



Oregon

Tina Kotek, Governor

AGENDA ITEM NO.

I.C.

**Notice of Agency
OREGON REAL ESTATE BOARD
Regular Meeting Agenda
Online
December 2, 2024**

Real Estate Agency
530 Center St. NE, Suite 100
Salem, Oregon 97301-2505
Phone: (503) 378-4170
www.oregon.gov/rea

- I. BOARD BUSINESS - Chair Beal**
 - A. Call to Order
 - B. Chair Beal comments/Roll Call
 - C. Approval of the Agenda and Order of Business
 - D. Approval of 10.07.24, regular meeting minutes
 - E. Date of the Next Meeting: 02.03.25 to begin at 10am, Location: TBD
- II. PUBLIC COMMENT - Chair Beal**
 - This time is set aside for persons wishing to address the Board on matters not on the agenda. Speakers will be limited to five minutes.
 - The Board Chair reserves the right to further limit or exclude repetitious or irrelevant presentations. If written material is included, 12 copies of all information to be distributed to board members should be given to the Board Liaison prior to the meeting.
 - Action will not be taken at this meeting on citizen comments. The Board, however, after hearing from interested citizens, may place items on a future agenda so proper notice may be given to all interested parties.
 - If no one wishes to comment, the next scheduled agenda item will be considered.
- III. REQUESTS FOR WAIVERS - Chair Beal Waiver request log.**
 - A. None
- IV. PETITION TO QUALIFY AS A CONTINUING EDUCATION PROVIDER - Chair Beal.**
 - A. Annamarie Kooning
 - B. New American Funding, Inc
 - C. Reliant 1031 LLC
- V. BOARD ADVICE/ACTION - Commissioner Strode**
 - A. 2025 Board Chair/Vice Chair Nominations & Board Vote
 - B. 2025 Board Meeting Location Agency Suggestion & Board Vote
 1. February 3, 2025 – Online
 2. April 7, 2025 – Online
 3. June 2, 2025 - Online
 4. August 4, 2025 – Eastern Oregon
 5. October 6, 2025 – Salem
 6. December 1, 2025 - Online
 - C. Initial Agency Disclosure Pamphlet, Fair housing – Chair Beal
- VI. NEW BUSINESS - Commissioner Strode**
 - A. None
- VII. ADMINISTRATIVE ACTIONS SUMMARY - Chair Beal**
- VIII. REPORTS – Chair Beal**
 - A. Commissioner Strode
 - B. Agency division reports-Deputy Commissioner Higley
 1. Regulation Division – Elli Kataura
 2. Compliance Division – Liz Hayes
 3. Land Development Division – Michael Hanifin
 4. Licensing Division – Nenah Darville
 5. Administrative Services Division – Reba Dunnington
 6. OREA Communications/DEI – Mesheal Tracy
- IX. ANNOUNCEMENTS – Chair Beal.** Next board meeting: 02.03.25 to begin at 10am, TBD
- X. ADJOURNMENT – Chair Beal**

Interpreter services, auxiliary aids for persons with disabilities, and access to attend remotely by videoconference are available upon advance request.



Oregon

Tina Kotek, Governor

Real Estate Agency
530 Center St. NE, Suite 100
Salem, Oregon 97301-2505
Phone: (503) 378-4170
www.oregon.gov/rea

OREGON REAL ESTATE BOARD
Regular Meeting Minutes
Videoconference
October 7, 2024
10:00 a.m.

BOARD MEMBERS PRESENT:

LaTasha Beal
Michael Warren
Dawn Duerksen
Stacy Ellingson
Jose Gonzalez
Jessenia Juarez
James Komro
Debra Neal
Tom Tapia

BOARD MEMBERS ABSENT:

None

OREA STAFF PRESENT:

Steve Strode, Commissioner
Anna Higley, Deputy Commissioner
Mesheal Tracy, DEI, Communications & Policy Director
Elli Kataura, Regulation Division Manager
Liz Hayes, Compliance Division Manager
Reba Dunnington, Administrative Services Division Manager

I. BOARD BUSINESS – Chair Beal

- A. Call to Order
- B. Chair Beal comments/Roll Call
- C. Approval of the Agenda and Order of Business

**MOTION TO APPROVE 10.7.2024 REGULAR MEETING AGENDA AS SUBMITTED BY MICHAEL WARREN
SECONDED BY JAMES KOMRO
MOTION CARRIED BY UNANIMOUS VOTE**

- D. Approval of 8.5.24, regular meeting minutes

**MOTION TO APPROVE 8.5.24 REGULAR MEETING MINUTES AS SUBMITTED BY MICHAEL WARREN
SECONDED BY JESSENIA JUAREZ
MOTION CARRIED BY UNANIMOUS VOTE**

- E. Date of the Next Meeting: 12.02.24 to begin at 10am, Location: Online

II. PUBLIC COMMENT – Chair Beal

- A. None

III. REQUESTS FOR WAIVERS – Chair Beal

- A. None

IV. PETITION TO QUALIFY AS A CONTINUING EDUCATION PROVIDER –Chair Beal

- A. Guild Mortgage

**MOTION TO APPROVE GUILD MORTGAGE AS A CONTINUING EDUCATION PROVIDER AS SUBMITTED BY JAMES
KOMRO
SECONDED BY MICHAEL WARREN
MOTION CARRIED BY UNANIMOUS VOTE**



Oregon

Tina Kotek, Governor

Real Estate Agency
530 Center St. NE, Suite 100
Salem, Oregon 97301-2505
Phone: (503) 378-4170
www.oregon.gov/rea

- V. BOARD ADVICE/ACTION - Commissioner Strode**
 - A. None
- VI. NEW BUSINESS - Commissioner Strode**
 - A. HB 4058 Update
- VII. COMMUNICATIONS - ADMINISTRATIVE ACTIONS SUMMARY – Chair Beal**
 - A. Regulatory Process Overview – Commissioner Strode
- VIII. REPORTS – Chair Beal**
 - A. Commissioner Strode
 - B. Agency division reports-Deputy Commissioner Higley
 1. Regulation Division – Elli Kataura
 2. Compliance Division – Liz Hayes
 3. Land Development Division – refer to packet
 4. Administrative Services Division – Reba Dunnington
 5. Licensing Division – refer to packet
 6. Communications – Mesheal Tracy
- IX. ANNOUNCEMENTS – Chair Beal** Next board meeting: 12.02.24 to begin at 10am, Online
- X. ADJOURNMENT – Chair Beal**

Interpreter services, auxiliary aids for persons with disabilities, and access to attend remotely by videoconference are available upon advance request.



PETITION TO QUALIFY AS A CONTINUING EDUCATION PROVIDER

Rev. 3/2022

Real Estate Agency
530 Center St. NE Ste. 100
Salem OR 97301
Phone: (503) 378-4170

INSTRUCTIONS

To petition the Real Estate Board for approval of qualifications to become an applicant for certification as a continuing education provider, the petitioner must complete this form and submit it by e-mail to nenah.y.darville@rea.oregon.gov a least 21 days before the next scheduled Board meeting at which the applicant wishes the Board to act.

IMPORTANT:

- If the petitioner is an entity, the information provided must pertain to that entity. If the petitioner is an individual, the information provided must pertain to that individual.
- All information and documents submitted as part of this petition become part of the Board Packet, and therefore, public record.
- Petitioners will need to appear before the Board. This may be done in person or by phone. Once the Agency receives this completed petition, a letter will be sent to the petitioner with the date of the Board meeting the petitioner will need to attend.
- Please do not submit any class or course information as the Oregon Real Estate Agency Board is not able to review or consider this information.

If the Board approves this petition, the Agency will email a letter to the petitioner, confirming the Board's approval. The petitioner may then apply for certification as a continuing education provider under OAR 863-020-0030.

PETITIONER

Name _____ Phone Number _____

Physical Address _____ Address Cont. _____

City _____ State _____ Zip Code _____ County _____

E-mail _____

Mailing Address (if different) _____ Address Cont. _____

City _____ State _____ Zip Code _____ County _____

AUTHORIZED CONTACT PERSON

Prefix _____ First Name _____ Last Name _____

Phone Number _____ E-mail _____

Indicate who will appear before the board on behalf of the Petitioner: _____

AGENCY USE ONLY

Approved by Board YES NO

Review Date _____

PETITION TO QUALIFY AS A CONTINUING EDUCATION PROVIDER, Continued

| AUTHORIZATION AND ATTESTATION |
|--|
| <ul style="list-style-type: none"> • I hereby certify that I am authorized to submit this form on behalf of the petitioner and that the information is true and accurate, to the best of my knowledge. • I certify that petitioner, or authorized individual on petitioner's behalf, has read, understands and is ready to comply with the statutory and administrative rule provisions applicable to certified continuing education providers. • I attest that petitioner knows and understands the responsibilities of a certified continuing education provider under OAR 863-020-0050. • I attest that petitioner knows and understands the requirements of an instructor under ORS 696.186 and the information required on a continuing education instructor qualification form under OAR 863-020-0060. |

| I UNDERSTAND: | | | |
|---|-----------------|-----------------------|------------------------|
| | Initials | Date Completed | Agency Use Only |
| I will complete the Continuing Education Provider Application and will pay the \$300 fee upon Board approval. | | | ND |
| I understand the requirements of an education provider as outlined in Oregon Administrative Rules (OAR) Chapter 863, Division 20. | AK | 11/07/2024 | ND |
| Petitioner has demonstrated their experience and expertise in two or more course topics eligible for continuing education credit as listed in OAR 863-020-0035. | AK | 11/07/2024 | ND |
| Petitioner has demonstrated their experience in providing educational courses to real estate licensees. | AK | 11/07/2024 | ND |

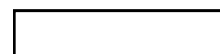
Annamarie Kooning

 Printed Name of Authorized Individual

Date: **11/07/2024**

Annamarie Kooning

 Signature of Authorized Individual





PETITION TO QUALIFY AS A CONTINUING EDUCATION PROVIDER

Rev. 3/2022

Real Estate Agency
530 Center St. NE Ste. 100
Salem OR 97301
Phone: (503) 378-4170

INSTRUCTIONS

To petition the Real Estate Board for approval of qualifications to become an applicant for certification as a continuing education provider, the petitioner must complete this form and submit it by e-mail to nenah.y.darville@rea.oregon.gov a least 21 days before the next scheduled Board meeting at which the applicant wishes the Board to act.

IMPORTANT:

- If the petitioner is an entity, the information provided must pertain to that entity. If the petitioner is an individual, the information provided must pertain to that individual.
- All information and documents submitted as part of this petition become part of the Board Packet, and therefore, public record.
- Petitioners will need to appear before the Board. This may be done in person or by phone. Once the Agency receives this completed petition, a letter will be sent to the petitioner with the date of the Board meeting the petitioner will need to attend.
- Please do not submit any class or course information as the Oregon Real Estate Agency Board is not able to review or consider this information.

