee	6/9/99. Citation/Order, \$250 fine, 15 hr. USPAP, 20 hrs. basic education. Violations of USPAP S.R. 1 and 2: failure to include sufficient information to enable proper understanding of report; failure to include the reporting option used in the report.
Certified Residential licensee	7/12/99. Settlement agreement, \$750 fine, 15 hr. USPAP, 30 hrs. basic education. Violations of USPAP S.R. 1 and 2: failure to accurately describe the subject property; failure to correctly use or employ appropriate method or technique.
Certified General licensee	9/3/99. Settlement agreement, \$1,200 fine, 15 hr. USPAP, 45 hrs. basic education. Violations of USPAP S.R. 1 and 2: failure to accurately identify and describe subject property; failure to properly use or report appropriate method or technique.

(Continued on page 18)

Enforcement Actions *(continued)*

Certified Residential licensee	6/22/99. Settlement agreement, \$2,000 fine, 15 hr. USPAP, 40 hrs. basic education, submit appraisal log and work samples, \$275 review fee, attend an OREA discretionary conference, \$100 conference fee. Violations of USPAP S.R. 1 and 2: failure to accurately identify and describe subject property; failure to adequately collect, verify, analyze, describe or reconcile available data; failure to adequately support value estimate.
Certified Residential licensee	4/19/99. Citation/Order, \$250 fine, 15 hr. USPAP. Violations of USPAP S.R. 1 and 2: failure to clearly and accurately set forth the appraisal in a manner that is not misleading; failure to recognize professional assistance.
Trainee applicant	7/21/99. Settlement agreement, not violate terms of court ordered probation. Convicted of violation of Vehicle Code section 23153(a), driving under the influence.
Certified Residential licensee	8/11/99. Settlement agreement, 15 hr. USPAP, 45 hrs. basic education. Failure to comply with terms of prior disciplinary action.
Certified Residential licensee	8/3/99. Citation/Order, \$500 fine, 15 hr. USPAP, 15 hrs. basic education. Violations of USPAP S.R. 1 and 2: failure to employ methods and techniques necessary to produce a credible report; failure to collect, verify, analyze and reconcile available market data.
Residential licensee	6/11/99. Settlement agreement, \$500 fine, 15 hr. USPAP. Violations of USPAP S.R. 1 and 2: failure to adequately collect, verify, describe or report available data.
Certified General licensee	7/16/99. Settlement agreement, \$500 fine, 15 hr. USPAP. Violation of California Code of Regulations section 3721(a)(2): writing a check with insufficient funds.
Certified Residential licensee	7/6/99. Citation/Order, \$250 fine, 15 hr. USPAP. Violations of USPAP S.R. 1 and 2: failure to accurately select and describe comparables; failure to consider and analyze available data.
Trainee applicant	7/23/99. Settlement agreement, not violate court ordered probation or commit other ethical violations. Convicted of misdemeanor violation of Vehicle Code section 23152(b); driving under the influence.
Residential licensee	7/21/99. Settlement agreement, \$250 fine, 15 hr. USPAP. Violations of USPAP S.R. 1 and 2: failure to adequately describe the subject's comparables; failure to adequately support the estimated value of the subject property.
License Expired	7/15/99. Citation/Order, \$2,000 fine, 4 hrs. continuing education. Violation of Business and Professions Code sections 11320 and 11321(a); appraising without a license and using the title of a licensed appraiser without being licensed.
Certified Residential licensee	8/24/99. Citation/Order, \$250 fine. Violation of Title 10, California Code of Regulations sections 3527(a)(2), (3), (4) and (6); failure to provide requested documents to facilitate an investigation.
Certified General licensee	6/11/99. Settlement agreement, \$750 fine, 15 hr. USPAP. Violations of USPAP S.R. 1 and 2: failure to analyze and consider available data; failure to include sufficient information to enable proper understanding of report.
Residential licensee	9/23/99. Citation/Order, \$250 fine, 15 hr. USPAP. Violations of USPAP S.R. 1 and 2: failure to accurately describe subject property; failure to retain records of the appraisal