If the Board approves this petition, the Agency will email a letter to the petitioner, confirming the Board's approval. The petitioner may then apply for certification as a continuing education provider under OAR 863-020-0030.

PETITIONER

Name New American Funding, Inc Phone Number (330) 807-8948

Physical Address 14511 Myford Road Address Cont. Suite 100

City Tustin State CA Zip Code 92780 County Orange

E-mail christina.danish@nafinc.com

Mailing Address (if different) 375 St. Leger Ave Address Cont. _____

City Akron State OH Zip Code 44305 County Summit

AUTHORIZED CONTACT PERSON

Prefix Ms. First Name Christina Last Name Danish

Phone Number (330) 807-8948 E-mail christina.danish@nafinc.com

Indicate who will appear before the board on behalf of the Petitioner: Christina Danish

AGENCY USE ONLY

Approved by Board YES NO

Review Date _____

PETITION TO QUALIFY AS A CONTINUING EDUCATION PROVIDER, Continued

QUALIFICATION INFORMATION

Provide below sufficient information about the petitioner to allow the Board to determine whether the petitioner qualifies for certification. If the petitioner is an entity, the information provided must pertain to that entity. If the petitioner is an individual, the information provided must pertain to that individual.

Information MUST include one or both of the following:

- Petitioner's demonstrated expertise and experience in providing educational courses to real estate licensees.
• Petitioner's demonstrated experience and expertise in two or more course topics eligible for continuing education credit under OAR 863-020-0035.

You may attach up to three (3) additional pages if necessary.

See petitioner's resume attached

The first course topic would be Real Estate Consumer Protection: We educate real estate agents on what a reverse mortgage is and the advantages they have by taking this course. It protects the consumer because the agent is educated by knowing how they work and what is required.

The second course topic would be Real Estate Finance: we go over case studies and educate the agents on what a reverse mortgage is, how it has gotten safer, advantages for the agent and the difference between a conventional mortgage and a reverse mortgage.

Multiple horizontal lines for providing additional course information or details.

PETITION TO QUALIFY AS A CONTINUING EDUCATION PROVIDER, Continued

AUTHORIZATION AND ATTESTATION

- I hereby certify that I am authorized to submit this form on behalf of the petitioner and that the information is true and accurate, to the best of my knowledge.
- I certify that petitioner, or authorized individual on petitioner's behalf, has read, understands and is ready to comply with the statutory and administrative rule provisions applicable to certified continuing education providers.
- I attest that petitioner knows and understands the responsibilities of a certified continuing education provider under OAR 863-020-0050.
- I attest that petitioner knows and understands the requirements of an instructor under ORS 696.186 and the information required on a continuing education instructor qualification form under OAR 863-020-0060.

I UNDERSTAND:

| | Initials | Date Completed | Agency Use Only |
|---|-----------------|-----------------------|------------------------|
| I will complete the Continuing Education Provider Application and will pay the \$300 fee upon Board approval. | CD | 11/06/2024 | ND |
| I understand the requirements of an education provider as outlined in Oregon Administrative Rules (OAR) Chapter 863, Division 20. | CD | 11/06/2024 | ND |
| Petitioner has demonstrated their experience and expertise in two or more course topics eligible for continuing education credit as listed in OAR 863-020-0035. | CD | 11/06/2024 | ND |
| Petitioner has demonstrated their experience in providing educational courses to real estate licensees. | CD | 11/06/2024 | ND |

Christina Danish

Date: **11/06/2024**

Printed Name of Authorized Individual

Christina Danish
Signature of Authorized Individual

Reset

Print Form

New American Funding, Inc.

Our Mission

New American Funding enables clients of all backgrounds to accomplish the American dream of homeownership by offering a diverse product suite, competitive pricing, and our promise to provide a timely and efficient closing. Our dedication to client service during the transaction extends after the closing while we service their mortgage. This passion for client service is displayed in every step of the homeownership experience with focus on fulfilling our client's needs in a manner that enhances their standard of living.

Our History

New American Funding (NAF) was established in 2003 by husband-and-wife [Rick](#) and [Patty Arvielo](#). By combining Patty's extensive knowledge of the mortgage industry and Rick's technical expertise, they began to build what would become one of the top mortgage companies in the U.S.

NAF began as a 40-employee call center in Orange County, California and, after years of hard work, opened its first branch in 2012. Now, over 20 years later, NAF has 274 branches across the nation.

By staying true to our guiding mission and providing an exceptional lending experience, we maintain a servicing portfolio of over 270,000 loans for \$70.6 billion. In addition, we are a Fannie Mae, Freddie Mac, and Ginnie Mae direct mortgage lender, seller, and servicer that is licensed in all 50 states.

Our Values

LEAD WITH INTEGRITY

As an organization we have led and will continue to lead with integrity. It is the foundation of everything we do. Our words are our actions. We inspire trust by saying what we mean and taking responsibility for our actions. We do the right thing, even when no one is watching.

WE ARE STRONGER UNITED

As NAF has grown and scaled over the years, we know that we are stronger united. We create a positive and inclusive culture that fosters open, honest, and meaningful relationships.

Diverse perspectives fuel our purpose, deepen our trust with clients and team members, and strengthen our culture. We know that our differences are our greatest strength, and we find ways for everyone to belong. We invest in each other, we win, and we learn as a team.

INNOVATION FUELS EVOLUTION

Technology solutions and special products are the result of innovation and innovation fuels evolution. We encourage a culture of innovation and continuous improvement. Constantly simplifying the complex while driving personal and professional growth.

Innovation motivates us to act, take calculated risks, encourage new ideas, learn from mistakes, and strive to exceed expectations. By putting innovation at the forefront, we constantly raise the bar both within our workplace and throughout our industry.

PURSUE THE IMPOSSIBLE

Some of our innovative solutions seemed impossible at first, but that is why it is important that we always pursue the impossible. We think beyond "what is" and envision "what can be" before others even see it. Everyone is empowered to succeed.

We foster a collective responsibility to NAF's success. We believe that each member of our team is capable and accountable to make decisions, solve problems, and take actions that contribute to NAF's long-term vision, impact, and success.

EXECUTION DRIVES SUCCESS

All the innovation that occurs within NAF would be nothing without execution. Execution drives success, and results and speed matter. Our purpose gives us courage to reach beyond our comfort zone to overcome obstacles, find solutions, and deliver exceptional outcomes. We focus on execution to ensure we accomplish our goals.

PEOPLE COME FIRST

NAF would be nothing without all of our team members, our industry partners, and our clients and to this end, people come first at NAF. Outstanding service is the cornerstone of our business. We are meticulous in how we interact with our customers, partners, and each other.

The power of our shared values and collective efforts affects positive, groundbreaking change and delivers excellence for our customers, colleagues, and communities.



PETITION TO QUALIFY AS A CONTINUING EDUCATION PROVIDER

Rev. 3/2022

Real Estate Agency
530 Center St. NE Ste. 100
Salem OR 97301
Phone: (503) 378-4170

INSTRUCTIONS

To petition the Real Estate Board for approval of qualifications to become an applicant for certification as a continuing education provider, the petitioner must complete this form and submit it by e-mail to nenah.y.darville@rea.oregon.gov a least 21 days before the next scheduled Board meeting at which the applicant wishes the Board to act.

IMPORTANT:

- If the petitioner is an entity, the information provided must pertain to that entity. If the petitioner is an individual, the information provided must pertain to that individual.
- All information and documents submitted as part of this petition become part of the Board Packet, and therefore, public record.
- Petitioners will need to appear before the Board. This may be done in person or by phone. Once the Agency receives this completed petition, a letter will be sent to the petitioner with the date of the Board meeting the petitioner will need to attend.
- Please do not submit any class or course information as the Oregon Real Estate Agency Board is not able to review or consider this information.

If the Board approves this petition, the Agency will email a letter to the petitioner, confirming the Board's approval. The petitioner may then apply for certification as a continuing education provider under OAR 863-020-0030.

PETITIONER

Name Reliant 1031 LLC Phone Number 541-675-1031

Physical Address 1732 NE Woodridge Ln. Address Cont. _____

City Bend State OR Zip Code 97701 County Deschutes

E-mail gregg@reliant1031.com

Mailing Address (if different) _____ Address Cont. _____

City _____ State _____ Zip Code _____ County _____

AUTHORIZED CONTACT PERSON

Prefix _____ First Name Gregg Last Name Stevens

Phone Number same E-mail same

Indicate who will appear before the board on behalf of the Petitioner: _____

AGENCY USE ONLY

Approved by Board YES NO

Review Date _____

PETITION TO QUALIFY AS A CONTINUING EDUCATION PROVIDER, Continued

QUALIFICATION INFORMATION

Provide below sufficient information about the petitioner to allow the Board to determine whether the petitioner qualifies for certification. **If the petitioner is an entity, the information provided must pertain to that entity. If the petitioner is an individual, the information provided must pertain to that individual.**

Information **MUST** include one or both of the following:

- Petitioner’s demonstrated expertise and experience in providing educational courses to real estate licensees.
- Petitioner’s demonstrated experience and expertise in two or more course topics eligible for continuing education credit under OAR 863-020-0035.

You may attach up to **three (3)** additional pages if necessary.

See attached

Our company is interested in delivering continuing education to real estate licensees. Reliant 1031 LLC (of which Gregg Stevens, CPA is the principal officer) specializes in facilitating exchanges under IRC §1031. As such, we have an expertise in real estate tax and real estate finance.

Reliant 1031 LLC has been in business for about 8 years. In that time we have used our expertise in real estate tax and finance to help business people fund, purchase, and develop real estate.

We feel that there is a massive need amongst real estate investors and brokers to be educated in real estate taxation beyond the basics. Consequently, we'd like to educate real estate agents in topics such as cost-segregation, CAT tax, reverse 1031, bonus depreciation, etc.

We would also like to educate brokers on financing—how to use 1031 to purchase a TIC or DST, reducing risk / expanding a portfolio through an UPREIT, how to qualify for FannieMae loans as a self-employed person, etc.

Over the years, I (Gregg Stevens) have given seminars to both accountants and real estate agents on the topic of real estate tax. As an Oregon CPA, I have a time-tested expertise in the subject. However, I would like to provide CPE credits while bringing this expertise to real estate licensees.

Thank you for considering our petition!