	for the required period.
Certified General licensee	8/23/99. Citation/Order, \$250 fine, 15 hr. USPAP, 30 hrs. basic education. Violations of USPAP S.R. 1 and 2: failure to collect, verify, analyze and reconcile appropriate comparable sales data; failure to analyze current sales agreement; failure to employ recognized methods or techniques.
Residential licensee	8/4/99. Citation/Order, \$3,000 fine, 15 hr. USPAP, 45 hrs. basic education. Violations of USPAP S.R. 1 and 2: failure to properly use or report appropriate appraisal method or technique; failure to adequately collect, verify, analyze, describe or reconcile available data.
Certified General license	6/21/99. Citation/Order, \$250 fine, 15 hr. USPAP. Violations of USPAP S.R. 1 and 2: failure to include sufficient information to enable proper understanding of report; failure to adequately consider the effect on use and value of the existing land use regulations.
Certified Residential licensee	8/16/99. Citation/Order, 15 hr. USPAP. Violation of USPAP S.R. 1 and 2: failure to analyze the previous sale of the subject property resulting in an overvaluation.
<u>Criminal Prosecutions</u> <u>(referred by OREA)</u>	
Alley, Michael AR 018385	1/27/99. Action handled by San Joaquin County DA. Placed on three years court ordered probation, \$200 fine. Convicted of violating Business and Professions Code section 11320, appraising without a license. License expired 1/7/98. License reissued 4/10/98.
Anderson, Stanley AR 018294	4/22/99. Action handled by Los Angeles County DA. Placed on five years court ordered probation, \$1,000 restitution. Convicted of violating Business and Professions Code section 11320, using the title designation of a licensed appraiser without first obtaining a license. License Revoked 5/30/96.
Bernstein, Martin	4/7/99. Action handled by Los Angeles County DA. Placed on three years probation, served 1 day in custody, \$200 restitution. Convicted of violating Business and Professions Code section 11320, appraising without a license.
Oder, William AL 017555	12/16/98. Action handled by Sacramento County DA. Placed on three years court ordered probation, 60 days county jail, \$6,800 restitution. Convicted of violating Business and Professions Code section 11320, appraising without a license. License expired 7/1/97.
Sward, Michael AL 009163	4/28/99. Action handled by San Joaquin County DA. Placed on three years court ordered probation, \$400 fine. Convicted of violating Business and Professions Code section 11320, appraising without a license. License expired 7/17/96.
<u>Child Support Actions</u>	
Amato, Barbara AL 024548	Violation of Welfare and Institutions Code, Section 11350.6. 5/14/1999: License suspended.
Finn, Randall AL 024577	Violation of Welfare and Institutions Code, Section 11350.6. 9/4/98: License suspended. 6/29/99: License reinstated. 10/1/99 License suspended.
Ford, William AR 009072	Violation of Welfare and Institutions Code, Section 11350.6. 9/8/99: License suspended.

Enforcement Actions *(continued)*

Heeney, Robert
AR 002932

Violation of Welfare and Institutions Code, Section 11350.6. 2/17/99: License suspended. 7/22/99: License reinstated

Leczal, Ric
AR 005166

Violation of Welfare and Institutions Code, Section 11350.6. 6/7/99: License suspended.

Miller, Jeffery
AG 006221

Violation of Welfare and Institutions Code, Section 11350.6. 3/19/99 License suspended. 10/14/99: License reinstated.

Mosqueda, Anthony
AG 002140

Violation of Welfare and Institutions Code, Section 11350.6. 6/7/99: License suspended.

Sage, Christopher
AR 002034

Violation of Welfare and Institutions Code, Section 11350.6. 8/12/99: License suspended.

Varasso, Richard
AL 009836

Violation of Welfare and Institutions Code, Section 11350.6. 9/8/99 License suspended. 9/12/99: License reinstated.

Wright, Ernest
AR 012494

Violation of Welfare and Institutions Code, Section 11350.6. 2/17/99: License suspended. 7/14/99: License reinstated.

Reminder!

Legal Presence Verification for All Appraisers

OREA requires proof of legal presence in the United States from all applicants for a real estate appraiser license, including applicants for renewal of an existing license. We can accept your proof of legal presence at any time prior to issuing a license. Therefore, if you plan to apply for any license or renew a license within the next few years, you may wish to avoid any potential delay in processing your application by submitting documentation now!

For your convenience, the *Statement of Citizenship, Alienage, and Immigration Status for State Public Benefits* form (REA 3030) is located on our web page. If you are unsure of acceptable forms of proof, you may refer to the Spring/Summer edition of *The California Appraiser*, Volume 10, No. 1 or download the information from our website.

OFFICE OF REAL ESTATE APPRAISERS CUSTOMER SERVICE SURVEY

Since our goal is to provide you with the best possible service, your input is vital to our success. Please help us serve you better by taking a few minutes to answer the questions below. Please return the completed survey to:

Office of Real Estate Appraisers
1755 Creekside Oaks Drive, Suite 190
Sacramento, CA 95833

Thank you for responding.

(Optional)

Name:

Address:

Telephone:

What was the nature of your most recent (within the past 6 months) contact with us? (Please check, as appropriate)

- | | |
|--|--|
| <input type="checkbox"/> Licensing assistance
<input type="checkbox"/> Initial/Upgrade
<input type="checkbox"/> Renewal
<input type="checkbox"/> Course Approval
<input type="checkbox"/> Other: (please explain) _____
<input type="checkbox"/> Enforcement assistance | <input type="checkbox"/> General information
<input type="checkbox"/> Other: (please explain) _____

<input type="checkbox"/> By phone
<input type="checkbox"/> In person
Month/Year: _____ |
|--|--|

Statements	Check As Appropriate					
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
Staff was courteous and helpful						
Staff provided complete and accurate information						
A timely response was provided						
My overall experience was positive						
In addition, please complete the section below if your contact with us involved licensing assistance						
The application forms were understandable						
The application forms were easy to use						
The Real Estate Appraiser Licensing Handbook was understandable						

Please indicate your type of employment (check only one):

- ___ Independent fee appraiser
- ___ Employee of bank or savings and loan
- ___ Government employee as an appraiser
- ___ Employee of fee shop or consulting firm
- ___ Real estate appraiser employee or accounting firm
- ___ Review appraiser for one of the above
- ___ Other (please explain) _____

Please state license level:

- ___ Certified General (AG)
- ___ Certified Residential (AR)
- ___ Residential License (AL)
- ___ Trainee License (AT)

Other Comments:



State of California

GRAY DAVIS

Governor

Business, Transportation and Housing Agency

MARIA CONTRERAS-SWEET

Secretary

Office of Real Estate Appraisers

JERRY R. JOLLY

Acting Director

Office of Real Estate Appraisers
1755 Creekside Oaks Drive, Suite 190
Sacramento, CA 95833

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