PETITION TO QUALIFY AS A CONTINUING EDUCATION PROVIDER, Continued

| AUTHORIZATION AND ATTESTATION |
|--|
| <ul style="list-style-type: none"> • I hereby certify that I am authorized to submit this form on behalf of the petitioner and that the information is true and accurate, to the best of my knowledge. • I certify that petitioner, or authorized individual on petitioner's behalf, has read, understands and is ready to comply with the statutory and administrative rule provisions applicable to certified continuing education providers. • I attest that petitioner knows and understands the responsibilities of a certified continuing education provider under OAR 863-020-0050. • I attest that petitioner knows and understands the requirements of an instructor under ORS 696.186 and the information required on a continuing education instructor qualification form under OAR 863-020-0060. |

| I UNDERSTAND: | | | |
|---|-----------------|-----------------------|------------------------|
| | Initials | Date Completed | Agency Use Only |
| I will complete the Continuing Education Provider Application and will pay the \$300 fee upon Board approval. | <i>GS</i> | | ND |
| I understand the requirements of an education provider as outlined in Oregon Administrative Rules (OAR) Chapter 863, Division 20. | <i>GS</i> | | ND |
| Petitioner has demonstrated their experience and expertise in two or more course topics eligible for continuing education credit as listed in OAR 863-020-0035. | <i>GS</i> | | ND |
| Petitioner has demonstrated their experience in providing educational courses to real estate licensees. | <i>GS</i> | | ND |

Gregg Stevens

Printed Name of Authorized Individual

Date: 9-25-24

Gregg Stevens

Signature of Authorized Individual

Reset

Print Form

ADMINISTRATIVE ACTIONS

Reported 09/26/2024

through 11/21/2024

REVOCATIONS

None.

SUSPENSIONS

Gorsline, John, Principal Broker, PB 780401643, Stipulated Order dated October 10, 2024, issuing a reprimand.

REPRIMANDS

None.

CIVIL PENALTIES

Manson, Rodney, Unlicensed, Final Order by Default dated September 26, 2024, issuing a \$10,000.00 civil penalty.

Expired — Late Renewal civil penalties are computed using each 30-day period as a single offense. The civil penalty for the first 30-day period can range from \$100-\$500, with each subsequent 30-day period ranging from \$500-\$1,000. ORS 696.990

REAL ESTATE AGENCY
BEFORE THE REAL ESTATE COMMISSIONER

In the Matter of the Real Estate License of)
JOHN F GORSLINE) STIPULATED FINAL ORDER

The Oregon Real Estate Agency (Agency) and John Gorsline (Gorsline) do hereby agree and stipulate to the following:

FINDINGS OF FACT
AND
CONCLUSIONS OF LAW

1.

1.1 At all times mentioned herein, Gorsline was licensed as a principal broker acting in a supervisory capacity and doing business under the registered business name of Wallowa Mountain Properties, Inc (WMP).

1.2 On March 23, 2023, WMP Client Trust Account ending in #8902 (CTA #8902) was selected by the Agency for a reconciliation records review.

1.3 On April 14, 2023, reconciliation records were received from WMP property manager Elisa Gamboa (Gamboa).

1.4 Agency Compliance Specialist Jenifer Wetherbee (Wetherbee) corresponded with Gamboa to receive further reconciliation records documents between May 8, 2023, and August 31, 2023.

1.5 On October 4, 2023, Wetherbee notified Gamboa by email the records provided to the Agency by WMP did not complete a three-way reconciliation. Wetherbee requested an explanation regarding the ownership of a balance of \$12,753.51.

1.6 On November 6, 2023, Gamboa emailed Wetherbee stating she had, "no way to know where the extra funds were from." Gamboa stated WMP hired an accountant to review

1 statements and ledgers back to 2017. A timeline for completion of that review was not provided
2 to the Agency.

3 1.7 On December 8, 2023, an investigation was opened due to outstanding issues
4 found in the review and assigned to Investigator John Moore (Moore).

5 1.8 On April 1, 2024, Case Resolution Coordinator Amanda Moser emailed Gorsline
6 requesting a three-way reconciliation of CTA #8902 for February 2024, supporting documents,
7 and inter-company supervision agreement.

8 1.9 On April 25, 2024, Gamboa provided documents which included a three-way
9 Reconciliation Form for February 2024, a bank statement for CTA #8902, a Balance Sheet
10 Detail Report, a Reconciliation Report, an Owners' Ledger, and an Authorization to Control
11 Broker's Business.

12 1.10 The Authorization to Control Broker's Business identifies Gorsline as the licensee
13 responsible for review and approval of CTA reconciliations.

14 1.11 The owner's ledger provided to Moore did not include transaction details, running
15 balances, or ending balances for each owner.

16 **(1) Conclusion of Law:** By failing to record the balance after each recorded entry in the
17 owner ledger, Gorsline violated ORS 696.301(3), and its implementing rule OAR 863-025-
18 0055(3)(d) (1/1/24 Edition).

19 1.12 In a phone interview with Gamboa on May 9, 2024, Gamboa stated to Moore that
20 WMP had not been reconciling CTA accounts and performing three-way reconciliations since
21 2017.

22 1.13 Gamboa told Moore that due to outstanding issues in reconciling CTA #8902,
23 WMP opened two new clients' trust accounts, ending in #0965 and #0966 (CTA #0965) (CTA
24 #0966).

25 1.14 In a phone interview with Gorsline and Gamboa on June 12, 2024, Gorsline
26 stated that WMP did not have a designated staff member to prepare reconciliation records.
27 Gorsline stated that he had not been supervising reconciliation activities.

28 1.15 On May 15, 2024, Gamboa submitted to Moore a February 2024 three-way
29 reconciliation form for CTA #8902 and CTA #0965. The email also included February 2024
30

1 bank statements for CTA #8902 and CTA #0965, a General Ledger, a Balance Sheet Detail
2 and a Bank Reconciliation Report. No owner's ledger was provided.

3 1.16 The reconciliation form provided was incomplete. Items in part 1 were illegible,
4 part 3 of the form was illegible, and part 2 of the form showed an outstanding balance. Part 4
5 of the report showed a discrepancy of \$6,937.96.

6 **(2) Conclusion of Law:** By failing to reconcile CTA #8902 three-ways within thirty calendar
7 days of the date of the bank statement, as required by statute and rule, from 2017 forward, and
8 by failing to ensure CTA #8902 and CTA #0965 were balanced, Gorsline violated ORS
9 696.301(3) and its implementing rule OAR 863-025-0028(2)(a)(A)(B)(C)(b)(c)(d)(A)(B)(e)
10 (1/1/18, 1/1/19, 1/1/20, 1/1/21, 1/1/22, 1/1/23, and 1/1/24 Editions).

11 1.17 General Ledger entries for receipts and disbursements did not contain a property
12 identifying code.

13 **(3) Conclusion of Law:** By failing to include an identifying owner code in a multiple owner
14 clients' trust account, Gorsline violated ORS 696.301(3) and its implementing rule OAR 863-
15 025-0040(2)(c)(1/1/24 Edition)

16 1.18 In an interview with Gamboa and Gorsline on June 12, 2024, Gamboa said they
17 had not identified the reason for the difference on part 4 of the reconciliation report or who the
18 money belonged to.

19 1.19 During the interview, Gorsline stated to Moore that he believed the discrepancy
20 in funds was due to WMP placing funds into CTA #8902.

21 1.20 Gorsline stated to Moore that CTA #8902 had not been balanced for some time.

22 1.21 Gorsline stated to Moore that he thought prior property managers had been
23 conducting three-way reconciliations for WMP's clients' trust accounts.

24 1.22 Gorsline also stated to Moore during the interview that there was not a written
25 designation of staff members to prepare reconciliation reports and manage CTA funds.

26 **(4) Conclusion of Law:** By failing to maintain a supervision agreement between himself,
27 as the licensee in charge, and the property manager licensee responsible for performing client
28 trust account reconciliations, Gorsline violated ORS 696.310(2)(a)(A)(B) (2023 Edition)

29 1.23 Schedule C was not completed on the three-way reconciliation form provided for
30 CTA #0965.

1 1.24 The February 2024 bank statement for the CTA #0965 shows an account
2 analysis service charge of \$8.22. The general ledger shows a deduction of \$8.22 on February
3 29, 2024, to the trust account.

4 1.25 Gorsline stated to Moore in an interview that there should not have been any
5 charges posted to CTA #0965.

6 **(5) Conclusion of Law:** By allowing charges not identified in the property management
7 agreement to be posted to the clients' trust account, Gorsline violated ORS 696.301(3) and its
8 implementing rule OAR 863-025-0020(3)(c) (1/1/24 Edition),

9 1.26 The February 2024 General Ledger provided to Moore did not include a
10 description of the purpose of the funds it contained or corresponding deposit dates.

11 **(6) Conclusion of Law:** By failing to maintain a record of receipts and disbursements
12 including the purpose of funds received and date funds were deposited, Gorsline violated ORS
13 696.301(3) and its implementing rule OAR 863-025-0040(2)(a)(C)(D) (1/1/24 Edition).

14 1.27 The February 2024 bank statement submitted to the Agency for CTA #8902
15 showed that the CTA accrued \$0.13 in interest.

16 1.28 In an interview on June 12, 2024, Gorsline stated to Moore he was not aware
17 CTA #8902 was an interest-bearing account.

18 **(7) Conclusion of Law:** By not accounting for earned interest in the property management
19 agreement, Gorsline violated ORS 696.301(12) and its implementing rule OAR 863-025-
20 0020(3)(b)(A)(B) (1/1/18, 1/1/19, 1/1/20, 1/1/21, 1/1/22, 1/1/23, 1/1/24 Editions)

21 **(8) Conclusion of Law:** The above violations demonstrate Gorsline failed to meet
22 obligations to the property owner, a violation of ORS 696.301(3) as it incorporates ORS
23 696.890(4)(c)(d)(e) (2017, 2019, 2021, and 2023 Editions)

24 1.29 All of the above demonstrates incompetence and untrustworthiness in performing
25 professional real estate activity and engaged in conduct that is below the standard of care for
26 the practice of professional real estate activity in Oregon as established by the community of
27 individuals,

28 **(9) Conclusion of Law:** Based on the foregoing, Gorsline is subject to discipline under
29 ORS 696.301(12) and (15) (2023 Edition)

30

1 2.

2 2.1 The foregoing violations are grounds for discipline pursuant to ORS 696.301.

3 2.2 The Agency reserves the right to investigate and pursue additional complaints
4 that may be received in the future regarding this licensee.

5 2.3 In establishing the violations alleged above, the Agency may rely on one or more
6 of the definitions contained in ORS 696.010.

7
8 3.

9 STIPULATION AND WAIVER

10 I, John Gorsline, have read and reviewed this Stipulated Final Order and its Findings of
11 Fact, Statements of Law and Conclusions of Law. I understand that the Findings of Fact,
12 Conclusions of Law and this Stipulation and Waiver of Hearing rights embody the full and
13 complete agreement and stipulation between the Agency and me. I further understand that if I
14 do not agree with this stipulation, I have the right to request a Hearing on this matter and to be
15 represented by legal counsel at such a Hearing. I also understand that any Hearing would be
16 conducted in accordance with the procedures set forth in ORS Chapter 183 and in accordance
17 with the Rules of Practice and Procedure adopted by the Attorney General of the State of
18 Oregon. By signing this Stipulated Final Order, I freely and voluntarily waive my rights to a
19 Hearing, to representation by legal counsel at such a Hearing, and to judicial review of this
20 matter.

21 I hereby agree and stipulate to the above Findings of Fact and Conclusions of Law and
22 understand that the Order which follows hereafter, which I have also read and understand,
23 may be completed and signed by the Real Estate Commissioner or may be rejected by the
24 Real Estate Commissioner. I further understand that, in accordance with the provisions of
25 ORS 696.445(3), notice of this Order shall be published in the Oregon Real Estate News
26 Journal.

27 In addition to all of the above, I agree that once the Commissioner executes this
28 Stipulated Final Order, I will accept service of the Stipulated Final Order by email, and hereby
29 waive the right to challenge the validity of service.
30

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30

ORDER

IT IS HEREBY ORDERED that John Gorsline’s principal broker license be, and hereby is reprimanded

IT IS SO STIPULATED:

IT IS SO ORDERED:

DocuSigned by:
John Gorsline
B048E9E21B12464...
JOHN GORSLINE

Signed by:
Steve Strode
E2C2D0097AD8471...
STEVEN STRODE



Real Estate Commissioner
Date 10/10/2024 | 12:19 PM PDT

Real Estate Commissioner
Date 10/10/2024 | 2:02 PM PDT

Date of Service: 10/10/2024

REAL ESTATE AGENCY
BEFORE THE REAL ESTATE COMMISSIONER

In the Matter of the Unlicensed Professional
Real Estate Activity of
RODNEY LYNN MANSON

FINAL ORDER BY DEFAULT AND ORDER
TO CEASE AND DESIST

PROCEDURAL HISTORY AND PROCEDURAL LAW

1.

1.1 On July 18, 2024, the Real Estate Commissioner issued, by certified mail, a *Notice of Intent to Assess a Civil Penalty and Order to Cease and Desist*. The Oregon Real Estate Agency (Agency) sent the Notice of Intent to Manson’s last known address of record with the Agency 19985 NE Sunnycrest Rd. Newberg, OR 97132-6786.

1.2 In response to the emailing of *The Notice of Intent* to Manson’s email address of record, the email was not returned as undeliverable.

1.3 The certified mailings and the first-class mailings were returned to the Agency. Over 20 days have elapsed since the mailing of the notice issued in this matter and no written request for hearing has been received by the Agency.

2.

Based upon the foregoing, and upon the Agency’s investigation reports, documents and files that, pursuant to Section 9 of the *Notice of Intent*, automatically become part of the evidentiary record of this disciplinary action upon default (for the purpose of proving a prima facie case (ORS 183.417(4)), the Real Estate Commissioner finds:

2.1 A notice of intent is properly served when deposited in the United States mail, registered or certified mail, and addressed to the real estate licensee or to any other person having an interest in a proceeding before the Commissioner last known address of record with OREA. (ORS 183.415(2); OAR 137-003-0505; OAR 863-001-0006. If correctly addressed, such a notice is effective even though it is not received by the person to be notified. *Stroh v.*

SAIF, 261 OR 117, 492 P2d 472 (1972) (footnote 3 in this case misquotes the cited treatise and contradicts the text of the opinion; treatise and cited case law support the proposition stated in the text.) Also, notice is effective even though the addressee fails or refuses to respond to a postal service “mail arrival notice” that indicates that certified or registered mail is being held at the post office. See *State v. DeMello*, 300 Or App 590, 716 P2d 732 (1986) (discussing use of certified mail to effectuate notice of driver’s license suspension under ORS 482.570). See also *El Rio Nilo, LLC v. OLCC*, 240 Or App 362, 246 P3d 508 (2011) (Notice by certified mail effective even though addressee did not pick up in time to file request for hearing timely). (Oregon Attorney General’s Administrative Law Manual and Uniform Model Rules Of Procedure Under the Administrative Procedures 2019 Edition at pages 97-98.

2.2 Manson’s last known address of record with the Agency was 19985 NE Sunnycrest Rd Newberg, OR 97132-6786.

2.3 A certified mailing of the notice of intent was mailed to Manson at Manson’s last known address of record on July 18, 2024. The certified mailing of the notice was returned to the Agency.

2.4 The notice was also mailed regular first-class mail to the above possible address for Manson. The first class mailings was returned to the Agency. The OAH Rules contain a rebuttable presumption that documents sent by regular mail are received by the addressee. ORS 137-003-0520(10). If the regularly mailed notice is actually received, it is effective on the date received, rather than the date of mailing.

2.5 Over twenty (20) days have elapsed since the mailing of the notice and no written request for a hearing has been received.

2.6 As noted in paragraph 9 of the *Notice of Intent to Assess a Civil Penalty and Order to Cease and Desist* and section 2 above, the Agency’s entire investigation file was designated as the record for purposes of presenting a prima facie case upon default, including submissions from Manson and all information in the administrative file relating to the mailing of notices and any responses received.

FINDINGS OF FACT

3.

3.1 At all times mentioned herein, Manson was not licensed to conduct professional real estate activity in Oregon.

3.2 On November 3, 2023, the Agency received a complaint from Julio Lara (Lara) against Manson. The Agency opened an investigation.

3.3 Lara is a transaction coordinator with PNW Land LLC (PNW) and Molecular Inc. (Molecular.) who purchased property located at of 295 19th St SE, Salem, OR 97301 (19th Street).

3.4 The complaint alleges that Manson communicated with tenants at 19th Street and stated that the purchase of the property was not legal and requests from Lara to vacate the property should be ignored.

3.5 The complaint alleges that Manson purports to be a property management company representing tenants at 19th Street.

3.6 The complaint alleges that Manson insists he has ownership over the leases of the tenants Lara requested to vacate and that Manson has been collecting monthly rent from the tenants.

3.7 The Agency obtained property ownership records from Marion County confirming the purchase of 19th Street by PNW and Molecular recorded on July 26, 2023.

3.8 On March 19, 2024, Investigator Cidia Nañez (Nañez) emailed Manson requesting information on the status of property management activities of M R Homes, LLC (MR Homes.) Nañez asked if MR Homes was collecting rent payments from the tenants.

3.9 MR Homes is a Business Entity Manson is a member of per Oregon Secretary of State records obtained by Nañez.

3.10 Marion County property records show that the previous owner of 19th Street, prior to PNW and Molecular, granted the property to Saol Victeoiriach and Oidreach De Eadron Agus Gra Ministry (Ministries).

3.11 In Manson's complaint response he stated that he took on a position titled Trustee for the Ministries in April 2022. Manson stated in his complaint response that "The property has tenants/occupants and as Trustee I ensured that they all had appropriate documentation and leases executed."

3.12 Manson's complaint response additionally states that his responsibilities as Trustee include "collecting rent or other income from estate properties."

3.13 Nañez reviewed tenant ledger documents that show monthly rent charges of \$825.00.

3.14 The company name on the ledger documents is "MR Homes."

3.15 Lara provided the Agency tenant lease agreements that are printed with MR Homes letterhead. On the documents, MR Homes is listed as the "Manager" acting on behalf of the property owner.

3.16 The tenant lease agreement documents state that the monthly rent fees are \$825.00 and that rent payments are to be made to the Manager.

3.17 In Manson's response to the Agency regarding the complaint, he stated "M&R Homes is not a property management company in the traditional format. We do not collect any property management fees."

3.18 On March 25, 2024, Nañez emailed Manson requesting that he provide information on any exemptions for real estate activity per ORS 696.030 that might apply to his activities.

3.19 Manson responded to Nañez and wrote "Furthermore, ORS 696.030, which pertains to the regulation of real estate activity in Oregon, does not apply to certain exemptions. These exemptions include individuals who act as trustees under a trust agreement or will, as well as individuals who are regular salaried employees of trustees acting under a trust agreement. These exemptions acknowledge the special status and fiduciary responsibilities of trustees appointed to handle real estate on behalf of religious organizations."3.20 On June 6, 2024, the Agency issued a Cease and Desist order to Manson ordering him to cease all unlicensed professional real estate activity.

3.21 On June 14, 2024, the Agency received documents by mail from Manson that acknowledged the Cease and Desist Order. A hearing request was not received in the documents provided.

STATEMENT OF LAW APPLICABLE TO FINDINGS OF FACT

4.

4.1 ORS 696.020(2) (2023 Edition) states an individual may not engage in, carry on, advertise or purport to engage in or carry on professional real estate activity, or act in the capacity of a real estate licensee, within this state unless the individual holds an active license as provided for in this chapter.

4.2 ORS 696.990(4)(a) and (b) (2023 Edition) states any person that violates ORS 696.020(2) may be required by the Real Estate Commissioner to forfeit and pay to the General Fund of the State Treasury a civil penalty in an amount determined by the commissioner of: (a) not less than \$100 nor more than \$500 for the first offense of unlicensed professional real estate activity; and (b) not less than \$500 nor more than \$1,000 for the second and subsequent offenses of unlicensed professional real estate activity.

4.3 ORS 696.010(11)(a)(A)-(M) and (b)(A)-(F) (2023 Edition) and ORS 696.010(14)(a)(A)-(M) and b(A)-(F) (2023 Edition) defines "Management of rental real estate."

4.4 ORS 696.010(6) defines "compensation" as: **valuable consideration** for services rendered or to be rendered, whether contingent or otherwise.

4.5 ORS 696.010(14)(a)(b)(c)(i)(j)(k) (2023 Edition) and ORS 696.010(17)(b)(h)(i)(j) (2023 Edition) defines "Professional real estate activity" as: any of the following actions, when engaged in for another and for compensation or with the intention or in the expectation or upon the promise of receiving or collecting compensation, by any person who: (a) Representing the owner of real estate under a property management agreement in the rental or lease of the real estate; (b) offers to sell exchange, purchase, rent or lease real estate; (c) negotiates, offers, attempts or agrees to negotiate the sale, exchange, purchase, rental or leasing of real estate.; (i) purports to be engaged in the business of buying, selling, exchanging, renting or leasing real estate; (j) assists or directs in the procuring of prospects, calculated to result in the sale, exchange, leasing or rental of real estate; (k) assists or directs in the negotiation or closing of any transaction calculated or intended to result in the sale, exchange, leasing or rental of real estate.

4.6 ORS 696.397 states if the Agency has reason to believe that a person has engaged, is engaging or is about to engage in a violation of ORS 696.020(2) the Agency may, issue an order directing a person to cease and desist from the violation or threatened violation.

4.7 The Agency may rely on one or more definitions contained in ORS 696.010.

ULTIMATE FINDINGS OF FACT

5.

5.1 Manson engaged in unlicensed professional real estate activity.

5.2 Manson's actions constitute grounds to impose a civil penalty per ORS 696.990(4)(a) and (b) and ORS 696.990(5), as well as entry of an order to cease and desist from engaging in any professional real estate activity under ORS 696.397.

CONCLUSIONS OF LAW

6.

6.1 Pursuant to ORS 183.417(4) and OAR 137-003-0670 Manson is in default.

6.2 The material facts establish grounds to impose a civil penalty, by preponderance of the evidence, under ORS 696.990(4)(a) and (b) and ORS 696.990(5), as well as entry of an order to cease and desist from engaging in any professional real estate activity under ORS 696.397, as set forth in the Notice of Intent mailed July 18, 2024.

6.3 Based on the violations of ORS 696.020(2), the Agency may assess a civil penalty against Manson for each violation and as well as enter an order to cease and desist from engaging in any professional real estate activity.

6.4 Based on the evidence in the record, the preponderance of the evidence supports the civil penalty against Manson and an entry of an order to cease and desist from engaging in any professional real estate activity.

6.5 The Agency may therefore assess a civil penalty against Manson for each violation and enter an order to cease and desist from engaging in any professional real estate activity.

(1) **Violation:** By purporting to be engaged in property management activities and by collecting rent from tenants at the 19th Street property, from August 2023 through April 2024, Manson engaged in unlicensed professional real estate activity, as defined in ORS 696.010(14)(a),(b),(c),(i),(j),and (k) (2023 Edition) and ORS 696.010(17)(a),(b),(c),(i),(j), and (k) (2023 Edition) a violation of ORS 696.020(2) 2023 Edition, which states an individual may

not engage in, carry on, advertise or purport to engage in or carry on professional real estate activity, or act in the capacity of a real estate licensee, within this state unless the individual holds an active license as provided for in this chapter..

ORDER

IT IS HEREBY ORDERED that pursuant to ORS 696.397, Manson immediately cease and desist from engaging in any professional real estate activity as defined in ORS 696.010(17)(a)-(n) (2023 Edition) unless Manson first obtains a real estate license from the Agency. The Commissioner's authority for this order is under ORS 696.397.

IT IS FURTHER ORDERED, pursuant to ORS 696.990 and based upon the violation set forth above, Manson pay a civil penalty in the sum of: \$37,500, said penalty to be paid to the General Fund of the State Treasury by paying the same to the Agency.

Dated this 26th day of September, 2024.

OREGON REAL ESTATE AGENCY

Signed by:
Steve Strobe
E2C2D0097AD8471...



Steven Strobe
Real Estate Commissioner

NOTICE OF RIGHT TO APPEAL: You are entitled to judicial review of this Order. Judicial review may be obtained by filing a petition for review within 60 days from the date of service of this order. Judicial review is to the Oregon Court of Appeals, pursuant to the provisions of ORS 183.482.

**REAL ESTATE BOARD
REGULATION DIVISION REPORT
December 2nd, 2024**

Regulation Division Manager: Elli Kataura

Compliance Specialist 3s (Senior Case Analysts): Meghan Lewis

Financial Investigators (Investigator-Auditors): Aaron Grimes, Lindsey Nunes, Cidia Nañez, Frank Leonard,
Dylan Ray, Megan Donovan, Amanda Moser.

Administrative Specialist 2 (Case Resolution Coordinator): Jack Brady

Division Overview

The Agency receives complaints and determines if an investigation is appropriate. Open cases are assigned to investigators to gather facts (from interviews and documents), prepare a detailed written report, and submit for Administrative Review. The Senior Case Analysts conducting the Administrative Review work evaluate whether the evidence supports a violation of Agency statutes or administrative rules. When a case finds sufficient cause to sanction a license, the case is elevated to the Commissioner for review. When the Commissioner supports a sanction, the Senior Case Analysts offer a settlement conference to resolve cases without a contested case hearing. If the respondent requests a hearing, the Investigator works with the Assistant Attorney General in preparing for and presenting the case at hearing.

Personnel

We have no current vacancies. Aaron Grimes rejoined our team as an investigator in October following 6 months with OLCC.

Workload and Activity Indicators

| <u>Average # in this status at the time</u> | <u>2020</u> | <u>2021</u> | <u>2022</u> | <u>2023</u> | <u>Current 11/20/24</u> |
|--|--------------------|--------------------|--------------------|--------------------|--------------------------------|
| Complaint | 20 | 44 | 11 | 15 | 14 |
| Investigation | 59 | 38 | 32 | 65 | 48 |
| <i>(# of Investigators)</i> | 7 | 7 | 6* | 6* | 7 |
| Admin Review | 3 | 15 | 6 | 5 | 8 |
| Settlement Process | 10 | 7 | 3 | 5 | 11 |

* We had an investigator that was on extended leave for the majority of 2022-2023.

**REAL ESTATE BOARD
COMPLIANCE DIVISION REPORT
December 3, 2024**

Compliance Division Manager: Liz Hayes
Compliance Specialist 2: Jen Wetherbee
Compliance Specialist 1: Rick Marsland, Helen Wilson, Katie Nash
Senior Auditor (Escrow): Roger McComas

Division Overview

The Compliance Division ensures that licensees meet their fiduciary and administrative responsibilities by reviewing financial and administrative records. This division aims to conduct clients’ trust account and compliance reviews and develop other compliance-related programs. This work includes providing technical assistance and sharing knowledge on the interpretation and application of laws and rules administered by the Agency (excluding legal advice) to licensees, the public, and other governmental agencies.

Personnel

Katie Nash has joined the Compliance Division in a job rotation to fill the vacant Compliance Specialist 1 position.

Presentation

Liz Hayes will be presenting the two-hour Property Management and Reconciliation class hosted by Multifamily NW via Zoom on December 3rd at 10:00 am. And again, a week later hosted by PMAR via Zoom on December 10th at 900 am.

Workload and Activity Indicators

| As of 11/20/2024 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 |
|--------------------|------|------|------|------|------|------|------|------|------|------|------|
| ELOA | 3 | 2 | 2 | 4 | 44 | 79 | 81 | 13 | 55 | 101 | 128 |
| No Violation | 351 | 356 | 192 | 172 | 375 | 216 | 87 | 10 | 98 | 94 | 80 |
| Open Investigation | 14 | 5 | 3 | 8 | 10 | 29 | 7 | 2 | 13 | 20 | 23 |
| Resolved | | | | | | | | | 72 | 182 | 188 |
| Reviews Closed | 368 | 363 | 197 | 184 | 429 | 324 | 175 | 25 | 238 | 397 | 419 |

| | | | | | | | | | | | |
|---------------------|---|---|---|---|---|---|---|-----|-----|-----|-----|
| <i>(# of Staff)</i> | 3 | 4 | 4 | 5 | 6 | 6 | 1 | 1-2 | 2-4 | 3-4 | 3-4 |
|---------------------|---|---|---|---|---|---|---|-----|-----|-----|-----|

| As of 11/20/2024 | Jan | Feb | Mar | Apr | May | June | July | Aug | Sept | Oct | Nov |
|------------------|-----|-----|-----|-----|-----|------|------|-----|------|-----|-----|
| ELOA | 10 | 10 | 12 | 21 | 11 | 11 | 8 | 13 | 14 | 11 | 7 |
| No Violation | 7 | 11 | 3 | 4 | 10 | 9 | 8 | 4 | 7 | 11 | 6 |
| Investigation | 3 | 1 | 2 | 4 | 6 | 2 | 1 | 1 | 1 | 2 | |
| Resolved | 24 | 24 | 13 | 26 | 20 | 23 | 12 | 14 | 11 | 15 | 6 |
| Total Closed | 44 | 46 | 30 | 55 | 47 | 45 | 29 | 32 | 33 | 39 | 19 |

| | | | | | | | | | | | |
|---------------------|---|---|---|---|---|---|---|---|---|---|---|
| <i>(# of Staff)</i> | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 3 |
|---------------------|---|---|---|---|---|---|---|---|---|---|---|

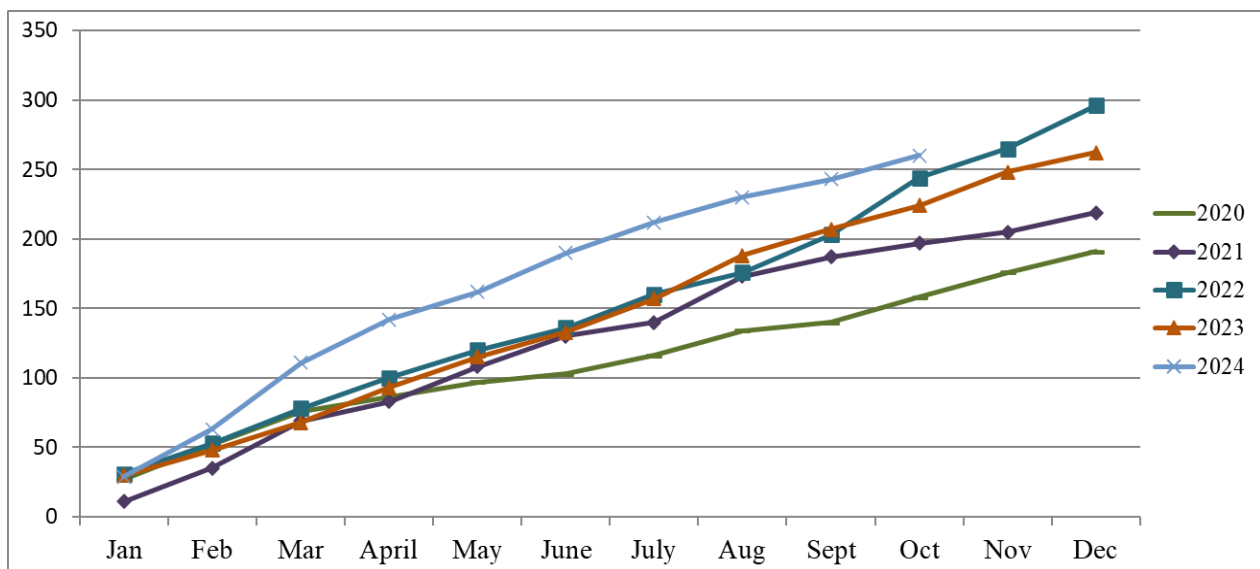
**Report to the Real Estate Board
Land Development Division
December 2nd, 2024**

Division Manager: Michael Hanifin

Section Overview:

The Land Development Division reviews and approves filings related to condominiums, timeshares, subdivisions, manufactured home subdivisions, and membership campgrounds. The section reviews and approves the foundational documents creating these types of properties, as well as later amendments to those documents, to verify compliance with statutory requirements. We also issue the Disclosure Statement (sometimes referred to as a Public Report) required for sales of these interests to Oregonians. The Disclosure Statement summarizes key information about the condominium for the consumer, somewhat like the owner’s manual for a car.

Workload and Activity Indicators



The division has had 260 filings through the end of October of this year, which equals all filings received throughout 2023 and exceeds total yearly filing volumes for both 2020 (191) and 2021(219). The above chart contrasts filing volume for the current year with the previous four years.

Rulemaking:

New rulemaking remains in process, with notice of rulemaking published in the November edition of the Oregon Bulletin and a hearing held on November 19th. No testimony or comment was provided at the hearing. The listening phase ends on December 9th, and we anticipate filing final orders on December 10th. The rules regarding listing agreements go live January 1st, 2025, and the wholesaler rules will go live July 1st, 2025.

Legislative Activity:

None at this time.

**REAL ESTATE BOARD
LICENSING DIVISION REPORT
December 2, 2024**

Licensing Manager: Nenah Darville
Compliance Specialist: Tami Schemmel,
Administrative Specialist: Elizabeth Hardwick, Kaely Salem, Cory King, Araceli Guzman, Nikki Preston

Division Overview

The Licensing Division acts as the first point of contact for the public and licensees. This division manages reception, licensing related services, general public inquiry and complaint intake and processing.

Personnel

The Division recently hired Araceli Guzman and Nikki Preston into Limited Duration Administrative 2 position's to fill position vacancies.

Education Update

Continuing Education Providers are in their renewal period which will end on 12/31/2024.

Licensing Update

For the month of October, complaint processing averaged 13 days.

RBN Renewal

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|---------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| <u>Eligible to Renew</u> | 411 | 328 | 341 | 327 | 318 | 266 | 242 | 258 | 267 | 273 | | |
| <u>Failed to Renew</u> | 17 | 12 | 19 | 15 | 4 | 18 | 13 | 12 | 13 | 21 | | |
| <u>% Renewed</u> | 96% | 96% | 94% | 95% | 99% | 93% | 95% | 95% | 95% | 92% | | |

Licensing Statistics

Total Licensee Counts by Month:

| Individuals (Persons) | Sept-24 | Oct-24 |
|---|----------------|---------------|
| Broker – Total | 17,171 | 17,114 |
| Active | 15,448 | 15,396 |
| Inactive | 1,723 | 1,718 |
| Principal Broker - Total | 6,129 | 6,124 |
| Active | 5,721 | 5,714 |
| Inactive | 408 | 410 |
| ALL BROKERS Total | 23,300 | 23,238 |
| Active | 21,169 | 21,110 |
| Inactive | 2,131 | 2,128 |
| Property Manager - Total | 1,019 | 1,023 |
| Active | 908 | 911 |
| Inactive | 111 | 112 |
| MCC Salesperson | 16 | 17 |
| MCC Broker | 0 | 0 |
| TOTAL INDIVIDUALS | 24,335 | 24,278 |
| Active | 22,093 | 22,038 |
| Inactive | 2,242 | 2,240 |
| Facilities (Companies) | | |
| REMO | 4 | 4 |
| Registered Business Name (RBN) | 3,726 | 3,714 |
| Registered Branch Office (RBO) | 767 | 761 |
| Escrow Organization | 81 | 81 |
| Escrow Branch | 185 | 185 |
| Condominium Filing (CO) | 628 | 637 |
| Unit Owners Association | 835 | 842 |
| Pre-License Education Provider (PEP) | 25 | 25 |
| CEP | 290 | 292 |
| MCC Operator | 25 | 25 |
| TOTAL FACILITIES | 6,566 | 6,566 |
| TOTAL INDIVIDUALS & FACILITIES | 30,901 | 30,844 |

New Licenses by Month:

| Individuals (Persons) | Sept-24 | Oct-24 |
|---|----------------|---------------|
| Broker | 97 | 101 |
| Principal Broker | 8 | 11 |
| TOTAL BROKERS | 105 | 112 |
| Property Manager | 12 | 10 |
| MCC Salesperson | 0 | 1 |
| MCC Broker | 0 | 0 |
| TOTAL INDIVIDUALS | 117 | 123 |
| Facilities (Companies) | | |
| Continuing Education Provider (CEP) | 0 | 1 |
| REMO | 0 | 0 |
| Registered Business Name | 22 | 18 |
| Registered Branch Office | 5 | 3 |
| Escrow Organization | 1 | 0 |
| Escrow Branch | 1 | 0 |
| Condominium Filing | 8 | 9 |
| Unit Owners Association | 8 | 13 |
| Pre-License Ed Provider | 0 | 0 |
| MCC Operator | 0 | 0 |
| TOTAL FACILITIES | 45 | 44 |
| TOTAL INDIVIDUALS & FACILITIES | 162 | 167 |

Exam Statistics

October 2024

ALL LICENSING EXAMS Total

| | |
|------------------|-----|
| Broker | 241 |
| Property Manager | 38 |
| Principal Broker | 28 |
| Reactivation | 6 |

Pass Rates

| <i><u>First Time Pass Rate</u></i> <i><u>Percentage</u></i> | <i><u>2020</u></i> | <i><u>2021</u></i> | <i><u>2022</u></i> | <i><u>2023</u></i> | <i><u>2024</u></i> |
|--|--------------------|--------------------|--------------------|--------------------|--------------------|
| Broker State | 50 | 47 | 44 | 42 | 43 |
| Broker National | 68 | 67 | 66 | 64 | 62 |
| Principal Broker State | 53 | 57 | 54 | 47 | 52 |
| Principal Broker National | 63 | 55 | 65 | 54 | 72 |
| Property Manager | 58 | 66 | 65 | 63 | 58 |

Oregon Real Estate Agency Education & Licensing Division
Licensee Application & Renewal 2024 Data

| New Applications | | | | | | | | | | | | | |
|--------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
| Brokers | 219 | 204 | 217 | 176 | 197 | 181 | 159 | 171 | 173 | 156 | | | 1853 |
| Principal Brokers | 29 | 24 | 23 | 19 | 21 | 18 | 21 | 24 | 17 | 23 | | | 219 |
| Property Managers | 28 | 23 | 24 | 23 | 28 | 27 | 18 | 25 | 29 | 28 | | | 253 |
| Total | 276 | 251 | 264 | 218 | 246 | 226 | 198 | 220 | 219 | 207 | | | 2325 |

| Renewal Activity | | | | | | | | | | | | | | |
|-------------------------|----------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Brokers | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
| On Time | Active | 519 | 498 | 533 | 555 | 584 | 550 | 534 | 528 | 554 | 568 | | | 5423 |
| | Inactive | 43 | 37 | 23 | 32 | 43 | 31 | 38 | 36 | 44 | 39 | | | 366 |
| Late | Active | 48 | 34 | 41 | 50 | 57 | 54 | 55 | 55 | 56 | 61 | | | 511 |
| | Inactive | 27 | 11 | 6 | 12 | 4 | 12 | 11 | 14 | 15 | 19 | | | 131 |
| Lapse | | 144 | 126 | 140 | 141 | 135 | 135 | 141 | 149 | 139 | 113 | | | 1363 |
| Total | | 781 | 706 | 743 | 790 | 823 | 782 | 779 | 782 | 808 | 800 | | | 7794 |

| Principal Brokers | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|--------------------------|----------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| On Time | Active | 213 | 235 | 230 | 223 | 230 | 242 | 203 | 214 | 247 | 221 | | | 2258 |
| | Inactive | 13 | 14 | 10 | 9 | 19 | 15 | 12 | 10 | 7 | 7 | | | 116 |
| Late | Active | 8 | 9 | 5 | 12 | 10 | 6 | 7 | 6 | 13 | 10 | | | 86 |
| | Inactive | 3 | 4 | 1 | 2 | 1 | 3 | 2 | 4 | 1 | 3 | | | 24 |
| Lapse | | 32 | 26 | 29 | 14 | 28 | 23 | 28 | 23 | 16 | 23 | | | 242 |
| Total | | 269 | 288 | 275 | 260 | 288 | 289 | 252 | 257 | 284 | 264 | | | 2726 |

Oregon Real Estate Agency Education & Licensing Division
Licensee Application & Renewal 2024 Data

| Property Managers | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|--------------------------|----------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| On Time | Active | 31 | 28 | 26 | 22 | 40 | 28 | 32 | 31 | 37 | 27 | | | 302 |
| | Inactive | 1 | 2 | 2 | 0 | 4 | 1 | 2 | 1 | 1 | 1 | | | 15 |
| Late | Active | 3 | 2 | 4 | 2 | 1 | 1 | 1 | 1 | 0 | 0 | | | 15 |
| | Inactive | 0 | 1 | 1 | 1 | 0 | 1 | 1 | 0 | 0 | 1 | | | 6 |
| Lapse | | 11 | 10 | 5 | 10 | 5 | 13 | 11 | 10 | 8 | 11 | | | 94 |
| | | | | | | | | | | | | | | |
| Total | | 46 | 43 | 38 | 35 | 50 | 44 | 47 | 43 | 46 | 40 | | | 432 |

| Grand Total (Brokers, Principal Brokers, Property Managers) | | | | | | | | | | | | | | |
|--|----------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|------------|------------|--------------|
| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
| Total Eligible to Renew | | 1096 | 1037 | 1056 | 1085 | 1161 | 1115 | 1078 | 1082 | 1138 | 1104 | | | 10952 |
| On Time | Active | 763 | 761 | 789 | 800 | 854 | 820 | 769 | 773 | 838 | 816 | | | 7983 |
| | Inactive | 57 | 53 | 35 | 41 | 66 | 47 | 52 | 47 | 52 | 47 | | | 497 |
| Late | Active | 59 | 45 | 50 | 64 | 68 | 61 | 63 | 62 | 69 | 71 | | | 612 |
| | Inactive | 30 | 16 | 8 | 15 | 5 | 16 | 14 | 18 | 16 | 23 | | | 161 |
| Total Renewed | | 909 | 875 | 882 | 920 | 993 | 944 | 898 | 900 | 975 | 957 | | | 9253 |
| Lapse | | 187 | 162 | 174 | 165 | 168 | 171 | 180 | 182 | 163 | 147 | | | 1699 |

| | | | | | | | | | | | | | | |
|-----------------------------------|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| % On Time | | 74.8% | 78.5% | 78.0% | 77.5% | 79.2% | 77.8% | 76.2% | 75.8% | 78.2% | 78.2% | % | % | 77.4% |
| % Late | | 8.1% | 5.9% | 5.5% | 7.3% | 6.3% | 6.9% | 7.1% | 7.4% | 7.5% | 8.5% | % | % | 7.1% |
| % Failed to Renew (Lapsed) | | 17.1% | 15.6% | 16.5% | 15.2% | 14.5% | 15.3% | 16.7% | 16.8% | 14.3% | 13.3% | % | % | 15.5% |
| Total | | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

Oregon Real Estate Agency Education & Licensing Division
Licensee Application & Renewal 2023 Data

| New Applications | | | | | | | | | | | | | |
|--------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
| Brokers | 262 | 211 | 275 | 209 | 253 | 247 | 228 | 266 | 226 | 178 | 177 | 177 | 2709 |
| Principal Brokers | 37 | 24 | 37 | 16 | 24 | 30 | 32 | 30 | 21 | 25 | 26 | 17 | 319 |
| Property Managers | 26 | 26 | 35 | 24 | 30 | 20 | 21 | 28 | 32 | 20 | 29 | 21 | 312 |
| Total | 325 | 261 | 347 | 249 | 307 | 297 | 281 | 324 | 279 | 223 | 232 | 215 | 3340 |

| Renewal Activity | | | | | | | | | | | | | | |
|-------------------------|----------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Brokers | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
| On Time | Active | 482 | 509 | 544 | 527 | 581 | 559 | 557 | 579 | 555 | 540 | 473 | 495 | 6401 |
| | Inactive | 42 | 28 | 30 | 29 | 28 | 39 | 25 | 39 | 33 | 46 | 34 | 47 | 420 |
| Late | Active | 74 | 48 | 50 | 52 | 67 | 43 | 63 | 57 | 63 | 59 | 50 | 44 | 670 |
| | Inactive | 12 | 8 | 13 | 12 | 12 | 9 | 9 | 8 | 9 | 15 | 9 | 15 | 131 |
| Lapse | | 111 | 104 | 120 | 121 | 117 | 133 | 168 | 148 | 155 | 137 | 119 | 147 | 1580 |
| | | | | | | | | | | | | | | |
| Total | | 721 | 697 | 757 | 741 | 805 | 783 | 822 | 831 | 815 | 797 | 685 | 748 | 9202 |

| Principal Brokers | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|--------------------------|----------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| On Time | Active | 206 | 175 | 212 | 230 | 194 | 235 | 252 | 238 | 240 | 210 | 195 | 219 | 2606 |
| | Inactive | 20 | 12 | 7 | 10 | 10 | 8 | 9 | 11 | 7 | 7 | 13 | 11 | 125 |
| Late | Active | 13 | 6 | 9 | 10 | 7 | 13 | 11 | 13 | 11 | 14 | 4 | 11 | 122 |
| | Inactive | 2 | 3 | 1 | 3 | 1 | 2 | 0 | 6 | 3 | 2 | 4 | 2 | 29 |
| Lapse | | 21 | 27 | 27 | 29 | 28 | 29 | 21 | 28 | 27 | 23 | 30 | 28 | 318 |
| | | | | | | | | | | | | | | |
| Total | | 262 | 223 | 256 | 282 | 240 | 287 | 293 | 296 | 288 | 256 | 246 | 271 | 3200 |

Oregon Real Estate Agency Education & Licensing Division
Licensee Application & Renewal 2023 Data

| Property Managers | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
|--------------------------|----------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| On Time | Active | 35 | 29 | 35 | 26 | 38 | 29 | 36 | 36 | 27 | 26 | 31 | 36 | 384 |
| | Inactive | 3 | 1 | 1 | 3 | 2 | 0 | 1 | 1 | 1 | 3 | 1 | 3 | 20 |
| Late | Active | 3 | 2 | 0 | 2 | 1 | 0 | 4 | 1 | 0 | 1 | 2 | 3 | 19 |
| | Inactive | 2 | 1 | 0 | 0 | 0 | 1 | 1 | 2 | 0 | 0 | 0 | 0 | 7 |
| Lapse | | 5 | 5 | 11 | 9 | 7 | 7 | 6 | 11 | 6 | 6 | 10 | 8 | 91 |
| | | | | | | | | | | | | | | |
| Total | | 48 | 38 | 47 | 40 | 48 | 37 | 48 | 51 | 34 | 36 | 44 | 50 | 521 |

| Grand Total (Brokers, Principal Brokers, Property Managers) | | | | | | | | | | | | | | |
|--|----------|-------------|------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|------------|-------------|--------------|
| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
| Total Eligible to Renew | | 1031 | 958 | 1060 | 1063 | 1093 | 1107 | 1163 | 1178 | 1137 | 1089 | 975 | 1069 | 12923 |
| On Time | Active | 723 | 713 | 791 | 783 | 813 | 823 | 845 | 853 | 822 | 776 | 699 | 750 | 9391 |
| | Inactive | 65 | 41 | 38 | 42 | 40 | 47 | 35 | 51 | 41 | 56 | 48 | 61 | 565 |
| Late | Active | 90 | 56 | 59 | 64 | 75 | 56 | 78 | 71 | 74 | 74 | 56 | 58 | 811 |
| | Inactive | 16 | 12 | 14 | 15 | 13 | 12 | 10 | 16 | 12 | 17 | 13 | 17 | 167 |
| Total Renewed | | 894 | 822 | 902 | 904 | 941 | 938 | 968 | 991 | 949 | 923 | 816 | 886 | 10934 |
| Lapse | | 137 | 136 | 158 | 159 | 152 | 169 | 195 | 187 | 188 | 166 | 159 | 183 | 1989 |

| | | | | | | | | | | | | | | |
|-----------------------------------|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| % On Time | | 76.4% | 78.7% | 78.2% | 77.6% | 78.0% | 78.6% | 75.7% | 76.7% | 75.9% | 76.4% | 76.6% | 75.9% | 77.0% |
| % Late | | 10.3% | 7.1% | 6.9% | 7.4% | 8.1% | 6.1% | 7.6% | 7.4% | 7.6% | 8.4% | 7.1% | 7.0% | 7.6% |
| % Failed to Renew (Lapsed) | | 13.3% | 14.2% | 14.9% | 15.0% | 13.9% | 15.3% | 16.8% | 15.9% | 16.5% | 15.2% | 16.3% | 17.1% | 15.4% |
| Total | | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

| Oregon Real Estate Agency Education & Licensing Division Phone Counts | | | | | | | | | | | | | |
|--|-----------------|-----------------|-----------------|-----------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|---------------|---------------------|
| (Minutes: seconds) | Jan – 24 | Feb – 24 | Mar – 24 | Apr – 24 | May-24 | Jun-24 | Jul-24 | Aug-24 | Sep-24 | Oct-24 | Nov--24 | Dec-24 | 2024 Average |
| Call Count | 1588 | 1447 | 1509 | 1471 | 1415 | 1138 | 1252 | 1205 | 1232 | 1279 | | | 1354 |
| Average Wait Time | :30 | :42 | :45 | :32 | :25 | :29 | :27 | :40 | :33 | :55 | | | :36 |
| Maximum Wait Time | 0:09:48 | 0:12:50 | 0:11:01 | 0:10:00 | 0:13:36 | 0:13:28 | 0:20:09 | 0:13:37 | 0:10:11 | 0:17:29 | | | 0:13:13 |

| Oregon Real Estate Agency Education & Licensing Division Phone Counts | | | | | | | | | | | | | |
|--|-----------------|-----------------|-----------------|-----------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|---------------|---------------------|
| (Minutes: seconds) | Jan – 23 | Feb – 23 | Mar – 23 | Apr – 23 | May-23 | Jun-23 | Jul-23 | Aug-23 | Sep-23 | Oct-23 | Nov--23 | Dec-23 | 2023 Average |
| Call Count | 1642 | 1368 | 1603 | 1428 | 1438 | 1286 | 1283 | 1468 | 1382 | 1445 | 1222 | 1265 | 1403 |
| Average Wait Time | :33 | :32 | :35 | :28 | :28 | :35 | :38 | :29 | :32 | :29 | :40 | :30 | :32 |
| Maximum Wait Time | 0:11:07 | 0:11:14 | 0:10:58 | 0:09:13 | 0:10:11 | 0:16:20 | 0:09:26 | 0:11:08 | 0:11:55 | 0:11:53 | 0:10:46 | 0:10:44 | 0:11:15 |

| Oregon Real Estate Agency Education & Licensing Division Phone Counts | | | | | | | | | | | | | |
|--|-----------------|-----------------|-----------------|-----------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|---------------|---------------------|
| (Minutes: seconds) | Jan – 22 | Feb – 22 | Mar – 22 | Apr – 22 | May-22 | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov--22 | Dec-22 | 2022 Average |
| Call Count | 1730 | 1520 | 1776 | 1510 | 1437 | 1444 | 1303 | 1510 | 1555 | 1444 | 1469 | 1295 | 1499 |
| Average Wait Time | :33 | :23 | :45 | :33 | :35 | :36 | :42 | :58 | :50 | :36 | :29 | :43 | :39 |
| Maximum Wait Time | 0:20:37 | 0:12:03 | 0:26:17 | 0:13:25 | 0:10:53 | 0:11:15 | 0:11:13 | 0:31:05 | 0:32:16 | 0:13:58 | 0:10:52 | 0:11:53 | 0:17:09 |

**REAL ESTATE BOARD
ADMINISTRATIVE SERVICES DIVISION REPORT
December 2, 2024**

Business & Human Resources Manager: Reba Dunnington

Accountant: Caty Karayel

Systems Administrator: Tiffani Miller

Program Analyst: Rus Putintsev

IT Helpdesk: Denise Lewis

Section Overview

The Administrative Services Division serves as the foundation of the Agency's operations by providing comprehensive support in accounting, purchasing and contracting, inventory control, facilities, payroll, human resources, special projects, information technology (IT), and performance management.

Personnel

The Administrative Services team is made up of four employees that are individual subject matter experts in their fields of IT, accounting, and program analysis. We have had no personnel changes since our last board meeting.

Accounting Update

The total number of licensees continues to gradually decline with **24,278** in October 2024, down 2.9% from one year ago.

Projected revenue for the 2023-2025 biennium is **\$10.0 million** and operating expenses are estimated at **\$10.7 million**. Anticipated expenses for the eLicense replacement project are \$1.0 million in capital outlay for the remainder of the current budget period with \$1.3 million in project related expenses to be satisfied at project close out in 2025-27 biennium. The ending cash balance is expected to be **\$5.1 million for the end of the biennium**, which represents approximately 13 months of operating expenses.

IT update

The Department of Administrative Services-Enterprise Information Services has responsibility for statewide information and cybersecurity standards, and policies on information security. To ensure conformance to enterprise compliance, state agencies participate in a cybersecurity assessment on two-year rotations. The Agency is currently in the final weeks of its 2024-2025 cybersecurity assessment, with an anticipated conclusion date of December 31st. Agency Systems Administrator, Tiffani Miller, has been the key Agency contact in this effort and, along with the support of management, will be responsible for implementing any recommendations.

Human Resources Update

Upon taking office in January 2023, Governor Kotek set forth several performance expectations for state agencies. A subset of those expectations are within the responsibilities of human resources including: consistent and regular for employees, formalized new employee orientation, mandatory customer service and management trainings, hiring timeline standards and employee engagement measurement. Since the implementation of these new standards the Agency has met all targets to date. Business and Human Resources Manager, Reba Dunnington, will assist Agency staff and management in continuing to reach these expectations. Recent performance as follows:

Performance, Accountability & Feedback (PAF) Check-Ins -

Agency managers are expected to meet with staff in a one-on-one setting quarterly to conduct PAF sessions. Staff and managers outline the employees' current workload, goals, progress toward previous goals, training plans, and feedback on Agency communication and requests for improvement.

Governor's Target: 90%

Agency Performance: 100%

New Employee Orientation

Human resources management must ensure that new employees complete new employee orientation within 30 days of their employment start date. This orientation prompts new employees to complete all required tasks related to tax withholding, I-9 employment eligibility verification, and direct deposit forms as well as the review and acceptance of all relevant statewide policies.

Governor's Target: 100%

Agency Performance: 100%

Customer Service Training

Human resources management must ensure that new employees complete the state issued customer service training within 60 days of their employment start date. This course guides new employees in cultural sensitivity and communicating with cross-cultural customers, helping customers in navigating complex processes, statutes and rules, assisting upset customers and exceeding customer expectations.

Governor's Target: 100%

Agency Performance: 100%

Management Training

New managers are required to enroll in the Chief Human Resources Office's Management Foundational Training course within five days of their position start date and complete the program within the first four months of onboarding. This course is carried out over eight, full day in person sessions, across several weeks where new managers cover technical aspects of managing employees in the state enterprise such as: on labor relations, recruiting, position and performance management as well as general management skill development including: communication, coaching, time management, addressing conflict and emotional intelligence.

Governor's Target: 100%

Agency Performance: 100%

Hiring Practices

Agencies are required to ensure that the average time to fill positions does not exceed more than 50 days. Time to fill means from the day the recruitment is open to the day a job offer is made to the candidate.

Governor's Target: 50 Days

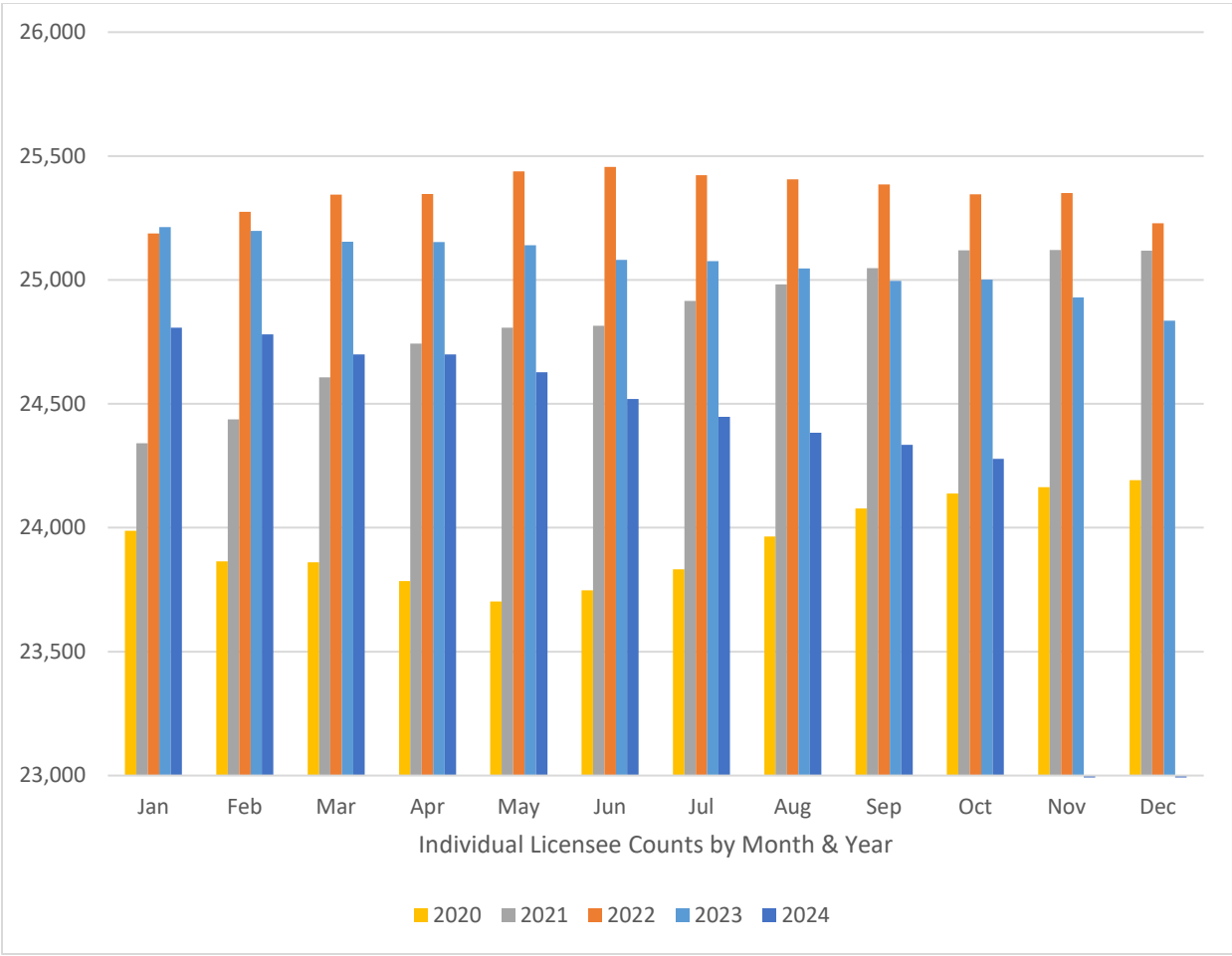
Agency Performance: 27 Days

Employee Engagement Measurement

Agency employees were asked to participate in an anonymous engagement survey in October 2024. This survey was administered by Gallup and given to all agencies statewide over the course of 2024. The Oregon Real Estate Agency's results are a standout among peers in Government, with an overall engagement score of 4.30/5.00, ranking in the 84th percentile. While reviewing the results with the Small Boards and Commissions group the Agency was singled out as a leader for other Agencies to mirror and learn from. Areas of exceptional performance included Agency staff feeling recognized and praised for their work as well as being encouraged in their professional development.

2023-2025 Budget - Biennium to Date Through June 30th 2025

| Budget Codes (ORBITS) | | <u>23-2025 LAB</u> | <u>Expected Total Expenditures for Biennium (current)</u> | <u>Expected Remaining Limitation at end of Biennium</u> |
|------------------------------|--|--------------------|---|---|
| | Total Personal Services | 9,391,241 | 8,845,506 | 545,735 |
| 4100 & 4125 | In-State Travel & Out-of-State Travel | 107,334 | 67,304 | 40,030 |
| 4150 | Employee Training | 40,206 | 47,767 | (7,561) |
| 4175 | Office Expenses | 58,989 | 35,770 | 23,219 |
| 4200 | Telecom/Tech Services & Support | 70,231 | 69,791 | 440 |
| 4225 | State Government Services | 646,658 | 504,849 | 141,809 |
| 4250 | Data Processing | 118,785 | 70,642 | 48,143 |
| 4275 | Publicity & Publications | 39,905 | 279 | 39,626 |
| 4300 & 4315 | Professional Services & IT Professional Services | 378,671 | 420,287 | (41,616) |
| 4325 | Attorney General Legal Fees | 365,688 | 144,906 | 220,782 |
| 4375 | Employee Recruitment | 8,420 | 0 | 8,420 |
| 4400 | Dues & Subscriptions | 10,406 | 12,900 | (2,494) |
| 4425 | Facilities Rent & Taxes | 276,712 | 266,641 | 10,071 |
| 4475 | Facilities Maintenance | 4,911 | 14,556 | (9,645) |
| 4575 | Agency Program Related S&S | 982,084 | 982,510 | (426) |
| 4650 | Other Services & Supplies | 4,269 | 184,771 | (180,502) |
| 4700 | Expendable Property \$250-\$5000 | 31,678 | 4,868 | 26,810 |
| 4715 | IT Expendable Property | 155,803 | 46,551 | 109,252 |
| | Total Services & Supplies | 3,300,750 | 2,874,392 | 426,358 |
| 5550 | Data Processing Software | 2,000,000 | 1,000,000 | 1,000,000 |
| | Total Capital Outlay | 2,000,000 | 1,000,000 | 1,000,000 |
| | Totals | 14,691,991 | 12,719,898 | 1,972,093 |



**REAL ESTATE BOARD
COMMUNICATIONS/DEI REPORT
December 2, 2024**

Communications, Policy, and DEI Director: Mesheal Tracy

Section Overview

This section is responsible for developing and implementing agency-wide Diversity, Equity, Inclusion, and Belonging (DEIB) initiatives, managing external communications, and leading change management processes. It encompasses media relations, community engagement, policy development, and strategic planning to foster an inclusive culture and effectively communicate the agency's mission and programs to diverse stakeholders.

DEI Initiatives

The Agency is currently awaiting feedback on the 2025-2027 AA/DEI Plan from the Office of Cultural Change. But initial implementation has begun through targeted outreach to state-wide affinity groups, which will allow the Agency to gather insights and build meaningful connections across diverse professional communities.

Communication Strategy

Agency communication efforts are currently focused on two regulatory changes. The buyer's representation agreement rules, set to take effect on January 1, 2025, have been addressed through a communication plan. Simultaneously, leadership is finalizing our communication strategy for the residential property wholesaler registration requirement, which becomes effective July 1, 2025. This will include direct outreach to identified wholesaling businesses and collaborative communication with escrow companies to ensure widespread awareness and compliance.

Policy Development

The Agency is formalizing our existing customer service approach into an agencywide written policy that aligns with new statewide standards. While Agency divisions already meet or exceed most requirements through our current operations, documenting these practices will ensure consistency and provide for continued excellence in serving our stakeholders.